



Business Integrator

In full flight Efficiency's 22 comprehensive modules packed in 10 fully integrated packages should meet the needs of any size organisation's Sales, Marketing and Service functions. However, it also requires information flow between the other business applications and EFFICIENCY to fulfil its total Client and Business Management commitment.

Integration with core financial systems, internet and e-commerce applications, office and communication systems and real time data flow from the customer and prospect interaction points such as point of sale terminals, turnstiles, internet etc are the essential parts of the EFFICIENCY information infrastructure.

The methodology and tools used in EFFICIENCY to achieve this task economically, effortlessly and effectively is called the Business Integration.

Business Integration is achieved by using one or more of the in-built EFFICIENCY tools.

Host Link & Integration

Host Link and Integration is achieved by providing a range of in-built objects that allow the bi-directional information flow between EFFICIENCY and the core financial systems seamlessly. The only requirement is that the financial system's database is of ODBC compliance and external access to the database is permissible.

Host Integration ensures that master data such as Accounts Receivable, Payable and Inventory and transactional data such as Order Entry, Service and Maintenance are entered only once in Efficiency and flown through into the core financial system as required by the business rules.

EFFICIENCY Host Link and Integration usually results in a smaller number of core financial system user licences as most of the front end functions, data access and reporting are performed in EFFICIENCY. The integration can be one or more of the following to suit the implementation requirements.

- Read and Write values (on-line or batch mode)
- Display Data
- Report combined data
- Use combined data in Mail Merge and Call Lists

The Drill Down and Task Manager tools complement the Host Integration process.

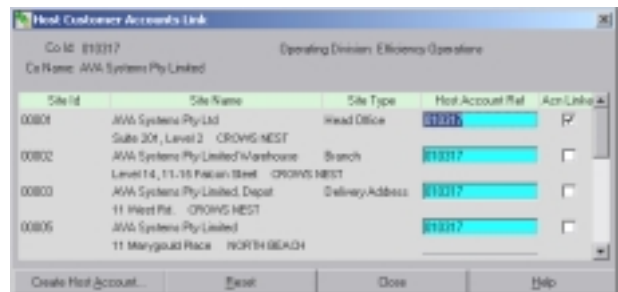
There is practically no limitation to which core financial systems can be "hosted" by EFFICIENCY the following is a typical list of currently available Host Integration objects in EFFICIENCY system.

- Accpac
- Agresso
- Arrow
- Baan
- CBA
- Coda
- Damgaard
- Dynamics
- Exchequer
- Finance One
- JD Edwards
- Jiwa
- Macola
- Movex
- Navision
- Nexus
- Oracle Financials
- PeopleSoft
- Pronto
- Sage
- Scala
- Sun Micro Systems
- Sybiz
- Timberline

For the supported Host systems, the following modules are directly integrated:

- Executives
- Vendors and Suppliers
- Products
- Customers
- Sales Orders
- Service Invoices

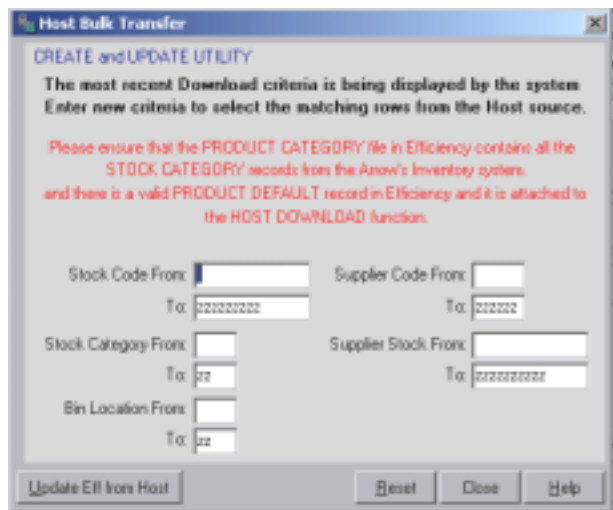
The following window is a typical example of how to edit or create an Accounts Receivable record from the Company – Site module in Efficiency:



The following image displays the vast amount of Upload and Download options for the Efficiency modules



Once the selection is made and clicked on the <Execute> button the relevant selection window allows the user to control the data flow.



Drill Down

EFFICIENCY is provided with an in-built Drill Down engine that is capable of displaying multi-level and multi-tier information from one or more ODBC compliant database(s) in real time on user defined forms. The information can be drilled further down to the children data or to the related information from other data sources.

Users can build the user defined drill down systems by using the EFFICIENCY Development Kit.

For example, on the customer window a set of financial transactions can be displayed from the core financial systems including sales orders, invoices for a specific customer record and the details of each transaction can be further drilled down. The order lines may have the capability of drilling down to the Purchase Orders and displaying all the outstanding orders for the related stock items and their estimated arrival dates. There is no limit for how much and how deep the information can be accessed and presented.

Communication Links

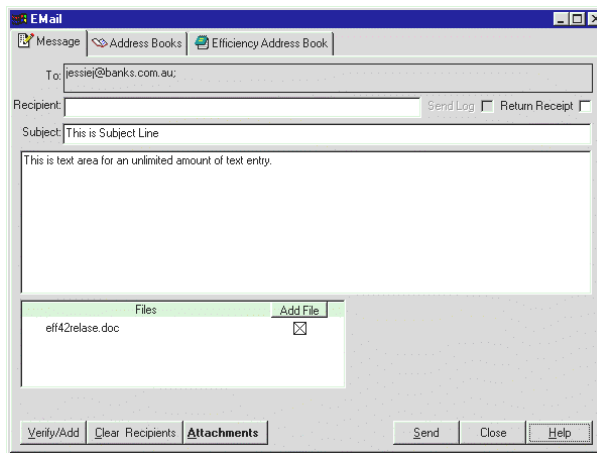
EFFICIENCY provides a large numbers communications links to many industry standard products and functions. These include the

linkages to E-mail, SMS, Telephony, Internet, Schedules, and Office products in real time.

