

SUCCESS!

Success! 6.1

Transfer info of Success! V4x

- Product highlights
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- External tools
- Link-up
- Company scenarios

Product highlights

SUCCESS!

- Advanced search of data via “picklists” with field- und full text search
- Quick information with direct field display of all data in one window without clicking on annoying tab cards
- New authorization system which meets SOX demands
- Workflow-based tracing of e-mail status messages and assignments of tasks
- Administration of sensitive data by means of a four-eyes-principle
- Safe and faultless workflow-based order management using substantial parameterized cases of business
- Order processing with sale or return of whole machine configuration or partial configuration
- Order processing with delivery of several machines in one item with different configuration, storing position and delivery data

The screenshot shows a SAP configuration window titled 'Geschäftsfälle' with the description 'Bestellung für Schauraum'. The window is divided into several sections for configuration:

- Header:** Geschäftsfall 719, Beschreibung Bestellung für Schauraum
- Basic Settings:** Kauf/Miete/Leasing, Eigen/Fremdverkauf, erlaubte Zuordnungen, Zuordnungen in Modellartikelliste, erlaubte Kontoart, Vorgabe, Warnung bei Menge größer, Rechnungsempfänger, Vertragstyp, Versandart, Lagerkreis, per Konto, an Konto, IDNR umbuchen.
- Checkboxes (Left Column):**
 - Eigentum
 - IDNR Pflicht
 - URA
 - Anlage buchen
 - Anlage zurückbuchen
 - virtuelle IDNR anlegen
 - Gerät wird gebraucht
 - Zähler
 - Pauschale
 - FH Gutschrift
 - Wartung
 - Miete
 - eigener vor Ort Service setzen
 - inkl. Material
 - inkl. E-Teile
 - inkl. Arbeitszeit
 - inkl. Wegezeit
 - Lager sperren
 - an Lager buchen
- Checkboxes (Middle Column):**
 - keine Bestandsbuchung
 - IDNR Zuweisung erlauben
 - Liefermenge sperren Positiv
 - Liefermenge sperren nur bei Bestandsführung
 - Lager nicht prüfen
 - nur Rücknahmelager erlauben
 - gebuchte IDNR auf inaktiv setzen
 - nur eine IDNR pro Auftrag zuordenbar
 - Auftragswert mit Bestellmenge errechnen
 - nur erlaubte Versandarten
 - Garantierechnung an Servicepartner
 - Teile-Garantie-Rechnung an Servicepartner
 - keine Versandkostenberechnung
 - Kommissionen direkt als Liefermenge buchen
 - Kommissionen bei Lieferscheindruck als Liefermenge buchen
 - Lieferschein-/Rechnungsdruck nur bei kompletter Lieferung
 - keine Konfiguration
 - Positionen nur mit Konfiguration oder Modellzuordnung
 - Spezielles Lager bei Auftragsplitt ignorieren
- Checkboxes (Right Column):**
 - keine Lieferscheindruckvorgabe
 - keine Rechnungsdruckvorgabe
 - Kontenbereich auf Vertragsart
 - Kontenbereich auf Vertragstyp
 - Kontenbereich auf Artikelobergruppe
 - Kontenbereich auf Report-Bereich
 - Bestands- und Kostenbuchungen mit festem EK
 - Abfrage wenn Ersatzteil inklusiv ist
 - Lagerpickliste nach der Bestellmenge zeigen
 - Lagerpickliste zeigt nur Lager mit ausreichend Bestand
 - Lagerpickliste zeigt nur Lager für Auftragsplittung
 - Bei autom. Gutschrifterstellung die Liefermenge füllen
 - Keinen Lieferant in Auftragsplittung vorschlagen
 - Keine Splittung der Bestellungen nach Zuordnung
 - automatische Auftragsplittung
 - Button zum Erstellen von Bestellungen
 - Versand-/Expresskoste
 - Button für autom. Erstellen von Bestellung und WE
 - Beim WE ein Zeichen vor bestehende SN setzen
- Footer Buttons:** Vertragstypen, erl. Versandarten, gesperrte Lager, Konten, Schließen

Sample: cases of business

Product highlights

SUCCESS!

