



Success! , one solution to all company divisions.



General

- Free access to the complete database
- Free data bonding into other systems
- Mapping and accumulation of data in other systems
- Microsoft CRM 4.0® integration
- Controllable via mouse and keyboard shortcuts
- Steady basic functions and basic operations in business transactions allow easy working
- SUCCESS! is a teathed system in which all master data and transaction data interlock
- Ability to manage several companies
- Ability to consolidate several companies
- Flexible for small businesses, stringent for enterprises.
- Comprehensive user management (SOX certified)
- Experienced by more than 8,000 users in over 25 years development
- Innovative multiple window technology (SDI)
- Easiest update management

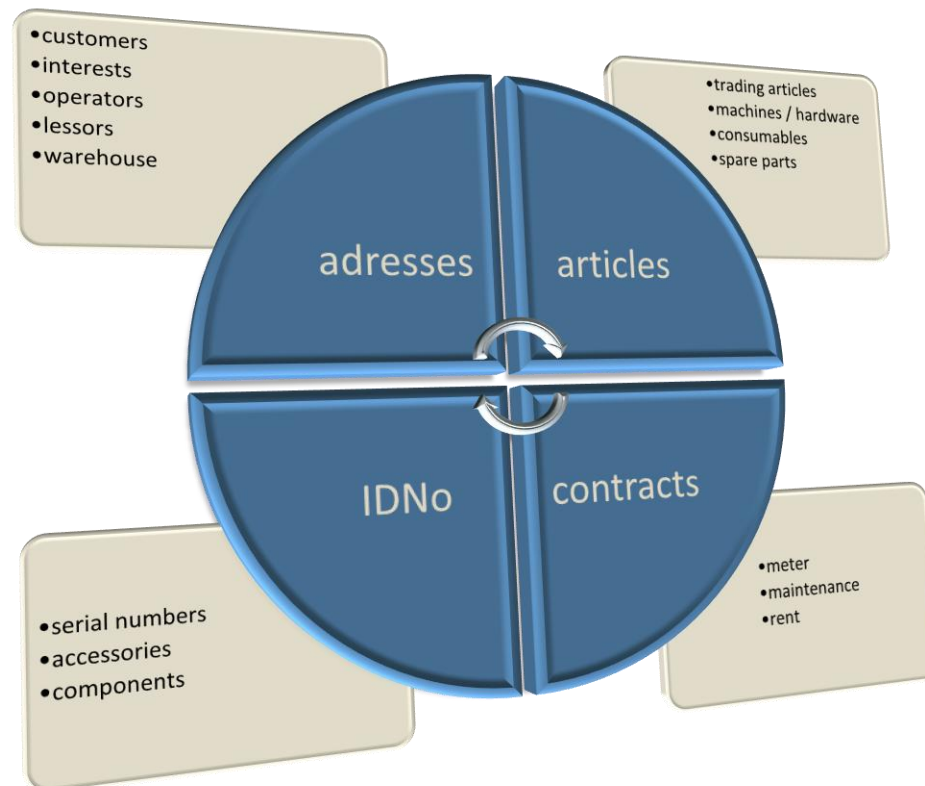
Microsoft and Oracle SQL supported





Master data overview

- Customers
- Article
- IDno master (machines and hardware management)
- Contracts
- Suppliers
- Staff member





