APTEAN SOLUTIONS

2017

CONTENTS

CORETRAC

FOR FINANCIAL INSTITUTIONS TO GAIN A 360° VIEW OF CLIENTS

Every industry has its own unique challenges and opportunities. As a Financial Institution, a standard cookie-cutter CRM solution is not a good fit as it doesn't understand unique challenges and constraints. A specialized CRM like CoreTrac integrates with business solutions and helps breakdown silos to create a personalized customer experience across all departments and all channels of communications.

CoreTrac enables financial organizations to build stronger connections with their clients by providing a centralized view of all of their information including their experiences and communications. This unified view will enable organizations to build better relationships, sell more and expand their opportunities.

QUICK FACTS

CoreTrac CRM offers:

- Prospect and Client Management

- Sales and Pipeline Management

- Case and Support Management

- Knowledge Management

- Profitability Tracking

- Employee Performance & Remuneration Tracking

- Marketing Communication Management

- Product Recommendations Engine

- Reports & Analytics

GAIN A COMPLETE VIEW WITH CORETRAC

Customers today are more connected than ever. This is why a tailored CRM can help deliver a memorable and consistent experience.

With CoreTrac CRM, financial firms can maximize their competitive advantage and achieve tremendous benefits by:

- Providing a consistent and meaningful experience to their clients

- Giving a centralized view of clients' information – eliminating departmental and data silos

- Routing clients to the right person/agent/advisor so that they can be followed up in a timely manner

- Enabling you to nurture relationships that support cross-selling and increased share-of-wallet

- Letting you educate your clients with relevant and timely personalized communications that's easy to create and track

- Empowering you with business analytics and insights

KNOVA KM

KNOWLEDGE MANAGEMENT FOR REVOLUTIONARY CUSTOMER EXPERIENCE

Knova is a full-featured enterprise knowledge management solution backed by best-in-class, in-memory Analytics. Knova is the perfect fit for large customer service and support organizations – especially those who need to handle complex queries across channels in industries such as high tech, telecommunications, health insurance, financial services and the IT help desk.

Knova helps these companies resolve customer issues quickly, accurately, and cost effectively with unparalleled scalability all while ensuring the most critical knowledge content is always available and continuously improved.

ABOUT KNOVA

Knova, Aptean's knowledge management platform, delivers a resolution workbench for customer-facing agents, a comprehensive support portal for customer self-help, a knowledge repository designed for rapid capture and easy editing, and a market-leading adaptive search and navigation system that provides easy access to all relevant content across the enterprise. By building both agent- and customer-facing functionality on a common platform, Knova breaks through knowledge silos to deliver one-stop shopping for all knowledge users.

As part of the Knova solution, the following functionality is included:

Knova Knowledge Central is built to capture knowledge across the enterprise and then make it available to employees, partners and customers with the goals of providing a superior customer experience and a healthy ROI.

Knova Self-Service provides all the functionality and content that customers need to resolve their issues themselves, immediately, 24/7. It also preempts contacts and customer frustration by proactively delivering information about known issues to targeted customers, avoiding issues before they become problems.

Knova Analytics is a visual, intuitive set of tools with reports built on cutting-edge technology. Associative, in-memory technology brings fast results and better decision-making through a series of role-based, pre-defined dashboards designed to help line managers, operations analysts, knowledge program managers and website owners do their jobs more effectively.

QUICK FACTS

- *KCSsm Verified* by the Consortium for Service Innovation to enable Knowledge-Centered Support

- Integrates with CRM or service desk software to create a seamless cross-channel experience

- Offers forums for collaborative support

- Natural language processing and guided search help frame issues and locate solutions

ONYX CRM

FOR WEB-BASED CUSTOMER RELATIONSHIP MANAGEMENT

Extraordinary customer experiences go beyond pleasant interchanges and interactions. They stand out with distinction, drawn from an organization's unique methods of doing business and the insight they have into their customers.

Onyx is a proven, 100% web-based solution for organizations to power customer relationship management (CRM) strategies. Onyx is a single, unified application with a customer-centric design. In just one place, Onyx can provide the 360 degree view of the customer: their details, customer relationships and hierarchy, support incidents, sales opportunities, campaigns, contact history, emails, appointments and more. Onyx gives organizations a full suite of functionality to provide the best possible customer experience.

QUICK FACTS

- Onyx is compatible with the latest server/client operating systems, including Windows Server 2016 Server 64bit, Microsoft SQL Server 2016 64bit, Windows 10 Client and Internet Explorer 11, Edge browsers

SIMPLIFY CUSTOMER MANAGEMENT WITH ONYX

The Navigator interface in Onyx combines powerful search technology with the productivity of work management features into an intuitive user interface that allows users in any role to find information and fully manage their work. Navigator also offers in-line editing, one click actions and summary views of customer, incident records all in one place. Users can bookmark important queries for quick access on the homepage and also on Onyx Mobile.

Onyx Mobile provides users secure access to their CRM data anytime anywhere. It allows users on both Android and iOS platforms to view customer details, history and monitor tasks so they have all their important data at their fingertips. Features like advanced search, mapping, click to call, click to e-mail, image upload, signature capture and barcode scanning enhance the user experience and productivity on the go. Onyx Mobile also has the ability to launch work flow scripts directly from a record and since the app is connected directly to the Onyx CRM database, users do not have to worry about syncing their updates.

Onyx also includes:

- Support and service ticketing
- Advanced analytics and reporting capabilities
- Sales tools including quoting and forecasting
- Process automation to guide users through interactions with customers

Onyx includes a Microsoft Outlook 2010 and 2013 plug-in, as well as email and address verification.

PIVOTAL CRM
FOR PERSONALIZED CUSTOMER RELATIONSHIP MANAGEMENT

Aptean's Pivotal CRM is a full-featured CRM platform built on the Microsoft .NET framework, suited for organizations of all sizes that are looking to take their business to the next level with CRM processes, including sales, marketing, and service automation. Pivotal CRM is supported by a full continuum of services that are affordable, easy to use and configurable to any organization in any industry.

The average Pivotal CRM customer has been using Pivotal for more than eleven years because our solution can scale up and be tailored to meet changing needs.

DO MORE WITH PIVOTAL

Aptean's Pivotal CRM is positioned to get organizations to the next level by aligning their business processes with the technology needed to optimize operations so they can set their sights on bigger things. Build, grow and drive business forward with CRM that maps to customers' needs.

Flexible: Architectural flexibility cuts down on the time and cost of customizing Pivotal CRM solutions and allows companies to create the internal processes and external customer experiences that fit their strategy and vision.

Intuitive Design: We've carefully designed our applications to surface important information in snapshots and use visuals to indicate anything needing further attention. Our enterprise dashboards are built around real-world workflow and can be personalized to display what's most important based on a user's role within the organization.

Mobile: Pivotal now offers a new client experience, Pivotal UX, which features a touch-friendly web-based UI optimized for mobile devices. We've streamlined the information presented on a smartphone so that it is focused on what users need to do – call a customer, get directions, enter activities and notes and look up information. Pivotal UX provides the ultimate assistant that users can take with them wherever they go.

Intelligent: Aptean Analytics now integrates with Pivotal. Based on QlikView, Analytics provides dashboards and drillable graphs for analyzing sales and service data to discover new insights and bring CRM intelligence to your organization.

Gain control over unique processes with Pivotal CRM

QUICK FACTS

Pivotal CRM modules include:

- Sales Automation
- Customer Service and Support
- Marketing Resource Management
- eMarketing
- Aptean Analytics

RESPOND

FOR COMPLAINT AND FEEDBACK MANAGEMENT

For any company in any industry, the differentiating factor can often be outstanding service. Many times, however, they are out of touch with the customer, not really understanding what their customers need and want—and risking losing them. Businesses need technology that will help them manage customer feedback information to provide a consistent, high level of service that will maintain their loyalty.

Aptean's Respond is technology that uses customer feedback to expose developing issues. It gives organizations insight that can be used to drive product, service and process improvements. It is an evolution of experience to provide a product both capable of meeting business needs as well as regulatory adherence.

View performance data on the Respond Dashboard

See an entire case history on the Case Timeline

MARKET LEADING COMPLAINTS HANDLING

Respond is the first choice for organizations that require tailored solutions to fully capture and act upon customer feedback across single or multiple touch points.

Coherent Multi-Channel: Customer service isn't easy. We make the agent's life that little bit better through every channel by providing easy to use, frustration free case capture and case management interfaces. Respond's Universal Inbox can capture Facebook and Twitter complaints as they happen, prioritize them by how negative they are, and your agents can respond directly and create a case if the conversation needs escalating.

