

## One application for all your business processes

### True integration

45 modules tightly integrated

### Scalable

1 to 1000 users on one system

### Tried and tested

More than 74 000 installations worldwide

### Global

Available in 29 languages, installations in 110 countries

### Best practice

Vertical solutions for many industries

### Multi platform

Windows, Linux, Mac and Symbian



The World's Best Business System

# Enterprise by HansaWorld for all companies

Enterprise by HansaWorld is a single application for managing all your business processes, whatever your business.

## One application for all business processes

At its core HansaWorld offers the typical Enterprise Resource Planning (ERP) modules of accounts, order processing, stock, manufacturing and job costing. By offering a range of Customer Relationship Management (CRM) modules, such as email, document management, graphical calendars and schedulers, and a bulletin board, all in the same application, Enterprise is able to deliver a unique level of interaction between its component elements. HansaWorld also provides a series of modules designed for specific industries, all with the same potential for interaction with other parts of the system.

It uses an unrivaled range of technologies to extend the software availability throughout your organisation and beyond, at the same time reducing reliance on costly interfaces between applications thereby offering the lowest total cost of ownership available in the mid-range.

## Single server, single application

HansaWorld's strategy is to put all key business data in one data-file, on one server, rather than interfacing different applications. This approach provides unlimited potential for interaction between different data components - for example a credit controller can view all promises made by salespeople, and the status of deliveries, repairs and production processes, while marketing staff can create mailshots based on who has or has not bought a specific product or service.

It also lowers the investment required in hardware, simplifies reporting across different parts of the business, and keeps down your total cost of ownership by removing the need to maintain and upgrade unnecessary linking programs.

## Mixed platform

You can mix and match different operating systems in your implementation. The server can be run on various compilations of Unix, Linux, Apple OS and Windows, and users can log in on Windows, Apple OS, Linux, web browsers and on a range of mobile devices.

## Wide-area networking and mobility

As the fastest modern business management solution on the market, it is simple to run Enterprise from multiple locations, from home or when mobile, without terminal emulation or other third-party solutions. If you want real-time management reporting across many shops, offices or companies, look no further. HansaWorld has written versions to run on mobile devices, such as Nokia smartphones, PDAs, tablets and iPhones.

These are real-time clients, allowing you to enter and query data on the server by networking over wireless networks including mobile phone networks - although they can also be run locally and have their data uploaded to the server where circumstances require.



Take stock counts, pick and pack, and enable mobile deliveries all through barcode scanners, while traveling managers can use smartphones to check up on the status of their business, and mobile staff can enter time and expenses remotely.

HansaWorld's unique SmartApps language and developer community allows you to create your own applications for handheld devices within hours, and to have these applications interact with any other part of the HansaWorld application - for example raising invoices, but also passing pictures to end up on forms.

### Interactive CRM

Remind yourself of outstanding tasks by linking the notes of when the task needs doing to the relevant record, to assist with chasing invoices, following up suppliers, closing sales and working on jobs. Use Enterprise's integrated workflow to trigger additional working steps such as follow-ups or authorisations, or automated SMSs, on-screen messages or emails - to highlight exceptions that need authorising, to notify project managers that budget has been used up, or to notify a customer that their order has shipped.

Enterprise's graphical calendars and resource planner allow you to allocate tasks to people and machines, and to view reservations for hotel rooms, rental assets and training courses. Manage holidays and meetings, and avoid conflicts over your time.

Store any outside file against any record, not just emails, enabling your colleagues to share the same files if they have access to the record.

Put pictures and drawings on products and projects, contracts on sales orders and scans of supplier invoices on the payable record.