Customers

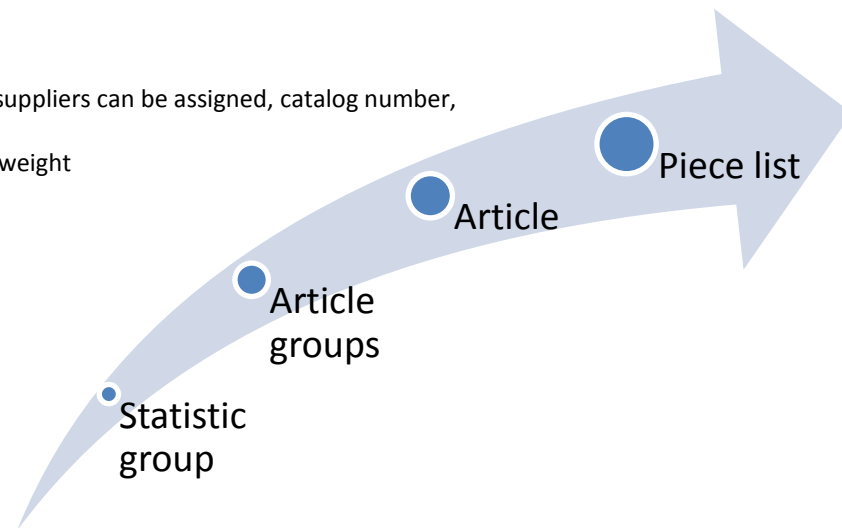
- The customer master is a central information medium
- Management of customers, interests, branches, external warehouses
- Overview of customer turnovers via customer ledger sheet with access to source orders
- Overview of the customer's bought articles and their prices via customer price information. Access to source orders, too
- Individual pricing
- Deposit of customer bonus
- Separate payment terms for each department (merchandise management, service, contract management (meter, maintenance and rent)
- Automatic customer numbers in definable debtor circles
- Free definable sort keys for later exports e.g. addresses for serial letters
- Free definable branch keys and customer groups
- Telemarketing with deposit possibilities of foreign machines and their copy prices etc.
- The interest of the customer can be documented too (good usage for IT)
- Contact person management





Articles / products

- Management of article descriptions, prices and stock quantities
- Article assignment to the kind of usage (machines, consumables, services, trading articles,...)
- Individual number of price groups with sliding scale prices in per cent or fixed price
- Pricing in home currency as well as in foreign currencies
- Deposit of various stocks and stock locations
- Deposit of accounts on articles and/or via article groups
- Simple assignment of business lines
- Assignment to article groups and statistic groups
- Different purchase prices (inventory, provision, average basis) by FIFO or charge
- Discounts, discount groups, discount on specials
- Definition of minimum and maximum stock quantities
- Different free classifications
- 1 own article number, several article numbers of different suppliers can be assigned, catalog number, toll number
- Differing packing units/batch sizes, outer package, bundle, weight
- Piece lists
- EAN barcodes (different for packing units, too)
- Charging availability
- Variants management
- Article assignment for web shop with tree structure figure
- Pictures and objects
- Duration for consumables
- Manufacturer assignment
- Alternative articles
- Configurations





IDno (machine and hardware)

- Management of several single product like IT, copier, meter- and stamping machine, air conditioners, fire extinguishers, software,....
- Deposit of meter-, maintenance and rental contracts
- IDno history for the complete life time
- Any number of meters can be managed
- Deposit of asset data
- Deposit of financing data (rent, lesser, refinancing)
- Connection to the technical customer service
- Extraction of meter machines from contracts via virtual contract position
- Special dealer management and information about special dealer credits
- Exact storing position definition
- Possibility to account via price formulas
- Volume deduction; flat rate splitting
- Free component depositions
- It's possible to link between different ID numbers (accessories)
- Tracking of goods received via delivery to scrapping
- Pool contracts, single contracts, meter contracts, rental contracts, maintenance contracts,....
- Assignment to territories for technical customer service
- Deposit of several kinds of guarantee (own, manufacturer, prolongation)



Suppliers

- Management of different suppliers
- Control of supplier accounts
- Price comparing for one article between several suppliers
- Turnover overview
- Deposit of contact persons
- Shortage in quantity information
- Shipping costs sliding scales
- ILN number management
- EDI data
- PBS Easy data
- Terms of payment
- Manufacturer
- Countries
- Languages



Staff member

- Management of staff member data
- Various telephone numbers, email, SMS
- Staff member classification (sale, technical service, dispatcher, etc.)
- Assignment of working hours
- Holidays
- Sub-stock assignment (own stock, stock for taking back, transit stock)
- Sub-stock quantity management
- Territory management
- Creation of reminders and to-dos
- User management (SOX certified)
- Hierarchy management
- External linking to pSRS and SRS
- Transfer data, Login data
- Cost center
- Training



Process overview

- Offer / Cost estimate
- Merchandise management
- Purchase order
- Goods receive
- Backlog management
- Commission
- Delivery
- Picking
- Invoicing
- Technical customer service
- Foreign repair
- Service center
- Contract invoicing
- Finance book keeping
- Payment
- Reminding





Offer / Cost estimate

- Creation of offers and cost estimates with one program
- Transfer of offers / cost estimates into one merchandise-/service order
- Offers with lesser conditions
- Sub totals
- Reminder of offers
- Create new offers by copying old ones
- Free text modules in offers



