



Apprise® ERP
Designed for Distributors,
Manufacturers & Importers
of Consumer Goods



“ Apprise spoke our language, offered the support we needed and proved it had the functionality to put more information into user hands.”

It's our business to know yours

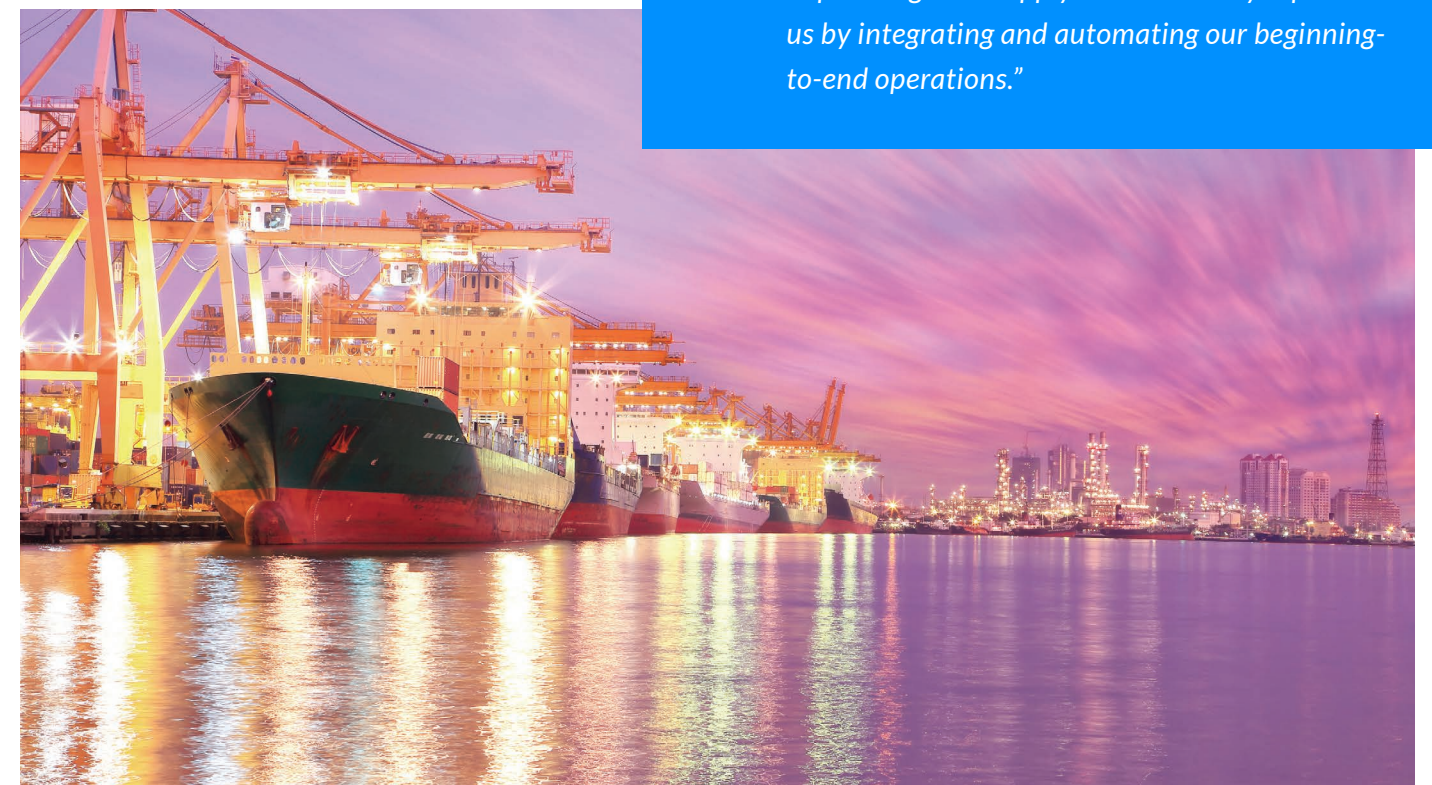
Intense margin pressure. Shifting market demand. Complex global sourcing. Choosing the right supply chain partner can help you compete successfully, despite the challenges you face. At Apprise, we help importers, distributors, and manufacturers gain a competitive advantage in the global consumer goods business. Apprise® ERP solutions are built to include the enterprise integration and visibility you need to manage your entire business — from demand planning all the way to product delivery.

We understand the challenges you face

For over 30 years, we've partnered with consumer goods businesses across a wide range of industries to develop, implement and support ERP and supply chain management (SCM) solutions designed specifically for the way you do business. Backed by our knowledgeable team and leading technologies, our industry tailored solutions are fully integrated and easy to use. Apprise ERP is designed to help you:

- > Streamline your operations
- > Reduce your costs
- > Gain improved business-wide performance visibility
- > Capitalise on revenue opportunities
- > Sustain a low total cost of ownership
- > Achieve a fast return on your investment

“ We selected Apprise® ERP for its demonstrated productivity and efficiency gains, and the improved global supply chain visibility it provides us by integrating and automating our beginning-to-end operations.”