EFFICIENCY is linked to most of the standard office and communication systems and databases as part of its Business Integration concept. The Task Manager can be used to expand the following functionality that is provided as in built options.

Email

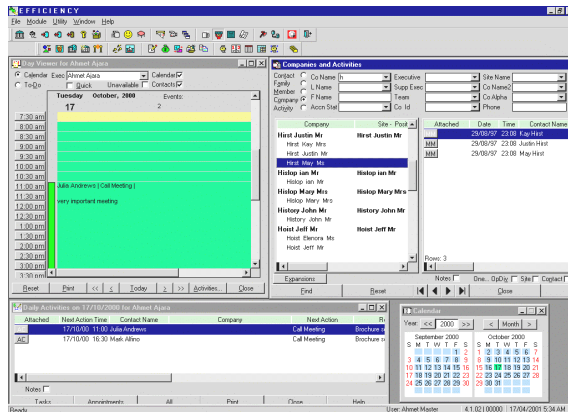
EFFICIENCY supports MS Outlook, MS Exchange, GroupWise, and Lotus Notes email systems. Email messages are send directly from Efficiency with or without attachments. Each email message is also recorded in the activity manager as part of the total client management concept.



The Task Manager can be set to record the incoming email messages in the activity manager and to send out bulk email campaigns.

Scheduler

EFFICIENCY scheduler can be linked to MS Outlook, GroupWise, and Lotus Notes.



Office Products

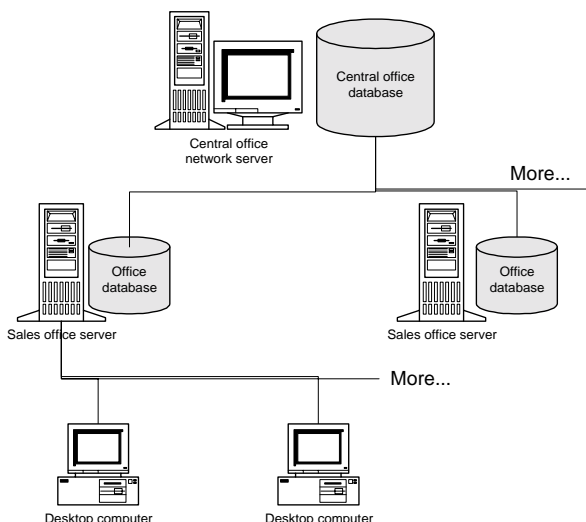
EFFICIENCY is linked to most of the MS Office products especially MS Word and MS Excel. The MS Word is used for the single and multi mail handling and mail merge functions. Any other office products are accessed via OLE integration.

Telephony

Telephony functions such as direct dialling and caller Id recognition are supported via TAPI interface.

Data Replication

EFFICIENCY supports multi tier-data replication between the various EFFICIENCY databases in the enterprise.



The extent and the functionality of the replication may vary from one database vendor to another.

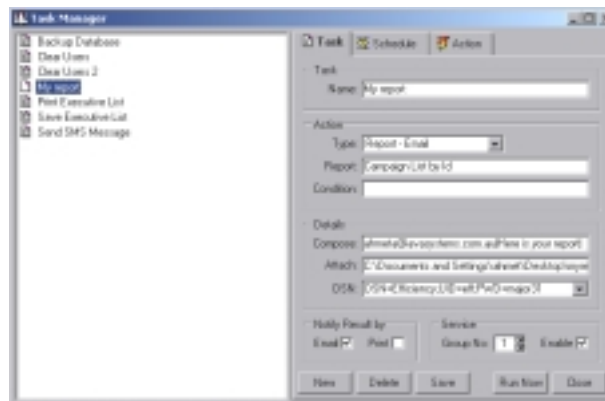
Proxy Data Sharing

Efficiency supports the proxy data sharing between EFFICIENCY and other applications using proxy tables.

Task Manager

EFFICIENCY Task Manager simply and seamlessly integrates EFFICIENCY with other applications and sources of information; it reduces costs and delivers the benefits sought from the information infrastructure.

Task Manager can monitor any number of external databases for changes, replicate those changes to another database or EFFICIENCY, create flat files for importing into another application, or send an email alert to relevant people to notify them of a critical event, update data and schedule any imaginable task between the multiple databases.



EFFICIENCY Task Manager allows changes made in the source application to be reflected in the destination application according to predefined rules. Integration can be in either direction: updating EFFICIENCY from another application, updating another application from EFFICIENCY or updating external systems between each other or creating bi-directional communication tasks such as e-mail, sms and Internet messages.

WEB Access

EFFICIENCY is provided with set of functional objects at the module level so that most of the EFFICIENCY functions can be accessed via the Internet through your WEB home page. Customer details, Quotations, Orders, Appointments, Booking of Events, Price Enquiries, Transaction Enquiries and much more can be accessed using these objects. The following is the available WEB access groups, each of which contains many access functions to related Efficiency modules:

- Contact and Activity Management
- Membership
- Event Management
- Product Management
- Quotation Management
- Service and Maintenance
- Help Desk
- Sales Orders

A single entry to your existing WEB Home page links your Internet world to EFFICIENCY