Merchandise management

- Creation of simple sales
- Split invoices
- Discount per position and order
- Commission management
- Use of case of business possible
- VAT per position
- Assignment of sales representatives, lines of business and cost center per item
- Create purchase orders directly out of merchandise orders
- UPS label print
- Backlog management
- Linking to production orders
- Order confirmation
- Proceed of trail equipment / stock movement
- Creation of credits with and without stock movement
- Sale of ID numbers with serial number assignment
- Article sale according to existing contracts including cost assignment to the contract
- Taking back of meter contract machines with creation of virtual ID numbers for final invoicing of the meter contracts
- Invoice and collective invoice print possible
- Packing slip print



Technical customer service

- Management and processing of hotline calls
- Execution and management of inhouse service
- Call taking
- Error code system and clear text
- Recall information
- Service scheduling via 2D planning + event control
- Feedback of orders regarding to contract contents
- Planning of holidays / illnesses / Training
- Creation of tour planes for maintenance contracts
- Creation of invoices and collective invoices
- Creation of foreign repair orders
- Automatical reaction time calculation



Contract accounting

- Volume anticipant invoices possible
- Complete Contract history with the help of contract version numbers available
- Automated invoicing of flat rate contracts (meter-, pool-, maintenance- and rental contracts) via free invoicing calendars
- Automated invoicing of meter contracts (single- and pool contracts)
- Free volume, minimum volume
- Permanent reconciliation
- Print of meter reading cards
- Telephone lists for meter reading
- Projection of meter readings for the particular day
- Usage of service meter readings
- Creation of Special dealer credits
- Differing invoice addresses per contract
- Volume sliding scales (with or without dividing)
- Contract templates for an easy contract handling possible



Purchase order / Goods received

- Management and control about purchase order and the receiving
- Booking of goods received to main stock as well as to sub stocks
- Simple entry of goods received showing the purchase order data
- Commission and additional booking to existing orders can be done directly
- Purchase orders with direct delivery possible
- Supplier reminders can be created
- Supplier invoices can be entered
- Several deliveries can be summed up on one invoice – and reverse
- Automated purchase order proposals



Guarantee return

- Management of guarantee returns to various suppliers with or without stock movement including receipt print



Stock / inventory

- Interim inventory count and annual inventory
- Part inventory can be accomplished using the range on interim inventory count
- Print differences
- After counting, the work can continue even the data entry is not finished yet
- Stock management using stock backing and stock transfer
- Management of sub stocks e.g. technician cars and automated sub stock filling
- Control and adjustment of minimum and maximum quantity with help of the system



Debtors / creditors book keeping

- Complete account assignment on customer and supplier invoices
- Debtor Invoice book editing
- Invoice payment debtor / creditor
- Debit advice output via DTAUS0
- Debtors-/ creditor reminder
- Remittance slip print
- Cash discount management
- Debtor interfaces¹ to:
 1. ABACUS
 2. BMD
 3. DATEV (OBE / KNE)
 4. GDI
 5. GS&C
 6. KHK
 7. NAVISION
 8. Softpoint
 9. Diafis
- Creditor interfaces¹ to:
 1. ASCII
 2. ABACUS
 3. BMD
 4. GDI
 5. GS&C
 6. KHK
 7. Softpoint
 8. DATEV

- Output of asset data¹ to:
 1. GS&C
 2. NAVISION
 3. ABACUS



Cash book

- Receipt entry, receipt printing and cash position management can be done



Spare part import for several suppliers and individual

- Direct import for:
 1. CANON
 2. LANIER
 3. NRG
 4. Olympia
 5. SHARP
 6. KONICA
 7. ZEG
- Individual Import for ASCII data available



Product mix function

Groups of articles that are often used can be merged into a product mix. Those can be used at service, merchandise management, offers and purchase orders by button. This saves a lot of time.



Statistic server – fully integrated into Success!

- Margin analysis (BWA internal, model groups, deficit)
- Backlog analysis per article group
- technician hours
- model statistics
- working hour chart
- Idno costs proceeds



Production orders

- Creation of production orders with piece lists
- Manual editing per order
- Automated creation from a merchandise management order
- Production feedback with working hour entry
- Connection to the charge management



Control files

- Flexible settings of system defaults using control files



Form- / print control

- User related print output per form
- Presetting of copies
- Copy print on different printers/cassettes
- Text modules
- Exports for e.g. serial letters