

MicroChannel Services and Sage Accpac



SAGE ACCPAC

MicroChannel
Services

microchannel

About MicroChannel

MicroChannel Services is a leading, multi award winning Sage Accpac and IT Systems Solution Provider. We specialise in providing solutions to small and midsize businesses and service over 300 clients in diverse industries. With outstanding credentials and over 20 years experience in Sage Accpac we have become one of the most respected Sage Accpac solution providers in Australia. We are a forward thinking organisation with a clear vision: providing best of breed products, superior services and reliable support to help you leverage technology to compete, grow and succeed.

MicroChannel's expertise is to find the right Sage Accpac solution and technology for you and implement these solutions on time and on budget, all with MicroChannel's commitment to quality and value.

The MicroChannel Team

Through our empowered and rewarding workplace culture, we attract and retain outstanding and committed people. Moreover, we believe that being Sage Accpac experts isn't all that makes our team great; it's also the caring relationships we build with you and the trust you put in us that makes our team extraordinary.

What We Offer

MicroChannel is structured into three complimentary groups so we can offer you fully integrated business solutions within a harmonious IT environment.

Financial and Business Systems

Sage Accpac end-to-end business solutions we provide:

- ✓ Financials and Operations
- ✓ Customer Relationship Management (CRM)
- ✓ Point-of-Sale (POS)
- ✓ eBusiness and Webstore
- ✓ Service Management
- ✓ Warehouse Management and EDI
- ✓ Manufacturing
- ✓ Mobile Solutions

IT Systems Integration and Hardware

We provide services and solutions to ensure a healthy and secure IT foundation for your Sage Accpac system to operate with optimum performance and data integrity.

- ✓ IT Infrastructure
- ✓ Networking
- ✓ Security and Storage Solutions
- ✓ Hardware
- ✓ Remote Access Solutions

Software Development

We develop custom solutions that extend, integrate and improve your Sage Accpac system to ensure your system truly supports your business objectives.

- ✓ Customisation of Existing Systems
- ✓ Business Process Automation
- ✓ Integration of Various Systems

" We needed a reliable and flexible business system that would grow with our business and adapt to our changing requirements. What's more we needed the best and most experienced people to implement and support our system."

Group Financial Controller, Save the Children



What Makes Us Unique?

Hundreds of companies have put their trust in MicroChannel to deliver the best Sage Accpac and IT solutions. We have earned an unmatched reputation for delivering superior services and cost effective solutions to our clients. What makes us different?

- ✓ **Value** - providing value is the cornerstone of everything we do.
- ✓ **Our People** - we have an outstanding team of committed professionals with one common goal: satisfied long term clients.
- ✓ **Lower Cost of Ownership** - our entire sales, implementation and support processes are focused on providing you with a lower cost of ownership.
- ✓ **Rapid Return on Investment** - we focus on implementing solutions that deliver rapid return on investment.
- ✓ **Knowledge and Expertise** - we thrive on understanding our solutions intimately.
- ✓ **Faster Rollouts** - our practical implementation methodologies focus on rapid deployment of solutions with proven fundamentals.
- ✓ **Best of Breed Products** - we only select, sell and service best of breed world class products.
- ✓ **Hotline Support** - we have a dedicated help desk hotline for all your Business Systems and IT needs.
- ✓ **End-to-End Solutions** - we provide all the relevant products, services and support your business needs to run smoothly, so one company can completely implement and integrate your business and IT infrastructure.

Awards Won by MicroChannel

MicroChannel is a multi award winning Sage Accpac solution provider to small and midsize businesses. We are humbled to have been presented with the following awards recently:

Sage Accpac Australian Master Solution Provider 2007

#1 Sage Partner Australia 2006

Sage Accpac Australian Master Solution Provider 2006

#1 Sage Accpac Solution Provider 2006

Sage Accpac Australian Master Solution Provider 2005

#1 ACCPAC SupportPlus Solution Provider 2005

#1 Sage Accpac Solution Provider 2005

Sage Accpac Australian Premier Solution Provider 2004

Technisoft Service Manager Partner of the Year 2003

Sage Accpac Australian Premier Solution Provider 2003

Australian Sage Accpac Technical Excellence Award 2002

Sage Accpac Australian Premier Solution Provider 2002

Sage Accpac Australian Premier Solution Provider 2001

Proven Methodologies

The MicroChannel Team have provided several hundred successful solutions to clients in various industries each with individual business system and IT needs. With our extensive Sage Accpac and implementation experience, we have established a set of methodologies for rapid implementation and smooth rollout of Sage Accpac systems. This structured methodology framework drives the way we deliver our services and ensures that we properly manage quality control, risks, time and cost; key ingredients to professionally implement business solutions that meet your expectations from the start.

" One of the greatest strengths about MicroChannel is that their consultants and staff continuously go above and beyond the call of duty to ensure we are completely satisfied. "

Operations Manager, Coffex Coffee



services

What We Offer You

At MicroChannel, superior service and reliable support is the hallmark of our reputation. We plan, deliver, train and support your staff in a wide range of software and hardware products. Our core services are to ensure that your entire business system infrastructure is completely integrated and working the best possible way to maximise the return on your investment. The individual service elements that articulate what we do are as follows:

Consulting Services

- ✓ **Needs Analysis** - our many years of experience in implementing and supporting hundreds of successful installations ensure that your requirements are addressed from a business as well as IT perspective before we implement your system.
- ✓ **Implementation Services** - our certified Accpac consultants offer comprehensive implementation and support services for the full range of Sage Accpac end-to-end business solutions. They are trained to help you achieve successful live operation of your Sage Accpac system as quickly and efficiently as possible while maximising the benefits.
- ✓ **Project Management** - with extensive experience in project management, our consultants monitor and manage the progress of your projects to ensure all work is completed on time and within budget while managing quality control and risks.
- ✓ **Report Writing** - our report writing services include forms design, financial report writing, and ad-hoc sales reports through report writing tools such as Financial Report Writer, Crystal Reports, Excel, Sage Accpac Insights and sage Accpac Business Intelligence tools.
- ✓ **Data Migration** - we help you to convert your data from your existing system to your new Sage Accpac system so that there is minimal, if any data re-keying.
- ✓ **Data Protection and Recovery** - this service aims to protect your business data from unexpected data loss and to ensure data integrity. In case of data corruption or loss, our consultants can assist to recover the data wherever possible. We offer same day data recovery and data repair services to our clients.
- ✓ **Automating Processes** - MicroChannel Services can create macros or custom programs for your Sage Accpac system to help automate your processes where needed. These are particularly useful for performing daily or periodic processing of procedures or running of regular reports.
- ✓ **IT Systems and Hardware** - our specialised IT systems engineers provide all the services you need to ensure that you have a healthy and sound IT infrastructure on which your Sage Accpac system can operate with optimum performance and data integrity.

" We are confident we made the right choice in selecting MicroChannel Services to handle our business systems. The work MicroChannel has done to ensure our business system meets our requirements have been outstanding and have improved our processes more than we imagined. "

Financial Controller, Raymond Weil




Customisation Services

- ✓ **Software Development** - MicroChannel is a certified Sage Accpac development partner. This means that we use the same development environment used by Sage to customise Sage Accpac or write add-ons or utilities for the Sage Accpac product line. Our software development capabilities for Sage Accpac and our intimate knowledge of the internals of Sage Accpac gives you the comfort knowing that we are able to technically handle any situation that may arise with your system.
- ✓ **Custom Programming** - if you have any special requirements that don't seem to be handled by the standard Sage Accpac products, our certified Sage Accpac programmers will work with you to modify your system to meet your specific business needs. We have extensive experience in developing custom solutions that extend, integrate and improve your Sage Accpac system to make your business more efficient and to ensure your system truly supports your business objectives.
- ✓ **Add-ons and Utilities** - MicroChannel develops Sage Accpac add-ons and utilities that have the same look and feel as Sage Accpac and work seamlessly from within the Sage Accpac system. MicroChannel develops add-ons and utilities to address industry-specific needs. Our Sage Accpac add-ons are sold and supported by Sage partners world-wide.

