


# Sage ERP X3

The Smart Choice  
for Midsize Businesses



sage



“We’d heard horror stories about the costs and complications of implementing a tier one ERP system. We wanted a system designed for midsized companies. Sage ERP X3 offered the depth of functionality we needed, yet was easily installed without spending a lot of money.”

Phil Pitzer, IS Director  
Blount Fine Foods  
Fall River, MA

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NORTH AMERICA  
United States  
Canada



## Gear Up with Sage ERP X3

The need to manage increasing volumes of information with less time and resources represents a major challenge for your company today. The cost-efficient solution to this is an Enterprise Resource Planning (ERP) system, where you can integrate all your management processes into a single, coherent information system. The ERP system organizes all internal flows while monitoring exchanges with all your external partners, including your customers, suppliers, and subcontractors. The ERP approach achieves unequalled speed and reactivity throughout your organization and represents a strategic choice for developing the competitiveness of your company.

But most ERP solutions are much too complicated, unwieldy, and unsuitable for mid-sized companies. Sage ERP X3 is different, because it combines all the advantages of ERP performance while maintaining simplicity, flexibility, and scalability in a fully integrated, cost-effective end-to-end solution.



Designed for mid-sized companies, it provides first-class functionality encompassing all your business processes, built-in support for international operations, and cutting edge technology, forming a solid foundation for safeguarding and further developing your company.

**Control, speed, and flexibility**

These are the major advantages you obtain with Sage ERP X3. To benefit fully from your resources and develop your growth potential in your domestic and international markets, you can count on the reliability, responsiveness, and open approach of Sage ERP X3 in the short and long term.

Over 2,300 companies—with 20 to more than 1,000 users—rely on Sage ERP X3 for their daily operations worldwide.



## Streamline Operations

Sage ERP X3 integrates all of your company's information and business processes within a single software system and database. It is a stand-alone software solution that uniquely links advanced functionality and complete data integration with an efficient workflow engine and user-friendly business and reporting tools—a compelling combination that gives your enterprise real-time control over all activities, and an ideal basis for making decisions in key areas.

### **Integrate all company management**

To ensure maximum efficiency of your company, Sage ERP X3 software supports all your accounting, purchasing, sales, inventory, customer relationship, and manufacturing operations concurrently, within one coherent environment. A global solution, Sage ERP X3 excels in supporting operations spread across multiple sites, companies, and countries. When you load information into the system, it is distributed throughout the company: An order issued has an impact on stock levels, production, accounting, and more. The information is present in real time wherever it is needed. This means no need for reentry, no time lost, fewer errors, and reliable and coherent data.

Also, the system's seamless integration with Microsoft® Office® allows users to export and manipulate data in Office standard format, without losing the accuracy and consistency provided by the single, up-to-date database of the ERP system. Office documents (images, video, Excel® or Word documents, and others) may be created or modified within the context of your ERP operations and are stored in the Sage ERP X3 database as part of your enterprise data.

Extensive functional coverage and full data integration within Sage ERP X3, coupled with a powerful workflow engine as well as easy-to-use reporting and business intelligence tools, give your company real-time control and visibility over its activities and improve decision making in each of the key areas supported by the system.

## ● Manufacturing

- Process, discrete, and mixed-mode manufacturing
- Parts lists, composition, formula management
- Work schedule management
- MPS/MRP
- Technical data configurator
- Link to weighing scales
- Costing
- Quality assurance
- Capacity planning

## ● Inventory

- Multilevel warehousing and location management
- Movements and transactions
- RF data acquisition
- Quality control
- Costing
- Physical counting
- Replenishment

## ● Purchasing

- Purchase requests
- Budget control
- Requests for proposals
- Purchase orders
- Multilevel approval processing
- Contracts
- Invoice tracking

## ● Finance

- General ledger
- Budgeting
- Allocations
- Fixed assets
- Analytical accounting
- Project accounting
- Accounts receivable
- Accounts payable
- Enterprise financial reporting



## ● Sales

- Open pricing
- Quotes and contracts
- Order entry
- Product configuration
- Inventory allocations
- Delivery scheduling and shipping
- Invoicing
- Customer returns
- Sales commissions

## ● CRM

- Contact management
- Sales force automation
- Customer support
- Call centers support
- Warranty management
- Service orders
- Knowledge base
- Marketing campaigns

### Optimize your resources

With Sage ERP X3, you can obtain the fullest benefit from your resources, know-how, and expertise in each management field. The wealth of integrated functionality enables the system to fit your most sophisticated business processes in standard, while powerful parameterization capabilities allow you to adapt each function to specific work practices and user preferences. Each member of your staff is provided with an efficient tool fully adapted to his or her particular requirements.

### Control processes with the workflow engine

Some information must be processed rapidly and under controlled conditions. This is why Sage ERP X3 gives you the ability to manage some of your company's procedures electronically and simplify all your traditional paper-based and task-intensive processes. Its workflow system makes it possible to launch information—either inside or outside the organization—follow-up actions, and warning and validation cycles on the basis of any event in the system, and according to their own rules and procedures for handling key and exceptional events.

For example, when a new purchase order is entered into the system, you can ask Sage ERP X3 to inform a particular buyer immediately according to the type of order, and also automatically warn a manager if it exceeds a certain amount and prohibit the process from continuing without validation, if appropriate. Thanks to the workflow engine, the electronic signature process and data traceability are flexible. Therefore, you simplify and secure control over your activities.

The workflow engine also enables users to:

- Trigger an event (initiate processing, send email, and others) based on user actions such as printing, creating new records, editing, deleting data, or based on the result of a database inquiry.
- Trigger the dispatch of emails (including attachments), allowing recipients to take action by simply clicking on the embedded option buttons and/or by returning in one click to the ERP entry that triggered the message.
- View work schedules based on customized processes or workflow circuits.
- Trigger workflow circuits based on batch processes such as data imports or exports.

