


sage



Sage 1000

- 4 **Sage – working with you**
- 6 **Unify every element of your business to focus on your customers**
- 8 **Sage 1000**
- 9 **Accounts**
- 10 **Customer Service**
- 11 **Marketing**
- 12 **Project Management**
- 13 **Retail**
- 14 **Sales**
- 15 **Senior Management**
- 16 **Shop Floor**
- 17 **Warehouse**



“It makes good business sense for departments to work together. When you’re sharing information, your people work smarter. They’ll save time, avoid duplication and improve accuracy. It means they can focus on delivering the excellent service that keeps your customers coming back.

I’m confident that Sage 1000 will help your business perform better.”

**Paul Stobart,**  
CEO, UK and Ireland Region,  
Sage (UK) Limited

# Sage – working with you

**We've been supporting businesses like yours with world-class business software for nearly a quarter of a century. It's our long-term commitment to investing in the technologies and solutions which keeps our customers ahead in a rapidly changing world. We listen carefully to what you tell us and respond to your requirements with innovative solutions.**

Over 5.7 million organisations across the world rely on our software – 760,000 of them in the UK. In an increasingly connected world, Sage as your strategic IT partner will help you do business more efficiently, along with the thousands of companies who trust us to automate their business processes and transactions. You'll find many of your suppliers and associates are already drawing on our software to achieve more, faster and at lower cost.

## **A solution for UK-based businesses**

We conduct the research and development for most of our products in the UK, enabling us to best reflect the needs of UK-based businesses and to act quickly to changes in legislation. Our development teams regularly meet customers to discuss their changing requirements and ensure that any new releases address real business issues and concerns.

## **A thriving network of support**

When organisations reach a certain size and complexity, it's important that their software continues to reflect their growing needs. You've the reassurance of knowing that our unrivalled customer service and well established network of carefully selected Business Partners and developers will ensure your Sage 1000 solution fits your needs now and into the future.

You can draw on a truly impressive skills base. Our network of accredited Business Partners provide the consultancy, implementation and support to align our software with your strategic and tactical objectives.

They're well skilled in the technology that drives Sage 1000 and have the in-depth industry knowledge and outstanding technical expertise to work with you and your teams before, during and after implementation. They'll be able to extend and modify your software, as well as link it to other market-leading applications.

Behind the scenes, we've third-party software developers who provide everything from simple add-ons to complete applications for specific vertical markets, all tightly integrated into our solutions.

## **Introducing Sage 1000**

Our broad range of integrated applications spans your entire enterprise, through finance, distribution, manufacturing, services, customer relationship management (CRM), human resource management solutions, time recording and billing.

Sage 1000 is a complete, unified business management software solution for mid-sized organisations in the public, private and not-for-profit sectors.

Whatever the pressures and challenges you face, Sage 1000 will help you manage your finances, people, customers, suppliers and operations more effectively. You'll make better use of your resources and be in a position to plan for future success. In short, Sage 1000 puts you firmly in control.

The benefits are immediately obvious. Processes flow into one another, staff collaborate more closely, and managers have an instant, accurate view of the whole company.

Importantly, integrating your back office functions with your customer-facing systems means that all aspects of your organisation can focus on delivering the excellent service that helps retain customer loyalty in today's highly competitive climate.

## **Sage 1000 or integrated applications – you choose**

We understand that different organisations need varying degrees of software sophistication in different parts of their operation. You may prefer to phase in any new business software by upgrading departments separately, rather than implementing the software in its entirety.

Whatever works best for you, Sage 1000 offers you a choice between these two approaches to business management solutions. We'd be happy to talk to you and recommend the best option for your business.

We're constantly developing individual Sage 1000 applications which address different areas of business, yet which integrate to ensure you experience the full benefits of a fully tailored software solution from a single vendor.

In the pages that follow, we'll outline some of the key areas where implementing Sage 1000 will help you reduce costs, improve performance and enhance service.

