

Exact Software North America

Headquarters

300 Brickstone Square
Andover, MA 01810
Tel.: +1.978.474.4900
Fax: +1.978.474.9317

California

Los Angeles
7777 Center Street, Suite 100
Huntington Beach, CA 92647
Tel.: +1.714.892.0884
Fax: +1.714.892.0885

San Francisco
7020 Koll Center Parkway #118
Pleasanton, CA 94566
Tel.: +1.925.846.9714
Fax: +1.925.846.3018

Foster City
1065 East Hillsdale Boulevard #301
Foster City, CA 94404
Tel.: +1.650.345.6000
Toll Free: +1.800.338.6921

Santa Barbara
281 So. Magnolia, Suite 201
Santa Barbara, CA 93117
Tel.: +1.805.683.6363
Fax: +1.805.696.6718

Florida

Ft. Lauderdale
4101 Ravenswood Road, Suite 113
Fort Lauderdale, FL 33312
Tel.: +1.954.327.7442
Fax: +1.954.327.9989

Orlando
989 West Kennedy Blvd, Suite 204
Orlando, FL 01810
Tel.: +1.407.659.3770
Fax: +1.407.659.3773

Plantation (Latin America Offices)
150 South Pine Island Rd., Suite 410
Plantation, FL 33324
Tel.: +1.954.916.9010
Fax: +1.954.916.9711

Massachusetts

Andover
300 Brickstone Square
Andover, MA 01810
Tel.: +1.978.474.4900
Fax: +1.978.474.9317

Minnesota

Minneapolis
7701 York Ave S. Suite 350
Edina, MN 55435
Tel.: +1.800.777.4334
Fax: +1.937.913.3068

New Jersey

Fairlawn
31-00 Broadway
Fair Lawn, NJ 07410
Tel.: +1.888.703.9100
Fax: +1.201.703.0330

Ohio

Columbus
8800 Lyra Drive
Columbus, OH 43240
Tel.: +1.800.468.0834
Fax: +1.866.544.5456

Cincinnati
8180 Corporate Park Drive Suite 124
Cincinnati, OH 45242
Tel.: +1.513.469.8741
Fax: +1.513.469.1120

Texas

Bedford
2350 Airport Freeway, Suite 610
Bedford, TX 76022
Tel.: +1.877.392.2879
Fax: +1.740.382.0239

Canada

Toronto
1165 Franklin Blvd. Unit E.
Cambridge, ON N1R 8E1
Canada
Tel.: +1.888.210.5717
Fax: +1.519.624.5732

Montreal
507, Place d'Armes, Suite 1575
Montreal, QC
H2Y 2W8
P: +1.414.289.2396
F: +1.514.845.5546

Worldwide Locations

Austria
Belgium
Canada
China
Colombia
Czech Republic
France
Germany
Hong Kong
Hungary
Indonesia
Ireland
Malaysia
Mexico
Morocco
Netherlands Antilles
Peru
Philippines
Poland
Romania
Russian Federation
Singapore
Spain
Switzerland
Thailand
The Netherlands
United Kingdom
United States of America
Vietnam



Exact Macola® ERP

Business Unified™

meeting your business challenges



Business software should be designed for only one purpose—to solve business problems.

Exact Software designed Macola ERP from the ground up as a next generation, ERP-II solution that helps business owners and managers eliminate the top seven causes of business pain.

1 business pain:
Product cost and profit data is inaccurate. It happens when a company runs its manufacturing businesses on accounting systems without BOM's and labor reporting and overhead calculations.

problem solved:
Macola ERP is a full manufacturing application with complete costing and production scheduling that directly feeds accounting.

2 business pain:
Managers are spending too much time looking for problems and opportunities in a myriad of reports. Companies without exception-management capabilities see this all the time.

problem solved:
Macola ERP with Exact Event Manager™ lets the customer define any business exception that trigger powerful action outcomes including database updating.

3 business pain:
Customers are not being serviced consistently resulting in lost business. A business with no structured follow-through to customer requests experiences this pain on an almost daily basis.

problem solved:
Customers have a portal in Macola that enables them to do more than place orders and view order status. The customer can interact with your organization with structured workflow.