### Simple work procedures for users

While Sage ERP X3 may handle sophisticated business processes, it never gives in to complexity for users. Entering information and processing tasks is intuitive. With Sage Visual Processes™, the system provides a graphical, process-oriented user interface that gives each user a clear view of the task to accomplish and drives the user through the different steps. There is no convoluted path to go through to access a specific function. The overall process is displayed in a graphical view, and a simple click on a process milestone calls the underlying software function. Also, visual processes include on-screen, step-by-step documentation that helps you foster quality procedures.

Sage ERP X3 comes with over 100 predefined Visual Processes in standard to fit most of your procedures. In addition, using the embedded Visual Process Designer™ tool, users can easily customize existing Visual Processes or create new ones to fit their actual roles within your organization.

## Ensure flow control and traceability

### Secure all transactions

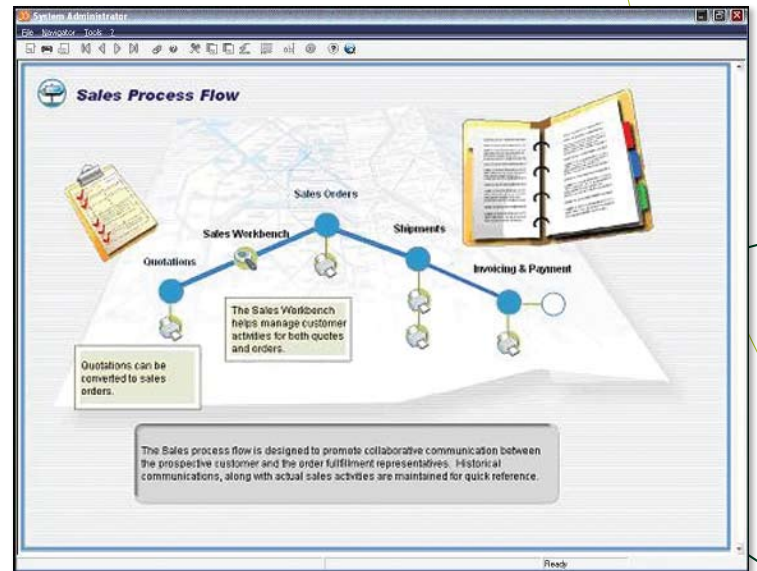
Business is subject to increasing legal constraints related to security and traceability: Financial security, the Sarbanes Oxley Act, FDA rules, and more. For effective security administration, Sage ERP X3 makes it possible to control access to the functions, actions, on-screen fields, and data, by user, group of users, or profile. User authentication can be based on an Active Directory or any LDAP-compliant authentication server. The web connection over HTTPS makes it possible to encrypt data traveling over the line. You can define constraints for password length and renewal, lock users attempting to intrude, and disconnect inactive users at the end of a configurable period of time.

Also, you can activate various tracking levels based on users and define alerts over workflow on any specific event. Signature processes are included standard, in particular for purchases, budgets, payment slips, and more. The traceability of modifications to sensitive data can be configured to activate directly on the database level. Details of the modifications can be traced.

### Improve quality and reduce risks

Sage ERP X3 provides complete forward and backward traceability at multiple levels (lot, subplot, end-item, ingredients), potentially saving millions of dollars in the event of a recall process, and helping manufacturers identify key quality areas of their business and where points in the production process may be improved.

A full audit trail and archive of historical transactions is maintained for multiyear periods. Further, Sage ERP X3 provides a fully integrated quality-control process that can rigorously enforce inspections to assure item conformance to any required characteristics, operational tolerances, or expected results.



- Sage ERP X3 Visual Processes provides users with customizable work procedures in graphical view and one-click access to the underlying system functions.

“Sage ERP X3 enables us to track our production with pinpoint accuracy and dramatically reduce risks. With extensive traceability capabilities, not only will we minimize the time and money in the event of a product recall, we’ll also protect our reputation and that of our customers.”

Bob Whitcomb, president  
Whitsons Culinary Group



## Enhance Collaboration

An open exchange of information among employees is one of the key factors for a company's success. Sage ERP X3 makes this collaboration easier than ever before. A completely web-based architecture ensures that the flow of company information is fast and secure. Also, flexible access options enable distributors, customers, and suppliers to access information conveniently wherever they are over a web browser. Finally, all partners can become an active part of your business.

### Facilitate access to information

A web-native solution, Sage ERP X3 can be deployed as both a web application and/or a desktop application. It enables users to access all functions through a web browser, in just the same way as in traditional client-server mode. So wherever they are located, members of your staff can log on to the company's information system. The user obtains immediate access to the information required, without delay and under secure conditions, from any computer with Internet access.

For example, reps can monitor and document the business deals of their customers or issue orders from the tradeshow floor. You can also open a new regional branch and hook it up to the company's existing management system without the need for any special infrastructure.

The Sage Enterprise Webtop adds mobile capabilities, enabling users to connect to the Sage ERP X3 system through Netvibes widgets or mobile apps. Consider the convenience for a traveling sales rep receiving a customer call on a smart phone. While keeping the customer on the line, the sales rep can access the Sage ERP X3 system and provide an immediate response.

### Explore new opportunities with partners

Your reactivity also depends on your ability to ensure that your privileged partners (loyal customers, suppliers, principals, and more) can access your information system easily. Sage ERP X3 does more than just manage business transactions. It can help optimize each key business process both internally and outside the walls of your company. With Sage ERP X3, you can provide remote access to certain functions of your information systems round the clock. You can also connect online applications to your ERP system.