- Orders with divided and pro forma invoice
- Best price finder
- Variable printer control for all forms with user related assignment of copies, shafts or customer forms
- Item pictures
- OLE objects for customer, items, IDNo., models
- Quotation management with leasing data and varying duration
- Automatic order proposal with collect function and floor price finder based on sales or order backlog with control of minimum purchase, lot size, minimum purchase order value...
- Electronic display of data in various formats. Canon, NRG, ZEG...
- Direct pick and book in of goods received on the relevant orders from merchandise management and service with configuration book in
- New repair center for "Income" items in the consumer area

Ablaufverfolgung Nr.	Beschreibung	Bereich	Schlüssel Nr.	Kundennummer	Datum	Zeit	erledigt	
26	(2) Warenwirtschaft MD gedruckt	WW	164072	0	02.03.2007	15:45:30	<input checked="" type="checkbox"/>	16.03.2007 14:13:42
25	(3) Warenwirtschaft MD gedruckt	WW	164104	0	02.03.2007	15:39:02	<input checked="" type="checkbox"/>	16.03.2007 14:13:42
24	(4) Bestellung MD gedruckt	BE	9738	0	16.03.2007	14:28:41	<input type="checkbox"/>	
23	(18) Vertragsänderung MD	ZVTR	113	16632	01.03.2007	12:08:02	<input checked="" type="checkbox"/>	16.03.2007 14:13:51
22	(2) Vertragsänderung MD	ZVTR	127	16632	06.02.2007	14:24:28	<input checked="" type="checkbox"/>	16.03.2007 14:13:50
21	(1) Vertragsänderung MD	ZVTR	126	10301	06.02.2007	14:23:41	<input checked="" type="checkbox"/>	16.03.2007 14:13:50
20	(3) Bestellung MD	BE	9730	16090	08.11.2006	16:01:57	<input type="checkbox"/>	
19	(4) Vertragsänderung MD	ZVTR	121	11702	08.11.2006	12:01:45	<input checked="" type="checkbox"/>	16.03.2007 14:13:50
18	(5) Bestellung MD	BE	9730	77161	08.11.2006	16:06:14	<input type="checkbox"/>	
17	(11) Maschinenauftrag vorbereiten MD	WW	163984	78950	02.11.2006	09:37:57	<input type="checkbox"/>	16.03.2007 14:13:49
16	(2) Bestellung MD	BE	9730	16632	08.11.2006	16:15:57	<input type="checkbox"/>	
15	(2) Bestellung MD	BE	9721	16632	20.10.2006	10:21:26	<input checked="" type="checkbox"/>	16.03.2007 14:13:48
14	(2) Bestellung MD	BE	9719	77161	05.10.2006	14:23:49	<input checked="" type="checkbox"/>	16.03.2007 14:13:47
13	(2) Tonerbestellung Liefermenge prüfen MD	WW	163933	16632	02.10.2006	12:00:34	<input checked="" type="checkbox"/>	16.03.2007 14:13:46
12	(2) Warenwirtschaft MD gedruckt	WW	163951	0	29.03.2007	09:39:37	<input checked="" type="checkbox"/>	17.07.2007 11:55:11
11	(2) Tonerbestellung Liefermenge prüfen MD	WW	163968	10000	02.10.2006	11:44:15	<input checked="" type="checkbox"/>	16.03.2007 14:13:46
10	(2) Tonerbestellung Liefermenge prüfen MD	WW	163969	10000	02.10.2006	11:28:11	<input checked="" type="checkbox"/>	16.03.2007 14:13:46
9	(2) Wareneingang MD	WE	9719	11301	19.09.2006	08:39:13	<input checked="" type="checkbox"/>	16.03.2007 14:13:45
8	(2) Tonerbestellung Liefermenge prüfen MD	WW	163928	16090	06.09.2006	15:00:24	<input checked="" type="checkbox"/>	16.03.2007 14:13:44
7	(2) MD_WW_MENG	WW	163927	16632	05.09.2006	15:47:14	<input checked="" type="checkbox"/>	16.03.2007 14:13:44
6	(2) MD_WW_MENG	WW	163926	16632	05.09.2006	15:37:14	<input checked="" type="checkbox"/>	16.03.2007 14:13:46
5	(2) MD_WW_MENG	WW	163925	16632	05.09.2006	15:34:57	<input checked="" type="checkbox"/>	16.03.2007 14:13:46
4	(2) processing MD	KLI	163924	12000	04.09.2006	12:24:10	<input checked="" type="checkbox"/>	16.03.2007 14:13:47

Sample: workflow tracing

Product highlights

SUCCESS!

