



Sage 500

Living breathing business

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“At Sage, we understand that mid-sized and larger businesses have varied and complex requirements. From accounting and payroll through to Customer Relationship Management and Enterprise Resource Planning, we offer scalable, integrated software to meet their needs.”

Liam Mullaney,
Managing Director,
Sage Ireland.

About Sage

Sage Ireland is a subsidiary of The Sage Group plc - a world leading supplier of business management software that has been providing software and support to businesses like yours for more than 25 years. Over time we've built up a deep understanding of the needs of all sizes and types of business. Using this insight we have developed our software and services in order to meet customer requirements.

Supported by our unrivalled customer service and our close relationships with business partners and developers, we can provide the right business management software for you - whatever the size and nature of your company. With over 5 million Sage customers worldwide, over 40,000 in Ireland, the network of people relying on Sage systems is growing - many include your customers and suppliers.

Technology is becoming increasingly important in running a profitable and successful business.

The larger the company, the more critical your technology strategy. It's not just your internal systems that count, but your customer and supplier-facing solutions too.

An extensive range of software

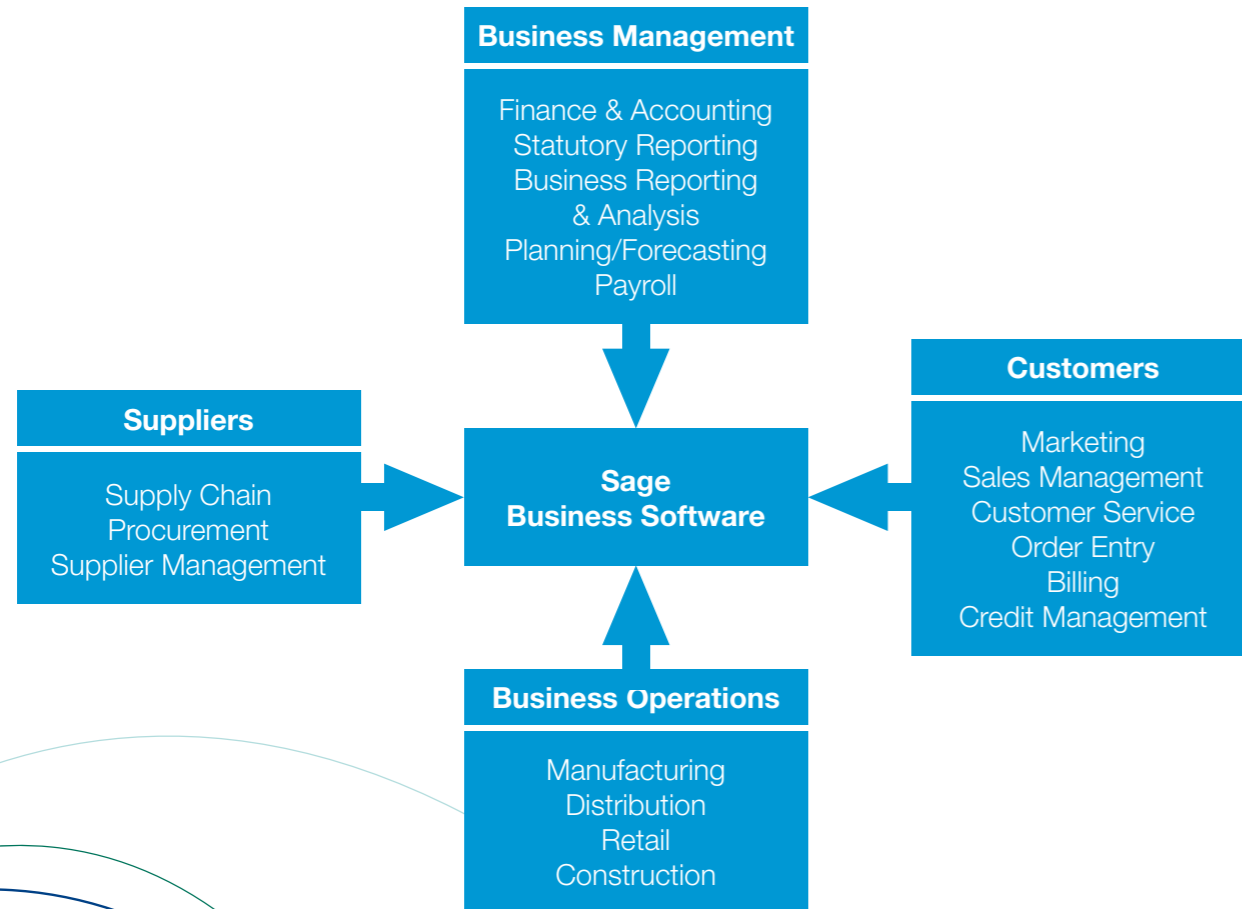
Our strategy is to provide software that will help all departments within a business to become more efficient, and to work more effectively together. Our origins are in accounting and payroll software but today we offer a broad range of integrated business applications that span finance, distribution, manufacturing, retail, services, e-Business, CRM (Customer Relationship Management), human resource management, time recording and billing.



Sage Business Software

From managing your supply chain, to marketing and selling to your customers; from dealing with statutory reporting demands, to handling industry-specific processes in a variety of business sectors: Sage software helps all areas of your business to automate their operations - and work together.

