

**= exact**

And it all comes together.

# Exact Globe Next

The new style of managing





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## The new style of managing

The time has come for a new way of running your business. The market is unpredictable and your customers are more demanding than ever. Use new techniques to gain direct insight into your organization. It will enable you to improve business processes and adapt to market developments in time.

The new style of managing means four things: insight, overview, cooperation and convenience. You want to be able to find the cause of declining sales or increasing costs. You want to get an alert when an order needs your attention; so you can take timely action. You also need to share important company information quickly and effectively. And you want to be able to see your reports online or via your mobile device. Exact Globe Next proves that we know what your challenges are.

As such, Exact Globe Next allows you to bring your operation together, replacing islands of information and uniting them into a single, organization-wide system. And it does so with the modular flexibility that adapts to your requirements and grows with you.

Working with Exact Globe Next, you'll be in a position to improve your existing processes. Your company will operate as one, instead of a set of diverse entities. You'll take control through decisions based on a real-time view of all information. Above all, you'll be free to focus on running your business.



# Developed with **your challenges** in mind

**Is this really the latest information?**



**How do we get everyone to go in the same direction?**



Your company has one name, one visual identity, and one company registration. Yet it may well have more than one source of master data, requiring manual and time-consuming re-entry of information. There are too many people involved, too many activities, and too many different Excel spreadsheets flying around. The result, inevitably, is mistakes and confusion.

Instead you need a process that's aligned around a single source of truth in which data is entered just once. A process in which a quotation, if accepted by your customer, automatically becomes a sales order, continuing along the transaction chain. This will simplify and enrich your information, and you'll experience new levels of stability and productivity across your financials and administration.

As your company grows, you often acquire and absorb new sites, offices and functions. Sometimes, these entities continue to use their own historical financial and administrative methods, applications and software. This leads to a tangle of varying tools, processes, languages and local formats. Financial reporting becomes fraught with difficulty, especially when the problem is played out across different countries.

Life would be a lot easier if you could connect and unite everyone across a single system that also incorporates local currencies, formats and legal requirements. It's the only way to enjoy true integration and cooperation, leading to real global success.

## It would be great if...

### What did we promise this customer?



Your customer calls to say they received the wrong goods at the wrong time. Your warehouse insists they dispatched the right goods at the right time. You're in the middle. You don't know who took the order, who performed the stock handling, or who handled the pricing and delivery details.

For instant answers to 'who, what and when', you need complete drill down and traceability into every event. And you need it from a single screen at every point in the system. Such a system would bring with it the potential to massively improve both your internal processes and your customer service levels.

### Your data were in one place

with each department entering it just once into a single, company-wide structure. A single source to save time, promote clarity, and put you in control by giving you the information you need, when you need it.

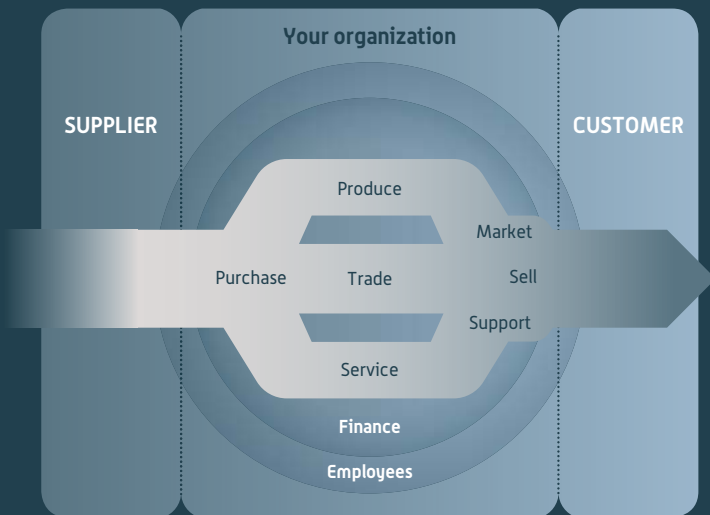
### Your organization shared

a single, integrated platform across borders, time zones, languages and cultures. A straightforward, rapid and reliable global reporting and forecasting structure. You'd really show your customers, and the world, what you can do.

### You used a proven ERP system

that enables you to zoom in on details and that gives you more information with one single click of your mouse. A system that keeps you posted proactively. A system that enables you to take the right action every single time.

# Exact **Globe Next** the product



Value creation model



Product model Exact Globe Next



## Manage finance and administrate

### Clarity and compliance in all areas

Behind every great company is the efficient management of all standard financial and administrative processes. Exact Globe Next integrates these core tasks, forming a backbone for all transactions arising from production, logistics and sales functions. This gives you a single, traceable financial and administrative reality at all times. This, in turn, generates dramatic new reporting possibilities.



# Integrating your key processes

Exact Globe Next integrates your entire financial and administrative infrastructure. All transactions – financial, logistics, HRM, sales management, projects and production – are contained in a single, central data source. Your company will unite around a common system, and a common purpose, like never before.

Exact Globe Next incorporates a suite of analytical tools, ranging from real-time dashboards to powerful pivot tables and out-of-the-box Excel integration. These tools enable the approach of financial and logistic information from various angles, giving you instant and accurate reporting that puts you in control.

Employees and managers with appropriate rights will have up-to-the-minute insight into the company's monthly turnover, cash flows, and accounts receivable outstanding. You decide which indicators to monitor, then access the status of those indicators in real-time. Initial versions of reports can be compiled and updated later. And if a process doesn't go according to plan, Exact Globe Next sends you an alert automatically.

Within this capability, Exact Globe Next permits the instant traceability of all transaction chains. You get right to the source with a few clicks, of every financial outcome.

This degree of accurate information and insight allows you make decisions based on reality, not guesswork, optimizing the quality of decision making. For instance, when customer service receives a customer request for a certain product, the availability or status of delivery will be instantly visible.

Exact Globe Next also offers advanced project management tools. This lets you set up a project environment in which all activities relating to the project are stored and performed. This includes all project-based information such as time entries, invoicing proposals, and work-in-progress. A change in one component is automatically visible in other relevant components.

Across all these possibilities, Exact Globe Next supports an extensive variety of languages, currencies and legislations.

## Purchase and Store

### **Procurement, warehousing and inventory management**

Within the logistics process, information is power. The power to evolve and improve your supply chain by optimizing your item management, procurement and warehousing helps you deliver on your customer promises. Whether you have one warehouse or a whole network, Exact Globe Next gives you the critical information necessary to manage all sites and activities from a central platform.

## Plan and Produce

### **Connected productivity for manufacturing and planning**

Operational success depends on deep knowledge, relentless quality, and on-time delivery. Exact Globe Next helps to achieve this with detailed planning for an extensive range of manufacturing and service-based processes. Within this process, you coordinate all variables and components in advance. This gives you more power than ever to produce, service and deliver on time and on budget.

