

## eSeries

Enterprise Software  
Forged From Experience

Verticent's enterprise application software solution entitled ERP *Plus*™ integrates back-office applications for manufacturing, distribution and financials with front-office applications for customer support and sales force automation. ERP *Plus*™ is an internet-enabled software suite that extends communications across your entire organization and throughout your virtual supply chain. Verticent is focused on developing software solutions that enable users to know, understand and respond to their customers, suppliers, partners and employees.

Supported by the enterprise application backbone of ERP *Plus*™, the Verticent eSeries™ enables a true Integrated Enterprise Response. Together, ERP *Plus*™ and the eSeries™ successfully complete the enterprise loop from back-office to front-office – and open your entire enterprise to the world via the Web.

A fully Web-based e-business suite, the eSeries™ enables online product configuration, provides detailed inventory views, displays an online product catalog, enables online product registration and viewing, provides a Web-based product knowledgebase, automatically places online orders into ERP *Plus*™, tracks sales opportunities, enables case entry and tracking, and provides access to on-demand reports through a highly customizable solution that allows easy modification to fit any business requirement.

The eSeries™ consists of eConfigure, eView, eOrder, eCRM and eDashboard. Accessible via the Web from any common browser, each component is integrated with ERP *Plus*™ to provide Web access to critical enterprise information.

The link between your enterprise and your customers is now complete – and strong. The eSeries™ does more than simply post data-points to a Web site – it shares actionable enterprise information via two-way communications between your company and supply chain.

### **eCONFIGURE: CONFIGURE PRODUCTS VIA THE WEB**

eConfigure is designed to provide Web-based product configuration capabilities to small-to-midsize manufacturers and distributors. Developed with direct assistance from a volunteer group of Verticent customers, who demonstrated dynamic configuration needs, eConfigure allows users to establish their corporate Web sites as online product configuration tools for current customers.

### **INTERNET WEB-BASED CONVENIENCE**

eConfigure accommodates today's dynamic configuration requirements – allowing online visitors to create items they need in real-time via your Web site. If you offer a wide array of products, eConfigure provides your customers, partners and sales representatives with a Web-based tool for quickly configuring the exact items they need. Powered by an unlimited number of user-defined specifications, options and rules – eConfigure successfully eliminates the tasks of searching through an extensive list of products, product numbers or product options to find a precise item.

### **POWERFUL FORMULA LOGIC**

eConfigure provides powerful formula logic that simplifies the configuration and ordering process where detailed calculations are required. When your company offers products in different dimensions – lengths, widths, thickness, etc. – eConfigure provides a rules and formula engine that ensures the validity of the configured products. And when specific configuration conditions occur, eConfigure will add an operation to the routing, calculate its set up and run time, roll up the cost, price and margin, and insert special instructions that appear on documents such as work orders, pick lists or invoices.

### **eVIEW: OPEN YOUR ENTERPRISE**

Now, you can provide more than the typical brochure-ware – with eView your Web site offers current, authorized customers a detailed view of critical enterprise information.

### **DETAILED VIEWS**

eView allows visitors to remotely query and view information such as product specifications, invoices, inventory availability, order status, shipment information, company information and account summaries. And eView is secure. When accessing the Account Summary window in eView, only approved user IDs may access their specific account information. Also, the Customer Balance window permits appropriate visitors to click the field and drill down to all open invoices with a balance due that comprise that customer's total balance.

For shipment tracking and status viewing in eView, the Track It functionality allows visitors to click on the tracking number for any UPS or FedEx shipment. Then, the visitor will be immediately linked to that carrier's tracking Web site for status regarding their tracking number.

### **Benefits from eSeries™:**

- Improved customer service and retention by enabling self-service for your customer. Reducing costs and improving profitability.
- Installs quickly and looks and feels like your existing website.
- Opens your business 24 X 7, 365 days a year.
- Data level security; securing information down to the user level.