- Graphical technician resource planning with team building, education, absents, order status, fixed appointment, SLA time control, opening hours and optimizer
- Offline notebook- or online PDA/MDA solution for the technician with status signal, data acquisition, sub stock and order function ...
- Transfer documents with deposition of shippers on shipping methods
- Project controlled checking budget
- Advanced warranty- and guarantee functions
- Volume anticip. payment on meter level
- Definition of account free calendars (e.g. holidays)
- Complete form archiving for invoices, delivery note, etc. with print version
- Advanced maintenance agreement (e.g. for hours-pacts)
- Batch administration

The screenshot displays the SUCCESS! software interface for technician resource planning. The main window is titled 'BSV/Success! DEV - Ebene: Basis-0.0.0.10' and contains a menu bar with options like 'Vorgang', 'Bearbeiten', 'Stamm', 'Prozesse', 'Statistik', 'System', 'Warenkorb', 'Zusätze', 'VCR', 'OLE', and 'Hilfe'. Below the menu is a toolbar with various icons. The main area is divided into two sections: a table of orders and a Gantt chart.

The table 'Planung anzeigen' shows the following data:

Auftrags Nr.	Matchcode	Strasse	Fehler	Modell	Event	Techniker	Fahrtzeit	Dauer	Termin	Uhrzeit	Reaktionszeit	Datum
164462	BEHLER	76 RUE DU CAF COURBEVOIE	CALH	DM 9110	3	3	00:25	00:30			12:15	18.10.07
164463	BEHLER	76 RUE DU CAF COURBEVOIE	CALH	DM 9110	3	3	00:25	00:30			12:15	18.10.07
164643	BEHLER	Hauptstrasse 37 Göttingen	CALH	DM 9110	3	3	00:25	00:30			12:15	18.10.07
164438	DRK	Zimmermannstr. Göttingen		ABECO AT 286	1	14	00:15	00:30			09:32	23.10.07
164470	BEHLER	76 RUE DU CAF COURBEVOIE	MIGK	DM 9110	15	3		01:51			14:09	06.11.07
164495	ANTON	Weender Landst Göttingen		SF 8200	1	14	01:00	00:30			16:50	13.12.07
164639	ANTON	DAHLWEG 100 MÜNSTER	12		1	3		01:30			15:39	18.02.08
164645	INFOTEC DANKA	Kesselstraße 19 Stuttgart	AS	SUCCESS! - PROGRAM	1	99999	07:00	08:30			10:11	29.02.08

Below the table is a Gantt chart showing the time allocation for technicians. The chart has columns for hours from 07:00 to 20:00. A vertical red dashed line is positioned at 12:00. The chart shows various colored bars representing different tasks or appointments for each technician listed on the left.

The right-hand sidebar contains several buttons and options:

- nur Techniker mit Ausbildung
- alle Techniker
- ausgewählt
- Auftrag 164462
- Techniker 3
- Loew, Andreas
- Ausbildung
- Öffnungszeiten
- Callinfo
- IDNR Stamm
- Team
- Map&Guide Export
- Map&Guide Import
- Optimizer
- Planungsdaten
- Planung zurücknehmen
- Event Change
- Abwesenheit
- Kalender
- Schließen

At the bottom of the window, the status bar shows 'Runtime: SuccessSQL Microsoft 6', 'A.LOEW', 'Query', 'ZOOM', and 'INS'.

Sample: planning matrix

Product highlights

SUCCESS!

- Arbitrary machine counter
- Variable invoice recipient for deliveries, meters and flat rate
- Central pool data administration
- Pool contract separate for meter and/or flat rates
- Segmentation of the flat rate in cost category with regard to the meter
- Assignment of the consumables from the article master to each color counter
- Statistical data preparation for the costs/revenues for each meter and color counter!
- Central contract type template
- Financing data for leasing/renting
- E-mails for web portal meter messages
- Only one central contract accounting program for meter, flat rates, maintenance and rental
- Validation of the own captured meter readings and the external reported meters with control function of potential account errors

BSV Success! DEV - Ebene: Basis-0.0.0.10

Vorgang Bearbeiten Stamm Prozesse Statistik System Warenkorb Zusätze VCR OLE Hilfe

IDNR-Stamm

Zählervertrag Kunde DOHM Modell SF 2027 IDNR 6310

Vertragsdaten

Poolvertr.-Nr. Kalendarium 1 monatlich

Vertrag-Nr. 6310 ABC Kennung

Beginn 01.01.2003 Verlängerung Mon. Vertragstyp autom. Preisaktualisierung sperren?