## Sell and Service

### **Integrates the outside world with your company world**

Effective customer service depends on seamless interaction between your external and internal worlds. Exact Globe Next integrates these two worlds with a wide suite of options for customer-facing activities such as pricing, quoting, order management and invoice management. As you deploy these solutions you will increase customer satisfaction and retention through faster, more flexible, and more proactive levels of service.



# Get a clear view of your financial landscape

Exact Globe Next integrates your financial and administrative systems with other key business areas. Crucially, all events are entered into a single, central transaction table. This provides instant insight into all relevant financial details and administrative processes, also across borders. You will have the correct operational and strategic information at your disposal. You'll know exactly where you are, where you're going, and how you're going to get there.







## **Exact Globe Next for financial management and administration**

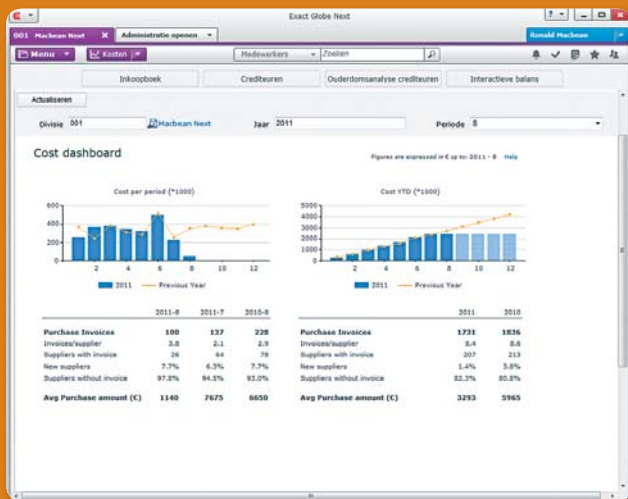
Financial and administrative systems can be a jungle of outdated and therefore unreliable numbers, with no single financial 'truth'. Without that truth you can't get a clear financial overview. Analysis and reporting become difficult, repetitive and time-consuming as you struggle to get an accurate real-time view of your historical and future cash flow situation.

With Exact Globe Next you'll get a clear view of what's happening. You'll have the precise status of your financials, every time you ask. The latest sales orders, for instance, will be directly visible. There's a single, unified source of data, with no need for re-entry. Dynamic pivots give you the ability to track transaction histories, from the initial order through to delivery and payment.

And, as business becomes ever more international, Exact Globe Next helps you with issues of compliance and control requirements in a large number of countries around the world.

# Integrated financials

Exact Globe Next gets to the heart of your company by uniting and consolidating your financial administration. You'll experience new levels of control through complete traceability of all transactions. And you'll enjoy the freedom to focus on adding value to your business thanks to a single process for all data entry and storage.



Exact Globe Next offers you real-time dashboards

## Linking information across processes

The real-time dashboards in Exact Globe Next enable you to see your organization's key figures at a glance. That way, you can take action when needed and adapt to trends and developments.

Reports are assembled easily. A field chooser drags and drops the required fields onto the report. All reports can be saved and the template can be reused. This gives you an instant picture of a particular business area, process, transaction, or client, even across borders. You will go from having a static overview to having a dynamic overview that you can configure yourself.

## Financial management

### Budgeting

Exact Globe Next makes it easy to enter and adjust budgets for both amounts and quantities at general ledger account level. Budgeting is possible at a detailed level – against articles or per employee, for example. You can create different budget scenarios, drawing comparisons between a normal budget, a positive change and a negative change.

The screenshot shows the 'Exact Globe Next' interface with an 'Interactive balance sheet'. It displays a detailed breakdown of assets and liabilities for the period 1-1-2001 to 31-12-2009.

	Debit (2001 - 2009)	Credit (2001 - 2009)	Balance (2001 - 2009)
<b>FIXED ASSETS</b>			
Intangible Assets			
1110-Development Costs	174		174 D
<b>Total Intangible Assets</b>	<b>174</b>		<b>174 D</b>
Tangible Assets			
1210-Land & Buildings	121,520	100	121,220 D
1220-Furniture & Machinery	125,000		125,000 D
1230-Fixtures, Fittings & Tool	32,222		32,222 D
1240-Motor Vehicles	37,199	17,199	20,000 D
1250-Office Equipment	150		150 D
<b>Total Tangible Assets</b>	<b>315,891</b>	<b>17,299</b>	<b>298,592 D</b>
Depreciation			
1310-Land & Buildings - Dep'n	150,000		150,000 D
1340-Motor Vehicles - Dep'n		6,111	6,111 C
<b>Total Depreciation</b>	<b>150,000</b>	<b>6,111</b>	<b>143,889 D</b>
<b>Total: FIXED ASSETS</b>	<b>466,065</b>	<b>23,410</b>	<b>442,654 D</b>
<b>CURRENT ASSETS</b>			
Stocks			

Interactive balance sheet allows you to drill down up to every original transaction entry

### Cash flow management

Would you like to get automatic notification when an invoice hasn't been paid yet, or when it has? Would you like to receive a heads-up when outstanding invoices from a debtor exceed a certain limit? Exact Globe Next can do that for you. You can efficiently manage your invoices and gain perfect insight into your clients' payment habits.

Based on real-time dashboards, Exact Globe Next gives you up-to-date and historic insight into your cash flow, the overall cash situation and the value of your company.

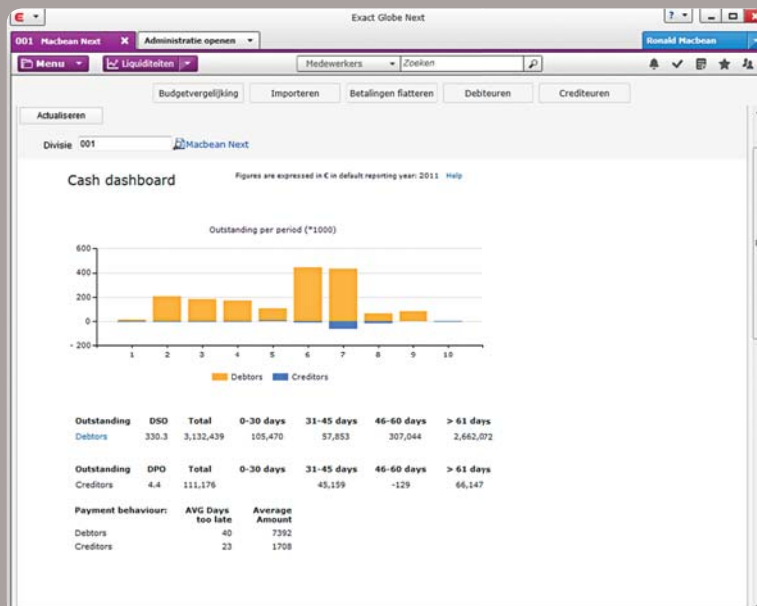
### Auditing/Controlling

A single entry system minimizes errors. So, you save time and increase your ability to exchange accurate information via all standard functions for periodic output, import/export functions, data exchange and automatically generated overviews. Information is rapidly moved beyond your backoffice system – to your accountant and financial controller, for instance – so that you can amass the required overview for tax return preparation. The system also supports several types of taxes, including Value Added Tax (VAT) and sales taxes.