Rich Dashboards: Respond has tailored early warning systems with deep-drill dashboards that let you take your department's pulse whenever you need it.
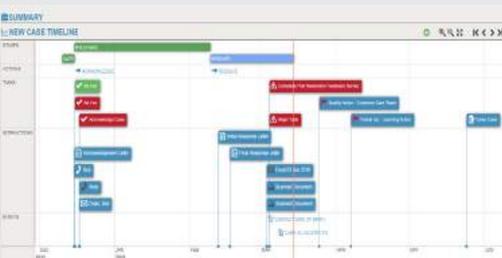
'Normal People' Reporting: You want detailed up to the second data, but don't have a PhD in Statistical Analysis? Don't worry, our reporting is built for normal people who share the same challenges as you.

Configuration Manager: We get it, your business has its own quirks. Luckily, you can create configuration to directly model your organization. Best of all, it's not rocket science and requires no programming code either.

Open API: Just because Respond is easy to use doesn't mean we can't get technical when we need to. Integrate with virtually anything with our out of the box web-services and other integration points.

SARATOGA CRM

FOR STREAMLINED CUSTOMER RELATIONSHIP MANAGEMENT

Saratoga CRM is a comprehensive Enterprise CRM solution that enables large, global organizations in the chemicals, consumer products, energy, insurance and manufacturing industries to effectively manage and enhance customer relationships.

With 30+ years in the CRM space, Saratoga CRM offers an open architecture with a fully customizable data-model that enables your business to provide actionable insights to enhance your company's operations and better serve your existing customers, as well as to attract new customers.

MORE ABOUT SARATOGA CRM

Saratoga is designed for use not only by sales, marketing and service personnel, but also by channel partners and customers. With effortless workflows and navigation, Saratoga is easy to learn and easy to use. Personalized screens and security groups enable organizations to easily tailor the information content for each class of user.

Saratoga offers a rich set of out of the box functionality that can be supplemented by customer-specific business rules and processes. These customizations are quickly and easily performed without tedious programming or impact on existing users.

Unique features like Contextual Reporting; Responsive list grids; Watch Record; Tile Search Interface provide enterprises with cutting edge innovations without any additional cost.

For low total cost of ownership and "zero footprint" deployment, Saratoga offers web-based and mobile solutions, giving organizations the opportunity to reduce system administration efforts and overall IT costs. Using an existing Saratoga CRM implementation — including schema, dataviews, and reports — deployment is simple, users gain reliable portability, and the choice remains to implement a complete Windows, Web or Mobile based client if and where desired.

QUICK FACTS

- Easy deployment on laptops, tablets and phones (Windows, Web, iOS, & Android)
- On Premise and Hosted Solutions
- Low cost of ownership
- Rapid return on investment
- Easily adaptable to changing business needs
- Compatible with latest technologies (Win 10, SQL 2016, iOS 10, Oracle 12c, Office 2016, Office 365 (coming soon), IE11, Safari, Chrome, Firefox)

SERVICE GATEWAY

DEVICE MANAGEMENT FOR TELECOMMUNICATIONS

Service Gateway is a device management software solution for telecommunications, cable, and wireless broadband internet providers that manage many different connected devices such as modems, routers, set-top boxes and home gateways.

Deployed in a network operations center (NOC) and integrated with operations and business support systems (OSS/BSS), Service Gateway enables these companies to remotely support their subscribers.

QUICK FACTS

- Hardware vendor independent

- Plugin Framework for supporting additional protocols (e.g. SNMP, Telnet, HTTP)

- Ethernet and xDSL gateway devices, wireless gateways, VoIP ATAs, IPTV, STBs and both fixed and mobile wireless terminals

- Mobile device management capabilities including WiMax and Femtocell data model

- IPv4 and IPv6 address support

MORE ABOUT SERVICE GATEWAY

Service Gateway allows organizations to:

- Provide zero-touch configuration for devices purchased by subscribers through retail outlets

- Support level-one call center issues remotely, such as verifying connectivity, checking line quality, or managing WiFi settings, by displaying diagnostics and data to analysts

- Use inventory management features to ensure the right services and configuration are defined for each subscriber

- Conduct sophisticated modelling and policy definition for targeted devices

Aptean Service Gateway uses a centralized Auto Configuration Server (ACS) to identify, configure and query virtually all types of current or legacy CPE devices, including those with standards based or proprietary interfaces.

Service Gateway is fully compliant with Broadband Forum standards like CWMP (TR-069) and is device/vendor-agnostic.

SUPPORTSOFT
FOR HELPDESKS AND SUPPORT TECHNICIANS

SupportSoft eService is a collection of powerful Self-Healing, Self-Service and Assisted Service tools that empower support technicians with multi-channel consistency while solving common end-user problems.

The SupportSoft toolset benefits large IT helpdesks, telecommunications providers and high-tech external support organizations that need proactive or real-time automated resolution of complex technical issues directly on an end user's PC. SupportSoft enables these organizations to automate the resolution of expensive assisted call drivers.

FOR EFFICIENT ASSISTANCE WHEN IT'S NEEDED

SupportSoft allows organizations to streamline customer service and allow all parts to work together, providing a consistent experience for the customer. SupportSoft offers patented diagnostic tools with extensive features, including:

- A CRM/case tracking tool with a simple knowledgebase module for handling phone requests.

- A self-service web tool or virtual representative that has its own FAQ database.

- An interactive voice response (IVR) tool that provides answers to simple, repetitive questions.

- A chat client with canned text that can be pasted into a conversation.

- An e-mail response system with its own email templates.

Aptean also offers the Proactive Assist module for SupportSoft which is a powerful support channel that makes it simple to bring enhanced customer support and relevant information directly to a user's desktop. Three snap-in modules for Proactive Assist are also offered:

- Performance Manager
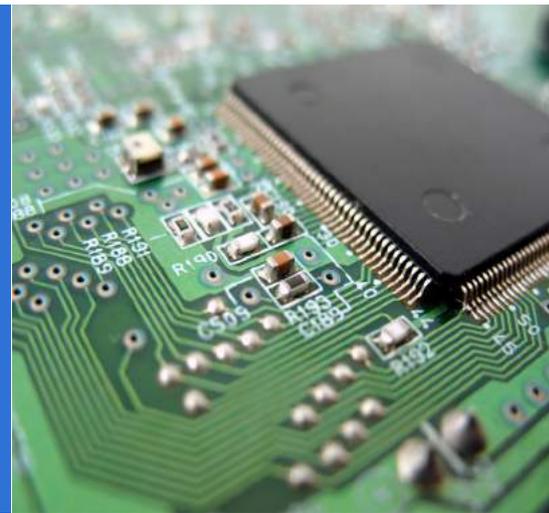- Support Manager
- Download Manager

QUICK FACTS

- SupportSoft customers have seen a 15 to 50 percent call deflection, saving time and money

- KCSsm Verified – SupportSoft is aligned with the Consortium for Service Innovation's KCS best practice methodologies

- ITIL Compliance – SupportSoft follows ITIL best practices to help provide quality IT services, process and functionality

CIMNET ERP

FOR THE PRINTED CIRCUIT BOARD INDUSTRY

Cimnet offers a variety of directly-delivered software, services and support solutions for every aspect of the Printed Circuit Board (PCB) manufacturing process, from pre-production—engineering, quoting, panelization, and analysis—to manufacturing for the global printed circuit board industry. This includes electronic manufacturing services (EMS) and original equipment manufacturers (OEMs) who design, assemble, produce, and test PCBs – from large, multi-national corporations to smaller, homegrown shops.