Laufzeit 48 Anz.Verlängerung Vertragstatus mit Pauschale

Ende 31.12.2006 gekündigt zum Archivierungsart Wegezeit

Zähler / Abrechnungsdaten

Rechn.-Empf. 78098 DOHM Zählerdefinition S

Zählerpool Zählerdefinition abgerechnet bis

Permanentausgleich Preisformel einzeln

Freivol.für x-Monate Volumenset

Pauschale / Abrechnungsdaten

Rechn.-Empf. 78098 DOHM Poolvertr.-Nr.

Pauschaltext

Pauschalbetrag 100,00

abgerechnet bis 31.07.2006

Zählerinformationen

Zählerbeschreibung	Kennung	HZ	Abrechn.Zähler	E	A	Freivolumen	Mon.	Normalpreis	Folgepreis	Gutschnittpreis	Staffel	VA	VA Preis
Hauptzähler	HAU	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1.009					<input type="checkbox"/>	<input type="checkbox"/>	
Nebenzähler	NEB	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2.009					<input type="checkbox"/>	<input type="checkbox"/>	
Nebenzähler 2	NZ2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3.009					<input type="checkbox"/>	<input type="checkbox"/>	

Volumenabschlag ber.Abschlag Mindestvolumen Testvolumen %

Sollvolumen Toleranz %

Runtime: SuccessSQL Microsoft 6 A.LOEW Query WIDE INS

Sample: meter contract

Product highlights

SUCCESS!

- Creating of DTAUS0 direct debit files
- Permanent invoices
- Advanced dunning system with calculation of default interest
- Import of debtor payments or ois from external financ. manag.
- Account assignment of debtor-, creditor invoices and inventory booking of contract deliveries
- interim inventory count of stock areas e.g. on the basis of an Excel count file which will be directly created and imported
- Automatic sub stock filling with reallocation to min/max inventory

BSV Success! DEV - Ebene: Basis-0.0.0.10

Vorgang Bearbeiten Stamm Prozesse Statistik System Warenkorb Zusätze VCR OLE Hilfe

Automatische Vertragsabrechnung

Zählerstände Pauschalen Wartung Miete

Bereiche

Vorlaufzeit mit virtuellen IDNR

von Kostenstelle bis Kostenstelle Pauschalguthaben verrechnen

von Rechnungsempfänger bis Rechnungsempfänger LAGER RESERV. 2

für Vertragsnummer

Starten

Fälligkeit prüfen aktuellen Zähler einsetzen Zähler über IDNR erfassen Zähleraufträge generieren

Telefonliste Zählerdatei einlesen Zählerechnung

Protokoll Abrechnungsfehler Schließen

Runtime: SuccessSQL Microsoft 6 A.LDEW Modify

Sample: contract accounting

Product highlights

SUCCESS!

- Production of machines directly from WWS orders (e.g. IT branch)
- Warranty administration with returning and credit note without stock movement
- Multi tenant
- Multilingual
- Multicurrency
- Customs function
- 10 ary backup part management in case of changing spare parts
- Alternate article
- 1 click credit note for all ranges (even pool contracts!)
- Copy of orders
- Flexible parametrization of the Success! application by control files with presetting of threshold and default values

BSW Success! DEV - Ebene: Basis-0.0.0.10

Vorgang Bearbeiten Stamm Prozesse Statistik System Warenkorb Zusätze VCR OLE Hilfe

Gutschrift erstellen

Bereich

von Rechnungs-Nr. 9963826

Geschäftsfall

Gutschrift

Anschritt ändern?

Lieferung an 0

Rechnung an 0

Gutschriftgrund

Rechnungsinformation

Kunde 12000

SYSTEM BÜRO
STRUCKMEIER MMMM
GUSTAV - BIELEFELD STR.2
37079 Göttingen

Geschäftsfall

Auftragsnr. 164704

Netto	50.134,10
Verpackung	
Fracht	
MWST	9.525,48
Brutto	59.659,58

Zähler

Starten Gutschriftsauftrag neue Gutschrift Schließen

Runtime: SuccessSQL Microsoft 6 A.LOEW Modify ZOOM

Sample: credit note

Technical advantages

SUCCESS!