**To explore how Sage 1000 can support your business goals, please contact Sage on 0845 111 9988 or talk to your Sage Business Partner.**



# Unify every element of your business to focus on your customers

**It can be difficult to get hold of the data you need when it's scattered across your business. So imagine if you could get a single, integrated view of your business, which authorised users could access directly. You wouldn't have to delve into different systems or consult your colleagues.**

**From finance, distribution, manufacturing and service operations, Sage 1000's powerful application seamlessly unifies information from across your departments. It provides a comprehensive management system for the majority of your business – from prospecting for new customers and taking orders to after-sales service, on the shop-floor and in the warehouse and more.**

**Sage 1000 offers all the benefits of simplification – in deployment, training, licensing, upgrading and support. Life's simpler from the start.**

## Get connected

Sage 1000 brings wide-ranging benefits at every level of your business. Manufacturing Managers can forecast and plan production to align closely with your customer demand. Sales teams can understand which accounts have most potential for growth – or represent a credit risk. Telesales staff can set realistic expectations for delivery by viewing stock availability across different locations and checking the real-time status of orders. Supplier and customer accounts can be settled in a timely manner. It all helps smooth your cash flow and builds better business relationships.

Sage 1000 creates the agility that's essential for continued business success. By building connections between different areas of your business, it supports managers in reacting faster, making better decisions, and taking action based on solid analysis and insight.

## Improve efficiency and reduce costs

With Sage 1000 in place, your business will become more efficient in its use of resources, with rapid return on investment. It eliminates multiple data entry into different databases, saves administrators' time and improves accuracy, while customer demand's identified and fulfilled in a quicker and more cost-effective manner. It automates routine tasks and supports your users with a system that's easy to use and customisable to their working style. You'll see an increase in productivity and a reduction in administrative costs.

## Built on our business logic and technology

Sage 1000 has a wealth of experience in delivering software that maps onto complex business processes. In fact, we've built Sage 1000 on business logic that's already used in thousands of UK businesses. The result? Enormous depth and breadth of functionality across your enterprise.

## Recruit and retain profitable customers

If you run a single system across both your back-office functions and your customer-facing operations, you'll ultimately see consistently high service levels with increased margins.

Our Customer Relationship Management (CRM) functions are an integral part of Sage 1000. They help you achieve real customer focus, from finding new customers, right through to order fulfilment and after-care. The result: an infinitely sharper operation, with less chance of delay, misunderstanding and error.

Your staff are now empowered to provide your customers with accurate, up-to-date and timely information that avoids frustration and helps foster long-term loyalty. Here are some of the key attributes which make Sage 1000 the obvious choice of business management solution:

## A complete solution from a single vendor

With a single business management solution, all elements are synchronised and ownership is simplified in terms of licensing agreements. You don't get the problems associated with integrating products from multiple vendors.

## Minimise cost of deployment and ownership

As it covers areas of business operations traditionally addressed with multiple applications, Sage 1000's easier and cheaper to deploy. Your people only need to be trained on one system and maintenance and support are covered from a single source, with just one point of contact and accountability. Also, with a single upgrade cycle, the benefits of new releases can be felt immediately across all areas of the business.

## Key management information at your fingertips

Through 'out of the box' reporting and dashboard tools, Sage 1000 provides clear answers to fundamental questions about your business.

It alerts your people to issues, problems and tasks, and supports informed decision-making. Daily priorities, up-to-date order status, customers' buying history, current aged debtor information...all these and more can be set up, without specialist skills, to improve productivity and management control.

## Quick and easy customisation

You know your business best, which is why Sage 1000 gives you a customisable 'workspace', with the flexibility to choose both the content and format of dashboards. You can quickly customise the system with new fields. If you wish, you can let individuals modify their screens to suit their own working style and preferences, within certain parameters.

Additionally, a wide range of third-party software and hardware options can be integrated to give you exactly what your business needs.

## Support to ensure work and projects flow smoothly

The fully embedded workflow across key business areas allows you to truly model how you want your business to run and implement the rules to make it happen. You can automate predetermined business rules across all channels, departments, and employees.



# Sage 1000

## Sage 1000 Accounting, Finance and Payroll

Fast, accurate reporting and analysis to equip your people to react to changes in day-to-day business and sustain long-term success. Sage 1000 Accounting, Finance and Payroll includes powerful reporting tools to help you make informed strategic decisions.

## Sage 1000 Business Information, Reporting and Dashboards

Personalise your workspace and dashboard and drill-down to management-led information. It helps you develop your business based on sound business information.

## Sage 1000 Customer Management, Service and Support

Create an accurate and complete view of your customers, from marketing and sales to order despatch and credit control.

## Sage 1000 Marketing Management

Target the right customer first time and measure the effect of your marketing. Eliminate guesswork to ensure you get the best return from your marketing resources.