While Sage ERP X3 supports traditional external information flows with key business partners over an electronic data interchange (EDI), its e-business approach provides new choices for connecting the system to key business partners:

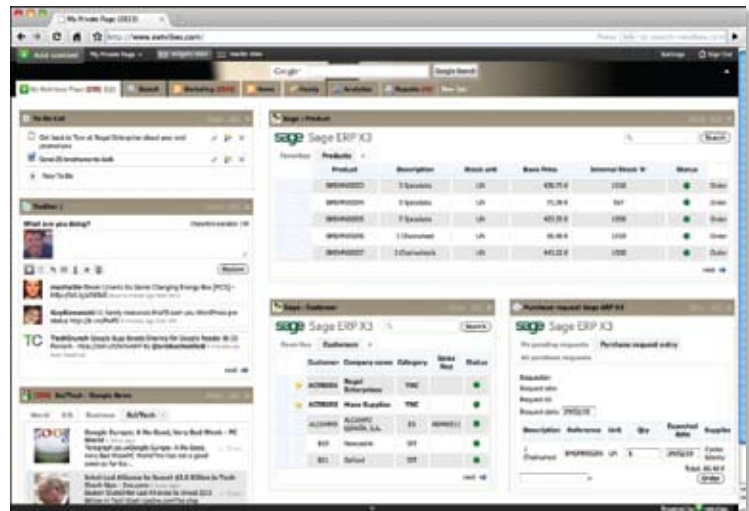
- The web-native architecture of Sage ERP X3 makes it possible to work online with customers and suppliers, ensuring time and productivity savings for both your company and its partners. By setting up a secured Internet connection with key business partners, you can easily extend Sage ERP X3 system access to processing certain business transactions and information, making it easy for your company to conduct business and helping to ensure customer loyalty and retention.
- Sage ERP X3 allows you to publish ERP objects, object lists, and subprograms through web services that make them accessible to external applications such as:
  - A web storefront creating orders in your ERP system.
  - Enterprise applications other than Sage ERP X3.
  - PDA applications.
  - Any other web service-enabled device and application.

Sage ERP X3 web services fully comply with the public Web Service Protocol and support all the standards (XML, UDDI, WSDL, SOAP, and others) as part of the development toolset.

- The Sage Xtend toolset (sold separately) makes it easy to create and publish transactional web applications based on Sage ERP X3 web services. For example, Sage Xtend simplifies the development of e-commerce applications and helps you seamlessly connect Sage ERP X3 to a web storefront without the need for programming. The Sage ERP X3 back-office system can automatically process orders and other transactions from your store and interactively communicate inventory commitments, prices, and credit approvals back to the web user.

## A communicative architecture

Authorized users may access Sage ERP X3 functions and data in the same fashion on the customer's choice of Windows®, web mode, and local and extended networks, including secure HTTP mode. A dedicated interface to portable terminals for decentralized bar code entries is also available. The Sage Enterprise Webtop provides secure access to Sage ERP X3 through any device, including mobile phones, connected to Netvibes, a popular web service that brings together your favorite media sources and on-line services. By simply dragging and dropping available widgets, users can interact with Sage ERP X3 through their personalized Netvibes portal. The service-oriented architecture of Sage ERP X3 also allows the publication of web services for e-commerce solutions, collaborative applications with partners and staff, and/or data exchange with other software packages.



- The Sage Enterprise Webtop provides users with widgets to interact with the Sage ERP X3 system from their Netvibes home page or mobile phones.



## Improve Business Insight

It's not enough simply to have the right information at your fingertips. You have to be able to interpret it accurately. Sage ERP X3 helps you make the most of your business information with convenient tools designed to optimally evaluate, compile, and present all your data. This ensures that every aspect offers maximum significance. Take advantage of the individualized design and evaluation options to consolidate the latest information in your enterprise and make faster, better-informed decisions at all levels.

### **Focus on the decision to be made, not on the tools that help make it**

To help employees make fast and fully informed decisions, Sage ERP X3 provides relevant and up-to-date information through several decision-making tools.

### **Track your key business indicators in real time and focus on exceptions**

Sage ERP X3 offers user-defined dashboards that provide actionable, up-to-the-minute graphical representations of key statistical information. It enables users to monitor the relevant indicators for their activity in real time and focus on anomalies.

General or detailed information appears in the form of graphs, tables, or organized in a calendar, with links that make it possible to follow the entire security audit trail up to the information details. In case of an unusual event or level of activity, it takes no longer than a click on the given indicator to move back by successive zoom operations to the detailed information or the original document explaining the result to make a well-informed decision. Research that used to require several hours, and sometimes the involvement of several people, is now accessible in a few clicks.

Dashboards can help boost profits by providing instant access to key company data, allowing management to react quickly to changing business conditions. Not only can you stay aware of the status of your business on a real-time basis, you can make faster and better decisions, focusing only on the exceptions that require all your attention and enabling you to take immediate action.



● Sage ERP X3 is equipped with a portal that displays user-defined dashboards, providing users with real-time, actionable business indicators.

### Manipulate data and share reports with ease

The profound integration of Sage ERP X3 with Microsoft Office™ allows users to manipulate and export data in Office standard format without losing the accuracy and consistency provided by the single, up-to-date database of the ERP system.

For accounting reporting and simulations, Sage ERP X3 provides a financial management chart generator, including a set of pre-defined management charts (balance sheet, income statement, intermediate management balances, and more).

For all editions, Sage ERP X3 integrates the Crystal Reports® statement generator and provides a library of nearly 400 reports: General ledger, balances and daily account activity, invoices, delivery orders, packing lists, shop packet, labels, inventory statements, analyses, and lists can be used directly.

### Get the most from your information with advanced Business Intelligence functionality

In addition to the dashboards and reporting tools, Sage ERP X3 includes a powerful business intelligence engine that provides your company with both self-service access to data and in-depth information analysis, helping users turn business insights into effective decisions.

