

## Message from the Managing Director

Welcome to another edition of Epitome Essentials. As we approach the End of Financial Year, Epitome Software is a hive of activity. Our team of ERP professionals are in full swing, configuring databases, forms and data imports for our new customers.

That's where Epitome Software differs primarily from other ERP vendors—we do a lot of the technical and database work for our customers (who have ordered the Accelerated Deployment Method (ADM) as their installation option) prior to the ERP implementation. The ADM option engages Epitome Software consultants who formally document your business processes and upon agreed sign-off, establish and configure a database based on the ADM documents. We import data from your spread-sheets, set-up the various module rules and then test your database prior to implementing on-site. Upon your own internal test s and our refinements with you, we then assist you on your approach to "go-live". Here we help you understand the various organizational requirements to prepare for "go-live" such as inventory (if applicable), receivables, purchasing, financials and the like. [More info here...](#)

Epitome ERP includes in its licensing fees, an implementation project management resource we call the EBP (Epitome Business Pack) which helps our customers track implementation milestones, so that your company's project manager can see visually the progress of your vital ERP implementation stages.

Epitome Software is excited about the new [Outlook email to CRM integration](#) we have developed, and don't forget our various [payment and finance options](#) to help you get a great value for money ERP solution under-way sooner than later. Please read on and enjoy!

Miles Nicholl, Managing Director, Epitome Software.



Truly a "taxing" time for many, End of Financial Year planning is so much easier with ERP based solutions, especially when they link to MYOB or QuickBooks, Australia's most accepted e-financial format for taxation accountants!

Having trouble reading this email? Please click here to download a PDF version of this newsletter.

### Here's How We Can Help!!

Simply call Epitome on 1800 776 498 or email our friendly Sales Consultants.

It's a FREE, No Obligation service where we simply discuss your business processes and help you understand how we can put more of those processes into a central ERP solution, whilst retaining your investment in MYOB or QuickBooks, something your accountant will be very pleased to hear about.

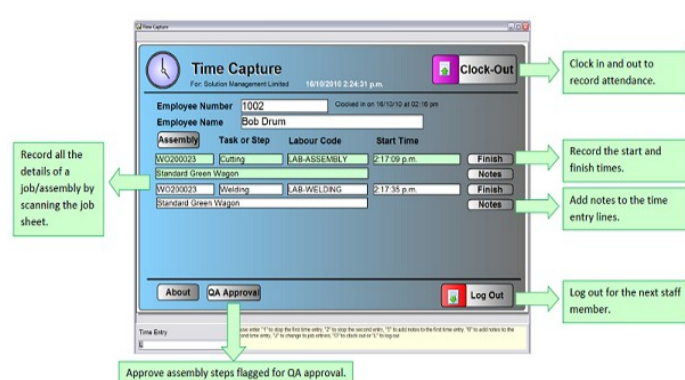
## Shop-Floor Time & Attendance Automates Time Sheet Entry Saving Time & Money!

If you're looking for a quicker way to get information about staff labour (and machine) use from shop-floor jobs and manufacturing processes, then look no further than Epitome ERP's Time & Capture solution!

Epitome ERP links directly to the excellent Time Capture solution, automating the entry of time sheets for Jobs and Works Orders established by Epitome ERP's Jobs and Assembly modules.



Employees, Job & Works Orders, including their "tasks" and "steps", can be printed with bar-codes, enabling the use of bar-code scanners to be used with Time Capture. Many staff can use one terminal at a time, to swipe their relevant job information, with Time Capture handling many jobs at one time. .



Time Capture also handles employee clock-on and clock-off times for the capture of attendance time in addition to jobs and manufacturing times. This information is available for extraction to payroll solutions such as MYOB & QuickBooks, once again improving business efficiency & productivity by reducing the double-handling of information. Time Capture (upon Supervisor approval) posts the data to the Time Sheet entry module of Epitome ERP,

rather than having to handle messy (and possibly inaccurate) paper and manual data entry processes. Call Epitome today on 1800 776 498, or [click here to send us an enquiry](#), so we can discuss and demonstrate Epitome ERP and Time Capture with you.

