One2One

With Mike Burke at Purpose Software

The dawn of a new era

Mike Burke at Purpose Software says we need to be aware of a new generation of ERP platforms for the managed services and print reseller industry

As the Managed Services and Print Reseller industry continues to evolve, there is greater pressure on organisations to diversify. But for how much longer can resellers run their operations on legacy business software that is not able to fully support this diversification?

To manage their businesses, resellers have traditionally had to integrate disparate CRM, service management, accounting and business planning software, all of which have to be separately managed on a day-by-day basis. Such applications are typically neither integrated nor function in real-time, and are unable to deliver real-time big data analytics or business intelligence.

The structure, accuracy and sources of data across multiple platforms are recognised as the root causes of reduced sales performance, process inefficiencies, poor customer management and unpredictable cashflow.

Mike Burke at Purpose Software says moving to the cloud can deliver significant benefits to resellers in terms of greater mobile access through browser-based dashboards, reduced organisational downtime and infrastructure costs. However, this approach does not eliminate the integration and ongoing management issues involved with the use of disparate systems to manage different areas of the business.

An ERP Approach

An alternative approach is to consolidate data on a single platform that underpins enterprise-wide business processes from sales opportunities and management, order fulfilment and customer service through to accounting and cash collection. This provides access to the real-time business intelligence needed for effective management and control whilst supporting enterprise-wide activities to deliver incremental growth, drive operational excellence, retain customers and maximise financial returns.

Applications include:

- **CRM** – sales and opportunity management and after sales support

- **Warehouse & Production Management** – manage inventory across multiple locations, track stock, and manage production orders based on materials requirements planning

- **Purchasing** – Automate procurement from purchase orders to vendor invoicing

- **Service Management** – Real-time call management and integrated service information

- **Contract Management** – Lease Agreements through click, time and seat billing

- **Mobility** – iOS app for iPhone and iPad to interact with SAP Business One

- **Financial Management** – automated financial and accounting processes including support for multiple currencies, budgeting and bank reconciliations

- **Reporting & Business Intelligence** – Access to data to create new reports or customise existing one through integration with Crystal Reports

- **Optional Analytics** – Powered by SAP HANA to provide instant access to real-time insights for business intelligence

The new breed of ERP systems are available as hosted or premise-based solutions and provide a single, integrated source of data giving greater visibility and control across the business. By capturing all critical data for immediate access from any location, users have the information they need when they need it most to maximise the customer experience and maintain a competitive edge.

Warehousing
- Stock Transfers
- Stock Valuation
- Pick, Pack & Deliver
- Serial & Lot Management

Financials
- Full, Multi-company Accounts Functionality
- Budget Management
- Banking & Reconciliations
- Multicurrency Support

Managed Services
- Help Desk
- Professional Services
- Task Management
- Scheduling

Sales & CRM
- Sales & Pipeline Forecasting
- Invoicing & Payment Delivery
- Order To Cash
- Warranty & Service Contracts

Contracts
- Dynamic/Multiple Billing Levels Per Contract
- Single click Consolidated Billing
- Multiple Contract Profiles
- Automated Contract Creation

Operations
- Reporting & Analytics
- Workflow-Based Alerts
- Employee Data Management

Mobility
- Real-Time Call Management
- Integrated Sales & Service Data
- Monitor Stock & Product Data
- Visualise Key Business Data With Real-Time Reporting

Purchasing
- Quote & Order Processing
- Invoicing, Payment & Delivery
- Returns & Crediting
- Purchasing Forecasting

FORZA
A single source of data for Print Resellers and Managed Services providers

PS PURPOSE SOFTWARE
SAP Business One

> 'Moving to the cloud can deliver significant benefits to resellers in terms of greater mobile access'

The ERP approach also reduces organisational complexity and makes it easier to increase efficiency and productivity by empowering users to take a more pro-active approach to running the business. For example, it eliminates the need to wait for month end before reports can be generated and analysed giving insight into business performance over the previous month or quarter. Real-time reporting provides instant insight into the performance of different operating divisions with web-based dashboards, customisable to meet individual functional requirements, providing real-time data and organisational transparency to enable more informed decision making across the business.

SAP Business One

The new generation of enterprise resource planning (ERP) solutions encompasses all sales, service and accounting requirements and provides resellers with the first viable alternative to traditional single point software applications. At the top of the tree are platforms, such as FORZA, powered by SAP Business One which is used by more than 50,000 organisations worldwide. SAP Business One has resulted from development budgets of tens of millions of pounds – a totally different scale to the way that industry-focused service management software solutions are developed.

Another advantage of deploying SAP Business One-based systems is that users no longer have to rely on their chosen software supplier for add-ons that enhance the core functionality or bolt-ons that connect externally and push data to the central platform. With over 3,300 SAP development partners world-wide, resellers have greater flexibility to customise their systems with pre-packaged or custom solutions that provide additional business intelligence or process management through to e-commerce, quality and project management to meet their specific organisational requirements.

Conclusion

Resellers wanting to take advantage of new markets such as cloud services, managed services, managed network services, security and more can implement a powerful ERP platform that allows these new lines of business to be easily added without the integration, accessibility and support issues required with single point solutions.

A single integrated ERP solution can deliver a lower cost of ownership and a better ROI by eliminating the multiple license fees and ongoing IT and data management issues required when using disparate, broken and archaic systems. It also frees up resources to be deployed more productively across the business. ∎

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