QUICK FACTS

• Cimnet experts have been serving the enterprise software needs of companies in the PCB industry for more than 20 years

• Easy to integrate with third party solutions

FUNCTIONALITY THAT PERFORMS

The Cimnet solution offers specific capabilities to improve the efficiency of a business' entire operation, including:

• Pre-production engineering
• Quoting and order management
• Materials management
• Panelization
• Production
• Quality
• Supply chain management
• Business intelligence

Cimnet is helping PCB companies:

• Automate pre-production engineering to save time, lower costs and improve accuracy
• Produce more accurate quotes, faster
• Improve manufacturing through better materials management, scheduling and production management
• Improve PCB supply chain visibility, both upstream and downstream

COMPIERE ERP

FOR ENTERPRISE RESOURCE PLANNING IN THE CLOUD

Compiere is a cloud-ready enterprise resource planning (ERP) software, services and support solution for midsize wholesale and retail distributors who must build a highly customized ERP solution to protect differentiated processes using Java, Oracle or open-source technology.
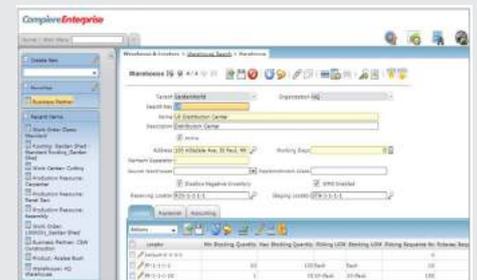
Unlike on-premise ERP solutions, Compiere allows its core functionality to easily extend to fit specific processes without forcing distributors into an expensive and difficult upgrade path. Compiere solutions serve the needs of small local organizations, as well as large, global enterprises that operate in several countries with different currencies, tax laws, accounting standards, and languages.

STREAMLINE DISTRIBUTION WITH COMPIERE ERP

The Compiere ERP solution delivers a broad and rich set of integrated business functionality. Compiere's ERP capabilities include global financial management, purchasing, materials management, order management, manufacturing, and warehouse management. Customer relationship management capabilities include functionality for using customer information to automate sales and service processes. Compiere also offers customers a web store and point-of-sale interface. To help customers improve decision-making capabilities, Compiere provides capabilities for creating financial and managerial reports.

Compiere features a modern, model-driven architecture plus a full-range of out of the box functionality which includes:

Easy to implement and integrate

- • Warehouse Management
- • Manufacturing
- • Web store
- • Management dashboards
- • Order management
- • Global financials
- • Multi-language capability
- • Workflow
- • Multi-site

QUICK FACT

- • Customers can choose to deploy a Compiere solution at their own data center or use the Amazon Elastic Compute Cloud (EC2)

DTR ERP

ENTERPRISE RESOURCE PLANNING FOR THE PLASTICS INDUSTRY

DTR is a directly-delivered enterprise resource planning (ERP) software, services and support solution for leaders in the plastics industry with a combination of discrete and process manufacturing requirements – including injection molders, extruders, film and bag processors, blow molders, thermoformers and compounders.

DTR helps these companies become more competitive and more profitable, by improving their manufacturing, distribution and financial management processes.

QUICK FACTS

- Over 20 years of experience serving the Plastics Industry

- Quick, easy, and efficient integrations with industry-standard tools such as Microsoft Office, Rocket CorVu Applications, Process Monitoring Applications, EDI solutions, and Bar Code Scanning technologies.

- Comprehensive scalability to expansive, multi-site business operations

ABOUT DTR ERP

Designed from the ground up with specific functionality to address the dynamic processes of the Plastics Industry, DTR is the premier ERP solution that helps manufacturers streamline inventory management processes, efficiently handle fluctuating material prices and monitor scrap and regrind to achieve maximum business profitability.

Deployed by firms that have a combination of discrete and process manufacturing requirements, DTR includes contoured capabilities to improve how plastics manufacturers schedule production, generate quotes, manage bills of manufacturing (BOM), project material requirements, and forecast and monitor production. With over 2 decades of experience serving the Plastics Industry, the core of the DTR system seamlessly consolidates scheduling, production and business processes, to allow a wide range of Plastics establishments from Injection Molding outfits to Extrusion organizations, to quickly and accurately handle project costing, quoting, and variance reporting requirements. DTR helps plastics manufacturers to:

- Address the complexity of their unique processes with focused features that are tailor-made for their industry
- Customize the way they want to do pre-production and manufacturing processes by offering options to automate those processes in order to achieve maximum time and cost savings
- Bring significant reductions in Inventory costs
- Monitor scrap, regrind and unlimited raw material formulas for more accurate job costing
- Shorten crucial production cycle times
- Streamline financial management processes

ENCOMPIX ERP

FOR ENGINEER TO ORDER MANUFACTURERS

Encompix is a directly-delivered enterprise resource planning (ERP) software, services and support solution for engineer to order and custom manufacturers that design and build complex products to exact customer specifications, frequently involving long lead times and heavy engineering content.

Encompix lets these companies provide accurate cost estimates to customers, manage all aspects of complex projects, deliver on time and on budget—all while keeping a close eye on cash flow.

ABOUT ENCOMPIX ERP

Encompix supports every phase of an engineer to order manufacturing project by delivering capabilities that serve the manufacturer's needs from concept to completion. Encompix engineer to order software was developed using state-of-the-art tools designed to assist in the development of a service oriented architecture. The solution is a Microsoft® Windows Server Certified application and integrates seamlessly with industry-standard tools, such as CrystalReports® and Microsoft Office®, as well as with Microsoft Project®.

With Encompix, manufacturers can:

- Develop project plans that combine precision and flexibility
- Create and manage detailed project budgets
- Integrate design and engineering into production
- Leverage robust purchasing capabilities
- Produce actual costs on a project by project basis
- Generate milestone billing and recognize revenue throughout a long-term project
- Efficiently manage production planning and scheduling
- Structure installations as part of specific projects
- Access accounting functionality tailored to engineer to order processes
- Efficiently manage post-installation spare parts, service, and warranty processes

QUICK FACTS

Typical Encompix results:
- Reduction in costs by 30%
- Reduced delivery cycle times by 40%
- Increased margin by 10-25%

Optional Encompix Add-Ons include:

- CADLink - Engineering integration with Solidworks, Inventor, and AutoCAD
- Advanced Reporting - Financial and Operational
- Shop Floor Data Collection
- Quality Management

INTUITIVE ERP

ENTERPRISE RESOURCE PLANNING FOR DISCRETE MANUFACTURERS

Intuitive ERP helps mid-size discrete manufacturers see more clearly. Integration of data across the enterprise ensures that they have greater visibility in all areas of their business, from daily operations to a strategic decision level. Insight into production, inventory and financial data makes it easy to identify opportunities for cost savings and efficiency improvements. A high-level view of key business indicators facilitates faster and more accurate management decisions—and an "intuitive" interface gives manufactures all this when and where they need it.

Enable shop floor supervisors and work center operators to more efficiently manage production

ISN'T THAT INTUITIVE?

Intuitive ERP was designed from the beginning with a focus on usability. By providing an outstanding user interface, customizable fields, menus and grids, ad hoc reporting, seamless integration with Microsoft products, advanced search capabilities and more, Intuitive users enjoy benefits such as reduced training time, greater acceptance of the system, and increased employee productivity. By leveraging a Microsoft .NET architecture, Intuitive provides capabilities that are faster, more secure, and easy to administer, modify, and integrate with other applications.

Below is a taster of just some of the Intuitive ERP functionality:

Planning:

- Check availability and commit orders using Dynamic CTP
- Analyze material requirements using a graphical pegging tool

Customer Portal (eCommerce):

- Allow customers to look up order, shipment and account status
- Customize the catalog and pricing for each customer using a simple matrix

Business Intelligence:

- Monitor business performance and identify trends
- Work with data in the comfortable and flexible setting of Microsoft Excel®

QUICK FACTS

Intuitive ERP Snapshot:

- Quality Management
- Demand Forecasting
- Procurement
- Production Planning
- Shop Floor Data Collection
- Product Configurator
- Reporting and Analysis

MADE2MANAGE ERP

FOR DISCRETE, MIXED MODE MANUFACTURING

The shop floor is where the real work gets done in dynamic, to-order and mixed-mode environments. When sophisticated plans need to be created that will help the shop floor run at maximum efficiency while still being able to quickly react to customer demands, an industrial-strength manufacturing ERP software is needed that operates at the speed of the shop floor.

Made2Manage is a directly-delivered enterprise resource planning (ERP) software, services and support solution for small and medium-sized discrete manufacturers with dynamic environments in industries including electronics, fabricated metal, industrial machinery, medical devices, transportation and general manufacturing to gain a competitive advantage while increasing overall profitability.

OWN THE SHOP FLOOR WITH MADE2MANAGE

Designed in 1986 by the president of a make-to-order manufacturing company, and expanded through the years with the input of more than 1500 discrete manufacturing companies, Made2Manage seamlessly integrates enterprise resource planning and scheduling with shop floor execution better than any other ERP software provider.

The Made2Manage solution includes:

Enterprise Resource Planning: this administers customer order management, materials management, production management, and financial management processes to stay on track with business objectives.

Supply Chain Management: this enables the effective management of the supply chain by synchronizing the demand for products using interactive forecasting, planning, scheduling and execution tools.

