

Ostendo®

by Development-X Limited



Are you experiencing...

- ...missing out on repeat service work?
- ...projects and jobs are over cost and late?
- ...hold ups due to only one key person having the expertise to do the task?
- ...late deliveries from material shortages or just running out of time?
- ...low margins because labour and materials are not charged to jobs?
- ...excessive labour costs as resources spend time on non profitable work?
- ...lack of confidence relying on information as no one knows what's happening?
- ...late payments because the customer invoice could not be generated on time?
- ...double handling and entry impedes work due to lots of systems being in place?

These potential problems could suggest the lack of...

- ...detailed inventory traceability, forecasting and replenishment
- ...detailed and accurate reports for decision making support
- ...timesheet, job sheet and warranty record keeping
- ...actual job costing and true job profitability
- ...a reminder system for repeat service work
- ...job and resource scheduling and tracking
- ...knowledge transfer for everyone to access
- ...consolidated job lists by resource
- ...integration between the different systems

Such frustrations stagnate business, open up more competition and put at risk the efforts of everyone involved. Better operational systems free up staff to focus on higher return activities, profitable work and the real business goals.

**Set your team up for Ostendo Operational Excellence and keep your accounting system
Attend a complimentary Ostendo Seminar in your Area**

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Who should attend...

- ...Sales, Service and Repair Businesses
- ...Preventative Maintenance Service Providers
- ...Contracting, Construction and Projects
- ...Engineering and Job Shops
- ...Distributors and Retailers
- ...Manufacturers

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Run your Business smoother, make accurate Decisions easier, get Results faster
and keep your accounting system

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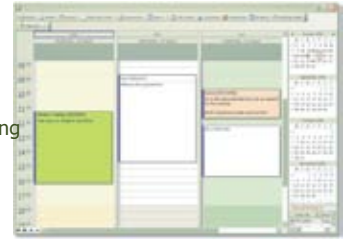
Inventory & Purchasing

- Multiple Warehouses and Locations
- Multiple Units of Measure
- Serial Number, Batch and Warranty Tracking
- Grade, Colour, Size, Expiry Date and Barcodes
- Stock Takes and Location Transfers
- Allows for Negative Stock
- Complementary Add-On Sales
- Pricing Levels, Quantity Breaks and Discounts
- Inventory Forecasting and Replenishment
- Purchase directly for Jobs, Assemblies, Sales Orders or Stock
- Use unlimited Supplier Catalogues
- Rentals and Hireage
- Landed Costing with Multi Currency



Sales, POS & Service

- Consolidate Invoices for Jobs, Sales Deliveries and Recurring Invoices
- Sales Kitsets, Configured Items Alternate Items and Add-on Sales
- Extensive Pricing Matrix
- Original and Extended Warranty Tracking
- Creates Customer Service Asset after Selling Product or Service
- Service Reminder Letters or Emails
- Automatically Schedules Preventative Maintenance and Creates Service Jobs
- Service Level Agreements
- Telesales
- Point of Sale



Job Costing & Projects

- Simple to Complex Job Estimating
- Real Time Work In Progress at all Levels
- After Job Costing and Actual Job Profit Reporting
- Use Planned Costs based on Progress Claim Percentage to Project Job Profitability
- Budgeted, Actual and Projected Costs
- Progress Claims and Retentions Tracking
- Consolidated Invoicing by Project
- Use Standard, Average, Actual, Last, Buy Price or Calculated Costing Methods



CRM, Call Centre & Quoting

- Tracks Quotes, Jobs, Orders, Invoices Payments and Deposits
- Activity Log for Emails, Calls, Meetings
- Integrated Call Centre Management for Date and Time Stamped Calls
- Complete Call and Quote History
- Expiry Date for Quotes
- Convert Quotes to Sales Orders or Change to Lost Status with a Reason
- Business Knowledge Base with FAQs



Manufacturing, Engineering & Assembly

- Choose the level of Simplicity or Complexity
- Make to Order and Make to Stock
- Assembly Orders with or without Details
- Bills of Material unlimited Levels Deep
- Includes Setup, Scrap Percentage, Resources
- Where Used Enquiry for Bills of Material
- Mass Replacement/Substitution Utility
- Co-Products and By-Products
- Phantom Assemblies
- Routings



Custom Products & Services

- Configured Products and Services
- Question and Answer Interface to Design Cost and Price Customised Items
- Creates and Stores Unique Design, Cost and Price at Quote and Sales Order Entry
- Define your Rules and Pricing Structure
- Uses Scripting for Dimensional Rules based Configurations
- Features and Options
- Converts to a Regular Service Asset



Labour & Job Tracking

- Timesheets, Job Sheets and Job Lists
- Planned, Actual and Projected Labour Time remaining by Task, Job or Project
- Varying Employee Direct Costs can be linked to One Labour Code
- Varying Customer Labour Charge Out Rates
- Graphical Resource Job Scheduling Calendar
- Labour Capacity Views
- Data Collection



Reporting & Technical Utilities

- Inquiries, Statistics, Analysis, Pivot and Chart Views for all History
- Report Writer and Scripting Engine
- Modifiable Windows Graphical User Interface
- Document and Image Management
- Spreadsheet with SQL Query Tool
- Data Import and Export
- Extensive HELP Menu and Graphical Workflows
- Multi User, Multi Company and Multi Currency
- Accounting System Integration

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