Integrated solutions — designed for the way you do business

With Apprise® ERP, you get a fully integrated, enterprise-wide solution designed specifically for the consumer goods industry. Whether you market or manufacture fast moving consumer goods (FMCG) such as toiletries and cosmetics, non-durable goods such as food, wine and apparel, or durable goods like electronics and home furnishings, we have the industry-specific capabilities, services and expertise to help you grow your business.

“ The Apprise ERP system is truly integrated. It enables us to manage all aspects of our operations more efficiently — from purchasing, importing, warehouse management and accounting, to EDI and customer service.”

One fully integrated solution to meet all your business needs

From beginning-to-end, Apprise ERP can address your unique operational processes while providing industry-specific functionality that helps optimise your business performance, including:

- > Collaborative forecasting, distribution resource planning (DRP) and purchasing
- > Overseas sourcing and import management
- > Globally integrated manufacturing capabilities
- > Warehousing, transportation and logistics
- > Sales, customer service and CRM
- > Retailer compliance management, including EDI
- > Invoice deduction management
- > Comprehensive financials
- > In-depth, real-time reporting and analytics
- > eCommerce and direct-to-consumer fulfilment
- > Mobile sales management & order entry



Expertise to help you succeed

Your immediate and long-term success depends on more than just finding the right software application. You need a business partner who understands your industry and unique business needs. A partner who will be there before and after the sale to ensure a successful implementation, support your user community on a continuous basis and meet your business requirements over the long haul — with a proven team who will be as adaptable as you are to your changing business needs.

Knowledge & experience

Our team of knowledgeable professionals is here to support you — from pre-sale to post-implementation — to ensure your immediate and ongoing success. Through our industry focus and expertise, we can provide advice and recommendations on business processes to help optimise the efficiencies of your supply chain, reduce your costs, improve your business performance and maximise your profitability. Working together, we can help you thrive in the competitive consumer goods market while obtaining a quick and lasting return on your investment.

Expertise that extends beyond software

- > Pre-sales consulting
- > Best practice reviews
- > Ongoing business process reengineering
- > Implementation & training

A fully integrated software solution — we’ve got your supply chain needs covered

Analytics & Reporting

- > Customer, supplier and product profitability analysis
- > Above- and below-the-line visibility, including allowances, invoice deductions, royalties, and more
- > Real-time drill down access
- > Business intelligence tools with easy report building
- > Standard and customisable reports and enquiries
- > User-defined alerts, dashboards, and key performance indicators (KPIs)
- > Industry-specific compliance reporting

Financials

- > General Ledger (G/L)
- > Accounts Payable (A/P)
- > Accounts Receivable (A/R)
- > Proactive credit, collections, and invoice deduction management tools
- > Financial reporting

Demand Planning & Purchasing

- > Customer collaboration
- > Point-of-sale (POS) integration
- > Robust forecasting algorithms
- > Product life cycle management
- > Rule-based and time-phased tools to manage long lead times, seasonality, and more
- > Automated alerting
- > Prepayment management

Retail Compliance

- > Integrated and automated GS1-128 labelling, hangtags, pricing labels, and more
- > EDI (electronic data interchange)
- > On-invoice and off-invoice deduction management
- > Routing
- > Invoice deduction monitoring and management tools

Portals

- > Customer Portal — real-time order entry, inventory status and customer service enquiries
- > Supplier Portal — online access to update POs, shipment and container info, and more
- > Sales Rep Portal — visibility into customer pricing, inventory, order status, individual territory results, commissions and more

Transportation & Logistics

- > Fleet management
- > Route scheduling and optimisation
- > Integrated shipping rules/interfaces
- > GS1 compliant bills of lading (BOLs) and packing slips
- > Planned BOLs
- > Dynamic routeing
- > Shipper rate shopping
- > Multiple carrier support

Sales & Service

- > Integrated rule-based order entry, including EDI, online and mobile
- > Customer-level credit, collections, pricing, discounting, payment, and other terms
- > Integrated commissions and royalties, including reporting
- > Returns management
- > Allocations and reservations
- > Unlimited notes and remarks

EDI

- > Fully integrated EDI transaction support
- > Self-managed or Apprise Managed EDI Services
- > EDI transaction monitoring and troubleshooting
- > EDI transaction archival, retrieval, enquiry and reporting
- > 3rd party EDI integration

Apprise® Mobile

- > Apprise Mobile tablet app for iOS and Android™
- > Order processing and reviewing of product catalogues, inventory, pricing, invoices, and client information
- > Real-time information with Apprise® ERP integration
- > Works offline, with auto-syncing once back online
- > Build orders with multiple units of measure, sizes and colours
- > Pricing is item-specific at the customer level
- > Add images, media, sales documents and files

Warehouse & Inventory

- > Paper or wireless
- > Flexible bin, zone and location management
- > Directed putaway
- > GS1-128-labelling and other compliance tools
- > Returns and re-orders
- > Lot and serial tracking
- > Inter-warehouse transfers
- > Automated pre-pack and cartonisation
- > Cross-docking, lay down areas, and more
- > Third-party WMS integration
- > Direct-to-consumer fulfilment