Sage 500 forms a key part of this business software solution.



Sage 500 Overview

Sage 500 offers all the advantages of a tried and tested Enterprise Resource Planning (ERP) application with the outstanding performance and web capability that is essential for success in today's competitive business environment. Whatever industry your business operates in, Sage 500 provides the enterprise-wide business information and management control you need to balance increased profitability with delivering consistently high levels of service.

Available on a wide range of operating systems and compatible with a host of industry-leading databases, Sage 500 gives mid-range and larger organisations the reliability, scalability and international coverage they must have to stay ahead of their global competitors.

A flexible solution for a changing world

At Sage, we continuously invest our resources and energies into the software that our customers use to solve real business problems. By talking to Sage 500 customers, we better understand their requirements and how we can develop our software to help.

Capitalise on modern technology

Built around the latest technologies, Sage 500 is an extremely easy-to-use system that incorporates standard desktop applications, allowing data to be swapped between Sage 500 and the desktop through 'copy and paste'.

Screens are fully customisable to suit the individual's work flow, helping to increase productivity. Thanks to short learning curves, users quickly become familiar with the system's extensive capabilities.

Remote access

The Universal Client provides a low cost, remote access solution for Sage 500. By accessing the business system via a standard internet browser through a central resource, administration costs are lowered. The Universal Client is easy to manage and it's suitable for office-based and off-site employees. The Universal Client supports SSL encryption for secure remote access to your Sage 500 system over public networks.

Improved efficiency

Eliminate costly pre-printed stationery and time-consuming filing while freeing up valuable storage space with Sage Paperless. By accessing archived documents in seconds, you will improve productivity. Through a low cost of ownership and a rapid return on investment, your business will immediately feel the benefits of a smooth-running, paperless environment.

Language capabilities

Sage 500 is available in the following languages: English, French, Dutch, German, Spanish and Italian.

Choice of platforms

Sage 500 supports a range of databases, and operating systems including Microsoft Windows and Unix – check with your Sage Business Partner for full details.

Financial Modules

A highly skilled partner network

Sage 500 is only available through carefully-selected and certified Sage business partners to ensure your investment is in knowledgeable hands.

Sage business partners have in-depth industry knowledge and outstanding technical expertise to provide consultancy and support before, during, and after implementation.

By combining the right mix of Sage software and services, your Sage Business Partner will deliver a complete solution that meets your exact requirements.

Software that works across your business

The wide range of Sage 500 modules seamlessly unifies information from finance, distribution, manufacturing and service operations. This creates a wide-ranging management system for many aspects of your business – from customer orders to after-sales service, in the front and back office, on the shop floor and in the warehouse.

Sage 500 also integrates with Sage Customer Relationship Management (CRM) software, with significant benefits. Everyone in your business - from credit control to sales and marketing - has a single view of your customers; and with the ready availability of back-office information to customer-facing staff, you can provide better customer service. Turn to page 20 to find out more about Sage CRM software and the benefits of integration.

Further, Sage 500 provides a number of Application Programming Interfaces (APIs). These allow your Sage business partner to extend and modify the software, as well as linking it to other best-of-breed applications.

The net result: a complete business software system, tailored to your particular requirements.

Fast, accurate reporting and analysis are essential for responding rapidly to changes in day-to-day business and for long-term sustained success. Sage 500 ensures critical decisions are firmly based on solid and concise information, consolidated across your enterprise. Managers and staff have access to comprehensive integrated information, including attached spreadsheets or emails.

Sage 500 automates routine tasks and supports your users with a system that's easy to use and customisable to suit their working style. Productivity is increased and administrative costs are reduced.

As an integrated management system, Sage 500 Financials provides control over your local or international business, while fully accommodating domestic markets alongside legal, accounting, and taxation requirements. Sage 500 can report in local and head-office currencies at any level in the company hierarchy.

Financial Modules:

General Ledger

The Sage 500 General Ledger is the central hub of financial information. It's a repository for company-wide transactions that can be enquired upon or reported in different ways.

As a means of providing a complete financial picture for your organisation, the General Ledger is essential to the integrated accounting system and to your company's strategic decision-making.

The General Ledger is configurable to meet multi-national requirements around the world. Security settings ensure that information is only available to users that have the right clearance.

Accounts Payable

Sage 500 Accounts Payable is a sophisticated tool for handling all of your organisation's accounts payable requirements. It offers full control over cash flow and immediate access to outstanding creditor information.

Accounts Payable provides flexible authorisation control to complement your business processes. Full invoice matching is available with Purchase Order Processing or the module will run stand-alone. Flexible and secure payment methods are supported along with full integration to Cash Management for reconciliation.

The system can handle simple and complex foreign transactions.

Benefits in brief:

- Provides tight financial control with full visibility of costs committed before expenditure is incurred.
- Includes powerful reporting tools and evaluation of market trends to assist informed strategic decisions.
- Manages your cash flow through close budget control and efficient purchase requisitioning.
- Supports international business with multi-language, multi-currency, multi-company features.
- Includes extended support for your credit management teams.
- Lowers your administrative costs by increasing user productivity.

Accounts Receivable

Accounts Receivable provides effective debt management for optimum cash flow and a healthy balance sheet. Simple to use, yet extremely flexible, it handles different customer requirements from simple accounts to a complex accounting hierarchy.