## Sage 1000 Project Management

Keep track of your costs throughout your projects and get tight control in managing and accounting for your business operations.

## Sage 1000 Manufacturing

Manage your manufacturing resources and keep tight financial control of associated material and processing costs.

## Sage 1000 Sales Management

Give your sales team a complete picture of customer information and previous orders. They can instantly find out if there's enough stock to fulfil a new order.

## Sage 1000 Supply Chain Management

Monitor and improve the way you source components and materials for more efficient products or services at reduced costs.

## Sage 1000 Web Access and Self-Serve

Use web technology to sharpen your competitive advantage and let your customers choose how they want to do business with you.

# Accounts

**If you want long-term business success, your people need to be able to react quickly to changes in day-to-day operations. For your accounts team, fast, accurate reporting and analysis is crucial for making informed, strategic decisions.**

**Managing your finances is no longer just about book-keeping. It's about working in a proactive way to drive your business forwards. To deliver the best service your accounts people need to get a wider view of the business, including customer information, order history, project costs, company assets and payroll information.**

**With all this extra support for your business, Sage 1000 lowers the administrative costs and makes your people more productive, letting them concentrate on the job in hand.**

## With Sage 1000 Accounting, Finance and Payroll...

- Work across borders. Accounting and Finance is configured to international requirements, so you can roll it out across global operations, report in any currency and at any level in the company hierarchy.
- Your business is secure. Specific information's only available to authorised users.
- Manage your sales and debtor activity with aged debtor analysis to accelerate cashflow into your business and keep a healthy balance sheet. Track and manage sales information with comprehensive enquiry and reporting facilities.
- Support your teams by minimising outstanding debt while maintaining excellent customer relations, through a centralised credit control function.
- You can see and control the assets your business owns and lets you track their value and depreciation throughout their lifetime. Record comprehensive information for each asset to help management and tracking.
- Import and process your payroll data from an external HR source.

## With Sage 1000 Supply Chain Management...

- Create a centrally managed, flexible purchasing operation that keeps you in full control. You can configure purchase requisition authorisation rules to support your own purchasing hierarchy.
- Manage all the stages of your inventory, through to authorising payments to suppliers. Avoid over-investing in expensive stock or leaving orders too late to satisfy your customers.
- Exchange business information electronically. Your common business documents, such as sales orders, purchase orders and invoices, can be exchanged electronically in universal EDI and XML-formatted messages to speed up distribution and reduce errors introduced by manual processes.



# Customer Service

**Staying close to your customers is key to business success. So it's vital that you have the right tools to fully engage with your customers, to effectively manage and resolve any issues.**

**If you do it right, you'll build and develop lasting and beneficial relationships, not to mention a loyal customer base.**

## **With Sage 1000 Customer Management, Service and Support...**

- Get a more concise, accurate and complete view of your customers, from marketing and sales, through to order despatch and credit control.
- Understand their preferences and priorities, the business challenges they face and their recent contact with your company and the outcome.
- Resolve problems quickly by streamlining the customer experience, with complete customer information at your fingertips.
- Integrate your customer-facing and back-office teams to draw on information from across your business.
- Record and track items that are returned for credit or replacement through telesales and repair functions.

## **With Sage 1000 Web Access and Self-serve...**

- Sharpen your competitive advantage, drawing on the web to work with colleagues, customers, suppliers and partners.
- Put your customers in control with self-service access to vital business information. They can request services over the web 24 hours a day, on their terms, which frees up your phone resources and lets them receive information based on their preference through customised customer and partner portals.
- Use it on the move. All you need is an internet connection and password to access Sage 1000 securely.
- Keep your brand strong. You can easily customise the customer self-serve area to get the look and feel of your company's website.