Import Management

- > Flexible shipment and container building using a variety of metrics
- > PO, container, shipment and vessel tracking and management
- > PO consolidation
- > True landed cost visibility and management
- > Direct shipments and drop shipping

Manufacturing

- > Global manufacturing management
- > Production planning and inventory control
- > Supplier interfaces for production monitoring
- > Integrated collaboration and workflow tools
- > Optimised for consumer goods

Solution Architecture

- > Service oriented architecture (SOA)
- > Microsoft® .NET framework
- > Application programming interfaces (APIs)
- > Operating system (O/S) independent
- > Multi-company, location, lingual, and currency
- > Web services

Risk Management

- > Database performance tuning
- > System monitoring and management
- > Database replication (on-premise or hosted)
- > Data storage and retrieval
- > Full disaster recovery services

Services & Support

- > 24-hour live help desk
- > Local support for Asian operations
- > Best practice, business process re-engineering
- > Ongoing, proactive consulting and business process reviews

- > Implementation and training
- > EDI partner relationship management including setup, monitoring, and troubleshooting
- > Value-added services in Asia for factory management, sourcing, and more



Support that makes a difference

Around the clock. Around the world.

Apprise offers an extensive suite of support services to help keep your application — and your business — running smoothly. Choose the level and type of support you need to meet your unique business requirements.

24-hour help

Our multi-lingual, committed support professionals are available up to 24 hours a day through our live Help Desk operations in North America, the Asia Pacific region, and Europe. We'll work with you to identify, troubleshoot and resolve technical issues, provide advice and recommendations on business processes and best practices, and help tailor your solution to maximise your efficiencies and business benefits.

On-demand tools

You can access a variety of 24-hour, on-demand tools including a user friendly, online, searchable Knowledgebase, extensive online product help and access to our Apprise® Care customer portal to log, track and resolve issues from anywhere, at anytime. You'll also receive product upgrades, basic application monitoring services and an annual account review. Additional services such as self-paced product tutorials and dedicated account management are also available with certain support plan options.

Serious system performance

Behind the Apprise® ERP application are standards-based, leading technologies that deliver rich functionality and solid reliability for your business.

- > **Interoperability** — leverage application programming interfaces (APIs) and our service oriented architecture (SOA) for a seamless, consistent view of data throughout your organisation
- > **Performance** — achieve optimal user responsiveness and data storage and retrieval results through our n-tier architecture
- > **Resiliency** — ensure application availability with our inclusive basic monitoring services or our more advanced monitoring, database replication, and disaster recovery solutions
- > **Scalability** — meet your needs today while easily scaling for future growth requirements without sacrificing system performance or response times
- > **Globalisation** — extend the reach and usability of your data through our system's built-in localisation tools, backed by localised support

Flexible, and easy to use

Apprise enables your organisation to remain flexible by giving you more options to meet the changing needs of your business and its customers. Choose from traditional or cloud-based licences; Windows®, Unix® or Linux® operating systems; paper or wireless warehouse solutions; integrated or third-party EDI solutions; seamless portal access for customers, suppliers and sales reps, and much more.

Improve IT productivity, speed deployment timeframes, minimise system customisation requirements and simplify ongoing application upgrades. All our robust development tools are designed to let you easily enhance and customise your Apprise ERP solution without the need for complex custom programming or access to source code.

Also, with the easy-to-use, familiar look-and-feel of the Apprise ERP user interface (UI) — based on the latest Microsoft® Office standards — your users will quickly learn and adopt the software into their daily work.

“ *The Apprise ERP solution is much more comprehensive than the other solutions we evaluated. The application is more fully and seamlessly integrated, and utilises more current and flexible technologies.* ”



More than a vendor, we're a partner

Our sole focus is on ERP and SCM solutions for consumer goods companies. With offices in North America, the Asia Pacific region and Europe, we operate where you do. Our development strategy is driven by your needs — so we bring your industry-specific requirements to market faster and in a more tightly integrated manner.

Our professional services teams, from project management to support, are specialists in the consumer goods industry. Unlike providers of more generalised applications, we don't have to learn your industry because we already know it. Also, we'll work with you to recommend industry best practices to improve your bottom line.

Through our beginning-to-end solutions, we eliminate your need to invest in add-on systems, allowing you to keep total costs down while improving business visibility. Industry-specific requirements — such as import tools, EDI, retail labelling and more — are integrated within the Apprise® ERP application. With less of a need for customisations, you can reduce start up and maintenance costs, improve time to deployment, simplify and lower the cost of upgrades, and speedily enhance your return on investment.

With Apprise as your partner, you can achieve tighter integration, better visibility and faster results.

“The implementation of Apprise® ERP was a very positive experience. Implementation was on time, the project management team ensured a smooth transition, and the post-implementation support has been fantastic.”



“The Apprise team impressed us with their desire to truly learn our business and find ways to improve our current processes.”



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