4 business pain:
Key data is duplicated throughout the organization, requiring twice the maintenance effort, resulting in wasted effort and wasted money.

problem solved:
Macola ERP with Exact e-Synergy® operates as a single database—avoiding errors and synchronization problems. You have total visibility and accurate tracking from materials purchase through finished product. Plus, it's a complete knowledge management system, allowing you to create, post and store documents and share information anywhere and anytime, even over the Internet through secure portals.

5 business pain:
Operating performance is poor or uneven. This is often caused by “management via email”. Email is a “black hole” with no provision for structure or follow-through. Key tasks and issues constantly fall through the cracks, creating customer dissatisfaction.

problem solved:
The Workflow capability in Macola ERP provides closed loop communication. People throughout your organization are clear on what needs to be done, and when. And managers can instantly verify the status of any task, and your customers get the great service they expect.

6 business pain:
IT Costs are high. That's often the result of systems developed in-house or by outside consultants that require constant updating to stay compatible. Support wanes and the customer has to pay a fortune in consulting and support fees. Many inter-application custom interfaces are unreliable or prone to error.

problem solved:
Many applications can be replaced by Macola ERP using our single database approach and the support requirements are reduced to one organization—the network of Exact technical experts. Exact offers stability across the IT infrastructure and with the one database architecture, requires less support as there are fewer integration issues to address.

7 business pain:
Poor visibility into financial elements of the organization.

problem solved:
Macola ERP offers real-time views into financials, broken down into a logical hierarchy of reporting. Most companies have subsidiaries operating on a patched together mix of applications and reporting systems. Standardizing on Macola ERP enables companies to easily roll up disparate applications into one cohesive database. ■



one solution across the enterprise



Enterprise Resource Planning (ERP) solutions have allowed businesses to operate much more efficiently, but there has been one major issue with the technology since it was introduced: it didn't involve the entire enterprise. Macola ERP with e-Synergy is an ERP-II solution for your entire enterprise, enabling you to control the ways you produce and distribute products, manage your business, knowledge, workflow, document storage, financials, critical events, and marketing.

It's advanced technology—scalable, configurable, and with strong core functionality, that delivers positive changes to the organization, with shortened implementation times

and reduced IT resource requirements. With Macola ERP, users have a choice of menus to customize their interface. Users can choose between panels or explorer type menus. The choice is at the user level which means that you are not bound by a single choice in look and feel.

Exact's software features a low total cost of ownership—perhaps the lowest among providers of small to midsize business solutions. Since it is modular in architecture, the software grows as your needs grow. As a result, you eliminate expensive integration and customization. In fact, through the use of built-in Microsoft Visual Basic tools, which developers can use to customize screens without changing source code, you save time and money. ■



“Prior to installing Exact, NASI used three software products totaling 15 applications—a barrier to integrated, efficient operations. There was little control over the flow of business processes through the internal supply chain and minimal enterprise focus on reporting. Then we installed Exact Macola, and the integration between the financial, distribution and manufacturing data afforded us the opportunity to follow business transactions from beginning-to-end using common terminology and applications, and ultimately generating reports with a common perspective.

—Chris Holbert, Director of Information Technology, North American Scientific, Inc.



“We installed Exact Macola, and the integration between the financial, distribution and manufacturing data afforded us the opportunity to follow business transactions from beginning-to-end”

—Chris Holbert, Director of Information Technology, North American Scientific, Inc.

overview

It's a next generation ERP-II solution for midsize enterprises including integrated financial, distribution, manufacturing, human resources and supply chain applications to help customers perform all their business processes in a Microsoft SQL environment.