### **PRECISE SEARCHES**

At the heart of eView, a precise product search engine enables current and potential customers to easily navigate your company's product offerings. Your customers may perform product searches using product number, partial description, customer item number or catalog number.

### **eORDER: ENABLE WEB-BASED TRANSACTIONS**

Online ordering is the next logical step in opening the four walls of your enterprise to the virtual supply chain. eOrder enables secure business-to-business transactions via the Internet or Intranet connection and facilitates supply chain collaboration by giving customers, suppliers and partners the ability to review available inventory and to place orders online.

### **ORDER ENTRY**

eOrder provides your online customers with the ability to enter sales orders from the Web, retrieve tax and freight costs, and place orders on hold for processing later. Sales order entry allows online customers the ability to easily review available inventory, place orders, receive e-mail confirmations of their orders and receive automated order shipment notifications. Order entry also enables your remote employees, subsidiaries or buying groups to examine inventory levels and order necessary supplies or replenishments. Once an order is received and approved, eOrder sends an automated e-mail notification. eOrder also features credit card processing capabilities with security measures included – ensuring that online customers may only enter orders and view data for their companies.

### **QUICK COMMERCE**

The unique Complete eOrder function within eOrder allows you to expedite the order entry of Web orders as needed – directly into Distribution *Plus*<sup>™</sup> within the ERP *Plus*<sup>™</sup> suite. Confirmed orders may be placed into Distribution *Plus*<sup>™</sup> on demand, at anytime.

### **eCRM: CONNECT WITH YOUR CUSTOMERS**

Now that you have secured online customers, it is imperative to provide Web-based, self-service capabilities. eCRM enables you to work closely with your customers – on their terms via the Web. Verticent eCRM enables B2B CRM activities such as product registration, product viewing, case entry, case diagnostics, case tracking, lead capture and campaign management via the Web.

Through eCRM, you can establish a self-service Web site that enables your customers to go online and search diagnostic data anytime, from anywhere. Now, online customers may view existing cases, create new cases and track cases through to closure. Your customers also can search for their cases and the case history will display the case number, date submitted, log type, comment, user ID, status and disposition. Via eCRM, customers also have the ability to register items and view registered items.

### **LEAD CAPTURE**

In addition to Web self-service, eCRM is a powerful lead capture tool. When potential customers request information from your Web site, a sales lead is immediately created with complete customer information that is captured and passed to your sales team – all submitted leads are automatically validated for duplicates. As a comprehensive sales tool, eCRM provides Web-based lead capture, automated lead follow-up notification, marketing database creation and automated fulfillment response.

### **eDASHBOARD: KNOW YOUR ENTERPRISE**

eDashboard delivers critical business performance information to executive-level personnel via the Web. Now, your upper-level management team can easily logon and access eDashboard's status reports and graphical views of key business indicators – including customer service, financials, operations and sales and marketing.

eDashboard reports feature intuitive graphical presentations with powerful filtering and online analytical capabilities. Drill-anywhere functionality allows online users to access high-level overview charts and graphs and then click on portions of those reports to invoke drill-anywhere functionality. eDashboard also provides flexible pivot tables for additional analysis – and users can easily export data for further analysis. Featuring Secure Adaptive Reporting Levels, the eDashboard administrator can vary access to the same report by giving different access levels to individual users or user groups.

### **eSERIES FLEXIBILITY AND TECHNOLOGY**

eSeries customization capabilities enable you to easily match your eSeries applications to the established style of your corporate Web site. From within eSeries you can create and maintain layout styles, menu placements, fonts and colors – with no HTML skills required. Simple WYSIWYG modification of the eSeries<sup>™</sup> helps ease the set-up process and reduces maintenance costs.

ERP *Plus*<sup>™</sup>, Manufacturing *Plus*<sup>™</sup>, Distribution *Plus*<sup>™</sup>, Financials *Plus*<sup>™</sup>, SFA *Plus*<sup>™</sup> and Support *Plus*<sup>™</sup> are registered trademarks of Verticent Corporation. All other products or company names herein may be trademarks of their respective owners.