Accounts Receivable offers complete control over your receivables and provides all the necessary information for accurate and timely decisions. Managing sales and debtor activity, Accounts Receivable provides up-to-the minute information for aged debtor analysis.

By using automated credit control facilities and reports, Accounts Receivable enables you to reduce outstanding debts. Comprehensive enquiry and reporting facilities help track and manage sales information in the most effective way for your business.

Cash Management

Cash Management helps you keep up-to-date with ever-changing bank balances, monitor cash flow accurately, and make informed decisions about immediate expenditure. This comprehensive module allows you to monitor financial exposure and fully reconcile your system with information provided from your bank accounts, whether manual or electronic.

Fully integrated with the other financial ledgers, information is updated automatically without the need for re-keying to save time and effort. Cash Management will record details for all types of bank account with the ability to specify how each one is integrated with the General Ledger. The module also supports multi-currency and offers currency revaluation facilities to track exchange difference exposure.

Credit Management

Sage 500 Credit Management provides a centralised credit control function with an integrated transaction enquiry and call logging process. Full diary management is supported with automated 'target call' lists for each credit controller, which can be tailored to each credit controller's exact requirements. Call logging supports entry of free-format text, cheque promise dates, ad-hoc generation of statements, and reminder letters, along with simple cash flow forecasting.

Auditing & Security

This simple but powerful tool allows for specific events to be audited by recording related information whenever they occur. Such events are usually database updates, additions, or deletions from a particular table. User-based security allows individual organisations to define the level of security they require over their database.

Fixed Assets

Sage 500 Fixed Assets provides control over your assets and their depreciation. It can be used stand-alone or as part of the procurement process with full integration to the General Ledger. Comprehensive information may be recorded for each asset along with associated attachments to assist management and tracking. The system has flexible depreciation methods to meet the requirements of the commercial and public sectors.

If you have more demanding requirements for Fixed Asset management, a separate application is available that integrates fully with Sage 500. Sage Asset Manager helps you to view the 'big picture' on the assets owned and leased by your business. It builds a knowledge base from which you can forecast asset costs, anticipate outgoings that lie ahead, and budget appropriately.

Job Costing

Sage 500 Job Costing provides you with an up-to-date picture of expenditure and revenue associated with specific projects. If used in conjunction with the ledgers, it's possible to record purchases, revenues, time-sheets, and payroll items for each job. The analysis of expenses and revenues posted from Accounts Receivable, Accounts Payable, and Inventory Control is also supported.

General Ledger Consolidation

For organisations with more than one legal entity, consolidation provides a fast and easy period-end process. It will automatically map subsidiary Chart of Account structures to the holding company structure which may be different. Any subsidiaries' local currencies will be automatically translated. Translation differences created in the process are automatically handled too. For those organisations with very complex legal entity structures, multiple levels of consolidation can be configured.

Archiving

The ability to retain full accounting records electronically is a key audit requirement. This module allows you to build up a record for each financial year, so that auditors and staff have access to an exact copy of your accounting transactions for previous years. Once configured, the process is automatic and can be scheduled at times to suit your business, thus avoiding disruption today-to-day work.

Absorption Costing

The Absorption Costing module allows organisations to maintain budgetary and actual period-based statistics for use as part of an absorption costing process. Users may create an unlimited number of statistical sets such as headcount or floor space. These are then configured to cross-reference each other and create service-level recharges across internal departments. The statistical data can be used within the account balance cascade and journal process, as the basis of reallocating costs on a pro-rata, fixed charge, or even a user-defined rule set.

Inter Entity Accounting

General Ledger journal processing enables entry of Inter-Unit accounting information such as target and source entities, and General Ledger account code mapping rules. Inter-Unit audit files are used to generate ASCII format files, which are in turn used to transport Inter-Unit journals from one Inter-Unit company to another.



Distribution Modules

Sage 500 Distribution supports the drive to deliver levels of service that exceed your customers' expectations, while closely managing your costs. It provides the necessary integrated processes and information flows to help you supply total quality in terms of products, service, and after-sales support.

The order processing options within Sage 500 Distribution offer maximum flexibility in fulfilling customers' individual requirements for ordering and payment methods, order size, delivery times, packaging, and labelling.

At the same time, comprehensive reporting and evaluation of market trends, analysed by product, market sector, and geography, give you a clear picture of where the best opportunities for profit lie.

Companies handling large volumes of orders over the telephone will benefit from the Telesales module. This can handle many requirements, including mail order and counter sales, across different industries.

Focus your supply chain and your resources on customer satisfaction

Delivering excellent service demands strong partner networks which concentrate on continuous improvement in customer service. Sage 500 Distribution helps you manage a seamless flow of information and goods from supplier to end consumer. This will help reduce inventory and manage stock to satisfy your customers in a cost-effective way. Sage 500 Distribution keeps you fully in control by providing realtime multi-site views of current and expected stock alongside extensive inventory management features.

Create an effective purchasing strategy to reduce your financial commitment

An efficient purchasing strategy balances high customer service levels with minimal financial commitment. Through its extensive support for Purchase Requisitioning, Sage 500 Distribution helps you create a centrally managed, flexible purchasing operation keeping you fully in control.