Customer Relationship Management: customer contact capabilities are woven into the order-to-cash business flow with Made2Manage CRM.

Business Collaboration: supply chain partners can be given access to critical information when they need it while reducing operating costs.

Business Intelligence: the BI application delivers powerful data analysis tools, such as pre-configured pivot tables, business performance notifications, and rapid access to key operational parameters.

QUICK FACTS

- CADLink: Integrate Made2Manage with SolidWorks and Autodesk Inventor

- Built to last on a 100% .NET, SOA, n-tier architecture

Made2Manage tools:

- Shop Floor Manager
- Shop Floor Data Collection
- Advanced Quality
- Product Configurator
- Analytics and Reporting

PRODUCT CONFIGURATOR

FOR MANUFACTURERS WHO WANT TO IMPROVE EFFICIENCY

Product Configurator is a directly-delivered configuration software, services and support solution for manufacturers of all sizes with a dynamic, configuration-intensive business model in the automotive and office furniture industries, as well as specialized industrial and office equipment producers.

Product Configurator enables these companies to increase their competitive advantage by improving the efficiency of their quoting, pricing, order management, manufacturing, distribution and other key processes.

QUICK FACTS

- Designed to complement an organization's existing IT environment

- Utilizes JSP, XML, XLST, Javascript, Java Applets, or GWT for client interaction

- Users can quickly and easily create more accurate pricing, product configuration, specifications, bill of materials (BOMs) and process routings

PRODUCT CONFIGURATOR - STREAMLINE PRODUCTION

Product Configurator is a knowledge-based software system that gives customers industry-leading configuration tools that are easy to implement and maintain. Configuration support for products, regardless of complexity, is made easy by an internet-ready, web browser based interface.

Product Configurator software integrates seamlessly with an organization's other solutions, including ERP, MRP (material requirements planning), CAD/CAE, ecommerce, and other systems. The solution, which uses a powerful rule and constraint based integration engine, is compatible with most hardware and software platforms.

By simplifying the collection and management of critical product data, the solution helps configuration-intensive businesses:
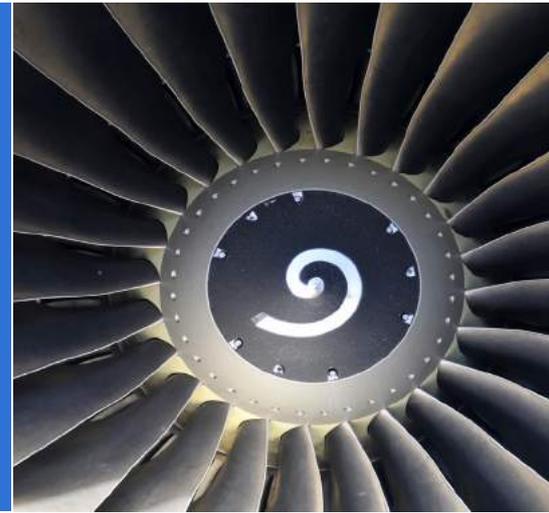
- Reduce quote cycle time by as much as 80%
- Reduce order entry errors by as much as 100%
- Reduce cost per customer transaction by nearly 100%
- Reduce engineering support by as much as 50%
- Increase sales productivity by as much as 50%

RELEVANT ERP

FOR DESIGNERS AND MANUFACTURERS OF HIGH VALUE PRODUCTS

Relevant ERP software is a comprehensive enterprise solution designed to meet the specific requirements of companies that design, engineer, manufacture, and repair complex, high value products in the aerospace and defense, contract manufacturing, maintenance, repair and overhaul (MRO) industries, among others.

For these companies – which must tightly manage numerous projects, each with a unique set of materials, designs, and milestones – Relevant ensures that every project is completed on time, on budget, and with top quality and reliability.

FUNCTIONALITY THAT PERFORMS

The Relevant ERP solution features integrated capabilities including costing, engineering, manufacturing, materials management, and systems management that help companies to stay competitive and profitable. The solution is fully scalable and supports multi-plant operations and multi-currency requirements.

With Relevant ERP, organizations can:

- Make better estimates
- Better manage the complexity of the business
- Facilitate superior labor and parts management
- Integrate quality assurance
- View timely business intelligence
- More efficiently manage resources

QUICK FACTS

- Relevant ERP enables material resource planning by project, illustrated parts list management, clear pegging of supply and demand by project, and online document management and control

- Features executive dashboards and predefined templates for advanced Business Intelligence

- The Aptean Accelerated Implementation process ensures a quick and non-disruptive implementation

ACTIVPLANT
FOR MANUFACTURING ANALYSIS

Activplant provides a set of world-class data analysis tools for Manufacturing Operations that allow manufacturing companies to derive the critical data needed to run a profitable enterprise. Through its robust platform, Activplant transforms manufacturing operations data into actionable and configurable views, reports and user-defined key performance indicators.

Activplant's unmatched ability to accurately capture interactions between machines and processes removes the need for multiple, disparate monitoring and data collection systems. The result is a consistent and easy-to-understand view of all plant data.

QUICK FACTS

- Activplant's Integration Toolkit helps manufacturers gain deep insight with plant data reports.

- ActivEssentials contains the Activplant Universal Factory Data Model which consists of a simple series of data collection categories to capture everything in the automation (PLC) layer.

- VPFlex is a plant floor visualization module with a range of capabilities for increasing plant floor visibility.

HOW ACTIVPLANT CAN WORK FOR MANUFACTURERS

Whether an operation is a small plant with a few dozen assets, or a large operation with thousands of assets, visibility into all of this is crucial to make informed decisions.

Activplant provides this visibility by creating a simple series of data collection categories that encapsulate all of what takes place within the automation layer. Armed with this level of data, manufacturers have all the critical information they need.

At the heart of the Activplant solution lies ActivEssentials, which provides a mature and robust platform from which to derive the Business Intelligence needed to run a manufacturing enterprise.

ActivEssentials excels at collecting data from the automation level of the plant floor. The standardized data modeling used in ActivEssentials is able to accurately capture the complex interactions between all of the machines and processes on the line.

Businesses in as diverse a range of manufacturing as automotive (both supplier and OEM), consumer packaged goods, forestry, bottling, food processing, and pharmaceuticals, have all been able to see how well ActivEssentials captures the essence of their operations.
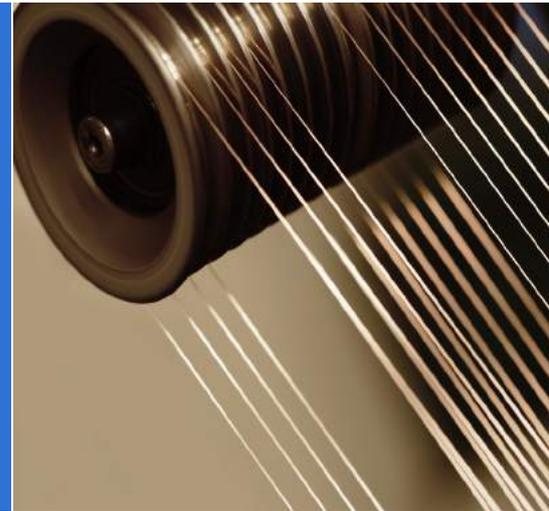
Activplant also includes VPFlex, a next generation plant floor visualization module designed to extend and enhance the Activplant experience with a range of capabilities for increasing plant floor visibility. VPFlex features a simple implementation, flexible deployment and access from multiple browsers types and devices. With VPFlex, factories gain unprecedented visibility into the manufacturing processes.

AXIS ERP

AN ERP SOLUTION FOR METALS, WIRE AND CABLE COMPANIES

Axis ERP is a directly-delivered enterprise resource planning (ERP) software, services and support solution, built from the ground up for metals, wire and cable manufacturers, processors and service centers, ranging from global corporations to family owned businesses.

Axis provides these companies with advanced business solutions designed specifically for metals-based companies to drive increased efficiency, reduce costs and maximize profitability.

Metals companies gain a competitive advantage with Axis

WHY AXIS?

The Axis ERP solution has been serving the specialized needs of the metals, wire and cable products industries for more than 10 years. The Axis ERP solution contributes to the long-term success of companies by helping them:

- Quickly develop, quote, and produce new products to exacting customer expectations

- Consistently deliver high-quality products while decreasing lead times

- Reduce costs and improve profitability

- Effectively manage complex business models involving many customized products for many customers

- Efficiently manufacture products in either low volume or high volume

- Put high-cost capital equipment to the best possible use

Aptean Analytics for Axis ERP helps manufacturers get the best out of their data with ready-to-use graphical dashboards which allow them to easily spot and resolve issues.