## Benefits for Finance and Administration

- All your company's financials and administration integrated in a central transaction table.
- Enriched information via links with people, resources, products and processes.
- Up-to-date insight into cash positions and company value.
- Functions for forecasting, budgeting, analysis and reporting.
- Secure dashboard for authorization, traceability and reporting.
- Supports a variety of languages, banks, currencies and legislations.
- Automatic alert functionality.



The cash dashboard gives you up-to-date insight into your cashflow

## Assets

Registering assets can be a time-consuming and complicated process. In particular when you acquire assets that are not yet registered in your administration. With Exact Globe Next, registering and managing assets is easy. A new asset can be registered directly when you make an entry in your purchase journal. All asset movements are linked to financial transactions to ensure completeness. After the assets have been created, monthly depreciation entries are calculated and created automatically. Each asset has an asset card listing historical transactions, ensuring easy traceability.

## General ledger

Because Exact Globe Next links your financials to areas such as logistics, production and sales, you can pull information from these areas into your general ledger. It is also easy to generate various reports for cash flow monitoring. In this way, your bookkeeping system becomes nothing short of a complete management information system.

## Compliance management

Your back office is obliged to maintain comprehensive records of all items such as transactions and contracts. Furthermore, corporate governance imposes increasingly strict requirements on your financial accountability. Exact Globe Next allows you to fulfill these legal obligations in a large number of countries around the world.

## Easy data entry

Individual users can personalize screens according to their requirements. For example, you can speed up data entry by turning off fields that you don't use in the entry screen. You can also display search results according to your own criteria. An employee in orders might want to see the contact person, for instance, whereas an employee working in financial administration might want to see the bank account number. It is also possible to determine, per user, in which order the columns of the general ledger, debtor or creditor card should be displayed.

## Administration

### HRM. Information and motivation

Ultimately, it's people that make the difference. It is their skills, ideas, contacts and enthusiasm that enable companies to thrive and grow.

Exact Globe Next offers basic administrative HRM functionality. This allows you to create knowledge-rich employee files and you can automate all leave requests. An employee enters his own leave request into the system and thereby automatically activates the work flow. The responsible manager can then approve the request via the system.

### System security with strict access rights

Exact Globe Next incorporates a sophisticated roles and rights capability. That way, you provide staff with access to the information, processes and projects appropriate to their position.

# Track and trace



Exact Globe Next creates an informational structure for the central coordination of procurement, warehousing and inventory management. You'll have information consistency and continuity right throughout the process. This will give you the power to optimize stock levels within a single warehouse or across a warehouse network.





## Exact Globe Next for Purchase and Store

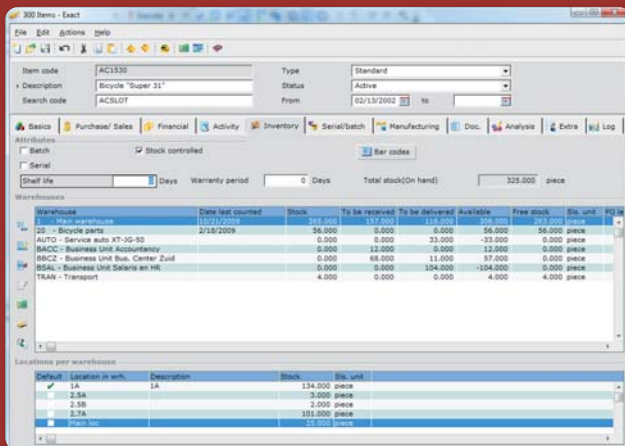
Every company is under constant pressure from rapidly changing customer demands and high pressure on margins. To stay ahead you need an advanced logistics system that delivers the right product to the right place, at the right time and at the right price.

Exact Globe Next enables this with logistical capability designed to transform your operational capability. All information is managed centrally so that your purchasers, sales staff and warehouse employees work with the same data. All orders, receipts and deliveries are entered and available in realtime. You will be able to access, at any time, precise business information regarding every aspect of your warehousing and ordering requirements.

Work with Exact Globe Next in this crucial business area and you will reduce waste, eliminate confusion, and work more closely with supply chain partners. Above all, you will be in a much better position to meet your delivery promises.

# Streamline your logistics

Exact Globe Next's Purchase and Store capability is designed to raise your logistical game across all aspects of item management, purchase management and warehousing. You'll soon notice the difference and so will your customers as they consistently receive the products they ordered on time.



Create, maintain and delete all items centrally

## Manage items centrally

All items can be created, maintained and deleted from this screen – across every location within your entire warehouse network. Each item contains its own data and attributes, registered and maintained in its own item maintenance card. Item information is divided into several categories, presented under different tabs. Zoom into the item card to view all transactions for a specific item. Define all item-related pricing like sales prices, purchase prices, cost prices. Batch updates can also be performed on this screen, with simultaneous updates of multiple items in a batch. This saves time if your organization decides to review and update the data of all items at the same time.

## Item management

### Item assortments

Exact Globe Next helps you manage your product portfolio via clear assortment categories. This will give you better insight into your product offering, while different levels of assortment will give you more insight into the results of your assortment. You will know if the assortment is complete, and by linking to sales, you will know which products are doing well. You can also detect item redundancy and analyze the performance of items.

### Pricing

Manage your pricing per item, per unit, per assortment, per customer, per supplier and per period. This includes specific pricing agreements with customers and suppliers. All your prices will be instantly available, and you will be able to make changes including temporary sales promotions. You will be able to calculate competitive pricing and discount structures in percentages, new prices or mark-ups. Regulation based charges can be handled and reported separately.

## Purchase management

### Supplier management

Determining the right suppliers is vital to a successful purchase policy. Exact Globe Next gives you reliable supplier analyses by measuring and reporting supplier performance against benchmarks such as on-time delivery, quality of product samples and number of returned goods. It means you'll be able to negotiate with suppliers based on clear pricing and the history of previously ordered goods.

### Purchasing

Purchase orders can be initiated on the basis of future stock levels, sales orders, production orders or forecasting. They can also be optimally matched with supplier contracts. Exact Globe Next achieves this with fast entry of purchase orders, multiple and customizable purchase order layouts, and the ability to link purchase orders to receipts. The moment a purchase order has been generated, a proposal for the payment terms is created, demonstrating a perfect integration of your logistics and your financial processes.



## Benefits for Purchase and Store

- Logistics processes directly linked to financial accounts.
- Increased visibility into actual, real-time inventory quantities and costs.
- Centrally update bills of material, price lists, special offers and price agreements.
- Advanced functions for bar coding and track and trace.
- Reliable forecasting based on actual stock management linked in real-time to purchasing, sales and schedule.
- Real-time inventory transactions, with full batch (serial/batch/lot) support.