Offering a scalable and flexible environment that provides strategic visibility into a company's business processes, Macola ERP allows organizations to operate more effectively and efficiently. This solution is easy to use, inexpensive, requires few resources and has the ability to meet high growth and change requirements.

financials

The Macola ERP accounting package is the financial basis for a complete ERP-II solution. It provides exceptional financial management tools, security and reporting flexibility. Budgets can be generated or revised on the fly, supporting extensive "what if" analyses. The health of the entire value chain, from supplier to business partner to customer is quickly discernable through a variety of embedded reports. With Macola you can secure real-time visibility into corporate financial data with transaction level drill-down capability.



product and inventory management

All of your company information is now accessible via the Internet. Macola helps dynamic organizations electronically and centrally manage their product and service catalogs, exposing that vital information to your customers using Macola's embedded portal technology. You can obtain comprehensive inventory management functionality including the ability to take actions on individual items or groups of items.



Excel add-in

The Excel Add-in provides a dynamic link between Macola ERP and Microsoft® Excel®. Available across the entire Macola ERP suite, this link allows you to generate your own overviews in Microsoft Excel using Macola ERP data. After adding transactions in Macola ERP you just refresh your worksheet, giving you immediate, up-to-date, dynamic reporting. The Excel Add-in lets you build your own reports using a wizard or standard formulas. These formulas let you determine which information you want to retrieve, such as a customer's outstanding items. In doing so you can add your own variables, such as customer number, financial year or date.

distribution

The Macola ERP Distribution package meets the needs of a diverse array of businesses by providing superior inventory management, advanced sales order processing, strong procurement functions and powerful bill of materials processing that is even coupled with a light manufacturing solution. Finally, there is strong data collection solution that supports affordable Radio Frequency (RFID) equipment.



manufacturing

Macola ERP is an industry-leading manufacturing solution that provides exceptional tools for make-to-stock, make-to-order, assemble-to-order and mixed mode manufacturing environments. The Macola ERP Manufacturing package provides a closed-loop planning and execution solution that is closely based on the latest APICS methodologies. Its particular strengths are strong materials planning, easy-to-use scheduling, terrific shop floor control capabilities and flexible costing options that help measure manufacturing performance at all phases down to the employee level.

business process management

Exact Software's Macola ERP is the only solution designed for the mid-market with native Business Process Management (BPM) offering ERP-II capability. Workflow, CRM, HRM, project management, document management, knowledge management and e-financials are the elements of this unparalleled combination of applications. These applications provide tools and visibility for virtually all of a business's employees, not just the accounting and inventory related personnel. It improves communications and eliminates redundant work.

exception management

Key exceptions can be defined, such as disruptions in normal customer buying patterns that, in turn, can generate a task to the salesperson to contact the customer. Imagine how these user-defined exceptions and actions can improve the bottom line! It's like having an invisible executive watching over your business 24 hours a day!

business analytics

Macola's Business Analytics enable business people to make better decisions by allowing people throughout the enterprise to share information, identify trends, evaluate performance, and create strategy.

This feature is comprehensive and fully integrated with Macola ERP. Users can perform analysis to Inventory, Sales, Manufacturing, Distribution, and Financial modules and enjoy full on-line Analytic Processing (OLAP), graphing, and reporting functionality, including off-line analytical capabilities, without the need for data warehouse. With the Dashboard feature, users get quick overviews and drill-to-detail access. Business Analytics also integrates and displays data from Exact Macola applications and other ODBC-compliant sources, including legacy systems and spread sheets. ■

business benefits

Macola ERP is easy to implement and use, resulting in a low cost of ownership. Faster execution, elimination of important details “falling through the cracks,” reduced need for employee training and countless other benefits will result in cumulative returns for your company.

Your people can manage entire processes automatically without a single piece of paper. They are prompted at each step in the process to keep the order moving if approved or contact the customer if rejected—without a single piece of paper! The benefit is that tasks no longer “fall through the cracks”, employees require less training and your business moves faster with greater accuracy.

Macola ERP is a business tool that drives more consistent and efficient execution of business policies. The benefit is that revenues per employee can grow while improving customer service.