QUICK FACTS

The primary components of Axis ERP include:

- Axis Customer Portal

- Axis Advanced Reporting

- Axis Shop Floor Data Collection

- Axis eCommerce

FACTORY MES

FOR EFFICIENT PROCESS MANUFACTURERS

Manufacturing Execution Systems offer organizations a route to accelerated performance by unlocking the greatest assets within their factories – their people and plant. Armed with real time information on production operations and per-unit costs, factory floor teams are able to implement immediate reviews, make real-time adjustments and measure immediate performance improvements.

Factory, the leading manufacturing execution system solution, integrates the functionality of shop floor data capture, packaged metrics like overall equipment effectiveness (OEE), constraint analysis, manufacturing analytics and scorecards, continuous improvement capabilities and paperless quality management.

Take control of the shop floor with Factory MES

STREAMLINE PROCESSES WITH FACTORY

The shop floor is the heartbeat of any manufacturing organization. The ability to see data in real time and to enable operators to act upon it immediately is critical in today's competitive environment where every opportunity for improvement, no matter how big or small, counts. Unlike generic MES systems, Factory is a purpose built packaged application, designed for specific industries, which requires no customization.

Factory MES's out of the box modules include:

Performance: Identify all manufacturing losses, measure OEE, monitor product costing in real-time and control crew performance.

Quality: Enable paperless compliance and tracking of all Quality Assurance processes throughout the factory floor. Automate checks related to production quality and reduce give-away through SPC control.

Analytics: Analytics identifies variations in plant, SKU, value stream and shift performance pinpointing priorities for improvement and capital investment.

Improve: Provide complete transparency of improvement initiatives throughout the factory and wider enterprise.

Aptean also provides a full Process Manufacturing Suite comprising Factory MES, Ross ERP, Pivotal CRM and Aptean Analytics.

QUICK FACTS

- The Factory suite can be implemented in less than 6 weeks per factory

- Typically, improvements are seen within 12 weeks of implementing

ROSS ERP

ENTERPRISE RESOURCE MANAGEMENT FOR PROCESS MANUFACTURERS

Built specifically for the process industries, Ross solutions help manufacturers in the food & beverage, life sciences, natural products and chemicals industries gain a competitive advantage and run their business more effectively, efficiently, and responsively. Ross mirrors manufacturers' business processes, making it easy to configure and deploy, while keeping the total cost of ownership low.

The applications are modular, yet completely integrated, enabling process manufactuers to implement what they need today while retaining the flexibility to grow tomorrow.

GET STRONGER. SMARTER. FASTER. WITH ROSS

A perfect fit for the process industry means Ross empowers manufacturers with:

• Bi-directional lot traceability from supplier to customer and back

• Recipe or formula based production

• Complex inventory management

• Shelf life and expiration

• Variability of materials/lots

• Unique customer specifications/certificate of analysis

• Quality management

• Food safety/regulatory compliance/industry certification

• Complex product costing

• Promotions, rebates and customer billbacks

With over 100 documented critical needs in process manufacturing, Ross is truly the perfect fit to control an organization as it grows and strengthens its brand. It also goes beyond the typical ERP solution to integrate seamlessly with specific modules and other Aptean solutions to make up Aptean Process Manufacturing, including Factory MES and Pivotal CRM.

Ross ERP: Perfect integration and broad functionality

QUICK FACTS

• Ross is equipped to handle the various stages of process manufacturing, along with complex recipes that might mean handling recycling, by-products, co-products and waste

TABWARE EAM

ENTERPRISE ASSET MANAGEMENT FOR COMPANIES WHOSE SUCCESS DEPENDS ON ASSET PERFORMANCE

TabWare is a robust Enterprise Asset Management (EAM) solution that helps customers maximize asset performance, increase equipment uptime and reduce maintenance and operations costs, leading to increased profits and ensuring product quality and throughput. TabWare was designed by maintenance professionals for maintenance professionals and supports asset-intensive industries, such as Discrete & Process Manufacturing. With one of the quickest adoption rates in the industry, TabWare is easy to learn and use, leading to increased wrench-time and reduced keyboard time.

QUICK FACTS

Proven Industry Results for EAM Implementations:

- 20% Reduction in Production Downtime

- 10% - 30% Reduction in Labor Costs

- 30% Increase in Productivity

- 20% Reduction in Maintenance Material Costs

- 5% - 15% Improvement in Production Capacity

MAXIMIZE ASSET PERFORMANCE AND IMPROVE OPERATIONAL EFFICIENCY

TabWare can be configured to your specific work processes and easily integrated to your existing applications. With TabWare, customers are able to maximize asset performance, resulting in reduced operating costs and higher profit margins. TabWare provides:

- **Equipment Management** - Complete asset information history, tracking and hierarchy

- **Work Process Management** - Quick and easy initiation of work orders through work planning, scheduling, execution and completion

- **Preventive Maintenance (PM)** - Generate PM work orders that can be scheduled based on time and/or units with descriptions of the resources and materials required

- **Inventory Management** - Track MRO inventory and maintain cost and transaction history to determine the optimum stocking levels for operations

- **Event Tracking** - Support industry regulations by tracking and documenting any type of event that occurs within a plant, such as accidents, emissions, inspections, corrective actions, audits, work orders, etc.

- **Maintenance Business Intelligence (BI)** - Get instant insight into the unique KPIs and metrics that are important to your organization's success

- **Accessible Work Execution** - Streamline work processes by enabling users to efficiently perform all work activities while in the field, and improve data accuracy with point-of-execution data capturing capabilities

CATALYST WMS

FOR WAREHOUSE AND SUPPLY CHAIN MANAGEMENT

Catalyst is an extended warehouse management supply chain solution for organizations with complex supply chains and distribution networks that have demand-driven fulfillment in multi-company, multi-site and multi-channel environments.

Catalyst is designed to address unique business processes and can operate with standalone modules that can readily integrate into an enterprise's existing applications.

CATALYST WMS

In addition to providing seamless integration, Catalyst solutions help organizations to be scalable by providing an event-driven, rules-based workflow platform that will serve as an integration backbone for future applications. Catalyst customers are able to increase utilization of warehouse space, increase throughput, improve perfect order fulfillment and increase inventory turns.

Catalyst manages all aspects of warehousing operations from receiving and putaway to order selection, picking, loading, and shipping:

Receiving:

- Electronically receive inbound shipment information and ASNs
- Receive against ASNs, purchase orders, manufacturing orders, or without an order

Putaway:

- Follow configurable putaway strategies to efficiently utilize valuable space
- Ensure accurate storage by controlling all putaway activity with RF scan validation

Order Fulfillment and Picking:

- Automatic item substitution
- Container selection recommends appropriate size shipping containers

QUICK FACTS

The warehouse management system services key areas, including:

- Labor Management
- Advanced Crossdock Planning
- Transportation Management System
- Slotting
- Supplier Link
- Supplier Quality
- Yard Management
- Appointment Scheduling

IMI

FOR SUPPLY CHAIN AND WAREHOUSE MANAGEMENT

IMI is a supply chain management software solution whose architecture provides for extremely reliable and scalable transaction handling for companies for whom dynamic supply chain management is a key competitive advantage.

IMI provides high-volume distribution for real-time control of multi-enterprise, multi-channel, multi-language and multi-currency requirements.

QUICK FACTS

IMI provides a broad range of integrated, open standards-based solutions, including:

- Extended warehouse management
- Real-time mobile and voice solutions
- Advanced order management
- Global inventory visibility
- Demand and supply planning
- Trading partner collaboration
- Coordinated fulfillment
- Warehouse resource optimization
- Operational decision support
- Transportation management

ABOUT IMI

Why It's Different

Unlike many SCM software solutions, IMI is engineered to solve high volume, complex supply chain challenges, and offers a cost-effective, low-risk and rapid implementation that will automate and optimize every operation inside and across your warehouses and fulfillment processes.

Why You Need It

IMI is packed with features that will help you automate and streamline your supply chain operations and collaborate with your partners. With a single, consistent, real-time view of your entire global supply chain, IMI Supply Chain gives you greater inventory control to lower safety stock levels, and select the optimal fulfillment channels to reduce cycle times.

i-SUPPLY

FOR COLLABORATIVE INVENTORY MANAGEMENT IN THE CLOUD

i-Supply is a Software-as-a-Service (SaaS) supply chain management solution for manufacturing organizations that need to get up and running quickly with real-time visibility into inventory status.

i-Supply allows manufacturers to give suppliers insight into on-hand inventory, forecast, usage, orders, shipments and receipts, as well as real-time exception notifications, as well as allowing suppliers the capability to take action towards cost, process and customer service goals.

