



EXTENDING THE CAPABILITIES OF SAP BUSINESS ONE

Empower Your Business by
Automating Business Processes

SAP BUSINESS ONE

Your decision to implement SAP® Business One will result in greater efficiencies and capabilities for your business. But SAP Business One may be more powerful than you think.



Combined with Magic Software's iBOLT™ Special Edition, SAP Business One can empower your business in many ways. Consider the following business solutions that have been implemented by other SAP Business One users:

- Automate manual communication with your trading partners
- Connect your e-Commerce site to SAP Business One
- Handle your service requests via the Web
- Allow your customers to submit their orders via the Web
- Facilitate EDI transactions
- Share data across systems and/or combine processes
- Consolidate a chart of accounts
- Synchronize your company's data across multiple sites
- Log your incoming email

These solutions are proven, tested, and easy for us to implement.

Let's talk.



Automate Manual Communication with Your Trading Partners

The Business Need

Companies have two good reasons to enhance their manual communications with trading partners. First, handling these communications manually is just too expensive and error prone. Second, and even more important, trading partners today expect online access to order status information and delivery timetables. If you can't offer this service, your competitors will.

The challenge is to create an online, automatic process based on connecting SAP Business One with an appropriate Web interface, your company email system, and a rules-based notification application.

The Solution

Using iBOLT SE, we can define straightforward and efficient, rule-based email notifications. We'll configure and apply business rules to the notifications while allowing flexible configuration of your email messages. With built-in functionality, iBOLT SE receives purchase order information from an external source, such as a Web-based purchasing system, compares it with the customer profile information in SAP Business One, and automatically generates an email message appropriate to the specific situation.

The Benefits

- Your customers will have immediate acknowledgement of orders and information about product availability.
- Order process time will decrease.
- Efficiency will increase.
- Because the need for manual intervention is significantly reduced, your staff will be free to work on other things and your costs will be lower.
- Business rules, such as checks for credit limits, will be applied quickly and consistently.
- You will gain a better insight into your order processing performance and, therefore, be able to make adjustments to make your business more profitable.





Connect Your e-Commerce Site to SAP Business One

The Business Need

More and more business is taking place online, and many people and companies want to do their ordering via the Web instead of by phone or fax. With your implementation of SAP Business One, you can efficiently and automatically integrate your existing front-end e-Commerce Web site with SAP Business One. You can link order processing and inventory updates, as well as other components of the system, to ensure a fully integrated e-Commerce site. With a streamlined e-Commerce site, you will now be able to react quickly to product and pricing changes and meet your customers' expectations, differentiating your company's service from your competitors.

The Solution

To exploit e-Commerce as a key differentiator, your company's business processes must be clearly defined. Using iBOLT SE, we'll provide you with an integration layer that you can easily configure for your current and future needs and perform functions such as:

- Synchronizing an item catalog.
- Transferring orders taken over the Web and inputting those orders into SAP Business One.
- Processing the order by validating customer information and status, conforming the item information, updating inventory, and more.

The Benefits

- Your customers' satisfaction levels will be greatly improved through 24/7 access to your order entry interface, reducing artificial constraints such as time zone and language issues.
- Manual errors will decrease significantly.
- You'll reduce your costs because of improved efficiency and reduced staff.





Handle Your Service Requests over the Web

The Business Need

Your customers expect the companies they deal with to have a strong customer service operation with an easily accessible Web interface that's easy to navigate. Data coming from the Web should be integrated automatically with your SAP Business One service solution, giving your customer service representatives a full customer view and data that is current and consistent across applications.

The Solution

With iBOLT SE, we can capture information coming through your Web interface, apply data validity checks, and update the service request into SAP Business One.

The Benefits

- Your customers will enjoy better access to customer service.
- Because service calls can be logged 24 X 7, you will have more accurate information about problems and can work to resolve them to reduce calls and increase customer satisfaction even more.
- You'll reduce your costs because of increases in efficiency, thanks to accurate and consistent information across the enterprise and reduction of manual re-keying processes.