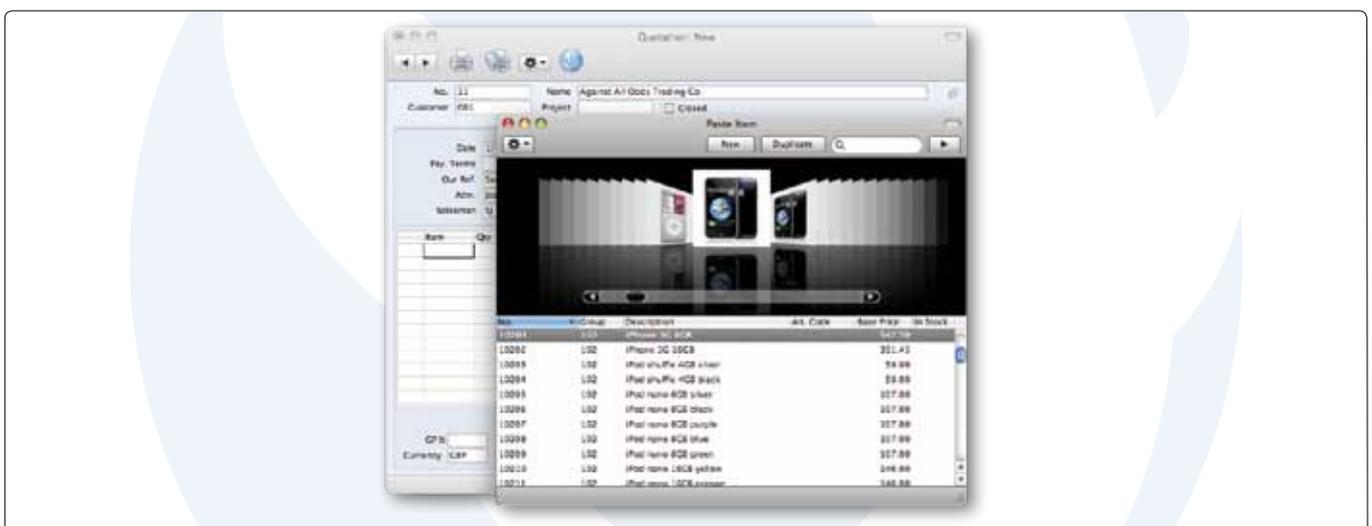
Build effective sales campaigns quickly Enterprise's communication tools. Profile companies with user-definable classifications, such as their marketing sources or even what they have or have not bought from you.

Build your message with a simple word processor, and then communicate it via letter, fax or eMail. Initiate communications using these tools, Skype, VoIP or SMS direct from within Enterprise. Use the Task Manager to record key points from telephone conversations, and meetings. Use Enterprise's integration capabilities to store the outgoing and incoming communication against companies or other records.

Enterprise can provide a single view of all such communications with a company, in conjunction with traditional listings such as items bought. Enterprise's Conference facility allows you to design a complete intranet (or even an extranet) where external and internal data files can be stored and easily retrieved - for example PDF files of marketing materials can be used on eMails by simple drag and drop.

### Interactive verticals

HansaWorld has written modules for specific industries right into the Enterprise code, so that each specialist component can interact with the standard ERP and CRM features. Enterprise and your Company section below, for more details.



## Consolidation and international features

Enter transactions in any currency you like. Enterprise supports not only Multi Currency but also Dual Base Currency. The difference between Multi Currency and Dual Base Currency is the fact that with a Dual Based system each transaction will be stored in two different Base Currencies with the correct exchange rate at the date of the transaction. This allows companies to report on transactions without revaluing the transactions in the secondary currency.

Dual Base currency handling will be useful for companies that have offices in multiple countries where a common reporting currency is required; for companies where there is a second common currency in used in addition to the national one; for companies in the Euro Zone who retain their old national currency for comparison purposes and also for countries passing through the transitional period process of replacing their home currencies with another currency like the Euro.

A requirement of this process is that all transactions should be expressible in both the home currency and the transition currency with the exchange rate and conversion at the date of the transaction.

With the relevant internet service, the exchange rates can even be updated automatically.

Enterprise handles the gains and losses on transactions automatically, and provides revaluation possibilities for unrealised differences. Send forms such as invoices and purchase orders in any number of languages. Allow staff to log in in their local language, while still enabling managers to run reports in different languages on the same data.