It allows users to analyze their business performance on the fly, by simple drag and drop of aggregated data that are updated with the flow of day-to-day operations. With a few mouse clicks, users can create a query from scratch, format the retrieved information, and analyze it to understand underlying trends and root causes. And if they don't require the full power of query capabilities, users can simply explore information in existing reports—formatting and interacting with the data to meet specific needs.

Powered by leading Business Objects™ technology, the Business Intelligence engine and data warehouse are fully integrated within Sage ERP X3 and do not require maintenance of a separate system. Also, while Sage ERP X3 provides the tools and information to build custom BI Universes about any area of business, it includes a set of preconfigured universes that covers most users' needs for advanced business statistics and indicators.

Like all Sage ERP X3 functions, Business Intelligence is a web-native feature that may be accessed in the same fashion using a simple web browser, locally, or over a network such as the Internet.

Daniel Schildge, vice president  
CRP Industries, Carteret, NJ

“With improved visibility into real-time information comes the ability to manage exceptions better and adjust quickly to meeting changing customer needs.”



## Reduce Costs

An efficient ERP solution only makes sense if it's affordable. Sage ERP X3 is designed to lower typical ERP costs dramatically. Because it can perfectly adapt to your organization with little or no customization, Sage ERP X3 lowers your costs from the very beginning of its implementation. This results in cost-effectiveness, combined with the wealth of functionality and advanced features included in the package, to provide your business with the best value in today's ERP market. And a perfect way to minimize your IT costs in the long term.

### **First-class functionality at a low cost of ownership**

Providing midsized companies with the best functionality in their industry while dramatically reducing the costs usually associated with ERP systems has been the base roadmap for the successive releases of Sage ERP X3 for almost a decade. The result is one of the most cost-effective and coherent ERP packages for midsized businesses, integrating best-of-class features in accounting and financial management, sales, purchasing, inventory management, and manufacturing.

### **Reduce installation costs**

From the start, Sage reduces your costs by offering you software that adapts to your enterprise without requiring custom development and months of professional services. Designed to meet your constraints in terms of time, budget, and organization, Sage ERP X3 places the emphasis on simple operation and flexibility. It has been developed to minimize both costs and installation time by making the most advanced features a standard and simplifying—not impoverishing—parameterization to fit your unique needs. Sage ERP X3 adapts to a preexisting IT environment without inducing major upsets and adjusts to the management procedures and methods of your company. The integrated data import/export engine allows data recapture, automated interfacing, and data feed to third-party tools. It can be configured and integrates over 100 predefined recapture models: Databases, inventories, balances, budgets, rates, and more. ASCII and Unicode formats can be used. Sage ERP X3 does not require major human or financial investment. Initial budgets and completion times are met, and users can continue to work normally during installation of your new system.

### Reduce operating costs

Sage ERP X3 does not require a large IT team to operate. Not only does its robust design ensure the serenity of day-to-day operations, but particular attention has been paid to Sage ERP X3 ergonomics to ensure daily optimum productivity and working comfort for your staff. It is highly user friendly, and a new user usually requires just a few days of training to master this highly intuitive product.

### Reduce recurring costs

Sage ERP X3 easily evolves with the growth and new requirements of your enterprise. Its integrated design makes it easy to activate new functions when you need them, connect new users to the system, or quickly provide a new branch with a fully operational management system without the need for custom interfaces. Plus, Sage ERP X3 gives your company the benefit of constant software improvements by a simple and secure update procedure, with the system itself ensuring the distribution of the modifications across all the connected workstations.

“With Sage X3 ERP, we gained more functionality than comparable Tier 2 systems and could afford to license all our potential users. Also, the system is so easy to manage, we are able to do this without the expense of hiring additional IT resources.”

Michael Stern, director of systems and procedures,  
Sconza Candy Company, Oakland, CA



## Grow Your Business

Who knows what your business will be tomorrow? Because your management system should always support your business strategy, not hinder it, Sage ERP X3 software was designed to provide your business with more control and flexibility, now and for the future. Not only does Sage ERP X3 easily adapt to your business and organization today, it offers tremendous capabilities to adapt to change and support your growth over time, on your own terms.

### **The management system that grows with your enterprise, at home and internationally**

#### **Grow at your own pace**

You can deploy all or part of the Sage ERP X3 functions (finance, sales, CRM, manufacturing, purchasing, and inventory management) according to your requirements, one step at a time. All functions are integrated into the system: You simply activate them when you need them, without having to start a new project from scratch. In the same way, you can implement your ERP system in a single location and for a limited number of users first, and then progressively connect new users, either locally or remotely. Sage ERP X3 scales from ten to 1,000 users and benchmarks up to 1,500 concurrent users!

#### **Adapt the system to your changing environment**

By choosing Sage ERP X3 software, you ensure that your existing and future business processes will be supported by your management system. Simple parameterization of the system allows you to change or define new information flows and procedures very quickly, without additional development. But should the need arise, the provided development toolset also allows you to create a fully customized routine.

The open architecture of Sage ERP X3 makes it easy to connect new applications to your system when growing. For example, a Sage customer that wanted to expand its business online in addition to its traditional channels simply connected a web storefront to its ERP system using the Sage Xtend e-Commerce component. The company achieved a total ROI after only nine months and, best of all, took advantage of the seamless integration with its Sage ERP X3 system to keep full control of the inventory, shipping, and invoicing process.