Allow Your Customers to Submit Orders via the Web

The Business Need

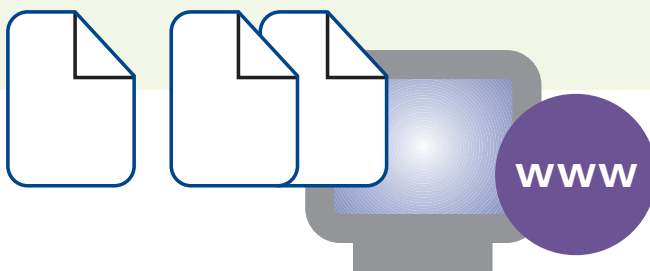
If a web storefront is not the right solution for your business, there are other ways to leverage the Internet and allow you to transmit electronic orders efficiently among your trading partners. Some companies are still using fax machines or MS Word® or MS Excel® files to transmit information that could more easily be sent automatically by email via the Web.

The Solution

There are a number of possible solutions to automate the input of purchase orders, including Web interfaces, scanning, file transfers, and other methods. We can help you to design the best solution for your company. But whatever the input mechanism, using iBOLT SE we can collect the order details and transfer the data automatically into SAP Business One in a smooth business process/workflow that accommodates your needs.

The Benefits

- Your company will save time by automatically accepting electronic purchase order information into SAP Business One.
- Your costs will decrease with fewer manual processes and staff requirement.
- The accuracy of your data will improve by eliminating manual errors, and data will be consistent across applications.
- You will have additional flexibility in expanding the ways in which you can accept purchase order input.
- You will react more quickly and easily to order related data requests.
- You will project a more flexible and up-to-date image of your company to your customers.





Facilitate EDI Transactions

The Business Need

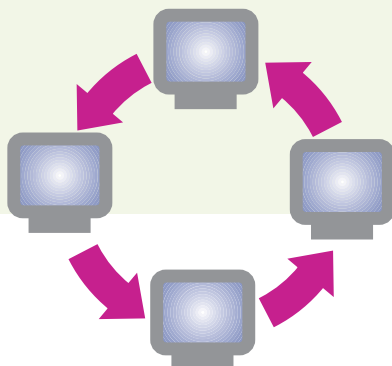
Electronic Data Interchange (EDI) allows documents to be exchanged automatically between organizations using electronic forms that are transmitted directly between computer applications in two different companies. It's common today for EDI to be mandated by large business partners. Smaller companies that cannot comply with this mandate will find themselves at a competitive disadvantage.

The Solution

The challenge to an EDI implementation can be daunting, given the initial costs of establishing data management and networking capabilities, and setup for the processing and retention of forms. But SAP Business One, coupled with iBOLT SE, can give you a good head start by handling many of the essential EDI elements such as data management and automated processing.

The Benefits

- You no longer have the need to recapture data on the receiving end of the transfer.
- Manual errors will be eliminated.
- You will reduce the need for exception handling.
- You'll streamline business process with your trading partners.





Share Data Across Systems and Combine Business Processes

The Business Need

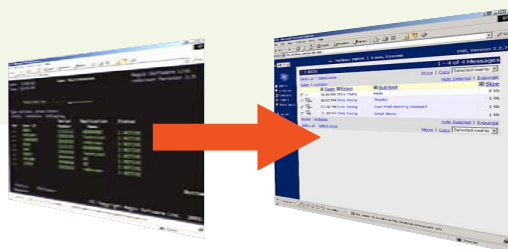
Many companies that invest in SAP Business One make a gradual transition to the platform while still retaining other IT systems (e.g. legacy ERP). Others plan to keep existing systems or buy new ones to complement SAP Business One (e.g. Point-of-Sale, Warehouse Management, Production Planning). Close interaction between these systems is required in order to exchange information seamlessly and to create a cohesive business process. Connecting these systems involves many different stages, processes, and variables. Completion of this sometimes complex puzzle requires knowing in advance the project objectives, the pieces that are needed, and the ways in which diverse operating systems, applications, databases, and geographic issues can be combined and resolved.

The Solution

Integrating existing IT systems with SAP Business One is faster, easier, and, ultimately, less expensive when used together with iBOLT SE. Tailored for SAP Business One, iBOLT SE offers a variety of ready-made adapters and connectors to other systems and provides tools and functionality needed for an integration solution.

