

MicroChannel Services and SAP Business One



microchannel

About MicroChannel

MicroChannel Services is a leading SAP Business One 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 providing best of breed business systems, we have become one of the most respected 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 our clients leverage technology to compete, grow and succeed.

MicroChannel's expertise is to find the right SAP Business One 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 SAP Business One 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 You

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

SAP Business One solutions we provide:

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

IT Systems Integration and Hardware

We provide services and solutions to ensure a healthy and secure IT foundation for your SAP Business One 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 SAP Business One system to ensure your system truly supports your business objectives.

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

" I would recommend MicroChannel Services to anyone who wants outstanding personal attention. I can't say enough about the helpful, friendly staff at MicroChannel whose extensive knowledge base is an invaluable resource which has earned our thanks and respect. "

Peter Howard, Chief Accountant, Australian Aerospace



What Makes Us Unique?

Hundreds of companies have put their trust in MicroChannel to deliver the best business 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 solution provider to small and midsize businesses. We are humbled to have been presented with several top solution provider and technical excellence awards.

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 system and implementation experience, we have established a set of methodologies for rapid implementation and smooth rollout of SAP Business One 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.

" MicroChannel is a company that provides customer satisfaction and good value at the same time. "

Jennifer Ali, Financial Controller,
Strategic Alliance Mortgage




Customisation Services

- ✓ **Software Development** - MicroChannel is an SAP Business One development partner. This means that we use the SAP Business One Software Development Kit (SDK), the same development environment used by SAP to develop SAP Business One. Our software development capabilities for SAP Business One and our intimate knowledge of the internals of SAP Business One gives you the comfort of 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 SAP Business One product, our certified SAP Business One 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 SAP Business One system to make your business more efficient and to ensure your system truly supports your business objectives.
- ✓ **Add-ons and Utilities** - MicroChannel develops SAP Business One add-ons and utilities that have the same look and feel as SAP Business One and work seamlessly from within the SAP Business One system. MicroChannel develops add-ons to create complimentary products and utilities to address industry-specific needs.

Support and Training Services

- ✓ **On-site Support** - our team of SAP Business One 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 SAP Business One help desk available from 8:30am to 5:30pm. Our help desk support analysts and consultants work together to assist you with all your SAP Business One 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 run product training courses to ensure that your staff are receiving the most benefit from your SAP Business One 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 SAP Business One system in an easy, informative way.



" MicroChannel not only met, but exceeded our expectations. The professionalism and competence of MicroChannel's consultants are of the highest quality. "

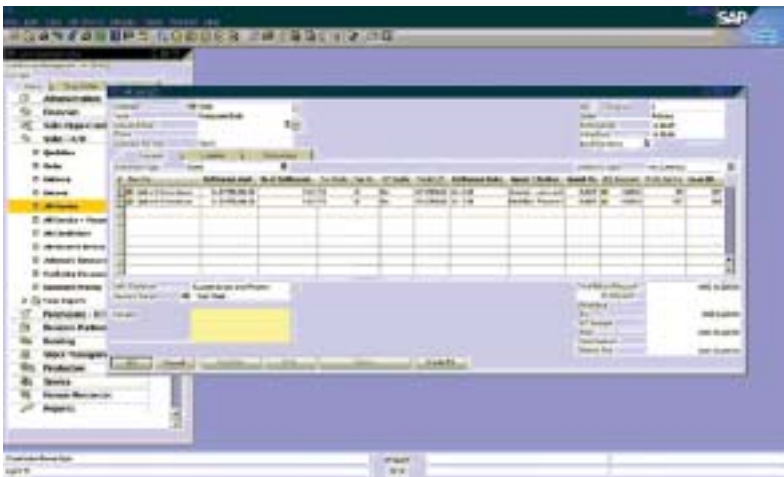
Jennifer Ali, Financial Controller,
Strategic Alliance Mortgage

About SAP

*SAP - over 30 Years in Business Solutions,
12 Million Users, over 60,000 Installations.*

Founded in 1972, SAP is the recognised leader in providing collaborative business solutions for all types of industries and for every major market. SAP is the world's largest inter-enterprise software company, and the world's third-largest independent software supplier overall. SAP employs over 28,900 people in more than 50 countries.