Distribution Modules:

Inventory Control

Effective Inventory Control is the cornerstone of an Efficient Consumer Response (ECR) strategy. This sets out to deliver exceptional customer service at an acceptable cost. For most companies, a stock holding of some kind is necessary if high service levels are to be maintained. The supply of manufactured or purchased goods has to track demand as closely as possible. Inventory Control offers the right tools and information to help you minimise your investment in stock and depot resources while ensuring a high level of service.

Sales Order Entry

Sales Order Entry allows organisations to achieve high levels of customer service through efficient order entry and timely delivery of goods. It is fully integrated with the Project Accounting, Financial, and Manufacturing modules. This provides the necessary tools and information to allow companies to gain a competitive edge by delivering exceptional levels of customer service.

Sales Invoicing and Analysis

Comprehensive analysis of sales activity by profitability and market trends is key to ensuring business growth and customer service. Sales Invoicing and Analysis provides accurate cost of sales with full margin visibility. Integration with the General Ledger enables sales revenue and cost of sales analysis by customer, warehouse, and product.

Purchase Order Processing

Purchase Order Processing provides all the necessary tools and information to allow you to develop cost-effective strategies for delivering high levels of customer service. This is achieved by matching key purchasing decisions back to forecast and actual demand.

Telesales Order Entry

The telesales system offers the opportunity to capitalise on customer contact. Whether used pro-actively (outbound telemarketing) or reactively (inbound order processing), the system's speed, flexibility, and information improves customer service and maximises sales. The Telesales Order Entry module offers a fast order capture facility particularly suited to a telesales environment. The Telesales module also provides a wide range of reporting facilities including operator performance and sales trend analysis.

Purchase Requisitions

Target customer service levels, economies of scale, and overall financial commitment are all factors that need to be built into an efficient purchasing strategy. Purchase Requisitions provides comprehensive financial control over the purchasing process.

A configurable requisition authorisation supports a hierarchical process that may involve requisition supervisors, buyers, and budget controllers. Costs are minimised by consolidating multiple requisitions for the same supplier into a single purchase order, ensuring an efficiently managed centralised purchasing operation. Purchasing commitment is tracked through to the General Ledger with realtime budget consumption built into the authorisation process.

Point of Sale

Sage 500 offers functionality for Point of Sale and Mail Order operations. It is particularly suitable for a mixed requirement of counter sales and back office order processing from the same stock holding. The system handles instant over-the-counter or mail order sales for cash or credit cards. Payment by credit cards may be validated online or as an overnight batch process using the latest validation and authorisation checks.

Postcode Search

Using this module, you may enter a postcode to retrieve the customer address details at different points in the Telesales order entry process. This is ideal for entering new customer details on the Sales Ledger or Telesales customer files. It is also useful for entering or amending the delivery address on a specific order via the order header screen or the telesales payment Types screen.

Repetitive Route Scheduling

Repetitive Route Scheduling allows the user to set up details of transport resources (drivers and vehicles) and standard routes (areas and days/dates). The system then generates loads (routes/delivery dates) to which orders can be allocated. The user can then produce shipping documentation, such as picking lists and despatch notes, by load.

Benefits in brief:

- Helps you develop and maintain market share by offering telesales support, enhancing service levels and providing flexible ordering/payment options.
- Maximises the value of your supply chain and supports you in building strong partner networks.

Manufacturing Modules

Returns and Repairs

Sage 500 Returns and Repairs system allows the user to accurately record, track, and progress items returned for credit, replacement, or repair. Its combination of speed of entry, flexibility, and online information helps you improve customer service by ensuring visibility of the returned product throughout the return/repair cycle. The Returns Logging module will record and track details of items returned by a customer for credit or replacement, interfacing directly to the Sage 500 Telesales Order Entry module. The Repairs module helps the user control and manage the repair process, integrating with the Sage Inventory and Bill of Material modules.

Branch Inventory Transfer Management

Branch Inventory Transfer Management allows the user to control the internal movement of stock from one location to another. This is achieved by using the Telesales system to handle transfer notes (internal sales orders). These are then processed like normal sales orders, except that the customer is an internal location such as a warehouse defined in the standard warehouse file. The system also handles the concept of 'in transit'. This is the potential time delay between the stock leaving one location and arriving at its destination.

Waste Management

This module provides support for EU Waste Management regulations where two methodologies have been adopted - one for the UK and one for Germany. Most EU members are adopting the German approach and so the module has been designed to support both methods within a generic solution.

Waste Management provides a retrospective package-build function which analyses packaging requirements based on historical transactions written to the stock history file.

These transactions can include sales despatches, receipts and, where applicable, imports. Flexible reporting and enquiry functions are provided over the split detail, which facilitate direct transfer of information onto packaging returns.

Extended Discounts

In some business environments, there is a requirement for multiple discounts recorded separately on a single order line. It is important to automate this to avoid errors and speed up processing. Extended Discounts will manage a number of more complex discounts automatically. For example, multiple discounts may be calculated on an order line and also at order level. Percentage calculations may be based on list price or price so far.

Benefits in brief:

- Supports configure-to-order, manufacture-to-order and batch engineering.
- Controls associated material, inventory and processing costs.
- Monitors and reports on issues and events on the shop floor to maintain maximum productivity.
- Eases the complexity of managing your own resources and subcontractors.
- Supports you in meeting the requirements of broad markets or individual customers.