GET IT RIGHT, GET IT FAST, GET CONNECTED

i-Supply can help you solve inventory challenges such as inaccurate forecasting and production scheduling or excess inventory carrying costs. You can reduce unplanned schedule changes, overtime and weekend schedules by communicating your business needs more accurately and in real time. Supply chain predictability is improved through continuous visibility into order status and shipping schedules.

Here are just some of the key benefits of i-Supply:

• Sustained, average reported Inventory Reduction of 30%

• Use of industry standard SCOR metrics eliminates bias in supplier/buyer performance reporting

• Multiple Inventory Replenishment Models – i-Supply supports both traditional inventory push models, as well as inventory pull models, such as Kanban, min-max, consumption-driven, schedule-driven and discrete order processes

QUICK FACTS

Benefits of i-Supply for buyers:

• Sustained, average reported Inventory Reduction of 30%

• Communicate business needs accurately and in real time

Benefits of i-Supply for suppliers:

• Reduce unplanned schedule changes, overtime and week-end schedules

• Improve predictability of delivery

TRADEBEAM GTM

FOR SUPPLY CHAIN MANAGEMENT IN THE CLOUD

TradeBeam is a Software-as-a-Service (SaaS) Global Trade Management (GTM) solution for global organizations of all sizes that want to run the most efficient, collaborative, compliant supply chain possible.

TradeBeam streamlines the supply chain and lets organizations obtain the visibility required to sense and respond to fluctuations through automated support at each stage. In addition, TradeBeam provides users with key trade content required to make the right decisions from both a financial and compliance perspective.

QUICK FACTS

- Instant Visibility into Order, Shipment, and Document Status

- Global Trade Content and Compliance: Restricted Party Screening, Landed Cost, License Determination, Preferential Duty Rates

- Event-Based Alerts

- Supply Chain Efficiency Measurement

MORE ABOUT TRADEBEAM

TradeBeam is delivered on an agile, cloud-based platform that is multi-tenant, multi-language, highly secure, and integrates easily with other back office solutions. TradeBeam's state-of-the-art platform allows for the ultimate combination of fast deployment, collaborative tools and deep supply chain functionality. With TradeBeam, organizations can be assured that they stay compliant with the international trade regulations, start quickly, avoid costly infrastructure investments, and gain access from any internet connection.

Global Trade Compliance: Take advantage of the Trade Content that fuels the application and identify document and license requirements, and total landed costs.

Restricted Party Screening: Immediately implement a solution that screens parties involved in the order and shipment process to ensure compliance with the various regulations.

Supply Chain Event Management: Learn about key supply chain events and take action early with visibility into order and shipment status across the global supply chain.

Platform: Get up and running quickly and easily with the low up-front costs and predictable investment of our cloud-based platform.

TRUITION ECOMMERCE

FOR POWERFUL, CUSTOMIZED ECOMMERCE

Truition's eCommerce platform is a full featured, enterprise class SaaS (Software as a Service) eCommerce solution. It provides both fixed price and auction capabilities on-demand for large organizations that require a powerful, customized eCommerce platform.

The Truition solution provides the performance and scalability to successfully manage high-volume online transactions, without the significant IT costs typically associated with a feature-laden, overly complicated, eCommerce deployment. With no hardware required and regular upgrades available, Truition enables organizations to stay right up to date with the latest technology and features in order to keep their online sales running smoothly.

ABOUT TRUITION ECOMMERCE

Truition enables organizations to sell online while enhancing the customers' online experience. From custom design templates, multiple pricing formats and centralized checkouts to customer database integration and financial reporting, Truition's eCommerce solution brings all the functionality required for successful online sales.

The Truition solution allows organizations to target secondary eCommerce markets without damaging their brand. In addition, online auctions can be used as a private reward site for existing customers across any number of non-traditional eCommerce industries.

Featuring multi-language capabilities, Truition is ideal for organizations whose operations are global, supporting existing locations as well as any future expansion or growth into worldwide markets.

Truition includes a robust feature set for eCommerce, including the following modules:

- Merchandising and Search
- Shopping Cart Management
- Business Intelligence
- ERP Integration
- B2B and B2C Capabilities

- Auction and Fixed Price
- Loyalty Programs
- Reverse Logistics
- Self Service
- Inventory Management

QUICK FACTS

With Truition eCommerce, organizations can:

- Use multiple selling formats including various auction and fixed price options

- Make use of real time shipping quotes and currency conversions

- Utilize intelligent fraud enginges and AVS capabilities

- Integrate with multiple vendors, partners and consumers

VISION

FOR THE RIGHT PRODUCT, IN THE RIGHT PLACE, AT THE RIGHT TIME

Vision is a cloud-based Supply Chain Inventory Management solution for today's physical goods and tomorrow's digital marketplace.

Using retail point of sale information in addition to other available retail data, Vision can provide the tools for full retail category management, vendor managed inventory relationships, warehouse demand planning and data capture and cleansing. Vision also features a full suite of dashboards, reporting and inquiry capabilities that enable supply chain partners to work in a truly collaborative environment providing a best in breed supply chain management system.

QUICK FACTS

- Consumer sales increases as high as 28%

- In Stock rates as high as 99% with reduced inventory levels, improving inventory turn rates by 15%

- Return rates reduced by as much as 40%

- SaaS or dedicated support models

- Over 100 retail relationships across 18 countries

MORE ABOUT VISION

Vision pulls together all data points within the supply chain so that retail store level inventory forecasting is precise, and based on inputs such as days of supply, seasonal factors, fixture requirements and many others. This same forecast methodology can then be rolled up to forecast warehouse inventory and ultimately issue manufacturing or sales orders to suppliers in order to maintain the right inventory at the right place at the right time throughout the supply chain. Experience full product life cycle management with Vision, from launch through to end of life.

Available Modules:

- **V-Capture:** Supply Chain data collection and cleansing

- **V-Insight:** Advanced analytics and reporting

- **V-Demand:** Demand forecasting

- **V-Control:** Supply Chain Order Management

- **V-E2E:** Category management

- **V-Returns:** Returns management

4-GOV FUND ACCOUNTING

FOR THE MANAGEMENT OF ACCOUNTS AND GOVERNMENT FINANCES

4-Gov Fund Accounting is a full-fledged government accounting software, services, and support solution for municipalities, counties, tribal governments and public agencies including airports and park districts, who must provide accurate accounts and transparency of government finances.

Unlike generic accounting software, which has been altered to meet the requirements of governments and government agencies, 4-Gov was built from the ground up as a true fund accounting solution. Our financial management processes work the way our customers need them to, the first time and every time.

ABOUT 4-GOV

4-Gov can be SaaS-based or on-premise, quick to implement and cost-efficient with a low fixed monthly subscription fee. SaaS deployment grants users access to financial information from anywhere, at anytime, whether at home, in the office, or on the road. Even during and after man-made or natural disasters, mission critical information is secure and accessible.
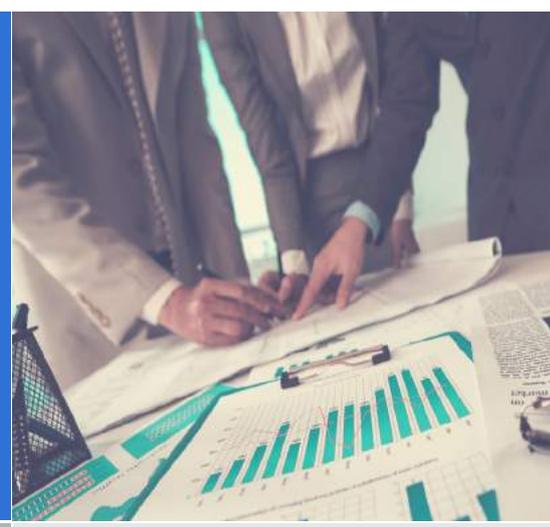
With 4-Gov fund accounting, users can:

- Establish spending and revenue collection plans in a centralized general ledger

- Generate dynamic reports for higher-level status and summary reports

- Manage a complex payroll system with detailed employee history and flexible reporting tools

- Centralize billing and collections with one-time entry that integrates with the Financial Suite

- Provide online bill pay with secure payment processing

QUICK FACTS

- Scalable from 1 to unlimited users

- 4-Gov implementations are 50% faster than traditional software

- Three different suites: 4-Gov Financial suite, 4-Gov Payroll/Personnel and HR suite, 4-Gov Municipal suite

- Flexible technology utilizes Windows, Linux and Unix application servers

COMPUTRON
FOR MANAGING ACCOUNTING AND FINANCE

At a much lower cost and with significantly faster implementation, Computron delivers a quality of solution and a top end functionality, normally only available from expensive and resource hungry Financial ERP offerings.