### Go international!

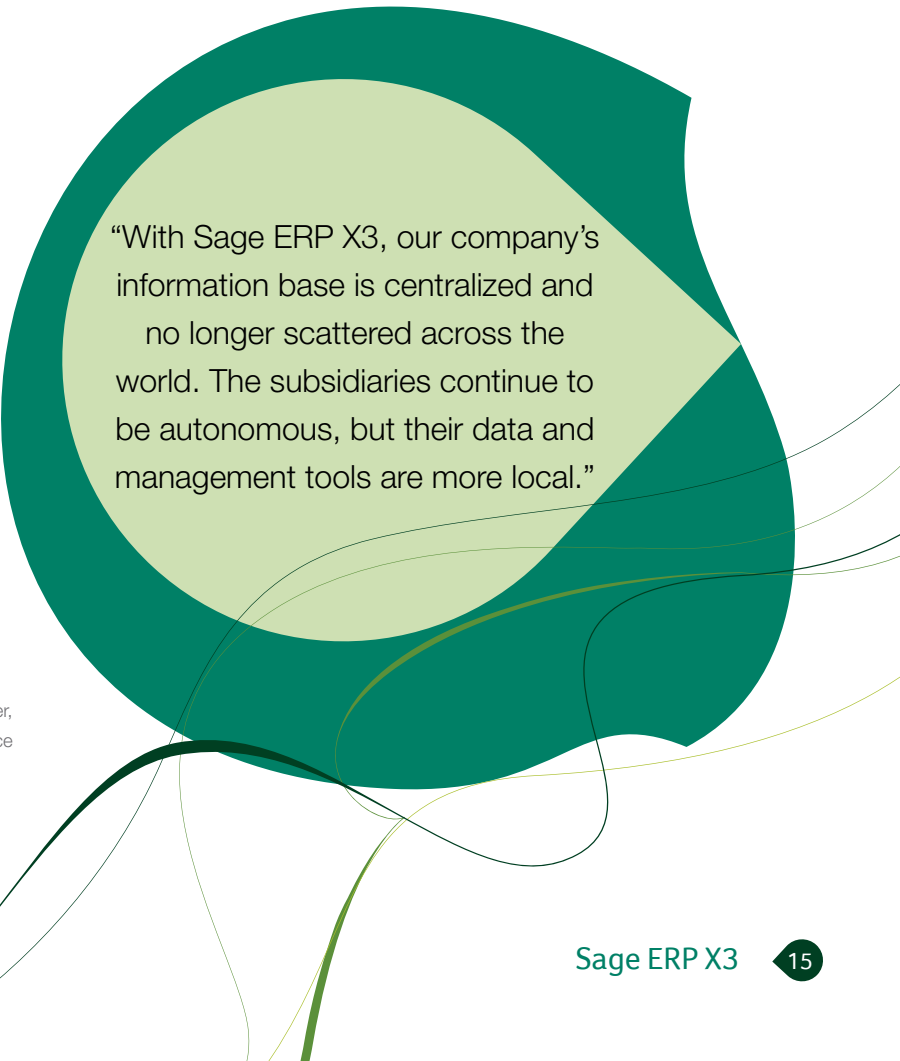
Also, if you're managing a global business today or want to be prepared for international expansion, Sage ERP X3 provides the functionality and flexibility you need to help grow and control your business in multiple countries. Designed for a global economy, the system makes it easy to share common data and processes between different foreign sites or subsidiaries, while respecting their own specific usages and business rules. It supports multiple languages, currencies, companies, sites, and legislations. Users can access the system in their own language wherever they are, sharing the same information and functionality. Country-specific parameters, such as legal and market requirements, are centralized to offer a single, coherent solution worldwide.

With Sage ERP X3, you can run a sophisticated multisite, multi-country business as easily as a single domestic implementation. It is the system of choice for mid-sized companies willing to manage and develop their business in several countries without investing in a complex and costly global management system.

### Gain speed over competition

ERP solutions for multinational companies generally require heavy customization to adapt to business in foreign countries. And by the time they become operational, business conditions may already have changed! This is not the case with Sage ERP X3, because the system is designed to meet the needs of fast-changing mid-sized organizations, from the ground up.

For example, Sage ERP X3 provides country delivery sets including standard presettings to speed up the implementation process in a new foreign site. Moreover, as a simple Internet browser is sufficient for an authorized user to run the application, Sage ERP X3 allows your company to quickly provide a new office or plant with a fully operational management system without investing in costly IT infrastructure in the first place. The scalability of the application allows you to organize a progressive international deployment, fitting your regional and/or functional priorities.



“With Sage ERP X3, our company’s information base is centralized and no longer scattered across the world. The subsidiaries continue to be autonomous, but their data and management tools are more local.”