Sage 500 Manufacturing offers completely flexible software for businesses throughout a wide range of manufacturing industry sectors. These businesses may range from straightforward engineering through to complex process engineering. Businesses benefiting from Sage 500 Manufacturing include those using mixed mode manufacture, making standard and configured products. The specific needs of project-based manufacturing businesses are also comprehensively covered.

Powerful resource management

Whether you require support for an agile manufacturing organisation or for a batch engineering machine shop, Sage 500 Manufacturing is ideal. It gives you tight financial control of associated material and processing costs along with realtime valuations of completed operations and work in progress. Sage 500 Manufacturing will help you manage the complexity of resources involved in manufacturing on your shop floor and from subcontractors.

Maintain maximum productivity, with efficient shop floor management

Sage 500 Manufacturing monitors and reports in real time on issues and events on the shop floor that might affect productivity. You will benefit from readily-available detailed information on work in progress as well as unplanned events such as machine breakdowns or absenteeism.

Manufacturing Modules

Bill of Materials

Bill of Materials gives total flexibility through its ability to handle component listings and formulae. Bill of Materials offers planning option percentages to simulate high level forecasting strategies.

The product families can also reflect the composition of complex relationships within a family of products. This allows planners to concentrate on the forecast model. Alternative Bill of Materials and Supersessions are fully supported.

Works Order Processing

Works Order Processing provides the business with a comprehensive, dynamic, costing and control repository. Using the detail from the Bill of Materials and Routing modules, it automatically creates works orders after Material Requirements Planning has optimised the timing and quantity. All events are routed and controlled on a Works Order which provide a reflection of actual build, mirroring what has happened on the factory floor. A Sage 500 Works Order is also 'live' until it has been completed. This allows dynamic alterations and amendments to record the actual materials and resources used to create the end product. Detailed variance analysis is available with automatic update to the General Ledger.

Material Requirements Planning

Material Requirements Planning provides a direct supply response to meet customer demand. This may be driven from source demand elements such as sales orders, forecasts, or works orders. This ensures that all material requirements are supplied directly to meet consumer needs or by using the traditional Master Production Schedule to generate the best volume/mix per period. Whether the requirement is for a responsive, agile manufacturing company or for the batch engineering machine shop, the appropriate techniques are provided within Sage 500.

Works Orderless Production

The Works Orderless Production module automates the back-flushing process in dynamic environments, where products are built to schedules rather than the traditional works order creation and release process. Component stocks are depleted to account for the completion or shipment of finished goods. The module allows the user to specify the product and quantity to be built, automatically exploding the Bill of Materials to calculate the components required. Shortages are identified and quantity adjustments may be made. The module then processes all the component issues and the product completion.

Works Orderless Production can be used as the main production recording facility or can run alongside Sage 500 Works Order Processing to support mixed-mode manufacturing processes.

Product Management

The Product Management module is a powerful tool for controlling parts from initial introduction through their lifecycle and to planned obsolescence. The system manages changes to Bill of Materials and Routings during product lifetime, providing audit data to support BS5750 and ISO9000 accreditation.

The system can also generate optimum phase-out/phase-in dates, thus helping to reduce inventory costs. The Mass Replace option enables changes across the product range to be implemented swiftly, while the Re-Build feature can quickly recreate a Bill of Materials if a spare part needs to be made to an older version.

Production Scheduling

The Production Scheduling module is built around the market-leading Advanced Planning & Scheduling (APS) software developed by Preactor International. The system helps you manage the simultaneous planning of material, capacity, and other constraints, while responding rapidly to any changes. This powerful APS software is tightly integrated with Sage 500 as an out-of-the box solution for quick and cost-effective implementation.

Many different states can be defined for a resource such as on-shift, off-shift, break-down, and planned maintenance. Each state may be given an efficiency value; for example on-shift would be 100% and off-shift 0%. This is used to calculate an operation start and finish time. States may be assigned a colour and shading in the sequencer overview for ease of identification. Users can also add more states such as 'half speed'. These states are useful for the insertion of calendar exceptions such as unforeseen breakdowns.

Graphical Planning

The Graphical Planning module is built around the market-leading scheduling software developed by Preactor International. As a sub-set of the Sage Production Scheduling system, it provides single constraint graphical planning tools for businesses wanting a simpler solution.

Graphical Master Production Scheduling

The Graphical MPS module allows the creation of an optimised Master Production Schedule (MPS) using a graphical planning environment. This enables realistic, achievable production plans to be created against sales forecasts and target stock levels. Production is planned into capacity buckets of one-week duration which may be set to finite or infinite capacity. Graphical MPS has been developed in conjunction with Preactor International.

Product Configuration

Product Configuration allows for the controlled creation of complex products through a simple rule-based question and answer session. It results in the automatic generation of Bill of Materials, Routes, Works Orders, and Sales Orders. One question list produces a single source of all configured data which may be retained and fast-searched for future duplication.

Rough Cut Capacity Planning

Rough Cut Capacity Planning provides a rapid view of the capability of a business to build products within specified timescales. It will identify bottlenecks and highlight areas where resources are being under-utilised. Prioritisation, by capital plant or by labour, gives a high-level, fast first-cut view of the resources needed, enabling management to adjust production plans efficiently to match consumer demand.