# Marketing

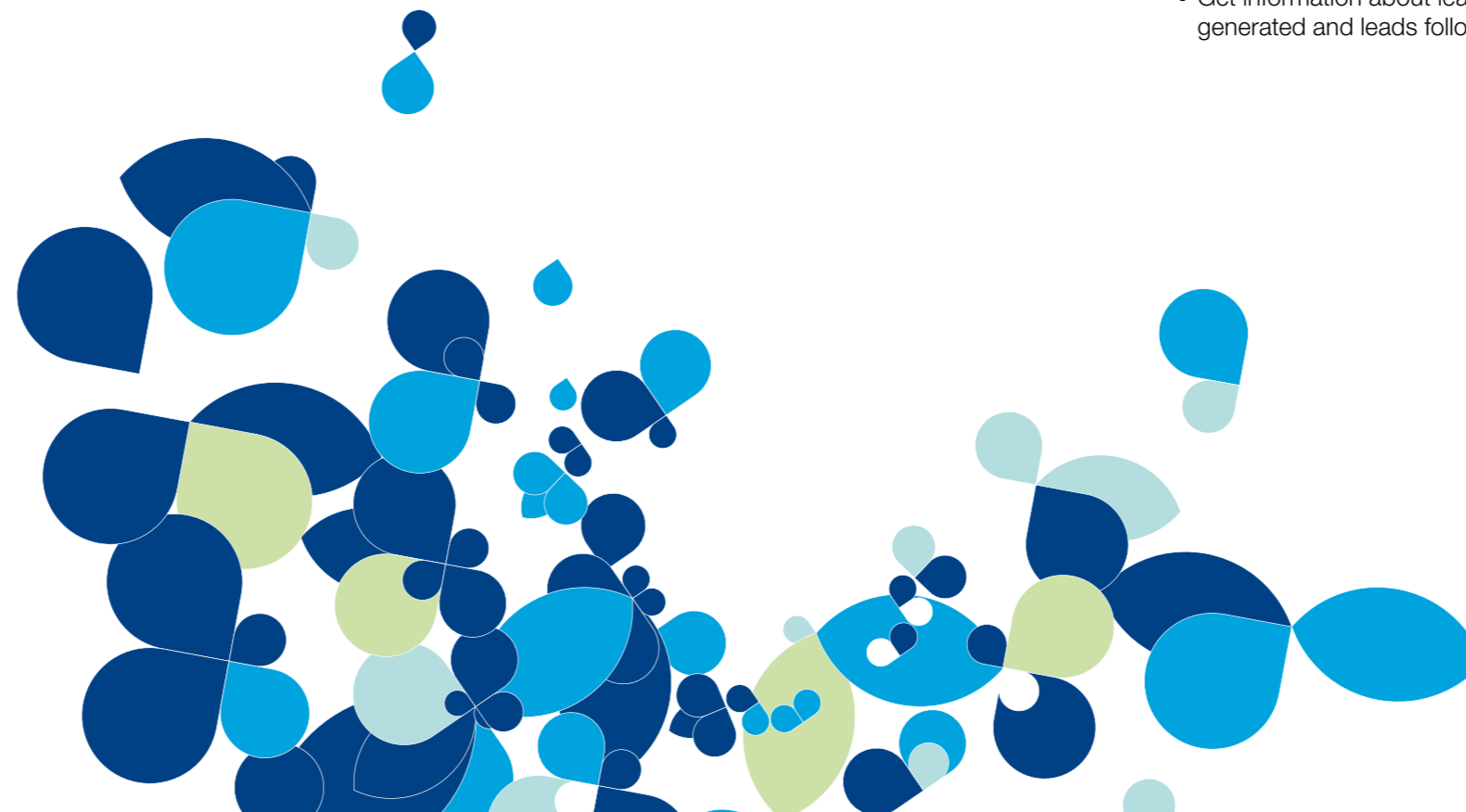
**In marketing, you need to target the right customer every time. You want results and a great return on investment. To do this you need to know who your customers are and the best way of getting your message to them.**

**Keeping ahead of your competitors can be an expensive activity. So it's really important that you effectively plan, target and analyse your campaigns for business success.**

**Sage 1000's integrated software helps you better manage your marketing efforts and profile the needs of your customers and prospects for sound decision-making.**

## **With Sage 1000 Marketing Management...**

- Build a detailed profile of your customers and prospects, throughout the whole course of your relationship.
- Be in full control of your campaigns, with the tools to track and manage your marketing activities.
- Plan your telemarketing campaigns and evaluate all your activities, to get all the data you need at your fingertips.
- Reduce the leg-work in administering campaigns and free up your time to concentrate on planning your strategy.
- Store, report and segment information for future campaigns.
- See at a glance the needs of your customers and prospects, to help you make sound decisions on your marketing activities.
- Get information about leads generated and leads follow-up.