Jean-Claude Lange, IT manager,  
Pébéo, Lyon, France

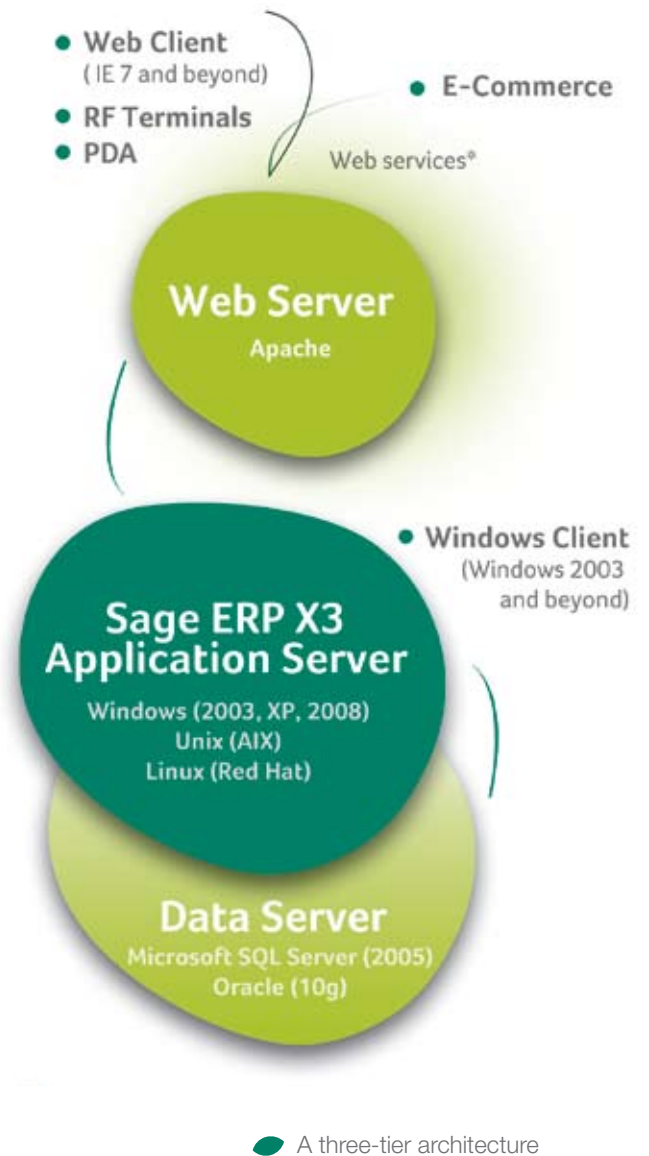
## Avoid technology lock-in

### Preserve your freedom of choice

The open technology design of Sage ERP X3 provides full independence between the functional and the technical layer. No matter what platform you choose today, your company can choose to change operating environments with no consequences for its management system. Sage ERP X3 works equally well—and offers a common user-interface—in web and/or client-server architecture, with Oracle or Microsoft SQL Server® databases, and Windows, Unix, or Linux operating systems.

### Protect your investment

Sage ERP X3 offers the possibility of integrating custom developments without altering the ability of the standard functions to evolve. Realized with the aid of the Sage ERP X3 4GL Integrated Development Environment, your custom developments can be integrated into the standard product and activated or deactivated at will. They are reusable and permanent, even when the software package version changes. You are ensured to make the most of the latest software release while keeping your investment in enterprise-specific developments safe and durable. The development toolset is provided as part of the core Sage ERP X3 offering.



\*Sage ERP X3 web services may be used to connect a web store front or access any web service-enabled application.

## About Sage North America

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions. Our range of business software and services is continually evolving as we innovate to answer our customers' needs. Our solutions support accounting, operations, customer relationship management, human resources, time tracking, merchant services, and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries. Sage North America employs more than 4,100 people and supports nearly 3.1 million small and medium-size business customers. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 13,400 people and supports 6.1 million customers worldwide. For more information, please visit the website at [www.SageNorthAmerica.com](http://www.SageNorthAmerica.com) or call 866-308-2378.

“Sage ERP X3 offered the best combination of functionality, technology, value, and implementation methodology of the systems we evaluated. And it had the flexibility and scalability we needed to support our expansion and evolving business model.”

Terry Steinberg, vice president and CIO,  
Aceto, Lake Success, NY



# Main Features and Functions

## Technology

Sage ERP X3 is built on the Sage Application Framework for the Enterprise (SAFE X3) technology platform, which provides:

- Multitier, scalable system architecture
- Multiaudit functionality (multicompany management, multisite, multicurrency, multi-BPs address, and more) and compliance to multiple legislations and accounting practices
- Multi-OS support (Windows, AIX, Linux Red Hat)
- Multi-DB support (Oracle 10g, MS SQL 2005)
- Web Client as well as C/S administration
- Audit tools (audit logs, security management, full audit trail, and others)
- Business intelligence and statistics engine
- Import-export engine (ASCII, XML) and MS Office Automation
- Workflow engine
- 4GL integrated development environment

## Manufacturing

- Multiple manufacturing modes—ATO, MTO, CTO, MTS process, mixed mode
- Technical data configurator
- Replenishment and planning rules
- MPS, MRP schedule
- Workplan and manufacturing analysis
- Interactive finite/infinite capacity planning
- Variety of material tracking methods
- Weighing station interface
- Cost accounting

## Sales

- Short-to-long cycle sales process among: Quotes, contracts, blanket orders, orders, inventory allocation, delivery scheduling, shipping, returns, invoicing
- Customized product configurator
- Credit checking, customer rating
- User-defined matrix pricing rules
- Sales commissions calculation
- Order to cash process
- Open Item management and follow-up: Aging, risk analysis and statistics, customer hold/release management
- User-defined cash collection process
- Customer reminders

## Inventory

- Location management: Dedicated, suggested, or random storage for single/multiple item location
- Stock management by physical location, lot and subplot, quality status, serial numbers, expiration dates, potency
- Consigned inventory and third-party inventory
- Inventory balances by stock status
- Physical counting
- Inventory replenishment with or without MRP
- Intracompany movements
- Forward and backward traceability
- Variety of inventory costing methods
- Cost accounting

## CRM

- Marketing campaigns planning and management
- Sales force automation
- Customer support with knowledge base

## Purchasing

- Short-to-long cycle process among: RFQs and responses, contract and blanket orders, PO, receiving/returns, invoicing
- Supplier rating and classification, statistics
- Free pricing criteria and rules
- Purchase planning and ordering with/without MRP replenishment
- Delivery scheduling and receiving
- Built-in security and workflow with signature rules to control commitments against budget
- Open Item management and tracking: Dispute level, payment approval
- Payment term scheduling
- Mass payment campaigns
- User-defined payment process (check writing, check voiding, check reconciliation)

## Financing

- User-defined fiscal calendars, general ledger accounts, and analytic dimensions
- Accounts receivable/accounts payable
- Budgeting
- Financial extraction and reporting, intercompany consolidation ready
- Employee expenses entry and management
- Complete audit trail ensured by successive or single zooms on original documents available across the entire ERP suite
- Fixed assets
- Risk analysis
- Open item tracking and follow-up

The above list of features is not exhaustive. For more details, refer to the enclosed functional data sheets. Functions and features are subject to change without notice.