- Open data model on the basis of a SQL database.
Supports Oracle and Microsoft
- Customizable for several clients
- Central data administration
- Consolidation level
- Transaction proof
- SOX authorization conformed
- Every print-out on the basis of Crystal Report
- Direct E-Mail
- Direct PDF
- Support of fax server software
- Supports TAPI
- Authorization-based open exports and imports
- Scalable database performance
- Supports online data backup products
- 3Tier client/server model
- Terminal server or Citrix Metaframe support
- Due to the open database system, external products will easily access the Success! data

External Tools

SUCCESS!

- Service technician notebook solution for the offline feedback of the service data
- Service technician PDA/MDA for the online feedback and status change
- Fully automated technician operation control routing based (useful only in combination with a service technician solution)
- Customer web portal for meter reading entry via internet:
DMZ ready,
reduced directly replicated data in the DMZ,
information mail to the customer,
PDF document of his storing positions,
history display...
- Customer service call capturing via Internet
- Download area for driver/software updates
- Import of @meter data for e.g. @Remote by RICOH
- Import of catalog data via PBSEASY interface
- Import of spare part catalogues
- Connection to financing management systems:
debtors, creditors, transaction data, ois
- Connection to EAI tools like e.g. iBOLT
- Direct MS-CRM 4.0 integration
- Open CRM connection for data transfer to the order management system of Success!
Completed configurations, storing positions and contract data can be adopted.
- XT-Commerce web shop
- Map & Guide and support of Google Maps
- Central report management by the use of Crystal Report

Link-up

SUCCESS!

- The link-up and integration of external programs, data and processes can be served by time-controlled “record types” in one service program (SBM).
The essential processing steps will be executed avowed in time slices.
Those can be re-executed in intervals.
Record types will normally be created by BSV related to the request to get the exactly necessary scope of works.
- For a continuative and opened integration of processes you can resort to external EAI tools like iBolt.
Those can be featured with different “connectors”, depending on particular requirements.
Therefore EDIFACT, SAP, XML, ORACLE, JDE (etc.) connections can be integrated technically correct.
- Database defined trigger on an Oracle or Microsoft database allow causing direct functions at selected events
Example: When creating a new IDNo. another entity can be directly created e.g. in an external Oracle system. Furthermore, data changes can be directly adjusted.
- Connections are technically feasible on SQL, COM, XML and SOAP.

Company scenarios

SUCCESS!

- Companies up to 10 employees will use:
 - Success! Standard
 - Statistic server
 - Connection to FIBU System
 - Import of spare part data
 - Display of purchase orders in manufacturer format

A MS-SQL server is used as a free version or Oracle 10g as a free version.

The sales department works with Office products.

The customer support is hardly taking place and works without technical support.

These companies set great store by working flexible.

Every employee is capable of doing nearly everything in the Success! system.

Company scenarios

SUCCESS!

- Companies up to 35 employees will use:
 - Success! Standard with common user management system
 - Statistic server
 - Connection to FIBU systems
 - Import of spare part data and catalog data or the supplier's EDI data
 - Display of purchase orders in manufacturer format
 - Technician assignment planning via planning matrix
 - PDA solution for the technician
 - Notebook solution for the technician
 - Web portal for customers
 - MS-CRM integration or CRM connection
 - SBM connection server
 - Web shop system

Company scenarios

SUCCESS!

- Companies with 35 employees or more will use:
 - Success! Standard with SOX user management system
 - Statistic server
 - Connection to FIBU systems
 - Connection to workforce management system
 - Connection to educational system
 - Import of spare part data and catalog data or the supplier's EDI data
 - Display of purchase orders in manufacturer format
 - EDI converter
 - Technician assignment planning via fully automated planning system
 - PDA solution for the technician
 - Notebook solution for the technician
 - Web portal for customers
 - MS-CRM integration or CRM connection
 - SBM connection server
 - Web shop system
 - Central data administration
 - Scalable central/local dispatching
 - Scalable central/local data administration
 - Scalable central/local contract management
 - Integration of associated companies
 - Integration of external companies