## Using an Integrated CRM Improves Your Sales, Marketing & Customer Service Productivity!

Communication is a vital business process, and a major bottle-neck for organizations is the hap-hazard approach to integrated business communication. Your Marketing, Sales, Operations & Customer/Service Departments need to be virtually "tied at the hip" through an integrated communication platform that manages Marketing lead generation (prospects) and Sales follow-up right through to Customer sales invoice generation and on-going Customer service. Rather than re-keying information, or looking through disparate spread-sheets & databases in many directories, this information should be centrally managed in a fluent and informative process, that keeps all relevant department staff informed of the prospect to customer processes.



Epitome ERP's CRM module helps businesses by importing or creating prospect or target lists, that can be filtered, selected and merged to email campaign tools such as Publisher merged to Outlook, or exported to on-line email marketing systems. Leads generated can be recorded in Epitome's ERP CRM module with relevant feed-back entered into user-definable fields and notes. CRM "actionable follow-up reminders" feed into the daily log-on Alerts system in Epitome ERP, so that Call Centre and Sales staff are automatically reminded of important Sales or Service follow-ups. Images and documents (such as Trading T&C's) can be electronically stored against Customer & Call Centre records. Epitome CRM even has a Knowledge Base module to assist your Service related calls, able to store call records, and provide operators with useful "Hints and Tips" or even related information documents that can be sent to the Customer.

Sales & Job Orders can be initiated from these records (and related back to the actual CRM event) where relevant, with on-going Customer calls and service records in the CRM, so Operations & Management staff can respond far more quickly to Customer (and Supplier) communications with all the knowledge required to hand. That's what impresses your clients and makes them excellent referrers!! Through CRM management, you keep them informed, they know you care about them and you demonstrate that you have professional and organized systems that maintain an excellent business relationship. Special requirements? No problem! Epitome ERP consultants can help tailor your CRM requirements, such as creating Sales campaigns based on Sales History and the like! More info here . . Call Epitome today on 1800 776 498, or [click here to send us an enquiry](#), so we can discuss (or demonstrate via webinar) how Epitome ERP's CRM can bring together far more of your related business communication processes to ensure YOU are in control and your Customers and Suppliers are impressed that you are!



Our personalised webinar sessions with one of our consultants, will guide you through Epitome's ERP solutions as we chat about your business processes.

We can demonstrate the software with related transaction activity and answer your questions, whilst showing you how intuitive and easy our Epitome ERP software is to use. We can also record the webinar for your later review with colleagues and other stakeholders.

[Click here to book a FREE Epitome ERP webinar today!](#)

## STOP PRESS!! Let Epitome ERP's CRM "InTouch" Module Help You Find Emails Quickly! Integrated Outlook & CRM Just Got a Whole Lot Better . . .

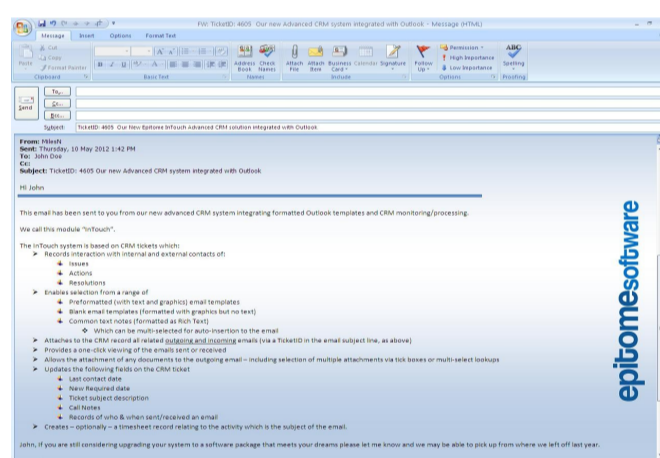
Microsoft Outlook and eMail have become the core of business communications today. It just makes sense that a professional ERP solution integrates your business Outlook email directly to your ERP Customer records, so that you can easily find the relevant Customer emails via your Customer Relationship Manager (CRM).