Computron's Enterprise Financials offer a world class platform for medium to large organizations to successfully manage all their accounting and business management processes, efficiently and securely within their regulated environments.

It offers a highly adaptable General Ledger and integrated solutions to manage Procurement, Accounts Payable, Fixed Assets and Accounts Receivable that perform across a range of sectors, either stand alone, or as part of the suite.

QUICK FACTS

Computron solutions also include:

- Credit Management Portal
- Expense Cycle Management
- Fixed Assets
- Journal Cycle Management
- Procurement Portal

DISCOVER COMPUTRON

Accounts Receivable

Computron's Accounts Receivable module can establish unique customer profiles at the corporate and company level, including default payment terms and credit and collection information. It empowers organizations to collect debts and make intelligent business decisions based on easily accessible customer transaction history, as well as facilitating quick and efficient recording, matching and application of receipts, which can be generated in any currency, regardless of the invoice currency.

Accounts Payable

Through Computron's intuitive Accounts Payable interface, companies can:

- Log incoming invoices for tracking and payment authorization
- Pay invoices electronically
- Record and settle employee expenses and advances
- Track and analyze purchasing statistics
- Perform cash management forecasting

General Ledger

Computron's General Ledger enables companies to customize their Posting Account structure to satisfy multiple unique management and international statutory reporting requirements, as well as to facilitate "soft" account roll-ups for true "what if" analysis. It also supports all journal types, as well as the ability to create multiple executable budgets at all organizational levels.

EMF

EVENT MANAGEMENT FRAMEWORK FOR SMOOTH BUSINESS PROCESSES

Event Management Framework (EMF) is an advanced solution that is designed to provide actionable insight into events enterprise wide. It can be easily integrated into an organization's existing business system infrastructure and applications in order to gain access to critical data points from disparate systems. It can be configured to deliver alert notifications to specific individuals, teams, or business applications over a variety of communication channels, based upon the logic which is programmed.

MORE ABOUT EVENT MANAGEMENT FRAMEWORK

Any organization needs the relevant information to quickly intervene and resolve a situation before it escalates and adversely impacts their operations. From an event occurrence to a response, EMF is proactive within an organization by performing key activities including:

Monitoring: Data points that exceed or don't meet target values or are set to a specific value may need to be monitored. These events can be task related, a result of a task or an external notification. In addition, non-events are of similar importance, for example when something doesn't happen as planned or something is not on schedule.

Analyzing: Based upon user configured logic programmed into EMF, events can quickly be analyzed and certain paths followed. EMF can make many upfront decisions, and then determines who to notify. And in some cases, one event can set off a chain of events.

Notifying: By actively notifying responsible individuals and/or business applications and making them aware of critical situations or exceptions, response times can be increased. Once it is determined who to notify, EMF determines what information needs to be communicated and how.

Responding: EMF also tracks responses. If proper actions are not taken, or instructions not acted upon in a timely fashion, EMF will escalate the situation and follow alternate paths to get the situation resolved.
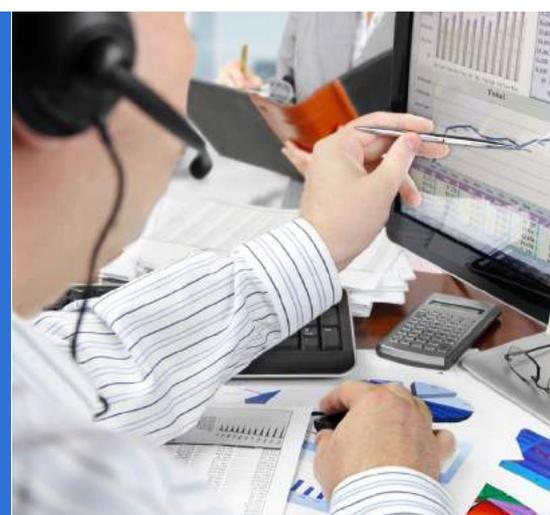

EMF monitors the entire organization

QUICK FACT

EMF gives advanced warnings of events where action is required. If, for example, a supplier is late several times a week, an alert will be generated and the trend can be monitored so action can be taken.

GOMEMBERS AMS

FOR COMPLETE ASSOCIATION MANAGEMENT

GoMembers is a full-featured association management system (AMS) with the flexibility to manage member relationships, organize financial information, plan events, and communicate with members from an on-premise, cloud or hybrid platform deployment.

GoMembers' flexible technology, built on the Microsoft .NET Platform, allows integration with 3rd party systems so processes can be streamlined with a preferred financial management system, website designer, e-mail marketing platform, or by utilizing our own proprietary applications.

QUICK FACTS

- Mobile Membership pushes GoMembers Social Community to members' smart phones where they can RSVP to events and contact other members. Participation is tracked within the GoMembers AMS solution

- GoMembers includes a Business Intelligence Reporting Service which utilizes Microsoft SQL Server, allowing users to generate drillable, dynamic reports

GOMEMBERS AMS

GoMembers is based on core modules that create the GoMembers Standard Solution, including:

- Membership Admin
- Event Management
- Invoicing
- Credit Card Processing
- Cash Receipts
- Address Verification
- Standard Reports
- eBusiness
- Subscriptions Business Intelligence Reporting Services

Constituent Relationship Management: At the core of the solution is GoMembers CRM, constituent relationship management which lets users organize and track constituent data in one place instead of multiple spreadsheets or disparate systems.

Flexiblity: As part of the flexibility in GoMembers, individual modules can be added based on unique requirements, including Mobile Membership, Social Commerce, Social Community, E-Mail Marketing and Continuing Education.

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GQ LIFE SCIENCES
FOR RESEARCHERS IN THE LIFE SCIENCES FIELD

Aptean acquired GQ Life Sciences, a global provider of life science patent search solutions. Leveraging deep expertise in biology, genomics, and semantics, GQ Life Sciences provides SaaS-based search capabilities to help customers understand the emerging inventions that enable them to innovate into the distant future.

Since 1999 GQ Life Sciences has built a strong reputation in the Life Sciences industry, now serving nine of the top ten pharmaceutical companies, all five top agrochemical and seed companies, biotech companies, law firms, diagnostic labs, and patent offices around the world.

ABOUT GQ LIFE SCIENCES

GQ Life Sciences brings two products to the Aptean portfolio: their flagship product, GenomeQuest, which provides researchers with the ability to search for biological sequences across 815k worldwide patents, and LifeQuest, a specialized keyword search tool, which provides a wider range of users the ability to scan a dedicated database of more than 15 million Life Science patents.

GenomeQuest: With more than 340 million sequences found in patents indexed (twice as many as Genbank!), you can be certain your search for DNA patents, RNA patents, and protein patents is as comprehensive as possible. State-of-the-art sequence comparison algorithms put powerful tools for patent sequence search at your fingertips.

- With a few clicks, users can sort and filter on any combination of fields to properties of the sequences and sequence alignments themselves.
- Results and alignments can be sent out to LifeQuest for full-text analysis, or exported to popular document formats including Word, Excel and BizInt for integration into a final research or opinion report.

LifeQuest: For every life science researcher who wants to search the patent domain. Unlike conventional or free search tools, LifeQuest understands the biology behind your query, giving you complete results without false-positive hits from non-life science patents.

- Built-in life science ontologies
- Advanced search capabilities
- Search result management system
- Merge results using union, intersection

QUICK FACTS

- **Questions GenomeQuest can answer for me:**
  - Who filed gene patents on CRISPR-CAS9 before 2014?
  - Is this viral vector patentable?
  - Are there antibody patents that limit my freedom to operate in China?
  - How similar is this sequence to sequences in patents published by key competitors?

- **LifeQuest Features:**
  - GenomeQuest Integration
  - User-generated synonym lists
  - Comprehensive Global Database
  - Powerful Workfile Management

MARKETFIRST
FOR MARKETING AUTOMATION

MarketFirst is a marketing automation system for organizations of all sizes that want to feed the sales pipeline, engage and nurture prospects, and retain current customers.