The screenshot shows a software window titled '300 Purchase order - Exact'. It contains fields for 'Ordered at' (Bakker en Smeets B.V.), 'Delivery to (Warehouse)' (Main warehouse), and 'Invoice to (Warehouse)' (Main warehouse). Below these are fields for 'Purchase order number' (00000000), 'PO date' (10/21/2009), 'Description' (ord: 15428), 'PO method' (FAX), 'PO date' (10/21/2009), 'Resource' (Richard Smits), 'Shipping via' (DHL), 'Purchase invoice', and 'Price agreement: Suppl'. A table lists items with columns: Item, Description, Supplier's item code, Total quantity, Pur. unit, Fulfillment date, Currency, Price, and Disc. %. The table contains 7 rows of data for various bicycle parts. At the bottom, there are buttons for 'Ordered', 'Authorized', 'Processed', 'Received', 'Invoiced', and 'Paid', each with a corresponding icon. Below these buttons are checkboxes for 'Net', 'Tags', and 'Total'.

Item	Description	Supplier's item code	Total quantity	Pur. unit	Fulfillment date	Currency	Price	Disc. %
1	AC1530 Bicycle "Super 31"	AC1530	1.000	piece	10/21/2009	EUR	8.250	10
2	AC1540 Steering wheel Universeel chrom	AC1540	1.000	piece	10/21/2009	EUR	10.000	0
3	AGN-BATCH Lock "Super Volt"	AGN-BATCH	1.000	piece	10/21/2009	EUR	8.250	2
4	DB100 Deltabike ZX 100	DB100	1.000	piece	10/21/2009	EUR	120.000	0
5	DB200 Deltabike ZX 200	DB200	1.000	piece	10/21/2009	EUR	165.000	0
6	DB300 Deltabike Racing bike (serial)	DB300	1.000	piece	10/21/2009	EUR	110.000	0
7								

Purchase order showing the current status and process flow

## Purchase invoicing

Because all transactions are linked, Exact Globe Next provides detailed overviews that allow you to zoom into details effortlessly and instantly. This enables you to check invoices to ensure they match the receipt and create a purchase invoice based on the purchase order or receipt, without having to type it all out again. You will save time by defining exactly who is allowed to approve invoices via the incoming invoice register.

## Stock handling

All warehousing transactions – such as incoming goods, outgoing goods, location transfers – can be handled in Exact Globe Next. They can be optimized by means of barcode equipment in batch communications, or with real time radio frequency. By registering data electronically in this way, you avoid errors and always have an accurate, up-to-date insight into the status of any order, from a single screen. You will also achieve better service levels and delivery reliability.

## Warehouse management

### Stock control

Exact Globe Next permits clear insight into your stock levels at all times – you'll know your optimal stock levels and exactly what you need to order, and when. You will be in a position to save time and money with central warehousing that lets you process orders from multiple sales offices then dispatch goods to customers from one central warehouse. Exact Globe Next also offers cycle counting to ensure that the stock in the system equals the physical stock. And by providing a sampling function, it will help you to reduce waste and comply with regulations.

Exact Globe Next allows for replenishment from bulk to pick locations, cross docking, route optimization and pick and pack. Efficient replenishment with Exact Globe Next will significantly reduce your lead times. Products are verified as they are packed and shipped, and you can automatically print product labels for received items.

### Traceability

It pays to have instant knowledge of which customers received which products and when, and which suppliers supplied which products and when.

With Exact Globe Next you can track and trace items from supplier, to production, to customer. This is important when complying with government regulations, for example, or when monitoring customer demand.

Stock check				
Warehouse: 1 - Main warehouse				
Item code: AC1530 - AC1610				
Reference date: 10/22/2009				
Item code	Item Description	Warehouse Location	Stock	Counted Units
AC1530	Bicycle "Super 31"	1A	134.000	_____ piece
		2.5A	3.000	_____ piece
		2.5B	2.000	_____ piece
		2.7A	101.000	_____ piece
		Main loc	25.000	_____ piece
AC1540	Steering wheel (chrome)		68.000	_____ piece
		1A	4.000	_____ piece
		2.7A	14.000	_____ piece
		2.7B	50.000	_____ piece

Report for stock counting

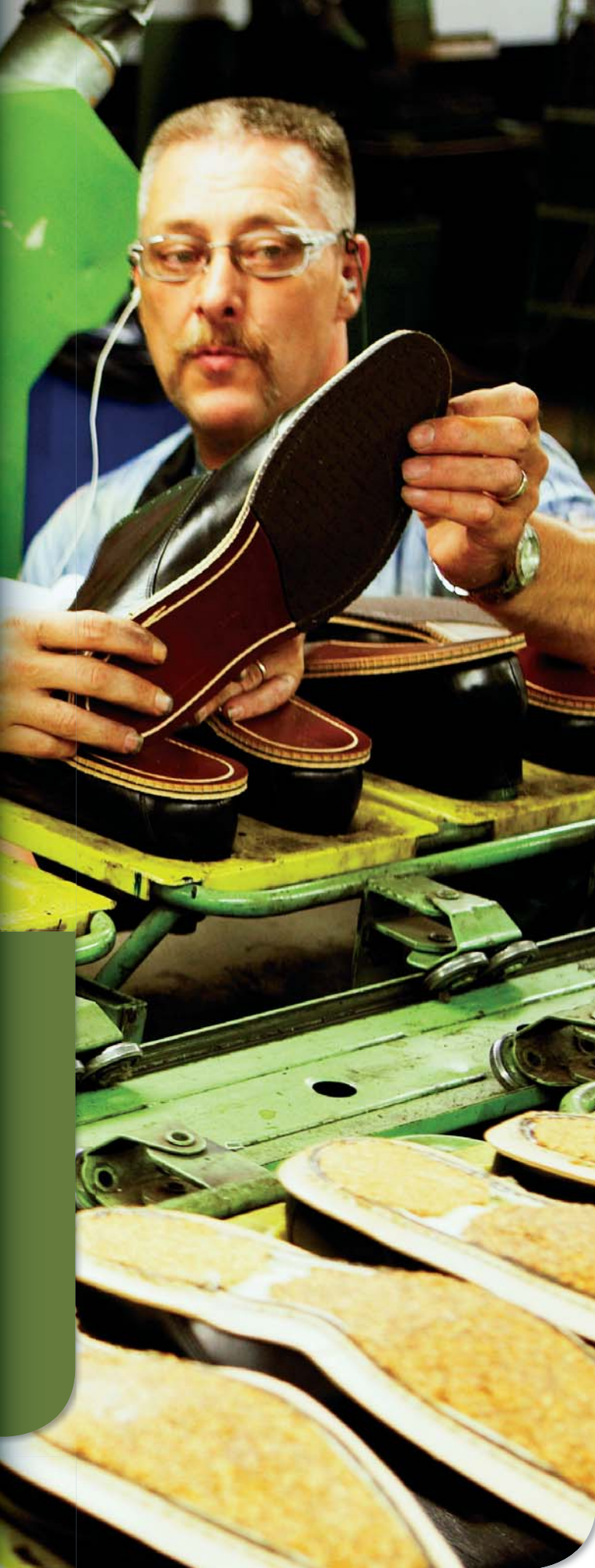


# Planning for success

The effective delivery of products or services in a competitive, globalized market requires the highest standards of planning. By providing instant visibility of all your inputs, Exact Globe Next allows you to predict all your outputs. You'll be able to plan your costs and capacity in advance, enabling you to make firm promises to your customers.