Macola ERP improves communication within an organization as well as with suppliers and customers. Its “communication” tools are vastly superior to email as it manages the responses and resulting actions that are often intended with email. Unfortunately email provides no such tools. For example, a supplier could request a materials requirement forecast using a workflow task via the web that routes it automatically for approval and then tracked and managed through to delivery. Alternatively, the request might be rejected back to the supplier for a variety of reasons. Either way, such requests and duties are tracked through to completion.

speed and efficiency

Macola ERP allows an organization’s entire workforce—including its partners, customers and suppliers—to collaborate. All information becomes securely available via your intranet or the Internet wherever you are, removing an organization’s departmental barriers. Access to information is monitored by security ratings and roles within the system, ensuring that only the right stakeholders have access to certain information.

“Exact’s ground-breaking technology has enabled our business to gain a competitive advantage in the marketplace, allowing more efficient employee performance which translates into corporate success.”

—Neil Montgomery, CEO and President of Davis Controls, LTD.

reduction in “paper shuffling” & searching

With Macola ERP’s native document handling, all electronic files are maintained in a central and organized place and are accessible in a variety of ways where and when you need it. Macola ERP makes the paperless office possible by eliminating the need to maintain paper files. Even signed documents can be stored and reproduced on demand. All of this data is protected with a powerful security model that is easy to implement. These documents allow everyone in the organization to be connected.

worldwide integration

Organizations with multiple locations face unique challenges in today’s marketplace. These challenges range from tracking assets to reporting financials. Macola ERP allows you the option to rollup multi-division and multi-company data into a single view. In addition, you can support multi-country pricing, special discounts, sales campaigns, and a powerful product configuration tool for mandatory and optional component definitions. Because of the Web-based design of Macola ERP’s business process management module, every employee, regardless of location, will have access to the same information.

application-specific pricing

Macola ERP is modular, allowing your investment to grow as your enterprise grows. With Macola ERP, you only use what you need, when you need it.

account structure

The Macola ERP account structure is composed of the main account number, the cost unit and the cost center. The account number segments are contained in separate tables and are completely independent of each other. The account format is 25 characters. The main account number can be 9 characters and the cost unit and cost center segments can be up to 8 characters each. In Macola ERP entry screens you can do an independent search on each segment of the account number to select the correct main account, cost unit, and cost center for the transaction.

Continued on next page.



business benefits *(continued)*

asset management

With Macola ERP, registering and managing your assets is easy. A new asset can be registered directly while making an entry in your purchase journal. This ensures that as soon as the asset is received, it is also registered. This can be done directly from the booking entry screen, which is fast and easy to use. All asset movements are linked to financial transactions. After asset creation the monthly depreciation entries are calculated automatically. Macola ERP supports unlimited depreciation methods and comes with features such as revaluation, disposal and modification of assets. Each asset has an asset card listing historical transactions for easy traceability.

analysis by account (employee, customer, supplier, etc)

From Macola ERP you can analyze employee payroll, customer sales transactions or supplier performance with the use of account cards. Employee, customer and supplier data is grouped to show basic, unlimited contact and address information, financial information and many user-defined fields in these account cards. Related transactions, like sales, invoice and cash activity, can be accessed through the account cards.

contract management

This key functionality allows users to manage contracts, like annual maintenance agreements. Contracts are scanned and electronically attached to each account card in Macola ERP. By storing information on ONE database, users can speed payments and ensure more efficient relationship management.

flexibility

VBA offers a sophisticated set of programming tools based on the Microsoft Visual Basic Applications development system, which developers can use to harness the power of packaged applications, without changing source code. This helps developers save time and money, reduce risks, leverage their programming skills and deliver precisely what users need.

warehouse management system

Picking and shipping are the most intricate and costly functions of many warehouse operations. With Macola ERP's Warehouse Management System, users can combine orders into bulk picks, manage picking priorities, assign electronic picks to specific pickers, and track picking efficiencies, streamlining the entire fulfillment process and managing it from a single screen. Clients using WMS have dramatically reduced picking,

shipping and data entry errors, reducing customer complaints and charge-backs, often receiving a full return on investment within a few months of installation.

feature/option configurator

The Feature/Option Configurator application enables you to design a "modular" bill of material, which is a bill of material that offers you a choice of components when configuring a parent item. This facilitates the customization of a product according to individual customer's specifications.

visual scheduling

The Visual Scheduler provides an alternative method for viewing and modifying the schedule for production orders, allowing you to change the starting date, ending date, and lead-time for unreleased orders.

visual bill builder

Macola ERP's Visual Bill of Resource establishes the link between a single inventory item and the components that comprise the finished goods. ■



“Exact’s product has a different way of thinking, a different way of interacting with your core constituencies... When I saw what it could do, I was blown away by what a complete package it was.”