The Benefits

- You can improve operations management by creating a consolidated, end-to-end business process.
- You can access and retrieve information across the organization online.
- You can generate data to monitor and manage your operational performance.
- You'll enjoy a stable platform from which all of your business operations can be conducted.
- You can protect your investment in your current business applications while adding SAP Business One functionality.





Consolidate a Chart of Accounts

The Business Need

Organizations operating multiple business units, often operating in different locations and sometimes under different national standards, are faced with the challenge of closing their books, meeting consolidation cycle times and providing reliable data in compliance with local laws and regulatory bodies. In addition, organizations often lack the tools that let them conduct daily virtual closes across all business units, deliver reports and analyses to management, and establish a true, enterprise-wide chart of accounts.

The Solution

Using iBOLT SE we'll streamline the process of collecting and consolidating data to generate reports from multiple charts of accounts and other financial and operations results in a multiple-location SAP Business One environment.

The Benefits

- Your cycle time to consolidate accounts will be reduced.
- You will experience enhanced control over your business.
- Cost savings will result from the time saved.
- Your management will have faster access to more accurate financial data.





Synchronize Your Company's Data Across Multiple Sites

The Business Need

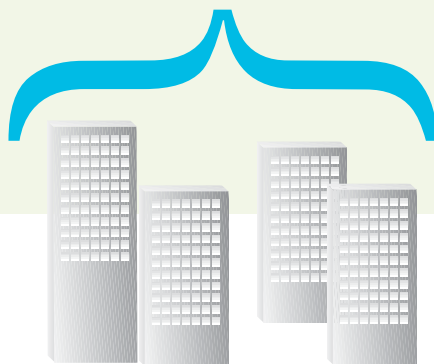
Many organizations are plagued with duplicate, inconsistent, and heterogeneous data that exists in multiple locations and in different formats. The way in which that data is input, processed, and accessed is often different, resulting in "information" that is presented differently to management and applications across the enterprise. Without standardized and synchronized data, weeks of effort are required to get new products launched, and discrepancies exist in customer information, orders, and financial information, creating confusion and missed opportunities.

The Solution

We'll use iBOLT SE to enable and manage the communication between your multiple SAP Business One sites, streamlining your data synchronization and offering a tangible "Master Data" solution.

The Benefits

- You'll enjoy improved enterprise-wide visibility.
- An updated single set of data will allow your users to improve their decision-making process.
- Operational efficiencies will improve:
 - Fewer discrepancies when correlating reports.
 - Delivery, billing and shipping times will be shortened.
- Fewer back-orders and cancelled orders.





Log Your Incoming Email

The Business Need

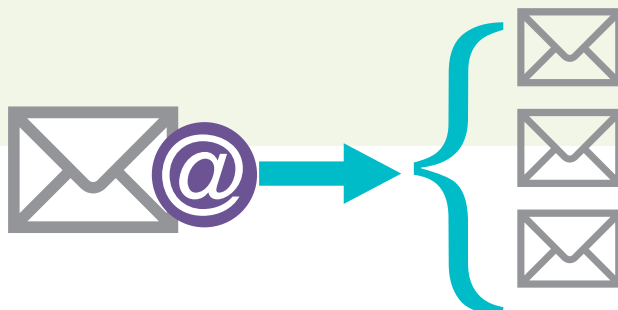
Email is the communication method of choice for most customers and business partners. But the content of these emails often contains valuable business data that you should retain for future use in a convenient and easily accessed location. The challenge is finding a way to accomplish this.

The Solution

The Business Partners activity folders in SAP Business One offer an ideal place to retain these emails. To log your incoming email, we'll use iBOLT SE to create a connection between your company's email server and SAP Business One.

The Benefits

- You will save time by not having to search for your customer communications.
- You can track and retain valuable customer data for future reference.
- Your customer relations will improve because your organization will have a more complete view of its customers.
- You'll be able to rapidly retrieve your history of correspondence with your customers.
- You'll be able to share correspondence across your company more easily.



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