## Exact Globe Next for Planning and Production

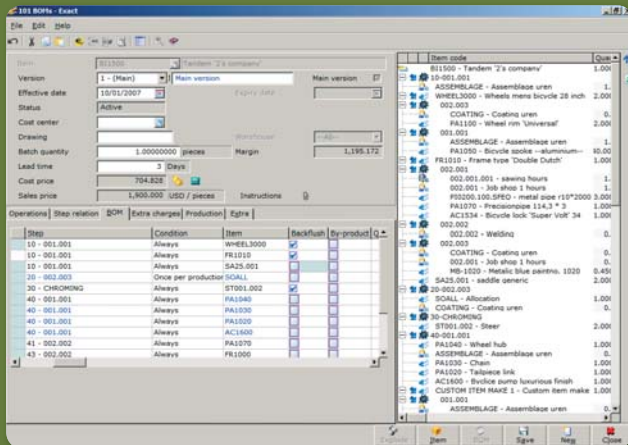
Exact Globe Next gives you the power to plan and achieve outcomes with time-based item planning overviews that integrate all activities. You will have, at your fingertips, detailed information on all relevant factors such as personnel, machinery, supplies and warehousing, financials and resources.

Armed with this up-to-the-minute information, you will be in a position to improve your manufacturing, service delivery and project management. This, in turn, will lead to reduced costs, a quicker time-to-market, and guaranteed delivery dates.

As well as predicting the future with more certainty, you can make adjustments right here, right now. Monitor and adjust the manufacturing process, for example, with a suite of advanced and precise production control functions.

# Optimize your capacity

Exact Globe Next enables you to optimize your future with customizable flexibility for planning, manufacturing and project management. With this comes the ability to react to short- and long-term imperatives by managing materials, workloads and schedules your way.



BOM screen displays the use of all underlying materials, as well as labor and machine hours.

## Defining bills of materials

Single or multiple versions of bill of materials (BOM), routing and dependencies can be defined per product. Combined with surcharges and batch sizes, this forms the basis for the cost price calculation. Multiple product variants, features, options and materials in BOM variations can be managed. You can also store an unlimited amount of levels in the resource structure, use phantoms, and link activities to the levels of resources and machinery. During production, you will have instant and continuous insight into whether or not you are in line with your budgeting forecasts and expectations.

## Planning

### Forecasting

Benefit from detailed forecasting based on input from previous results, sales histories and sales expectations. These forecasts can drive requirements for end products and production components.

### Material Requirements Planning (MRP)

Exact Globe Next offers multiple calculation scenarios, so you can choose the one that's ideal for your situation. It also allows for the 'pegging' analysis of your MRP run. This enables you to identify the sources of requirements at a detailed level, greatly simplifying the inventory replenishment process.

From within this MRP capability you can access all your logistic transactions, from sales order to delivery. This helps you with your own internal efficiencies, as well as with important issues of compliance and regulation.

### Resource planning

Allocate resources in terms of personnel and machinery. You'll know the availability of all capacity at all times, so that you can plan machines and labor hours in advance. You can generate a detailed overview of planned time by cost centre, subordinate or project.

## Manufacturing

### Production costing

Cost price calculation scenarios can be used to enable unique cost calculations for each endproduct. It means you can compare the total production order costs with the sales price to obtain the profit margin for the manufactured item. You can also look at overviews of the actual cost of end products by taking into consideration specific cost factors.

When there are changes in the cost price at any level of the bill of materials (BOM), the cost price will be updated all the way to the endproduct.

## Benefits for Plan and Produce

- Production and service planning linked directly to logistic and financial accounts.
- Forecasting based on complete production data.
- Choose the most favorable situation for production and cost price.
- Planning linked to the registration of work hours and time off.
- Reduce project planning and management time by using exclusive project environments.
- Complete drill down to a manufacturing order from a sales order gives insight into when products will be ready.

MRP overview: day-to-day insight into available stock

## Production control

Control the daily production process, from scheduling to delivery. Based on demand from customer orders, stock levels or advanced MRP production orders are created, planned and processed. The manufacturing of both standard and customized products is supported. This can be carried out in multiple operation steps. Materials usage as well as labor and machine hours are registered at all times.

## Outsourcing

As well as purchasing materials, companies are increasingly purchasing production activities for reasons of cost, capacity or knowledge. Such outsourcing operations can be fully integrated within the Exact Globe Next purchasing process.

## Production result

You'll always want to know if the outcome matched your plans and forecasts. Exact Globe Next facilitates the detailed analysis of individual manufacturing outcomes by comparing the planned and actual usage of materials and resources. You will then be in a position to build the consequences into your financials.

## Project management

### Projects

Project control is notoriously difficult due to lengthy duration, complex sub-processes and a non-transparent cost structure. Exact Globe Next overcomes these issues by automating your entire project organization within a dedicated project environment. You will have an at-a-glance view of all project data from the project master card, with multiple project levels possible. Project-related transactions can be identified at all times (throughout all functional areas within Exact Globe Next) and handled according to project-specific financial consequences.

### Project invoicing and results

All costs and revenues are visible on a project level. This includes purchasing, sales invoices, time registration of relevant employees, and materials. Outcomes can then be compared with planned costs and revenue expectations. People are linked to targets and budgets, and various overviews and reports show you the current status, including any work contracted out, as well as unpaid invoices.

Item	10/12 (Mo) Planning	10/12 (Mo) Actual	10/13 (Tu) Planning	10/13 (Tu) Actual	Planning	Actual
Costs						
FR1000, Frame type 'Touring'						
PO: 145	1,024.00				1,024.00	
PA1050, Bicycle spoke -aluminium-	6				6	
PA1100, Wheel rim 'Universal'	708				708	
<b>Totals</b>	<b>2,338</b>				<b>2,338</b>	

Manage projects from the project master card



# Putting your customer first



The effective integration of internal processes will significantly improve your bottom line. Linking and extending these benefits to your customer-facing operations will help your company fly even higher. Exact Globe Next therefore offers a number of modules for optimizing your pricing, invoicing, and customer relationship management (CRM).



## **Exact Globe Next for Sell and Service**

How long does it take you to call up a clear list of your customer data in terms of financial transactions, contract data and details?