The problem is, not many ERP systems integrate directly with Outlook . . . until now.

Epitome ERP's InTouch CRM module helps you keep track of Customer (and Supplier) communications, by creating Outlook emails starting from templates either you or Epitome design, and these get populated with the contact details. Like regular email, these can be adapted to suit, and can have attachments added.

Once they are sent, there is a record of these for later retrieval from the CRM for the Customer/Supplier. Should the customer reply, the "ticket ID" helps to attach the reply email (and any attachments such as PDF's) to that call ticket. Thus there is a track of related email communication for your Customers and Suppliers. This ensures good system tracking of your client emails (helping with compliance for some organizations), related to the Call Centre record in the Epitome CRM.

InTouch means you have client emails easily and quickly to hand, improving Customer/Supplier service. They are no longer lost to a particular staff member's Outlook Inbox!! InTouch ensures all authorized CRM users can find related emails by simply searching your relevant CRM/Call centre records!!



The GREAT news is that Epitome InTouch is INCLUDED in Epitome ERP's regular licensing!! For most organizations however, there will be implementation fees, to link your email systems to Epitome InTouch, and subject to your current email and network set-up, configuration and customization fees.

Epitome Software is currently testing & implementing InTouch for its own systems now, and we're excited about the productivity gains we are already experiencing by staying "InTouch" with our valuable Customers and Suppliers and how quickly it is to send specialized emails and track responses.

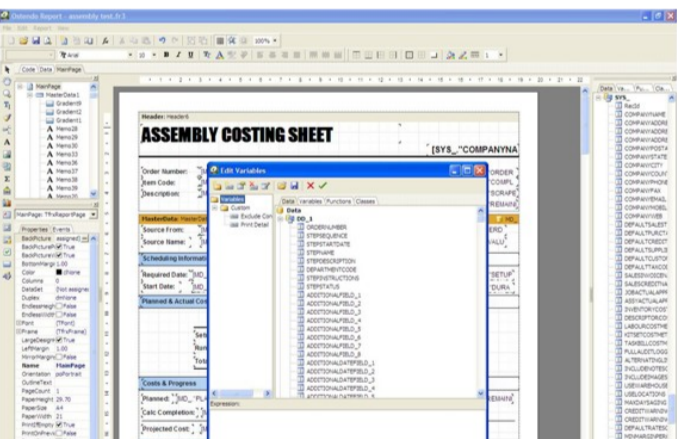
Interested in how Epitome InTouch can streamline your Company email systems and integrate with your Customer and Supplier systems using Epitome ERP?? Then let InTouch keep YOU InTouch with our own CRM/InTouch release!

Simply click here to [REGISTER YOUR INTEREST](#) in Epitome InTouch and that email will create a Call Ticket in our CRM from which we will send you an Epitome InTouch email! When we release InTouch soon, we'll know who to contact for a webinar - as above, our CRM handles that sort of contact management very well ( and if you respond to our InTouch email, we'll be able to track that to your initial contact too . . . )!!

Call Epitome today on 1800 776 498, so we can discuss how you can finally integrate your email systems to your business systems!

## Customised Reports, Queries, Pivots & Scripts. That's Easy! Scheduled Reporting? That's easy too with Epitome eScheduler!

Every organization has a special way of viewing information, so it makes sense that your business process technology allows you to set-up, write and maintain your very own reports, queries and even custom scripts that modify the program behavior. Epitome ERP's Report & View Developer makes it easy for IT literate staff to customize standard reports, or create entirely new reports! The screens are easy to use, and with some intuitive help from Epitome Software, your IT person is well under-way. Customised reports are saved in a special way, so that regular updates to the system retain the integrity of the original reports.