—Sharon Dill, CIO, PADI Americas

Once Exact was installed, we saw significant enhancements in our productivity. We have found the Material Requirements Planning (MRP) solution to be very effective. We also have implemented a few extensions to the product, with external Microsoft Access and Visual Basic applications, to improve efficiency and accuracy in manufacturing and shipping. This product has worked well for us.”

—Key Jobson, CIO, Rocky Mountain Chocolate Factory

Macola ERP delivers ROI

For Zatarain's, part of the reason for choosing Exact boils down to price. The price difference between Exact and the next higher echelon of Enterprise Management providers is significant. For our size company, Exact is the perfect fit.

—Bob Morgan, Information Systems Manager, Zatarain's

Exact Software's solutions provide measurable return on investment through low total cost of ownership, increased efficiency gains, ease of use and effective management of business processes. This ROI comes from the innovation, speed and user-friendliness of Exact's software.

Exact's solutions are built on efficiency

With integrated electronic document and knowledge management, organizations will see a dramatic reduction in "paper shuffling". Innovative workflow functionality native to its solutions allow users to create custom workflow tabs. Also, users can create tasks for themselves or other employees. These tasks are registered in the user's workflow until the specified action is taken. You avoid missed payments and production overscheduling.

ease of use features dominate Exact's solutions

Menu selections are simple, taking a process-flow approach with fewer clicks to commonly used applications. Shared applications are grouped into views that are easy to access with one click. The products offer complete desktop integration, allowing customers to utilize standard productivity tools, such as Microsoft Office, to access data for decision support.

effective management of business processes means real top line growth

Through the electronic management of internal and external business processes, integrated workflow functionality allows organizations to shorten their customer service cycles, streamline workflow management. With Exact's workflow functionality, you can model your business processes electronically and give everyone in the organization a better understanding of organizational processes. ■

Exact Software—global reach, local touch

At Exact Software, we believe in Business Unified™—being a leading provider of solutions that connect the people, processes and knowledge essential to an efficient, competitive business. Exact's integrated solutions encompass executive control, accounting, manufacturing, distribution, online commerce, CRM, HRM, document management, Web portals, workflow and more—empowering collaboration among employees, suppliers, and customers with real-time access to central Web-based corporate information and exchange. Exact Software solutions provide greater visibility across the organization, maximizing control, productivity and efficiency for the entire value chain. Exact Software was founded in 1984 and we currently serve more than 100,000 customers, in over 60 countries, in 26 languages.

You will find us in virtually all mid-size environments, improving organizational efficiency and collaboration by allowing users to control costs, increase customer satisfaction, improve overall service and reach out to global customers and suppliers.

Macola ERP with e-Synergy gives you the capability to run your business 24/7/365, from anywhere in the world. Its Internet-based systems help you turn your business on a dime.

Exact is a worldwide organization with a global network of business partners. Each provides dedicated local support and implementation services, and is backed by centralized service teams at our regional offices. Exact's service organization has been built to deliver quality expertise and speed of response to ensure continued satisfaction and reliable performance. Our broad international presence allows us to meet the needs of many organizations, from smaller domestic companies to large multinational organizations seeking to implement a single, flexible, powerful solution.

Exact partners with Microsoft, Crystal Decisions, Citrix, Preactor, BirdDog e-commerce, Bel-Tek, WiSys, CompuSoft, Lasata Software, V-Technologies, and more technology leaders to create a stable yet flexible, scalable set of products. This assures that the Exact business system you implement will continue to grow as your business grows.



professional services

implementation/ consulting

Exact Software North America's Professional Services provide a full range of consulting services: services that are doubly valuable to you because they address both your immediate concerns and your long-range goals. Whether these concerns surround your system implementation or how to improve your overall business and day to day operations, we can develop a plan for you.