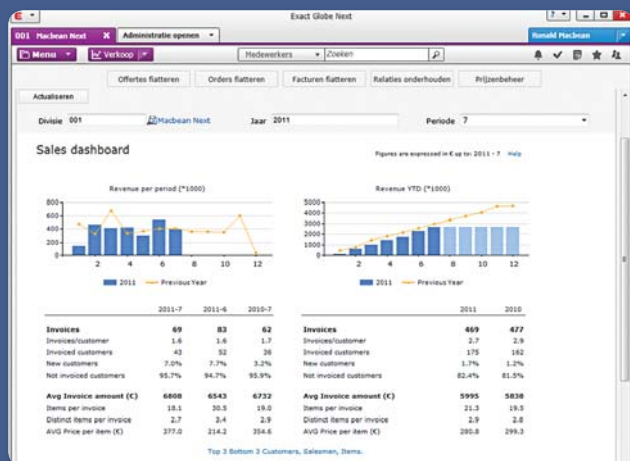
Chances are it's taking longer than it should. And the situation can be even worse if you've stored data on different systems, leading to data overlaps and considerable potential for errors.

With Exact Globe Next you can store all customer, supplier and related data in one place, then retrieve it quickly and easily. With that will come the ability to access a clear overview of all relationship transactions such as orders, financial postings and turnover data.

All the information regarding pricing agreements, budgets, orders and invoices will be in a single account file. Your sales and service departments will save time by having access to the latest information.

# Satisfaction and profitability

Acquiring customers is hard. So it's imperative that you profit from, retain and reward them by leveraging every possible item of customer data. Exact Globe Next gathers and consolidates all customer and pricing information, while integrating customer orders and invoices with your financial and logistics systems.



The sales dashboard gives detailed insight into your revenue

## Sales Dashboard

The sales dashboard gives you detailed insight into the composition of your revenue. It tells you how much revenue has been generated per time period, the number of orders, the average number of orders per client, the number of new clients, the number of clients without order, revenue per order, units per order, number of items per order and the average price per item. You can also see which clients have purchased most and which sales persons have done best.

The sales dashboard tells you the status of your revenue at any moment. Is sales doing as expected? Why is the revenue falling short? Have less orders been placed or has the value per order decreased? Analyze your revenue from various perspectives to learn which strategy works best for you.

## Sales management

### Know your customer

Centralize all customer information in one single digital client card. In it, you can find transactions, price agreements, revenue per customer, offers, invoices, outstanding payments and contracts. Your sales people can reach all client-related information any time. And your customer service department can see a customer's history and complaint status at a glance. With this detailed insight into your customer base, you can make classifications easily. You will have a solid base for your marketing and sales activities.

### Quotations

To deliver an accurate quotation, you need as much up-to-date information as possible with regard to pricing agreements, discounts, stock levels, delivery times and previous quotations. Exact Globe Next enables you to store and retrieve this information. You will be able to easily create a sales order straight from a quotation with one click, saving duplicate entry.

### Order Processing

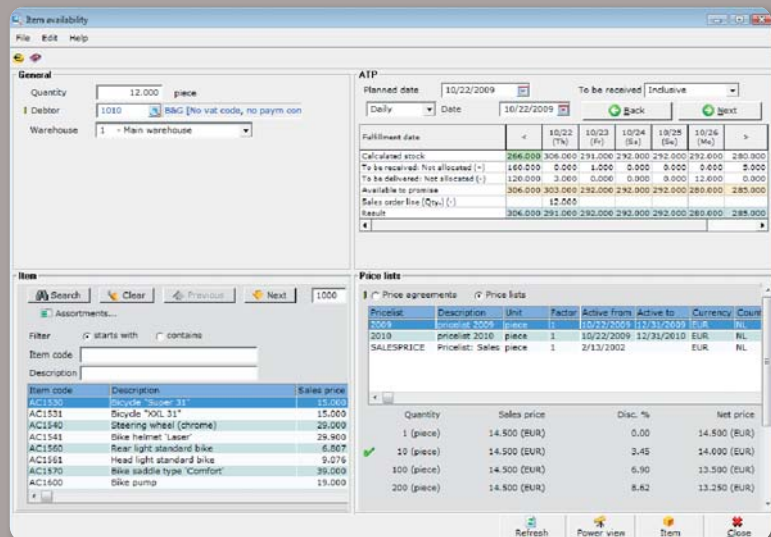
To keep your inventories low while keeping your customers happy, you need a flexible ordering system. Stock control must therefore be up-to-date, the purchasing department must know exactly when to buy, and the production of assembled products must be synchronized from the order, through to the demand for end products. Of course, the need for efficient ordering becomes even more important if your company does not hold stock.

Exact Globe Next provides direct insight into stocks during order entry. You can then allocate goods against current stock availability. As the process develops, you can create and issue credit invoices and reminders, offer drop-shipments, and compare returns with fulfillments to avoid fraud. Exact Globe Next also permits credit line checking before doing business with a customer.



## Benefits for Sell and Service

- Real-time reporting links customer account to marketing and sales activities.
- Activities, transactions and customer contacts available on the customer card.
- Link budgets to sales forecasts, sales targets, sales results and target groups.
- Faster response times due to insight into actual information on stocks, delivery times and service.
- Service employees will have customer history at their finger tips.
- Automatic alert functionality.



Item availability screen shows all items, pricelists and price agreements

## Invoicing

Detailed invoice management allows for complete processing of sales invoices. This includes advanced payment conditions, pre-payment, and direct invoices for over the counter sales. You can also calculate and grant sales commissions to employees and partners such as re-sellers.

## Service management

### Service activities

Great customer service comes from building a complete picture and history of your relationship with each customer. This requires a system that performs a wide range of service-related tasks, from the simple to the complex.

Exact Globe Next allows for the registration of all products and services sold. It also registers service orders initiated from incoming customer calls or maintenance contracts. You can also define and maintain items such as hour items, sales and stock items, contracts, assets and serials and batch items. The result is a comprehensive tool for managing and controlling operational and functional services.

## Result

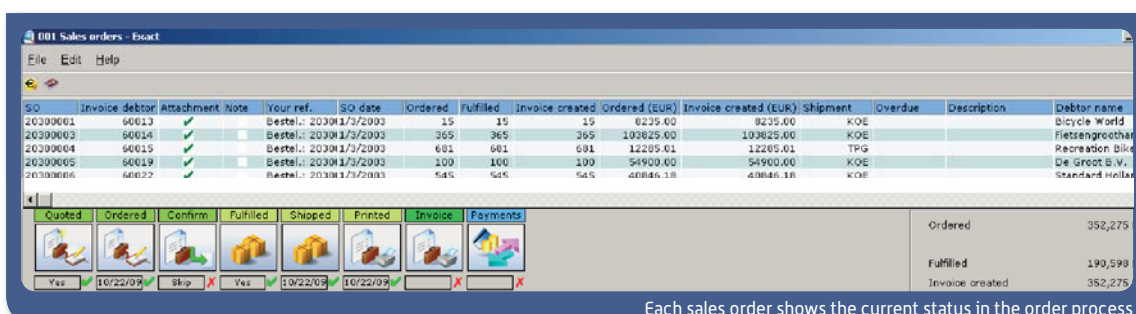
The time and materials spent on a service item is compared with warranty or maintenance contract conditions, leading to costs or customer invoices. Via problem identification, analysis of frequently serviced items and circumstances can be performed. This will enable you to make better decisions based on accurate data.