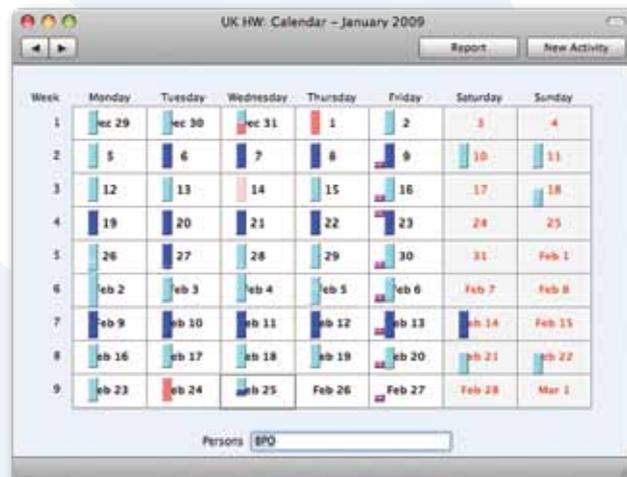
Multiple companies are catered for within a single data-file. It's possible to trigger one or more inter-company entries from a single source. Use the Consolidation module to perform consolidations in real-time, without messy exporting of data or expensive third-party software.

## Analysis and Business Intelligence

Mark each line of every transaction with anything up to 15 levels of analysis. This enables you to measure the turnover and profitability of almost every conceivable facet of your business, from the marketing source of business through sales and profit by region, customer type, shop, profit centre, job, product range, and individual product. With such rich data, it makes sense to have graphical analysis and dashboards, which HansaWorld offers through the SmartView module - this provides real-time business intelligence without the need for lengthy data preparation.

## eBusiness

Enterprise has a real-time web engine that allows you to create websites quickly, and make changes to the content in minutes. There are templates for text and picture-based websites and webshops, supporting customer-specific views of the website, flexible item groups, and even multiple languages. Other external parties can be given web browser access to any part of the system, for example to allow subcontractors to complete timesheets. The web engine exploits HansaWorld's single server, single data-file architecture: enter an item into stock, give it pricing, details and a picture, and it's live on the web.



With Enterprise's integrated email and workflow, orders placed on the web can trigger email acknowledgements or SMS's back to customers, notify warehouse of stock shortfalls, and even trigger a list of best selling items back on the website.

- track the progress of deliveries via your shipper
- automate eInvoices
- send SMSs
- submit tax returns
- submit banking files

## Customisation

Let our professionals to adapt Enterprise to your specific requirements using HansaWorld's Hansa Applications Language (HAL).

These changes are made directly in the application rather than using a toolkit to link a separate application - consistent with our overall strategy of enhancing the level of interaction between each component of the software.

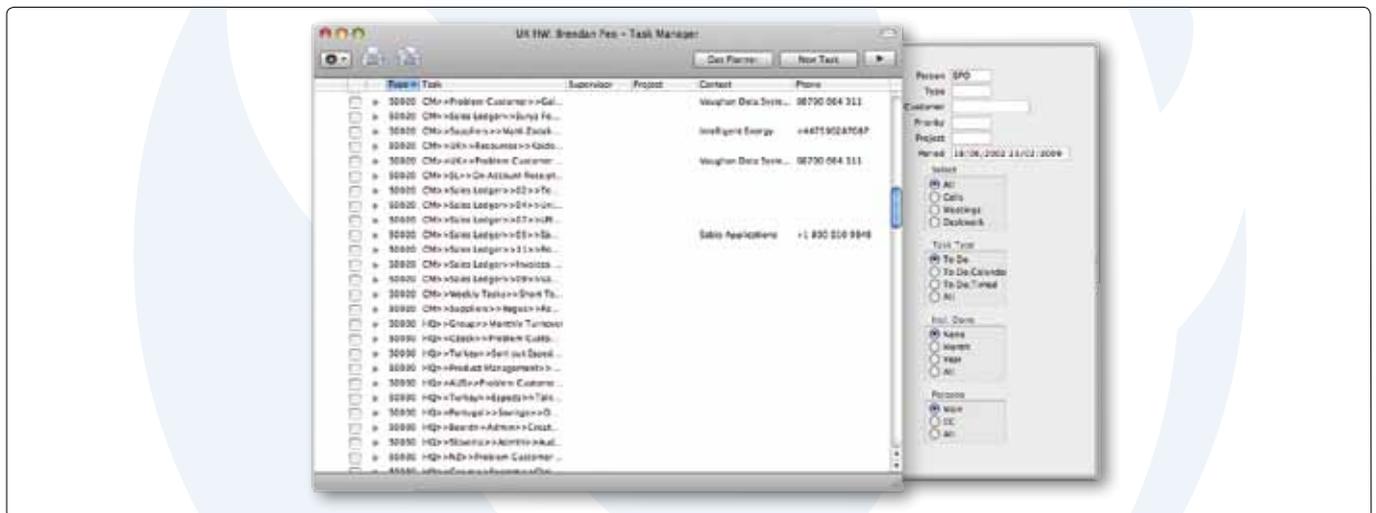
It is possible to rename or move fields on screens, add new fields to the database, create or amend reports, exports and imports, add buttons and menu items, and even change any of the logic of the system.