Routing

Routing provides a comprehensive suite to ease the management of the many resources required to produce manufactured product economically and effectively. Using the Routing Module, the complex shape and combination of resources associated with modern shop floors can be easily maintained. Alternative and Supersession routes are fully supported.

Sub Contract Control

Sub Contract Control allows for the enhanced management, documentation, and visibility of routing operations undertaken by third parties. This includes creation of purchase orders, control of material flow, transfer documentation, status and chasing facilities, costing to general and project ledgers, sub-contractor timesheet entry, and sub-contractor self-billing from timesheets.

Work in Progress

Work in Progress contains realtime links that show the status of Works Orders by cost, progress, and customer. Event management is a quality-enabler that allocates issues into groups set up by the user. The frequency of any event can then be reported, allowing improvements to be applied continuously and subsequently monitored. For example, this may mean identifying a faulty machine that needs replacement rather than repair or highlighting absenteeism by department.

Services

For tighter control in managing and accounting, Sage 500 is perfect for handling internal or external projects.

Any costs committed before expenditure are fully visible, expenses may be validated against budgets, and costs closely tracked throughout. Customers may be billed using staged invoices or by using cost-plus calculations for maximum flexibility.

Sage 500 can help you ensure prompt, efficient billing for external contracts, such as equipment maintenance.

Services Modules

Contract Management

Efficient after-sales service with maintenance and revenue billing is easily managed with Sage 500. It provides an efficient way to manage complex, high-value equipment contracts with structured billing for recurring charges. You can bill in advance (or arrears) for services such as rental, lease, service, maintenance, or support with or without consolidated invoicing.

Project Ledger

Designed for project-based businesses, the Project Ledger is a user-defined cost repository mechanism. This module allows you to slice and dice data from all angles, across any part of the organisation. Using the Project Ledger, projects may be closely followed throughout their life cycle. It is highly integrated to the General Ledger for consistent analysis of project related data.

Project Billing

The Project Billing module supports project-related posting and invoicing. It enables you to define the services to customers along with the rules for when and what to bill. The module is fully integrated with the Project Ledger and Resource Ledger.

Resource Ledger

The Resource Ledger in Sage 500 processes timesheets for your resources - human or otherwise. Timesheets may be quickly entered with automatic default values for locations, projects, sub-projects, charging rates, and status to cut the data entry load. By defining the expense, resource and project type, you have complete flexibility in reporting or enquiring by activity or productivity.

Benefits in brief:

- Manages and bills for after-sales service.
- Sophisticated project accounting and project management.
- Project-by-project managing and accounting for tight control.
- Billing methodology includes cost-plus and staged payments.

Reporting

What business today can do without timely information? Regardless of their sector or size, all businesses need ready access to information to make the right management decisions. But that means having easy access to relevant business data on the desktop from the shop floor to the boardroom.

Powerful data interrogation features within Sage 500 allow you to answer important questions about the business such as:

- Which products are driving the business?
- Which products produce the most revenue?
- Are some costs going out of control?
- Who are the most profitable customers?

Sage 500 provides a comprehensive range of in-built standard reports and online enquiries. If more information and analysis is needed, then the Report Writer and Enquiries modules allow users to create custom reports and enquiries.

Reporting modules

Report Writer is designed to supplement the standard reports that are available. The data can be extracted from any aspect of the system and incorporated into a report. The layout of these reports can be tailored to meet your exact requirements with the reported output either printed or saved to a file.

Reporting language

Report Writer Language is the ideal accompaniment to Report Writer and allows the more advanced user to design complex reports using an easy-to-learn structured query language. You can extend the functionality of report definitions that have been created using the Report Writer and take advantage of the query you have created to simultaneously create two or more reports from the same set of data; for example, a detailed report and a summary report.

Enquiries

Sage Enquiries takes online reporting to a new level. This module combines the flexibility of Report Writer with the look and feel of standard Sage enquiry programs. Sage Enquiries allows users to build custom enquiries as and when they're needed.

Users can rapidly locate key business data in tables within any part of the core system, quickly build the enquiry, and then present the information on the desktop. From high-level enquiries to low-level detail, Sage Enquiries provides a powerful window into the heart of your business.



Business Intelligence

If you want a real insight into your business, then Sage Business Intelligence (Sage BI) always delivers the answers. By combining the simplicity of a spreadsheet with the scalability and robustness of a corporate database, Sage Business Intelligence takes a quantum leap in business performance monitoring.

It can immediately deliver key business applications for planning, forecasting, scorecards, sales performance, and financial reporting. Powerful end-user analysis puts Sage Business Intelligence at the forefront of your business.