Marketing is a workhorse within any organization. To get the desired returns, companies need to manage sophisticated and labor-intensive campaigns—and there has never been a greater expectation to provide deep visibility into ROI. Our Campaign Management solutions offer organizations the support they need.

QUICK FACTS

MarketFirst marketing automation software provides flexible marketing automation functionality, including:

- Demand Generation

- Email Marketing

- Deliverability

- Social Media Marketing

- Multi-Channel Marketing

- Event Marketing

EMPOWER THE FORCE BEHIND YOUR LEADS

MarketFirst marketing automation software provides flexible marketing automation functionality. With MarketFirst, organizations can:

- Address tightly segmented audiences, leverage new channels, and streamline the steps required to manage all campaigns—including time-devouring, logistics-intensive activities like events.

- Increase the likelihood that a lead will convert into a qualified sales opportunity and a satisfied customer with effective tools that identify and target appropriate prospects and determine lead quality.

- Easily map out complex campaign flows that involve multiple emails, and then automate their timing and delivery.

- Launch multi-wave, adaptive campaigns that run themselves and re-use campaign workflow templates to make future campaigns even faster and easier.

MEDWORXX

HELPING HOSPITALS MEET PATIENT FLOW CHALLENGES AND
REQUIREMENTS FOR COMPLIANCE AND EDUCATION

The Medworxx Patient Flow platform provides real-time analytics that address patient throughput and capacity management challenges. Patient assessments conducted daily, in less than two minutes; helping to ensure that patients are receiving the right care at the right time in the right place.

The Medworxx Compliance and Education solution enables healthcare organizations to easily create and deploy relevant content enterprise-wide, while supporting regulatory and other compliance requirements.

MEDWORXX SOLUTIONS

Diagnostic

- **Patient Throughput Review:** Performance improvement-focused review that leverages Medworxx robust, objective criteria to identify barriers and delays to patient flow without full implementation.

Operational

- **Clinical Criteria:** Real-time clinical decision support tool that eliminates clinical subjectivity and standardizes patient flow data collection providing reasons for barriers and delays in care transitions for every patient, every day.
- **Bed Management:** Software that provides care teams with visibility into the status of in each patients' journey and enables bed demand and capacity management across a single hospital or from multiple sites within a health system.
- **Forms & Assessments:** Easy-to-use web-based solution for customizable reporting on performance measurement and improvement, high-risk discharge planning, and clinical workflow management.

Compliance & Education

- **Learning Management System:** Support the development, management and delivery of classroom and online learning with associated reporting and compliance tracking capabilities.
- **Policy and Document Management System:** Automate and simplify the management and publication of policies and procedures in a web-based environment.

QUICK FACTS

- Medworxx delivers health information technology solutions to over 350 hospitals internationally
- Medworxx Clinical Criteria serves 32% of acute care beds in Canada
- NHS England has identified Medworxx as an Official Clinical Utilisation Review (CUR) Provider
- The Medworxx Compliance and Education solution is used by more than 270,000 healthcare professionals

VERDIEM

POWER MANAGEMENT FOR PCS, MACS, NETWORK AND PRINT DEVICES

Verdiem from Aptean helps accurately measure PC and Mac energy consumption, enforce policies for greater energy efficiency, and optimize savings.

Verdiem's Surveyor solution is the best-in-class power management solution for PCs, Mac and Windows tablets available in the market. Surveyor currently supports hundreds of customers, saving millions of dollars per year in energy costs.

Verdiem EvokeIT provides Wake on WAN functionality that is both effective and does not require you to compromise your network security. EvokeIT is network-friendly, simple to use, and runs effectively behind-the-scenes.

QUICK FACTS

- Verdiem delivers power savings that will drive a measurable ROI in only a few short months

- Verdiem EvokeIT can reduce your risk by achieving 99% patching success

- Verdiem Surveyor allows the definition of any number of policies, including by device type, location, time of day.

OPTIMIZE SAVINGS AND IMPROVE ENERGY EFFICIENCY

Verdiem Surveyor: Verdiem Surveyor from Aptean helps accurately measure PC and Mac energy consumption, enforce policies for greater energy efficiency, and optimize savings.

- **PC Power Management:** Reducing PC energy usage starts with establishing a baseline of current energy usage. Surveyor automatically detects and groups devices and captures the most accurate energy usage data.

- **Enterprise PC Wake:** Surveyor reliably wakes the PC fleet for security updates and patch management.

- **End User Print Analytics:** Uniquely monitor end user print activity and compile actionable data for devices and the people who use them.

Verdiem EvokeIT: Verdiem EvokeIT's market leading enterprise wake capabilities allow you to ensure that your PC fleet is always ready when you need to push patches, updates or affect other maintenance activities.

- **Enterprise-class:** Best-in-class enterprise wake that is scalable across organizations of all sizes. Improve patch rates, bring organizational standards to the management of endpoints.

- **Improve end user experience:** Updates or virus scans can be executed after hours to ensure that PCs are available to end users when they need them.

- **Plugins to desktop management systems:** We make administration of our software easier by providing plugins to common systems management products like SCCM.

APS

TO HELP LAW ENFORCEMENT TO WORK SMARTER, SAFER AND FASTER

With more than 320 million citizens and thousands of cities and towns to protect in the United States, law enforcement need innovative technologies that will help them stay on top of it all. Aptean's Advanced Public Safety (APS) develops state-of-the-art technologies for law enforcement and are committed to delivering products that they can rely on now and in the future. APS partners with law enforcement to ensure that as they serve around-the-clock to protect U.S. citizens and property that they are equipped with the best solutions to do their jobs efficiently.

APS offers Virtual Partner 2.0 and ReportBeam: read on to find out more.

ABOUT APS' SOLUTIONS

Virtual Partner 2.0

Virtual Partner 2.0 (VP2) allows officers to issue traffic citations, parking tickets and complete other law enforcement forms.

- Easy to use - Driver and vehicle information is auto-populated into the eCitation form. Officers can use the navigation to quickly complete the form and issue citation in minutes. The signature capture feature enables officers electronically sign the form.

- Store citation data securely - Citation data is stored in the CJIS conforming cloud, which meets the rigorous compliance requirements of U.S. law enforcement agencies.

- Share citation data with other public safety agencies - All the data captured on the citation is made available through an Application Programming Interface (API).

ReportBeam

ReportBeam allows officers to complete accident reports faster and more accurately, creating safer communities.

- Faster reports with pre-populated data

- Reduce data entry errors

- Reduce administrative time and effort

- Real-time display of where crashes are happening and how many crashes are happening at the same location

- Flag high incident areas

QUICK FACTS

- APS provides the VP2 solution to Police Departments in 42 states

- Auto-populated data enables faster and safer traffic stops

- Combine VP2 and ReportBeam for a comprehensive integrated solution

- Easily share citation data with other public safety agencies

- ReportBeam features an eCommerce website allowing the public access to download their collision reports

GOVERNMENT AND ENTERPRISE MANAGEMENT SOLUTIONS (GEMS)

Aptean acquired the Government & Enterprise Management Solutions (GEMS) Division from StarDyne Technologies, which provides offerings including Financial ERPs, Revenue Management Systems, Citizen Portals, Tax and Utility Billing Systems, and Enterprise Asset Management Solutions to the public sector, as well as private sector organizations.

The individual GEMS product lines are listed below and provide market-leading software and related services primarily in the public sector.

WHAT ARE THE GEMS SOLUTIONS?

- **Diamond** - an ERP solution focused on financial and revenue management software with around 280 public sector customers in North America.

- **PathFive** - a web-based software applications and services solution supporting municipalities across Canada to facilitate recreation management, events, tourism, facilities, as well as education communication.

- **Stone Orchard** - a record management solution provided to cemeteries, crematoriums, and funeral homes around the world customized to the unique needs of the industry while complying with government legislation and regulations.

- **Tempest** - a software suite for property and revenue generating systems, including Desktop Mapping, and Citizen Self-Service to the local government sector.

- **USTI** - a cloud-based suite of SaaS applications designed exclusively for local governments with over 30 integrated modules including fund accounting, utility billing, code violations, municipal court and public safety needs.

- **Vadim** - an integrated financial and asset management ERP solution for municipalities, local governments, and utility companies throughout North America.

- **WorkTech** - a suite of robust operations management software applications designed exclusively for the public sector in the areas of infrastructure maintenance planning and execution, job and project costing, and financial systems interfaces.

- **Yfactor** - a web-based marketing and technology solution for economic development and tourism for both non-profit and for-profit sectors.

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