# Project Management

**Effective project management is vital to maintain your competitive edge. When you're managing your costs and resources throughout. With tight control of your projects and budgets, you can generate more revenue at lower cost, reduce wasted hours and eliminate unproductive time from your products. It all adds up to significant bottom-line savings.**

## **With Sage 1000 Project Management...**

- Closely track your costs throughout the project and get a snapshot of where your finances and resources are at any one time.
- Give your managers a true picture at any point of the costs incurred and payments received. Any costs you commit before expenditure are fully visible and you can validate expenses against budgets.
- Identify any areas of overspend and get the tools to report or enquire by activity or productivity, to analyse and assess any shortfalls.

- Work with your own billing methodology, whether you invoice your customers cost-plus or in staged payments.
- Manage and bill your after-sales service.
- Work on a range of projects with different tasks and outcomes. Sage 1000 works on a project-by-project basis.
- Dissect data from all angles, across any part of your organisation.
- Process timesheets for all your resources: your people, locations, projects, sub-projects and charging rates.

# Retail

**It's tough in today's retail environment. Customers have limitless opportunities to buy and they don't want to waste time searching and queuing.**

**If you've got an easy-to-use, reliable point-of-sale (POS) system in place, your retail people can be free to offer the exceptional service that makes your customers come back again and again.**

**From your head office to your individual outlets, Sage 1000 gives your retail business the tools to improve customer service and loyalty throughout your company.**

## **With Sage 1000 POS...**

- Process transactions quickly, accurately and securely, so you won't keep your customers waiting at the tills.
- Work with the your existing hardware. It's fully compatible with hardware including Epson, IBM and J2, so you'll find it easy to install.
- Customise its touch screen and tailor it to your retail operation and make it easier to use, which could reduce your people's training overheads and reduce mistakes.
- Give your customers flexibility about how they pay, whether it's cash, cheque, credit card, account or voucher.
- Eliminate the need for separate points of sale for trade customers and members of the public.
- Maximise retail opportunities, as the software works with your business when you're having promotions or multi-buys.
- Get an accurate picture. With each sale, Sage 1000 alters your stock levels accordingly and also connects with your back office, so you know when a customer account's on hold.
- Analyse trends and see how you're performing, with a full financial report at the end of the trading day.



# Sales

**Great sales are all about performance. You'll want to boost your sales while bringing down your cost margins. If you know how your sales team's performing, you could make better strategic decisions, based on its strengths and weaknesses.**

**First impressions count and your customers expect a first-class service, from first contact through to sending a quote, receiving an order and shipping the goods. At the same time, a streamlined supply chain helps you boost sales while reducing costs.**

**Sage 1000 gives the tools to support your sales teams.**

## With Sage 1000 Sales Management...

- Know how well your sales team and individuals are performing, with continuous and accurate reports.
- Check at a glance if you can meet stock requirements for new orders.
- Support every aspect of your sales operation, from face-to-face selling and telesales operations through to point of sale and mail order.
- Get a snapshot of the sales cycle from first contact through to final sale.
- Deliver exceptional service levels by drawing on integrated data from your project accounting, financial, and manufacturing processes.
- Organise teams and schedule calls through a simple process that coordinates and fills diaries.
- Get information from around the company at your fingertips and instant access to real-time data to allow your sales team to focus on the right deal at the right time.

## With Sage 1000 Supply Chain Management...

- Build the intelligence to identify and capitalise on new opportunities for innovation and business growth, through reporting and evaluation of product, market sector and geography.
- Minimise your investment in stock and depot resources while you maintain a high level of service.
- Helps you build a clear picture of where the best opportunities for profit lie.

# Senior Management

**To make the best strategic decisions, it's vital that you've access to timely, accurate and high quality financial information. To run a successful business, you need all the information at your fingertips to control day-to-day operations.**

**Sage 1000 gives managers powerful tools to get to the heart of the information they need quickly.**

## With Sage 1000 Business Information, Reporting and Dashboards...

- Create your own personal workspace to improve efficiency, with timely information delivered straight to your desktop in a format that suits you.
- Respond to high-level enquiries and drill-down to instant information, with Sage 1000's powerful search-and-find facilities. For example, with a stock enquiry, you can produce a list of stock items, view lists of sales, purchase and works orders, batches and allocations for a selected item. Then you can drill down to the source transaction, or to static information, such as stock details, assembly, price lists and supplier information.
- Steer the strategic direction of your business with Sage BI (Business Intelligence), our full business intelligence application, to produce customised reports and enable you to understand all aspects of your business. It runs as part of Microsoft Excel and draws on your people's existing skills while it provides you with in-depth intelligence about the behaviour of your markets, customers, manufacturing operations, suppliers and business performance.
- Deliver key business applications for planning, forecasting, scorecards, sales performance and financial reporting with end-user analysis.
- Keep your business up-to-date with a comprehensive range of standard reports. If you need more information and analysis, you can customise existing reports or create new ones.