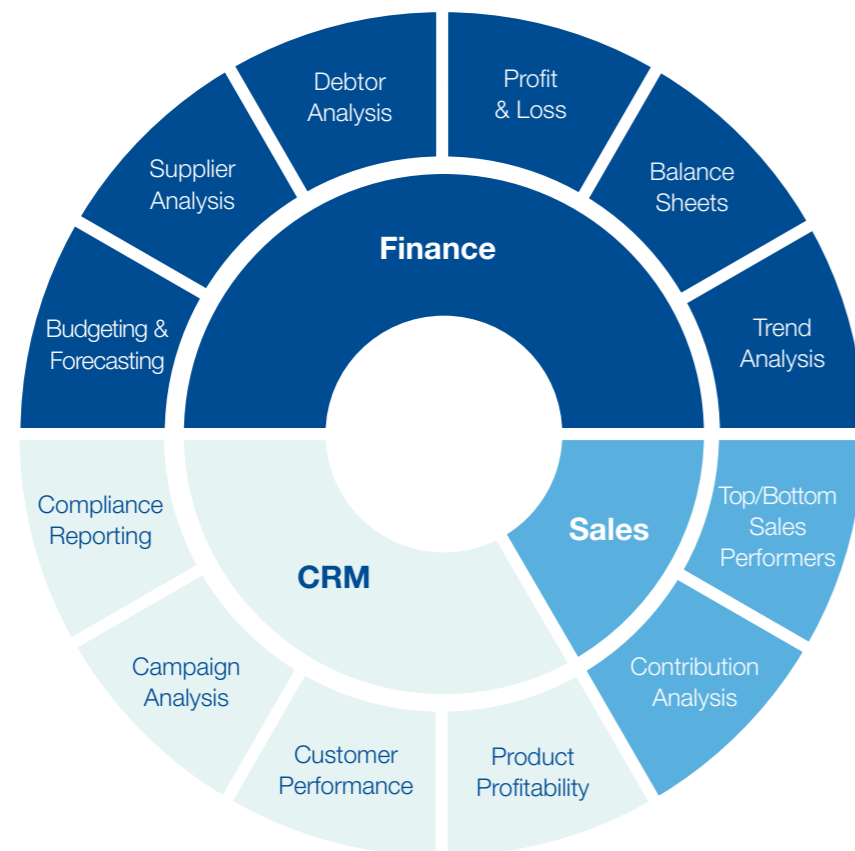
Business Intelligence delivers:

- Improved revenue and profits by acquiring and retaining high value customers.
- Reduced costs through more effective and responsive management.
- Automated compliance with regulatory reporting requirements.
- Improved customer loyalty through improved quality and superior service.

Comprehensive Business Intelligence

Sage Business Intelligence is software that offers reporting, analysis and the tools to create specific Business Intelligence applications for your organisation. And by running as part of Microsoft Excel, it also exploits your employees' existing skills.

Sage Business Intelligence solutions are quick and easy to build and intuitive to use. By being extremely cost-effective to deploy across the business, they deliver a fast return on investment too. Thanks to Sage Business Intelligence, there's no need for expensive third-party proprietary business intelligence tools.



Reporting and Analysis

Sage Business Intelligence is a complete set of reporting and analysis tools, totally integrated into Microsoft Excel. This allows users to build reports in a fully-interactive environment. Output may form part of a spreadsheet application using existing Excel functionality or may be emailed directly to appropriate recipients.

Key Reporting and Analysis features

- **Powerful Analysis** - Simple drill-down queries to highly formatted and complex queries are easy to produce. Multiple queries can be linked on the same worksheet.
- **Collaboration** - Output from any of these forms of analysis can be held in dynamic or stock reports embedded within Microsoft Office.
- **Advanced Analysis** - Unique data visualisation techniques, essential in data intensive applications where relationships between data items need to be explored and not simply assumed.

- **Report Packs** - Automatic building and distribution of report packs in Microsoft Excel or HTML format via email or your corporate portal.

- **Exception Reports** - Identification of over and under performance, critical in scorecard applications, is easily achieved.

Building Applications

Typical business analysis applications such as sales analysis, financial reporting, customer analysis, and business planning are easily delivered using Sage Business Intelligence. It delivers all the tools needed for extensive ad-hoc analysis, to create reporting applications, and to construct business performance dashboards.

Sage customers may take advantage of pre-supplied analytical applications or customise their own using the tools provided. This analysis and reporting capability may also be extended to other parts of the business. By using the Sage Business Intelligence Suite, users are easily able to combine financial and non-financial data in one report. The same facilities can also integrate summary and detailed transactional reports.

By using Sage Business Intelligence, it's easy to be productive while keeping cost of ownership to the absolute minimum. For example, sharing information with others is simple. Users simply build reports in a familiar environment, Microsoft Excel, then distribute them via email or publish to the web.

Benefits in brief:

- **Powerful applications and reporting.** The power of Excel, Sage Business Intelligence, and the underlying scalability of Microsoft SQL Server Analysis Services, allows almost any end user application to be undertaken irrespective of size or complexity.
- **Easy to Understand and Use** - Users know the business issues they are trying to address, so they can control directly how each application looks, feels and operates, and as it's an Excel application, it's easy to use.
- **Lowest Cost of deployment** - it costs little to get started with Sage Business Intelligence. Little consulting or training is required.

Sage Customer Relationship Management Software

Staying close to your customers is the secret of business success in markets with burgeoning supplier choice and ever-greater service demands.

Sage offers a range of CRM (Customer Relationship Management) software that allows you to do exactly that.

Know your customers inside out

The key to driving up sales, finding new customers, and maximising repeat business is having the right information to hand. What's needed are tools to collate and share data about customers throughout the company. If the right information is available, then sales can sell more as well as helping staff in the marketing, finance, and logistics departments be more effective.