Support and Training Services

- ✓ **On-site Support** - our team of Sage Accpac experts provide on-site support to all our clients. Should you require a consultant to visit your business, we guarantee same day or next day callout time.
- ✓ **Hotline Support** - we have a specialised Accpac help desk available from 9:00am to 5:00pm. Our help desk support analysts and consultants work together to assist you with all your Sage Accpac queries and are committed to instant or same day dependable response. Clients can access our help desk via our toll free hotline number or via the internet.
- ✓ **On-site Training** - at MicroChannel, we strongly believe that proper training of your staff is fundamental to the success of your new system. Our certified consultants provide tailored training services to help your staff increase productivity, lower support costs and deliver quicker results.
- ✓ **Class-room Training** - MicroChannel Services runs regular product training courses to ensure that your staff are receiving the most benefit from your Sage Accpac system. We have specialised in house training with state of the art computers and teaching facilities. Our instructor-led classroom training enables users to gain valuable knowledge of your Sage Accpac system in an easy, informative way.



" MicroChannel have consistently provided us with prompt and efficient service, with their telephone help desk and on site visits by consultants. Whatever software, hardware or network requirements we have, we know we can rely on MicroChannel to find a solution. "



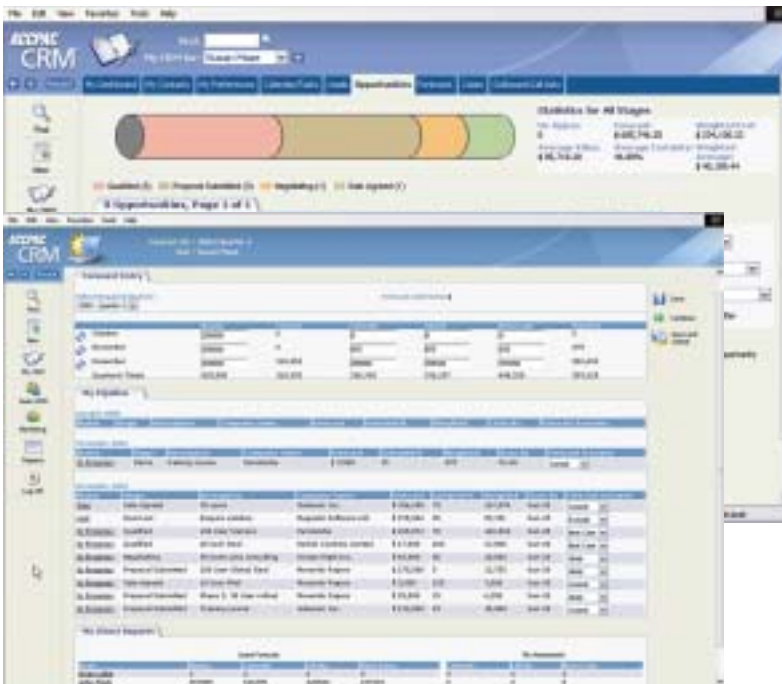
Finance and Administration Manager,
Brokenwood Wines

sage accpac

About Sage Accpac

Sage Accpac is part of the Sage Software Group, a leading developer and supplier of business software to over 4 million small and midsize businesses world-wide. The Sage Accpac product range provides a broad range of end-to-end business management applications to small and midsize businesses in more than 130 countries globally.

For more than 25 years, Accpac has provided dependable software applications to take advantage of new technologies and meet the unique requirements of various companies. Sage Accpac provides fully integrated business management applications that deliver high performance, advanced functionality, cross-product integration and unmatched freedom of choice.



What Sage Accpac Offers

End-to-End Business Management Solutions

- ✓ Financials and Operations suite
- ✓ Customer Relationship Management (CRM)
- ✓ Human Resource Management
- ✓ Warehouse Management
- ✓ eBusiness and Webstore
- ✓ Point-of-Sale (POS)
- ✓ Business Analytics and Reporting
- ✓ Hundreds of Industry Specific Solutions

Technological Leadership

- ✓ Seamless, out-of-the-box integration
- ✓ Advanced Web and wireless access
- ✓ Scalable, open architecture
- ✓ Advanced customisability
- ✓ Industry-leading business logic and interface services

Freedom of Choice

- ✓ Microsoft Windows and Linux operating system support
- ✓ Microsoft SQL Server, Pervasive.SQL, IBM DB2 and Oracle database support
- ✓ On-premises and hosted deployment options
- ✓ Full multilingual and multicurrency capabilities

This is what Sage Accpac products stand for - integrated solutions, leading technology and the freedom to choose.