Check with your local distributor for a list of internet services available in your country.

## Third-party services

HansaWorld offers to its customers a unique combination of third-party services, without the need to install external software. HansaWorld has installed these services on its own servers, and has developed technology for allowing your server to use these services on an as-needed (per-click) basis. For example, use single menu selections to:

- research a customer's credit history
- enter addresses automatically from post codes or zip codes
- process credit card transactions



# Enterprise for your company

HansaWorld has in-depth functionality for the vast majority of companies - as shown by the examples below.

## HansaWorld in Distribution

- from Quotation to Invoice in under a minute
- size, colour and unit handling
- dimensions, packaging and supply chain management
- flexible pricing and discounting
- multiple locations
- customs documentation and Intrastat
- real-time and batch barcoding, with printing
- serial and batch traceability

## HansaWorld in Professional Services and Creative Companies

- fixed price and per diem invoicing
- milestones, deposits and discretionary invoicing
- scheduling and budgets
- time entries from calendars and timesheets
- rechargeable expenses
- work in progress reporting and job bag

## HansaWorld and Maintenance/Repair Companies

- items under maintenance
- flexible frequency of invoicing
- batch invoicing, automatic deferred income
- warranty checking and cross reference to sale
- allocation to engineers
- costing of labour and materials
- tracking of repair item locations

## HansaWorld in Retail

- fast transaction entry
- interfaces to scanners, cash drawers, till roll printers and touch screen
- real-time multi-location handling or polling
- queue busting from handheld devices
- picture support for data entry and document printing

## HansaWorld and Manufacturing

- multi-level Bill of Materials
- Just-In-Time purchasing and production
- purchase and production planning (MRP)
- graphical scheduling of machines
- routing and shop floor data collection
- disassembly

## HansaWorld and Hotels

- graphical PMS (reservation) system
- touch-screen for bar and restaurant
- switchboard interfaces, calls costed to rooms
- interfaces to web tv, telephone data entry
- concierge, cleaning and maintenance
- excursion booking and transfers

## HansaWorld and Rental

- open-ended and fixed date hires
- rent of unique items and accessories
- collections and swap-outs
- graphical view of rental assets and status
- invoicing by calendar day or working day

## HansaWorld and Training Companies

- repetitive training or one-off courses
- scheduling of classrooms, facilities, staff
- participants, joining instructions
- standard pricing tables per customer

# At the heart of HansaWorld

Enterprise by HansaWorld is perfect for most companies, from small first-time users to large companies needing an integrated solution for all their business requirements - it's as simple or as sophisticated as you make it.

