

# EPITOME + ADVANTAGE

THE NEWSLETTER OF EPITOME SOFTWARE



## Message from the Managing Director

Welcome to the first edition of **Epitome +Advantage**, our new monthly newsletter for existing customers of Epitome Software.

With Epitome Software being the **only** Ostendo Centre of Excellence, and with 17 staff the largest exclusive Ostendo operation in Australia, we certainly believe our customers have the **Epitome +Advantage**. Our entire business has been built on our dedication to the Ostendo ERP platform for over 5 years. Our development and consulting teams are second to none in Australia when it comes to Ostendo experience, along with a professional understanding of business process and how we can build and tailor a solution that suits your specific long-term requirements.

The plus + in **+Advantage** represents our Epitome Business Pack (EBP) which is our package of Epitome and Ostendo extensions, including the training videos and implementation resources that we build into Epitome to provide a richer Epitome experience.

Our **Epitome +Advantage** newsletter will keep you informed and updated with Epitome Product & Service news; Ostendo updates and their new features and benefits; and updates to the Epitome Business Pack.

In this edition of **Epitome +Advantage** we are pleased to announce InTrak - a great new addition to the Epitome EBP. InTrak is a Staff and Visitor sign in/out solution that works with bar-code scanners to log-in, track and log-out visitors to your organisation. [Click here for more information.](#)

We're also announcing our new **+Advantage VIP** Customer Referral Program. **+Advantage VIP** is a mutual reward program where we provide a program of discounts and support credits, where you may be able to refer business associates who are looking to upgrade their own software. [Click here for more information.](#)

We've been busy at Epitome Software developing automation tools to help our customers become even more productive with their use of the Epitome Ostendo ERP. Our new financials batch posting solutions GoldenGate, SilverGate and Fuse will be of great assistance to sites with multiple companies. [Click here for more information.](#)

We are keen to hear from our customers, so that we may improve our products and services. We have a great team of ERP professionals and we are developing new policies and procedures to ensure we continue to improve service to our customers.

Please do not hesitate to contact us at Epitome Software on (08) 8238 0400 or email [info@epitome.com.au](mailto:info@epitome.com.au) should you have any suggestions or recommendations.

Please enjoy **Epitome +Advantage**.

**Miles Nicholl**  
Managing Director, Epitome Software.

Transitioning MYOB & QuickBooks Users to ERP



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## +ADVANTAGEASSIST

We Can Help! Simply call or email the friendly Epitome +Advantage Assist Consultants on 08 8238 0400

## EPITOME + ADVANTAGE VIP

### CUSTOMER REFERRAL PROGRAM



**+Advantage VIP** is our way of saying "thank you" to the many customers who have provided testimonials, or references for Epitome Software.

There's some great discounts and product credits for members who join our customer referral program!

[Click here to download a PDF of our Epitome +Advantage VIP program](#) and [click here to email our Marketing & Business Development Manager](#) for further information.

## Epitome InTrak. Staff & Visitor Attendance Tracking Solution for Epitome Customers.

As OH&S management and compliance becomes more important to virtually every organisation, Epitome Software too has had to automate some of its administration procedures to suit the growing requirement. Visitor and staff attendance tracking is just one of the many aspects of managing HR and security. Epitome has





is just one of the many aspects of managing HR and security. Epitome has developed InTrak to manage the automation of its own staff and visitor attendance, using scanners and labeling devices to automate the work-flow.

We're pleased to announce that we like it so much, we're offering it FREE\* to our own customers! InTrak is easy to use and set-up and will help you know who is in the building, whilst maintaining a register of staff and visitor attendance.

\* Installation fees are not included. Depending on your own site use of Epitome and where InTrak is placed, there may be additional Ostendo licenses required. Hardware is excluded.

[Please click here to review a PowerPoint presentation of InTrak, and where to click to contact us so you can place your InTrak Order!](#)

[Click here to email Epitome and we'll contact you about Epitome InTrak](#)



*"InTrak helps your organisation know who is in the building, whilst maintaining a register of visitor entry and exits."*

## Epitome **ADVANTAGE ASSIST**. Our new Customer Service Program. Just for You.

Epitome Software has previously offered Casual and Support Pack Plans for our existing customers. We've now bundled these under a new existing customer support plan called Epitome **ADVANTAGE ASSIST**.

**ADVANTAGE ASSIST** provides both casual and packaged options for your support with Epitome Software. The packaged options provide improved pricing (especially year based renewals), support register reporting, less administration and are an ideal way to plan your support requirements in-line with changed Epitome utilisation, staffing or simply extending Epitome further into the organisation.