" The system that MicroChannel designed and implemented for our business has improved the availability and flow of information in our organisation and we have received a quick return on our investment from our system. "

Management and Systems Accountant,
Golden State Foods Australia P/L



An Award Winning Solution

Sage Accpac ERP offers the freedom of choice, seamless integration, high performance and reliability that companies rely on to increase profitability and gain competitive advantage.

Sage Accpac delivers the software applications that work best for your business today, with the ability to upgrade and modify your system as your business expands in the future - which means an investment in Sage Accpac is an investment that stands the test of time.

The architectural principles of Sage Accpac distinguish it as an industry leader, winning it many awards and accolades for its stability and ease of use - both vital factors for the peace of mind of an organisations' financial management. And all of it built upon the Sage Accpac International technology advantage, the result of more than 25 years in the accounting and business software industry.

Run Your Business Your Way

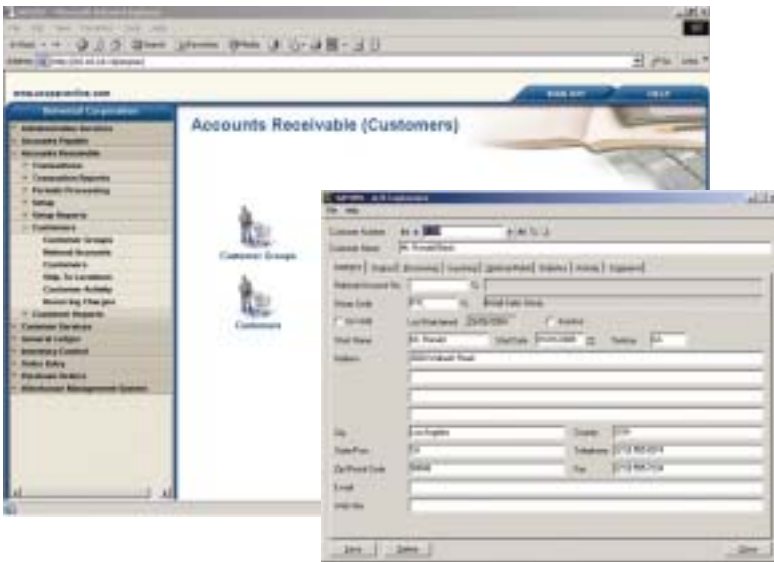
Sage Accpac end-to-end business management applications integrate out of the box and can be implemented all at once or one solution at a time to fit your particular business needs. Sage Accpac is uniquely positioned to deliver the cost-effective, reliable business management applications that address your market-specific requirements. In addition, Sage Accpac enjoys the support of dedicated third-party developers around the world who have created vertical tools that enhance and extend the capabilities and functionalities of your Sage Accpac ERP system.

World Class Architecture

You choose the solutions that work best for you: the applications, database and deployment options, the user interface and languages, the network environment or operating system, the add-on software and the customised features that help you operate more efficiently and profitably.

Designed for companies of all sizes, Sage Accpac is the foundation for a completely integrated set of end-to-end business management applications. Sage Accpac comes in 3 different editions - each of which have been designed to meet the requirements of a particular size of organisation so they can progress through the various editions as they grow, without the need for expensive and time consuming retraining of staff. The modular design of Sage Accpac allows businesses to tailor the applications to precisely match their needs.

Visit www.microchannel.com.au or call 1800 800 208 to find out more about MicroChannel Services or Sage Accpac ERP.



" MicroChannel has provided us with a system that expands as our business expands, therefore we have invested not only in where we are at the present but in our businesses future. "

Financial Controller, The Prince Of Wales



www.microchannel.com.au



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