## Shop Floor

**Whether you're a responsive manufacturing, engineering or assembly organisation or you work for a complex manufacturing environment, productivity is at the heart of what you do. You'll want an efficient shop floor to reduce operating costs and increase productivity. It's vital to keep jobs flowing, as problems can become timely and expensive to resolve.**

### With Sage 1000 Manufacturing...

- Keep your finger on the pulse at all times. Sage 1000 lets you monitor and report on any shop floor issues that could affect productivity.
- Be fully MRP-compliant to help your people meet the requirements both of individual customers and broad markets.
- Access information on work in progress and get real-time valuations of completed operations. You can quickly identify any machine breakdowns or absentees.
- Keep tight financial control of associate material and processing costs to manage your resources better, both on the shop floor and with subcontractors.
- Get full batch and serial number traceability, which lets you keep track of your products quickly and easily.
- For responsive manufacturing, Sage 1000 covers mixed-mode manufacturing, making standard or configured products and project-based manufacturing.
- Easily manage your own resources and subcontractors.
- Set up realistic, achievable production plans against sales forecasts and target stock levels.
- See where you can cut down on waste. Sage 1000's Rough Cut Capacity Planning identifies bottlenecks and highlights areas that you're not using to their full potential.

## Warehouse

**If you want to deliver quality and value to your customers, it's important to get your products to them in the most direct and cost effective way.**

**Efficient warehouse management's essential to control your costs, optimise your stock levels and keep your customers happy by meeting delivery deadlines. It's a tight operation and you'll want to avoid any disruption to production lines.**

**Sage 1000 integrates with operations throughout your business to manage a seamless flow of information and goods from supplier to customer. It gives you instant access to data, but reduces the paperwork.**

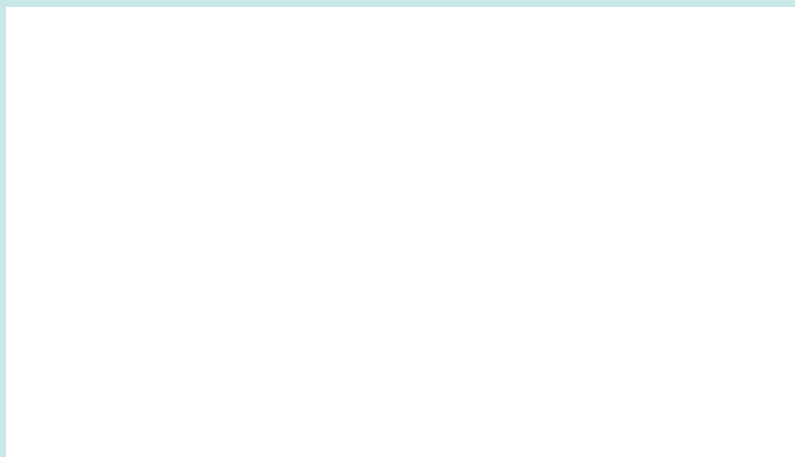
### With Sage 1000 Supply Chain Management and Distribution...

- See your stock levels at a glance and offer your customers more flexibility.
- Monitor and improve the way you source components and materials to make products or provide services with increased efficiency and reduced costs.
- Accommodate your customers' individual requirements for ordering and payment methods, order size, delivery times, packaging and labelling.
- Improve your stock management. As our Sage 1000 connects to the retail side of your operations, each time a customer buys a product, your inventory records will change accordingly. It makes your job easier and also cuts your costs by minimising your investment in inventory.
- Get comprehensive reporting and evaluate market trends by product, market sector or geography. It all helps build the intelligence to identify and capitalise on new opportunities to innovate and grow your company.
- Get connected and work with the universal EDI and XML formats for sending and receiving business information.
- Supply total quality in terms of products, service and after-sales support.





## Your Sage Business Partner:



**To discuss the right Sage solution for your business,  
please contact Sage. Telephone: 0845 111 9988  
e-mail: [customer.development@sage.com](mailto:customer.development@sage.com)  
Web: [www.sage.co.uk](http://www.sage.co.uk)**

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