## International Locations

### English-Speaking African Countries

South Africa, Malawi, Lesotho, Swaziland, Mauritius, Botswana, Namibia, Zimbabwe, Zambia, Tanzania, Kenya, Ghana, and Nigeria

Softline ACCPAC Pty Ltd.  
Softline Technology Park  
102 Western Services Road Gallo Manor Ext 6, 2191  
P.O. Box 781496 Sandton, 2146  
Telephone: +27(011)304-2000  
Fax: +27(011)304-2030  
Email: [strategicsales@accpac.co.za](mailto:strategicsales@accpac.co.za)  
Web: <http://www.accpac.co.za>

### Central America

Adonix Argentina  
Av. Juan B. Justo 637—Piso 6  
C1425FSA—Buenos Aires—  
Argentina  
Tel: (+5411) 5277 9100  
Fax: (+5411) 5277 9101  
Email: [info@adonixargentina.com](mailto:info@adonixargentina.com)  
Web: [www.AdonixArgentina.com](http://www.AdonixArgentina.com)

### South America, except Brazil

Adonix Argentina  
Av. Juan B. Justo 637—Piso 6  
C1425FSA—Buenos Aires—  
Argentina  
Tel: (+5411) 5277 9100  
Fax: (+5411) 5277 9101  
Email: [info@adonixargentina.com](mailto:info@adonixargentina.com)  
Web: [www.AdonixArgentina.com](http://www.AdonixArgentina.com)

### USA and Canada

Sage  
2200 Georgetowne Drive  
Sewickley, PA 15143 USA  
Tel: 724-933-1377  
Fax: 724-933-1379  
Web: [www.SageERPX3.us](http://www.SageERPX3.us)

### China

Sage China—Shanghai Regional Office  
Suite 2605, Liu Lin Tower  
No.1 Huaihai Zhong Road  
Shanghai 200021  
P.R.China  
Tel: +86 21 6385 0097  
Fax: +86 21 6385 0226  
Email: [info@sagesoft.cn](mailto:info@sagesoft.cn)  
Web: [www.sagechina.cn](http://www.sagechina.cn)

Sage China—Beijing Representative Office  
Suite 1412A, Prime Tower  
No.22 Chaoyangmengwai Da Jie  
Beijing, 100020  
Tel: +86 10 6588 8628  
Fax: +86 10 6588 8608  
Email: [info@sagesoft.cn](mailto:info@sagesoft.cn)  
Web: [www.sagechina.cn](http://www.sagechina.cn)

Sage China—Guangzhou Representative Office  
Room 3403, North Tower  
World Trade Center Mansion  
No. 371 - 375 Huan Shi Road (E)  
Guangzhou 510095  
Guangdong Province, P.R.China  
Tel: +86 20 2237 1555  
Fax: +86 20 2237 1595  
Email: [info@sagesoft.cn](mailto:info@sagesoft.cn)  
Web: [www.sagechina.cn](http://www.sagechina.cn)

### Asia

Bangladesh, Cambodia, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, Maldives, Pakistan, the Philippines, Singapore, Sri Lanka, Taiwan, Thailand, and Vietnam  
Sage Software Asia Pte Ltd.  
210, Middle Road  
#06-04, IOI Plaza  
Singapore 188994  
Telephone: +65 63366118 ext. 612  
Email: [info.asia@sage.com](mailto:info.asia@sage.com)  
Web: [www.sageasiapac.com](http://www.sageasiapac.com)

### Europe

France  
Sage France  
Immeuble le Colisée II  
10, rue Fructidor  
75834 Paris Cedex 17—France  
Tél. : 0 825 007 017 (0,15 TTC/min.)  
Web: [www.sage.fr/mge](http://www.sage.fr/mge)

Belgium, Luxembourg, Netherlands, U.K., other European countries, and French Overseas Territories  
Sage France  
Immeuble le Colisée II  
10, rue Fructidor  
75834 Paris Cedex 17—France  
Email: [ContactInternational@sage.com](mailto:ContactInternational@sage.com)

Germany  
Sage bürer GmbH  
Am Sandfeld 9  
D-76149 Karlsruhe  
Tel. +49 (0) 721 9 85 93-100  
Fax +49 (0) 721 9 85 93-200  
Email: [info@sage-ERP-X3.de](mailto:info@sage-ERP-X3.de)  
Web: [www.sage-ERP-X3.de](http://www.sage-ERP-X3.de)

Italy  
Gruppo Formula S.p.A.  
Via G. Di Vittorio 10  
20094 Corsico  
Milano—Italia  
Tel. +39 – 0245104111  
Fax +39 – 0245104222  
Email: [milano@formula.it](mailto:milano@formula.it)  
Web: [www.formula.it](http://www.formula.it)

Portugal  
Sage Portugal—Divisão Grande Empresa  
Edifício Sport TV  
Alameda dos Oceanos  
Lote 2.08 Piso 1  
1990-075 Lisboa  
Tel.: (+351) 21 120 24 00  
Fax: (+ 351) 21 120 24 90  
Email: [info.adonix@sage.pt](mailto:info.adonix@sage.pt)  
Web: [www.mge.sage.pt](http://www.mge.sage.pt)

Spain  
Sage España  
División Gran Empresa  
Calle Labastida nº 10-12  
28.034 Madrid  
Tel.: +34 918 373 505  
Email: [infomge@sage.es](mailto:infomge@sage.es)