## Taking CRM one step further

### Exact Synergy

For more extensive CRM, Exact Synergy is the front office tool that seamlessly integrates with Exact Globe Next, offering advanced functionalities such as opportunity management and marketing automation. Invoices and sales orders can be shared online with everyone throughout your organization.

Built-in workflows align your customer-facing roles in the process. Work is routed automatically to the next person in the chain. Exact Synergy ensures clarity of ownership and enables flexible workflow routing which ensures that your customers' request is handled by the right person at the right time.



Each sales order shows the current status in the order process

# The solid administrative foundation for your business



## Three key Exact Globe Next benefits

Whatever your specific requirements, all Exact Globe Next software solutions are embedded with three core benefits. Combined, they work to give you the flexible backbone that every company needs.

### Designed for you

For companies like yours, it's essential to know the status of things at all times through accurate, up-to-date information. Exact Globe Next is designed to achieve this by forming a single transaction backbone for all production, logistic and sales functions. This will give you a single, traceable financial and administrative reality at all times. And it's standardized, so it's simple to implement, requiring minimal resources to maintain, which makes it ideal for organizations with limited IT support.

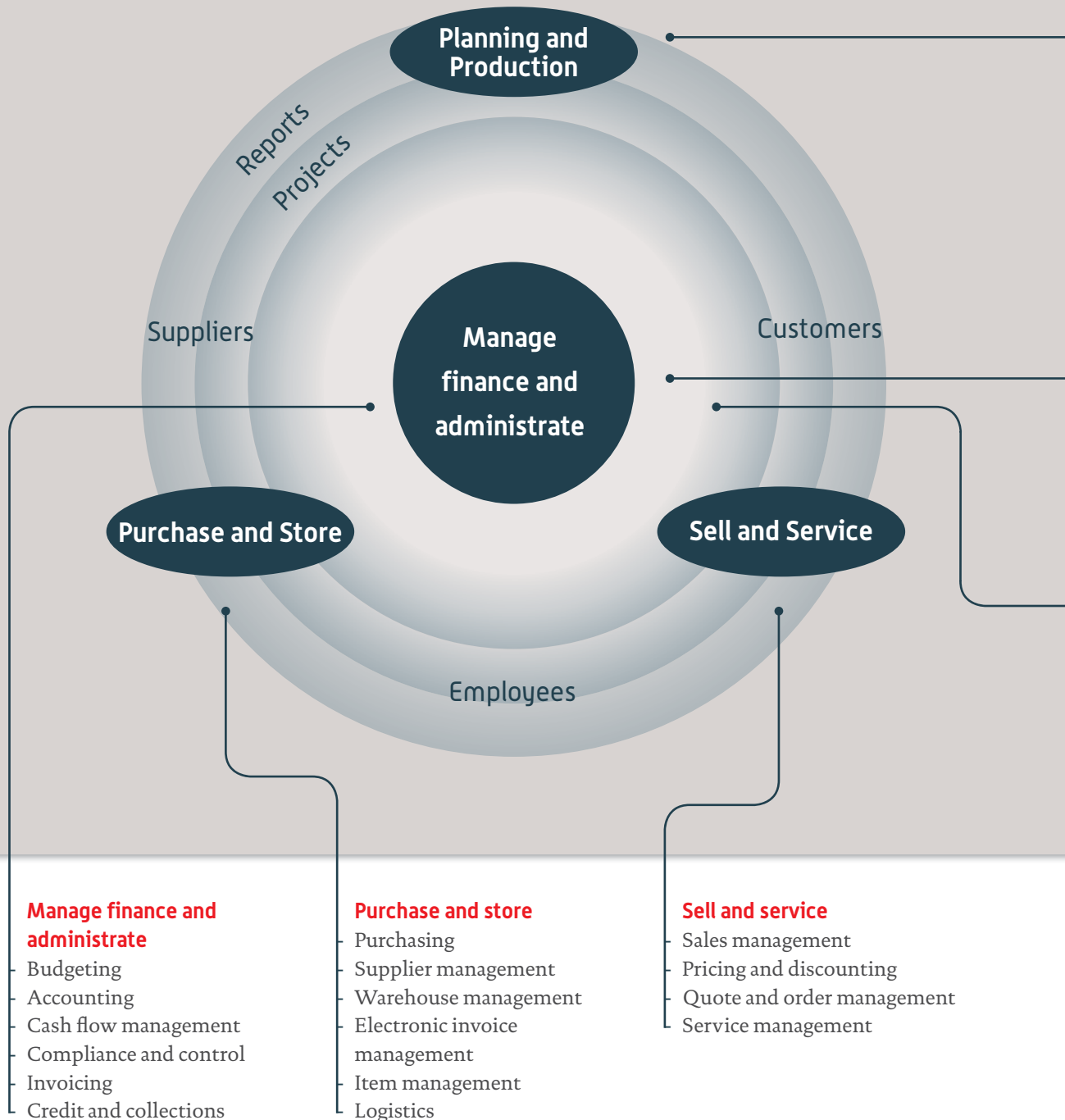
### Growing with you

Exact Globe Next can be as big, or as small, as you want it to be. So, you might start with a basic bookkeeping capability and then add a more advanced MRP solution as your company and your ambition grow. Or you might start with an item management solution and then move towards the complete warehousing offering. All these systems will integrate seamlessly with each other, saving time and costs. Whatever business, market or geography you're in, Exact Globe Next offers the flexible functionality you need.

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# Exact **Globe Next** product offering





# Customer services

## Plan and produce

- Capacity planning
- Material requirement planning
- Forecasting
- Manufacturing
- Project management
- Quality management

## Organize and register

- Roles & rights management
- Facility & asset management
- Revenue and cost analysis
- KPI reporting

## Technology and integration

- Integrated document management
- Connecting to third-party applications via standard adapters
- Business activity monitoring
- Embedded reporting
- Automatic alert functionality

## Custom-made solutions

Our standard products are designed to meet the most common automation requirements of today's businesses. However, we understand that different companies have different automation needs.

We aim to find the right solution for you.

This can range from small adaptations of your standard package to newly developed solutions.

As our custom-made solutions are based on our standard software, the development time required for a custom solution is relatively short and financially attractive for you.

## Consultancy and implementation

We provide you with maximum control and manageability regarding lead time and implementation budgets. The standard implementation methodologies we use are developed based on years of experience and have proved successful all over the world. The approach of implementing Exact Globe Next depends on many factors including company size, project scope, and your industry. To meet this challenge, we support different implementation models from local single-site to large international multi-site implementations.