[Please click here to download our Epitome \*\*ADVANTAGE ASSIST\*\* support document . . . .](#)

[Click here to email Epitome and we'll contact you about \*\*ADVANTAGE ASSIST\*\*](#)



*"**Advantage Assist** reduces the administration of support calls, and provides better packaged pricing"*

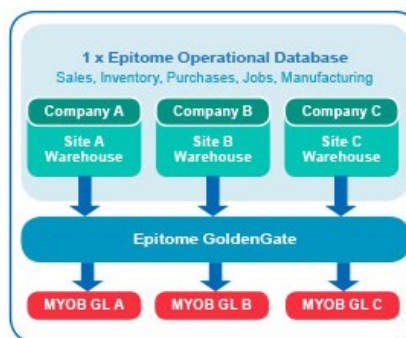
## New! Epitome Multi-Company Financial Posting Solutions for MYOB & QuickBooks.

Epitome Software is excited about a new range of products it has recently developed, to suit the automation of financial batch postings from the simplest of Epitome implementations, to the most complex, where an organization may have multiple operational companies, and multiple MYOB or QuickBooks companies.

GoldenGate, SilverGate and Fuse are products that automate and take the hassle out of managing financial batch integration, alleviating the need for cross-checking and ensuring accuracy, saving considerable time and money, especially in larger Epitome implementations of multiple companies.

[Please click here for a brochure on Epitome's automated financial posting solutions GoldenGate, SilverGate and Fuse . . . .](#)

[Click here to email Epitome and we'll contact you to discuss our financials posting solutions.](#)



*"Bridging multiple company operations and their financials just got a whole lot easier"*

## At Epitome Software we Like to Say "Thank You". Epitome **ADVANTAGE VIP** is Just How We Do That . .

Epitome would like to thank our many customers for their kind support and references of Epitome ERP. To provide a formal method of "thank you", Epitome Software is pleased to advise our existing customers that we have established a Customer Referral Program called Epitome **ADVANTAGE VIP**.

**Advantage VIP** is a mutual program where our existing customers enjoy excellent discounts on our Epitome Products and Services, and where **Advantage VIP** members can provide Epitome with contacts they feel would be suitable candidates for Epitome software, in addition to providing a case study and occasional caller reference.



+**Advantage VIP** also provides for regular monthly contact with our Business Development Manager to the business owner, to check on progress and get feed-back from our clients about improvements we can make to our products and services. Your Epitome support Account Manager also contacts you monthly to ensure all support arrangements are completed or are in progress.

Please click [here](#) to download an information leaflet on Epitome **ADVANTAGE VIP**. You'll see there are some excellent benefits!

Click [here](#) to email Epitome and we'll contact you to discuss our **Advantage VIP** program.



*"A program of great discounts and benefits when you hear of colleagues or associates needing better ERP solutions for MYOB or Quickbooks"*

## Epitome Web Services. Connecting Your Field Teams to Epitome ERP in Real-Time.

Epitome Software is pleased to announce the addition of a Web-Services module to the Epitome Software products list. Web-Services is an internet enabled technology that provides for web-based forms on remote devices, to both receive and send form data to your Epitome ERP server.

In an effort to streamline business process and remove duplication and paper-based methods, today's businesses are now capturing and automating more of their business process from the field over the internet, thanks to the rapid availability of wireless broadband and mobile devices such as smart-phones, iPads and tablets.

This enables Epitome to develop field force automation solutions for clients such as the Jobs module, where we can provide a remote worker with an ability to select jobs and enter start and finish times. This web based technology works over customised HTML screens, and can be used on most smart-enabled devices.

Field Sales Orders, Job Solutions, Customer and Inventory look-ups are some of the many possibilities that Epitome Software can assist you with.

Please call our friendly Epitome Consultants on 1800 776 498 or email us at [info@epitome.com.au](mailto:info@epitome.com.au) so that we can help you learn more about Epitome Web-Services and how our Custom Field solutions can help you capture more of your remote field business processes.



*"Field automation saves time and money, and avoids errors when duplicating information from paper based systems"*

## IN THE NEXT EDITION OF EPITOME **ADVANTAGE** . . .

**SUPPORT:** How Can We Do Better? Epitome Advantage Assist Customer Survey.

**eREP:** Automated Customer Email Order Forms that Automatically Create Epitome Sales Order

**DRP:** Distributed Warehouse Resource Planning. New in Ostendo

**CUSTOMISATION:** Learning About Epitome's Development and Expertise with Ostendo

**INTOUCH:** New! Epitome Developed CRM Integration to Outlook.

You have received this email as a customer contact and/or affiliate of Epitome Software. These are your contact details with us: **COMPANY: EMAIL:** [nevillem@epitome.com.au](mailto:nevillem@epitome.com.au) We respect your privacy. To remove your name from our Epitome Advantage email newsletter list, please use the Unsubscribe link below. 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)