Exact consultants offer the know-how to tackle and solve your short-term problems in the most timely and cost-efficient way. We want to add value to your organization and we do this by allowing you to work with our industry experienced personnel, helping you overcome your challenges and letting you do what you do best, which is run your business.

Exact has numerous regional service offices providing on-site services to our customers. These professional consultants are certified in the utilization of all Macola applications, and also hold certifications such as CPA, CPIM and CMA, with many having MBA's in manufacturing.

customization

Customization Services develops customized software solutions to meet the unique business needs of Exact Software customers. Customization is done when a core software product (e.g. Macola ES, Macola Progression, or e-Synergy) cannot be implemented in such a way as to meet the customer's specific business processes. Customization Services offers design and programming services, working through local Exact Software offices to ensure customer satisfaction.

The philosophy of Customization Services is to write custom solutions, not custom software. Exact Customization Services can write custom solutions to fill small niches in the market for our customers. Exact Customization Services is a complete group of professional programmer analysts dedicated to creating, developing and supporting custom software modifications that meet your unique business needs. Over the years, the group has developed a catalog of modifications to meet whatever business needs your company may have, helping you implement solutions that meet your company's goals.

support

Macola products are supported by a team of professionals committed to providing the highest level of service, dedicated to helping you operate your system more effectively and efficiently.

The support service that we offer is a key component in an entire family of services. The tips, techniques, and guidance we offer through our support department will greatly assist you in streamlining required processing.

Exact Software North America's support team consists of professionals who are not only focused on providing the best support service, but also on perpetually improving themselves. Every quarter we challenge each of our team members to increase their product or industry knowledge, and to pursue a variety of industry certifications. These efforts increase the confidence and capability of each support representative in delivering service to you.

Beyond traditional telephone support, we offer a broad spectrum of self-service tools accessible via our Customer Portal. We encourage you to utilize this reservoir of information, which is available to you 24 hours a day, seven days a week.

Hours: Monday–Friday,
8 AM–8 PM, Eastern Time

training

Macola training professionals understand your need for mission-critical training, both during your implementation and after. That's why we have developed a comprehensive program flexible enough to meet your own specific requirements.

Using a blended approach, Macola offers traditional classroom training designed for project team members that require quote-to-cash training or product certification, as well as targeted e-Learning courses for users to learn the "how-to steps" needed to perform their jobs efficiently.

Traditional Classroom Training includes:

- Financial Accounting
- Distribution
- Advanced Manufacturing
- Payroll

Macola traditional classes are conveniently located in our regional training centers in Andover MA, Columbus OH, Dallas TX and Los Angeles CA. Traditional classes are also available from our certified resellers located throughout North America.

Live e-Learning includes:

- Budgeting
- Bank Reconciliation
- Inventory Management
- Purchasing
- Production Order Processing
- Order Entry and RMA
- Event Manager
- Excel Add-in

Macola Internet-based courses deliver training to you in concise 1-2 hour sessions using advanced e-Learning technology to provide you the most interactive e-learning experience possible, without ever leaving your office.

forms

Macola Forms' product offering is designed to suit your specific needs, including:

- Stock, standard and custom product lines to meet your budget needs.
- 27 standard color options in the custom product line, allowing you to match your company's image.
- Enhanced security options designed to protect your negotiable documents from fraud.
- Customization options that allow you to modify the form to match your system output.

Macola Forms is the only forms vendor officially approved for use with Exact Software's Macola products. Because Macola Forms are guaranteed 100% compatible, you can rest easy in your decision to purchase from us.

user groups

Exact encourages user groups throughout the world. User groups offer a way to share common experiences and exchange ideas with other Exact users. Feedback from these user groups provides the basis for product updates and helps shape product direction. Members of our user groups get a first look at product enhancements and upgrades. To find out more, go to www.emug.org.

For more information about our professional services group, please contact our Sales team at 800-468-0834.