Thousands of businesses around the world are using SAP Business One to help them manage and propel their growth. When you choose SAP Business One, you select SAP - a vendor with more than 30 years of experience and 12 million users worldwide - and because SAP Business One is built on open standards, you can easily integrate it with other systems including the solutions of mySAP Business Suite.



About SAP Business One

SAP has leveraged their extensive experience to deliver SAP Business One, an easy-to-use business and operational management solution for small and midsize businesses. The solution is simple yet powerful, allowing an immediate and complete view of both business operations and customer activities. It allows employees, customers, and business partners to work together successfully - anywhere, anytime.

SAP Business One is comprised of a number of integrated modules, each allowing customisation to the needs of your business.

- ✓ Financial Accounting
- ✓ Sales and Inventory Management
- ✓ Purchasing
- ✓ CRM
- ✓ Manufacturing and Production
- ✓ eBusiness and Webstore
- ✓ Service Management
- ✓ Human Resources
- ✓ Serialised Inventory
- ✓ Lot Tracking
- ✓ Warehouse Management and EDI
- ✓ Mobile Sales

" We required a fully integrated system that was affordable, easy to learn and use, and could be implemented quickly and efficiently. We also required a solution provider that would work with us to make sure we are always satisfied. "

Ken Downie, General Manager, Downies Coins

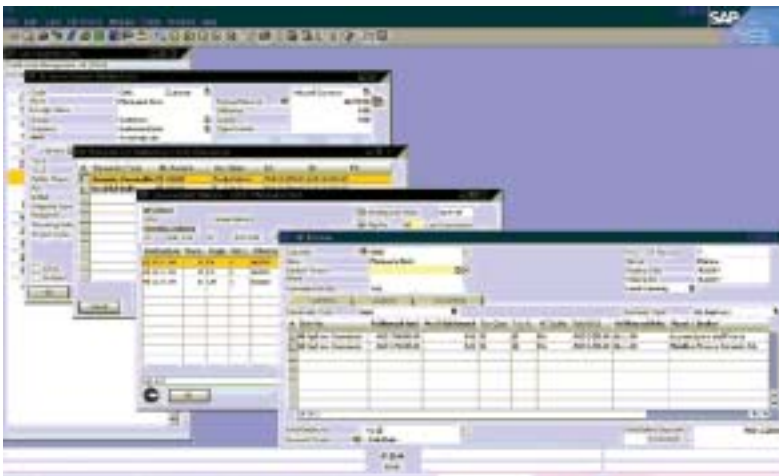


What SAP Business One Offers You

A Powerful, Yet Simple Solution

SAP Business One enables you to handle problems faster, uncover trends, find sales opportunities more effectively, and plan better than you thought possible - all using a simple solution that provides powerful results. Business One can help your company achieve new business success. This solution is powerful enough to manage your business through its future growth, yet is affordable enough to represent a reasonable and a smart investment today.

- ✓ **Support for Growth** - SAP Business One provides companies with the ability to grow with their business system, not out of it, thus providing a true investment in your business' future.
- ✓ **Unparalleled Ease of Use** - SAP Business One provides on demand access to real time information. The patented Drag & Relate function feature allows users to easily connect information from various sources by dragging and relating data from one place to another to create the reports your business requires.
- ✓ **Rapid Implementation** - unlike most powerful business solutions, SAP Business One is designed to be easy to implement. Companies typically have the solution up and running within weeks.
- ✓ **Enhanced Productivity and Control** - increased employee productivity, enhanced communication with suppliers, and improved efficiency of all operations add up to unsurpassed cost control. You can specify business rules that control operations and when these rules are violated SAP Business One alerts the relevant decision makers.
- ✓ **Integration into Existing Environments** - SAP Business One allows companies to conduct and report all business transactions in multiple currencies enabling your business to compete across borders.
- ✓ **New Opportunities for Success** - SAP Business One provides an integrated sales force automation system, which includes pipeline tracking, opportunity management, strategic selling and contact management. An integrated approach provides a 360-degree view of each customer, which enhances critical customer satisfaction levels.



Visit www.microchannel.com.au or call 1800 800 208 to find out more about MicroChannel Services or SAP Business One.

" We have found SAP Business One to be an excellent package with value for money. The most important aspect of this experience however has been the outstanding level of service and after sales support provided by the MicroChannel team."

Kon Tsementzis, Financial Controller, Directed Electronics



www.microchannel.com.au



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