Even if it's just Views, Inquiries or Pivots—these are handled with relative ease too. The system allows you to call up the various system tables and filter, sort and query the tables of information Epitome ERP manages for you, providing a wealth of reports and inquiries. The Custom menu methodology allows you to place these on the various Report and View menus. Pivots are a fantastic way of dragging and dropping to create dynamic "on the fly" queries, drill-downs and reporting! You can customize and create your very own Pivots too, with Epitome ERP.

For very specialized requirements, Epitome ERP offers "Additional Fields" extensively through-out the software. These custom fields allow your operators to enter data meaningful to your processes, with these data fields able to be printed, viewed, sorted, filtered and even act as triggers for custom application scripts.

Need to schedule regular reporting to Management and even non-ERP licensed users? No problem. Email PDF versions of reports (including your own customized reports) to staff with the Epitome ERP Report eScheduler!! The Epitome ERP eScheduler module manages the automated production of the reports and emails them according to your scheduled times.

Manage information QUICKER, EASIER, ANYWHERE/ANYTIME! eScheduler is INCLUDED with your Epitome ERP licensing. Call Epitome today on 1800 776 498, or [click here to send us an enquiry](#), so we can discuss how Epitome can be easily tailored to suit your specific requirements!

## Epitome ERP Payment Plan. The Popular Option When It Comes to Epitome ERP Implementations!

Let's face it, times are tough and there is much to be concerned about when making decisions to invest in enterprise-wide business applications, and the need to use valuable capital to do so.

Epitome Software recognizes these considerations and as a professional consulting organization, respects that this will, in the current economic environment, lead to possible deferment in purchasing ERP technology. However, most organizations equally understand the vast improvement a professional level ERP solution (and especially the BEST people to support you) contributes to their organizations productivity, performance and overall profitability. Delaying implementation of an ERP solution will likely cost an organization in the long run, through inability to match price with competitors who are already using ERP to streamline and reduce costs, let alone the inefficiency and lack of productivity within the organization.

To help companies in these difficult times, Epitome has two excellent options as an alternative to an immediate use of capital. . .



### Software-Only Leasing

Epitome's excellent relationship with [CreditLine Australia](#) provides a software only leasing finance option that can spread payments over a 4 year plan, and can also provide taxation accounting advantages (speak to your accountant). [Malcolm McPhie](#) is our contact at CreditLine Australia and will happily assist you, especially when we QUOTE you on our Epitome ERP solution where we indicate approximate leasing costs per week.

### Epitome Payment Plans

Our Epitome Payment Plan is an excellent way of staging your investment in Epitome ERP. We work out a payment schedule with you, along the lines of your Epitome ERP project, from Installation through to Implementation. We remove the risk of a capital outlay and provide measurable goals that work towards you "going live". Why not book a Webinar today & get a No Obligation Quote? That way you can PLAN your ERP project budgets well ahead of implementation. Let's get you more EFFICIENT, PRODUCTIVE (and on your way to improved PROFITABILITY) and making BETTER business decisions! Call Epitome today on 1800 776 498, or [click here to send us an enquiry](#), so we can discuss how Epitome Software's Payment Options .

## Epitome Essentials Next Edition

In the next edition . . .

- **JOBS:** Managing Job Schedules, Profit Reporting , WIP and Costs-to-Complete
- **ASSEMBLY:** Standard and Customised Bills of Materials for Inventory or Custom Builds
- **SALES & DISTRIBUTION:** Distribution Requirements Planning (DRP – Multiple Warehouse Replenishment and Pricing Planning)
- **INVENTORY & PURCHASING:** Inventory Replenishment and/or Automated Order Specific Purchasing

You have received this email by way of previous contact with Epitome Software. These are your contact details with us:

Company: «Company» Contact: «Contact» Email Address: «CALLEMAIL.»

We respect your privacy. To remove your name from our Epitome Essentials email newsletter list, please [click here](#). We will confirm this by final email to you.

Questions or feed-back? Email us at [info@epitome.com.au](mailto:info@epitome.com.au) or call Epitome Software on 1800 776 498 or visit our web-site at [www.epitome.com.au](http://www.epitome.com.au)