## Built-in

- Customer Relationship Management (CRM)
- Email
- Intranet
- Document Management
- Webshop
- Multi-user calendar

## Wide-Area Networking

- Fast, even over the Internet
- No special hardware or third-party software
- Works real-time over GSM/GPRS/3G
- iPhone, Symbian and Windows Mobile clients
- ASP ready

## Open

- Mixed Windows, Mac and Linux clients
- Scalable servers
- Real-time interfaces to external packages
- Database Options: Object (proprietary) or Relational
- External Business Intelligence tools available

## International

- Multi-currency
- Dual reporting currencies, and Euro-compliant
- Multi-language forms and data
- Screens in almost 29 languages
- Localised for most major countries

## Easy to use

- Large library of standard reports
- Full drill-down/drill-across
- Editable forms and reports
- Drag and drop, including multiple selections
- Consistent layout, design and architecture

## Fast to implement

- Proven technology that works
- One database, less interfacing
- Deep standard functionality
- Less need for customisation

## Future-safe solution

- Mixed platform on servers and clients
- Standard technology
- Hundreds of thousands of user years
- Simple to upgrade

The HansaWorld product range is designed for all your company's needs and abilities. Companies of all sizes and in most industries can find an affordable solution that meets specific business requirements and supports individual processes with a low cost of ownership. This is why more than 74,000 managing directors have chosen HansaWorld software to run their businesses.

## Modules

- Business Alerts
- Cash
- Cheques
- Conferences
- Consolidation
- Contracts
- Course Booking
- Credit Management
- CRM
- Customs
- EDI
- Email
- Expenses
- Fax
- Fixed Assets
- Group Calendar
- Hotel
- Internal Stock
- Jewellery
- Job Costing
- MRP
- Nominal Ledger
- Point of Sales
- POS Offline
- Pricing
- Production
- Purchase Ledger
- Purchase Orders
- Quotations
- Rental
- Report Generator
- Resort
- Resource
- Planning
- Restaurant
- Sales Ledger
- Sales Orders
- Service Orders
- Share Trading
- SmartView  
(Business Intelligence)
- Stock
- Task Manager
- Telephone Log
- Warehouse Management
- Webshop and CMS

## Technologies

- Business Communicator (Asterisk, Skype and TAPI)
- Forms Designer
- HAL Customisation language
- Intelligent Routing
- Interfacing Toolkit
- Massive Cacheing
- ODBC
- SmartApps Designer
- Wide-area Networking

## Internet Services

- Address Lookup
- Credit Card Payment
- Credit History
- E-invoicing
- Electronic Bank Services
- Electronic VAT Return
- Exchange Rate Lookup
- Postcode Lookup

## Company profile

HansaWorld is a major international software company specialising in business applications. The group employs around 300 staff in a strong network of daughter companies and distribution partners worldwide. There are 17 offices spanning all the major continents, allowing HansaWorld to offer international implementations with a single point of contact across many countries.

The group was founded in Sweden in 1988, by Managing Director Karl Bohlin. While the group is now headquartered offshore, the largest offices and much of the development effort takes place in Scandinavia and around the Baltic Sea. The products are available in 29 languages and work with almost all computers and operating systems. The vast majority of the 74,000 HansaWorld installations are for small and medium sized businesses, but also many subsidiaries of large international companies.

HansaWorld provides a local product manager for each market where it actively sells Enterprise. The product manager is responsible for translations (if required), localisation for statutory and commercial practices, and ongoing quality control.

## Product Strategy

Enterprise's advanced and successful user interface was first developed for Apple Macintosh in 1988. In 1994, when the program was ported to Windows, it had already been proved by thousands of users. HansaWorld's experience with international sales and modern technology puts it in the perfect position to meet the challenges of the next decade.

HansaWorld provides a wide range of technologies for e-business including internal and external email, several webshop solutions and PDA support. In addition, HansaWorld can help to build a corporate portal. Enterprise is developed using C++ as its programming language, and proprietary technology for database design and for network communication. This allows HansaWorld to have the same products available for several different operating systems, each version optimised for maximum performance.

Currently Enterprise is available for Windows 2000-XP, including Windows CE, Mac OSX, Linux and AIX, Symbian S60 and iPhone.

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Certified HansaWorld Business Partner



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