Customer Relationship Management (CRM) software does all of this and much more. It helps provide greater efficiency in sales and customer service: it also helps improve working relationships with suppliers and other business contacts.

The Sage CRM range

Sage offers three powerful CRM applications - Sage SalesLogix, Sage CRM and SageCRM.com. Integration options are available for Sage 500 to create an integrated front and back office system.

- Sage SalesLogix - a fully customisable development platform that provides an extensive suite of CRM applications and industry-specific functionality for moderate to highly complex organisations. It builds on industry-leading standard functionality with the ability to customise any screen or process to match the specific requirements of your company. Sage SalesLogix can be deployed as a desktop application, via a Web browser or on a variety of mobile devices.

- Sage CRM - an easy to use Sales, Marketing and Support system for small and medium sized business, providing out-of-the-box, but configurable business process automation. Access through a web-browser to a local server combines the flexibility of a custom-built solution with the convenience of rapid access and on-the-road mobility.
- SageCRM.com - is a fully hosted CRM solution by Sage that provides all the functionality of a full CRM application but without requiring the up-front capital investment or any in-house IT expertise. Users simply need a browser to access the Sage software, hosted at our secure online facility.

Network of business partners

Sage CRM is also supported and developed by Sage business partners for easy integration with your existing business infrastructure. Industry-specific solutions can be provided for growing organisations, meeting the simplest or most complex requirements.

Why integrate?

In today's tough competitive environment, customer service is more important than ever. If customers – whether consumers or other businesses – aren't satisfied with the levels of service they are receiving, they will vote with their feet. Providing accurate, up to date, timely information to your customers will help you to keep their loyalty. Integrating your back-office functions such as finance and distribution with your customer-facing CRM system will enable you to do just that. Sales staff can easily see the availability of stock across different locations and check the real-time status of orders without delving into different systems or consulting colleagues who may not be available. As a result, they can give this information to customers without frustrating delays.

Integration also allows different departments within your business to work more effectively together. Credit control, sales and marketing staff all have a single view of the customer – so you can avoid time-wasting activities such as running marketing campaigns to high credit risk customers or maintaining multiple databases of customer details. Instead you can focus on improved forecasting and planning. Ultimately, this also translates back to customer service benefits – your operation is slicker and there is less potential for delay, misunderstanding and error.

Benefits in brief:

- A single source of customer information.
- Insight for informed business decisions.
- Improved operational efficiency and customer service.
- No need to re-key data, thus improving accuracy and reducing costs.
- Improved data analysis.
- Improved forecasting and planning hence to better business performance.

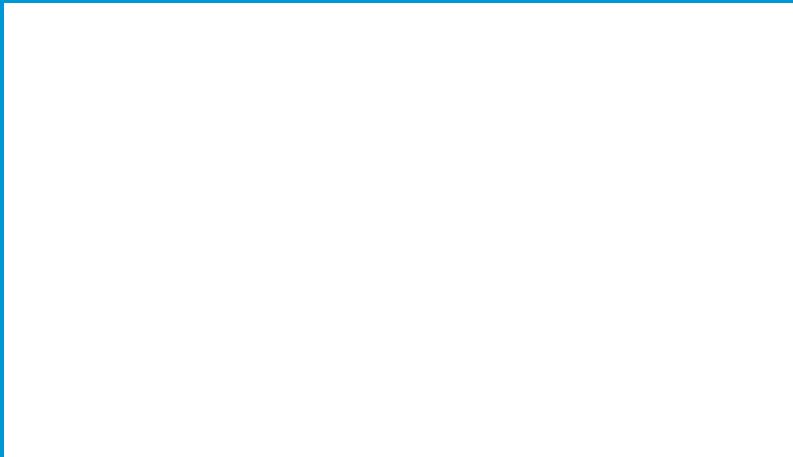
Sage 500 at a glance

System Module/Features
Finance Modules
General Ledger
Accounts Payable
Accounts Receivable
Cash Management
Credit Management
Auditing and Security
Fixed Assets
Job Costing
General Ledger Consolidation
Archiving
Absorption Costing
Inter Entity Accounting
Distribution Modules
Inventory Control
Sales Order Entry
Sales Invoicing and Analysis
Telesales Order Entry
Purchase Order Processing
Purchase Order Requisitions
Point of Sale
Postcode Search
Repetitive Route Scheduling
Returns and Repairs
Branch Inventory Transfer Management
Waste Management
Extended Discounts
Intrastats
Platforms and Operating Systems
Windows
Unix
Linux
Sql Server
Oracle
Informix IDS

System Module/Features
Manufacturing Modules
Bill of Materials
Works Order Processing
Material Requirements Planning
Works Orderless Production
Product Management
Production Scheduling
Graphical Planning
Graphical Master Production Scheduling
Product Configuration
Rough Cut Capacity Planning
Routing
Sub Contract Control
Work in Progress
e-Business and Technology
Auto-Q
EDI Input and Output
Forms Editor
Report Writer
Universal Client
Sage Enquiries
Sage Paperless
XML
Multi Server Architecture
Services
Contract Management
Project Ledger
Project Billing
Resource Ledger
Languages
English
French
Spanish
German
Dutch
Italian
US English

Notes

Your Sage Business Partner:



To discuss the right Sage software for your business, please contact Sage.

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E-mail: sales@sage.ie

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