## Training and education

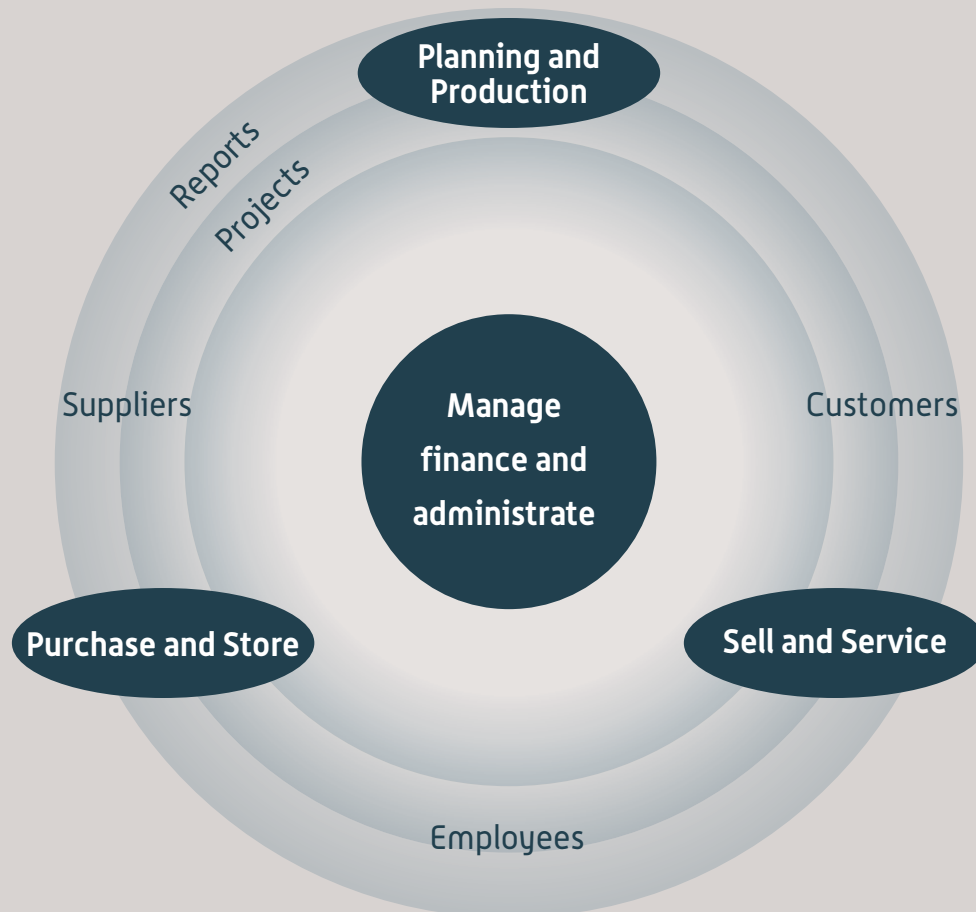
Your success is important to us. We implement our software solutions tailored to your business environment so that you can maximize your investment quickly and completely. We offer in-company training programs held at a location of your choice, at a time when it's convenient for you. In addition, you can select which topics you wish to address during the in-company training session.

## Customer support

We are dedicated on making you a satisfied customer and keeping it that way. This not only requires software, but a high level of continuous support from us. We provide solutions and support through an extensive global network across more than 40 subsidiaries and via our qualified international partners. In return, you are guaranteed a high level of service and availability in multiple locations and languages wherever you are, as well as continued product improvements.

# Exact Globe Next at a glance

Whatever your company's objectives, Exact Globe Next helps you achieve them by making a real difference where it counts – at the heart of your financial, administrative and operational processes.



## Drive productivity across borders

Your company is serving the same customers from different locations. This leads to a lack of consistency as individual customers are serviced via different applications and procedures.

By acting as a universal system, Exact Globe Next integrates your service delivery. For instance, the sales department in one office will have insight into stock levels in a warehouse at another site.

## Drive productivity during growth

As your company grows, so does the amount of information that needs to be managed. Productivity is negatively affected, and the constant changes in legislation, tax laws and compliance don't help.

By permitting a single financial and administrative 'truth', Exact Globe Next gives you an instant insight and overview into all your processes. You will be able to analyze, report, forecast and budget based on reliable, and real-time, financial facts.

# Driving productivity across your business

Exact Globe Next provides the stability that forms the basis for productivity. You'll have control where there was confusion, giving you insight into processes across all your local and international operations.

By now, you should have a good idea of how Exact Globe Next can help you and your employees to gain more freedom from process, and more control over business. But if you still have more questions, you can find some of the commonly asked ones on the next page. Don't hesitate to contact us if you have a question that isn't there.



## PEOPLE

Exact Globe Next opens up new channels between your people. This creates the rapid, effortless flow of information that is essential to the smooth running of any business.



## COLLABORATION

By enabling people to share information, Exact Globe Next will generate a new spirit of collaboration among employees.



## STRUCTURE

As people work more closely, new working structures are formed. In this way, Exact Globe Next makes your company stronger, better equipped to resist challenges and exploit opportunities.



## RESULTS

It's all about results. By integrating and optimizing processes, Exact Globe Next drives results by simultaneously reducing costs and increasing your ability to focus on your business.

**Exact. And it all comes together.**





# = exact

## Want to get started?

Contact your local Exact representatives. You'll find their details at: [www.exact.com](http://www.exact.com)

### Does learning how to use Exact Globe Next require a lot of training?

The software is designed so that people can start creating value fast. So, training requirements are typically low. If required, Exact offers a full suite of training and consultancy.

### Is Exact Globe Next available in different languages and legislations?

Exact Globe Next is available in over 40 languages and supports a wide variety of legislations, banks and currencies.

### What reporting capabilities does Exact Globe Next offer?

Exact Globe Next contains a great number of reports that can be adapted to your own wishes, among which several real-time dashboards. Standard integration with various reporting tools is also possible.

### Can I customize Exact Globe Next to address the special challenges faced by my company?

Yes. Exact Globe Next offers a range of standard extension modules to cover more advanced and business specific requirements. If your company needs other functionality, Exact can help to develop additional functionality ranging from small adaptations to newly developed solutions.

### Can I upgrade easily from my current Exact financial software to Exact Globe Next?

Yes. Out of the box conversion tools are available so that you can upgrade to Exact Globe Next.

### Can I integrate Exact Globe Next with my existing business software?

Yes. Exact Globe Next allows for easy import and export of XML, which makes data exchange possible with third-party software. Exact also integrates with middleware solutions that support connectivity with third-party software.

## Exact. And it all comes together.

Serving entrepreneurial businesses around the world is our business. On the road to becoming a global player we have never lost sight of our modest beginnings in 1984. That's why we can relate to your business, understand how you collaborate with your business community and know what you need to achieve results. By matching our experience with your needs we can provide you with software solutions that support every business activity and give real-time insight into your entire organization. With Exact you'll have the freedom to successfully address the challenges and opportunities that come your way, creating value for your customers and ultimately for yourselves. From manufacturing and wholesale & distribution to professional services, whatever business you are in, we can help you grow.

**[www.exact.com](http://www.exact.com)**

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