Web: [www.sage.es/granempresa](http://www.sage.es/granempresa)

### Middle East

Lebanon  
Sage France  
Immeuble le Colisée II  
10, rue Fructidor  
75834 Paris Cedex 17—France  
Tel.: +33 (0)1 41 66 21 47  
Email: [ContactInternational@sage.com](mailto:ContactInternational@sage.com)

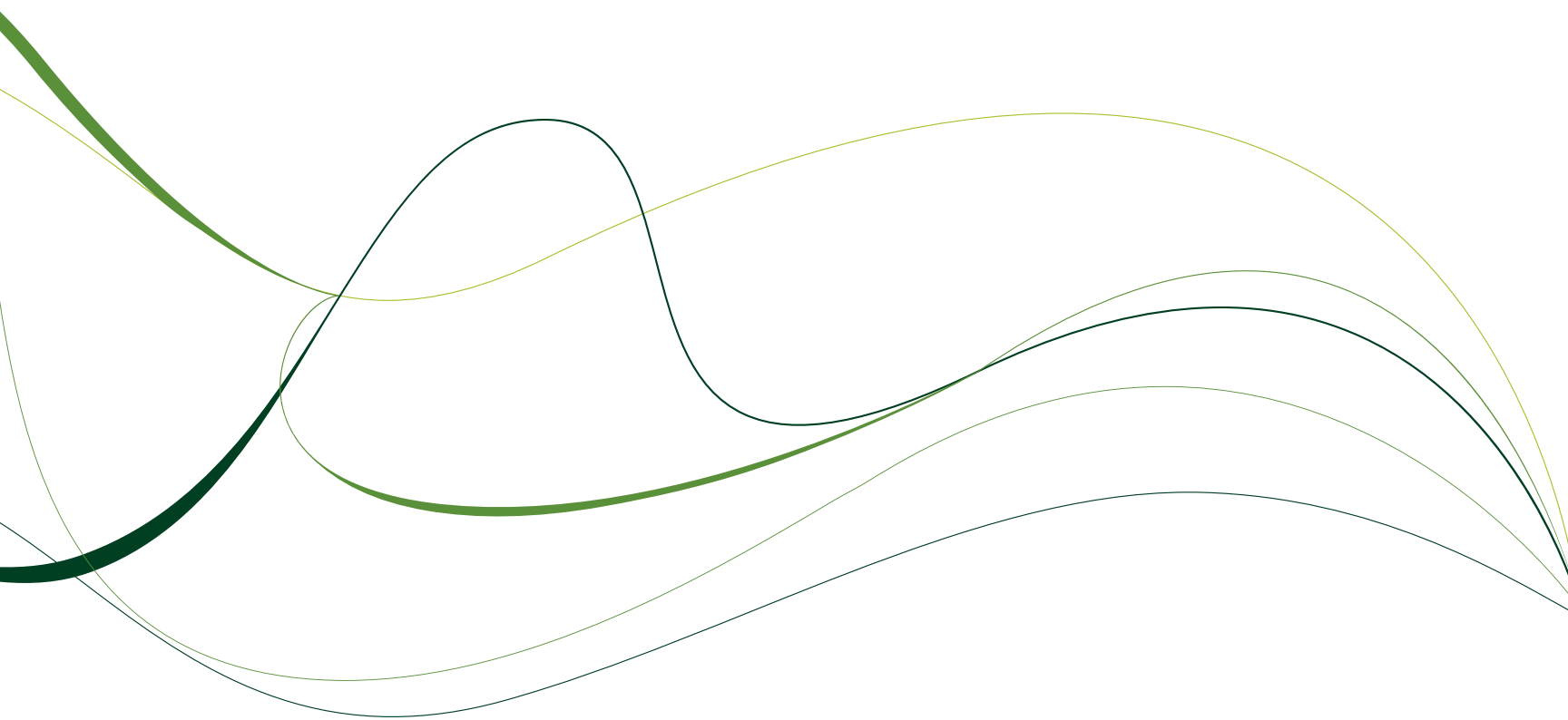
UAE  
Sage Software Middle East  
Offices 315 - 316, Building 12  
P.O. Box 500198  
Dubai Internet City  
Tel: +9714 3900180  
Fax: +9714 3908506  
Email: [meinfo@sage.com](mailto:meinfo@sage.com)  
Web: [me.sage.com](http://me.sage.com)

Kingdom of Saudi Arabia  
Sage Software Middle East  
Cercon Building 15, 6th Floor,  
Office 604  
Olaya Road,  
P.O. Box 286040  
Riyadh 11323  
Tel: +9661 4628765  
Fax: +9661 2172715  
Email: [meinfo@sage.com](mailto:meinfo@sage.com)  
Web: [me.sage.com](http://me.sage.com)

Bahrain  
Sage Software Middle East  
Euro Tower  
Office 153, Building 485  
Road 1010, Seef District 410  
P.O. Box 76007  
Manama  
Tel: +973 17556901  
Fax: +973 17556902  
Email: [meinfo@sage.com](mailto:meinfo@sage.com)  
Web: [me.sage.com](http://me.sage.com)

### Australia, New Zealand, and Pacific Islands

Sage Business Solutions  
Level 6, 67 Albert Avenue  
Chatswood, NSW 2067  
Sydney, Australia  
Phone: 13 SAGE (13 7243)  
Email: [info.pacific@sage.com](mailto:info.pacific@sage.com)  
Web: [www.sagesoftware.com.au](http://www.sagesoftware.com.au)





**Sage**

220 W Kensinger Drive, Suite 100

Cranberry Township, PA 16066

724-814-5250

724-814-5260 fax

**[www.SageERPx3.us](http://www.SageERPx3.us)**

**[www.SageNorthAmerica.com](http://www.SageNorthAmerica.com)**