

Fully Integrated, End-to-End Business Management

Provide a higher level *of customer service.*

Improve *internal business process.*

Improve *bottom line.*

Gain *a competitive advantage.*

- End-to-End Business management
- Industry- Specific
- Process-Centric
- Integrated
- Scalable



YOUR BUSINESS AT THE TOUCH OF A BUTTON



PROMYS automates the three key business processes: *Sales Force Automation [SFA]*, *Order Administration [ERP]*, and *Field Service Automation [FSA]*

Customize **PROMYS** to meet your specific business needs: SFA only, FSA only, SFA and ERP only, or the full suite (SFA, ERP, and FSA)

Clients, Manufacturers, Distributors, and Business Partners can **gain easy access to what is important to them via the web, anytime, anywhere.** Each portal is customized; you authorize individual rights and privileges.

By offering an online, customer portal, you can **improve satisfaction while reducing the time your resources spend on non-value activities.**

Understanding your client's needs is the first step in running a good business, implementing **PROMYS** is the right step in running a great business that **maximizes the value of each and every client** by providing you with a 360-degree view of them.

PROMYS is a web-based, **fully-integrated CRM/ERP/Service management suite** that automates and streamlines internal business processes, from early sales leads to post-sale service support.



Empower Your Customers

The **MYPROMYS** customer portal is a gateway for your customers to **access real-time information from your system 24/7.** They can check inventory, create and track service and project requests, download files and view invoices.

Increase Revenue, and Improve Productivity and Workflow Effectiveness!

Strengthen Your Partnerships

The **MYPROMYS** portal provides your partners, suppliers, and manufacturers access to the important details of your relationships. You can give them access to the sales pipeline and forecast, and purchase orders. They can **create and track service calls and project requests.**

Data entered into **PROMYS** is instantly available across organizational lines and locations, including clients and partners. Your **corporate information is stored centrally and is timely and accurate.**

"We like that PROMYS gives us a solution that is available 24 X 7. Using a secure web interface, we get real time customer data wherever we are. In our business this is important. Our employees are located all across Canada and are not always close to the office. PROMYS has improved our cash flow. Our invoicing accuracy has improved and I can monitor inventory purchases in real time."

Cheryl Burke, Controller, Eclipse Technology Solutions

FOCUS ON YOUR CORE BUSINESS, NOT YOUR IT

Users start from the PROMYS Web site,

www.PROMYS.com. Since **PROMYS is accessible via the Web, it's available across the globe from any computer running Internet Explorer 6.0 or newer with a 56K or faster Internet connection.** Once logged in, you're presented with the PROMYS *My Start Page*. From here there are several options available to configure and customize the system, including PROMYS themes, *Configure My Start Page*, *Configure My Account* and *Synchronize Outlook*.

What Can You Do With PROMYS?

Add and Keep Track of Companies, Contacts, and Opportunities

Create and Manage Marketing Campaigns

Create and Track Sales Orders, Purchase Orders, Packing Slips, and Invoices

Create and Manage Projects

Track and Schedule Service Calls

You can configure the My Start Page to display the information most important to you. Select which options you want to display such as *Sales Management*, *Order Administration*, *Resource Management* and *Service Management* sections.

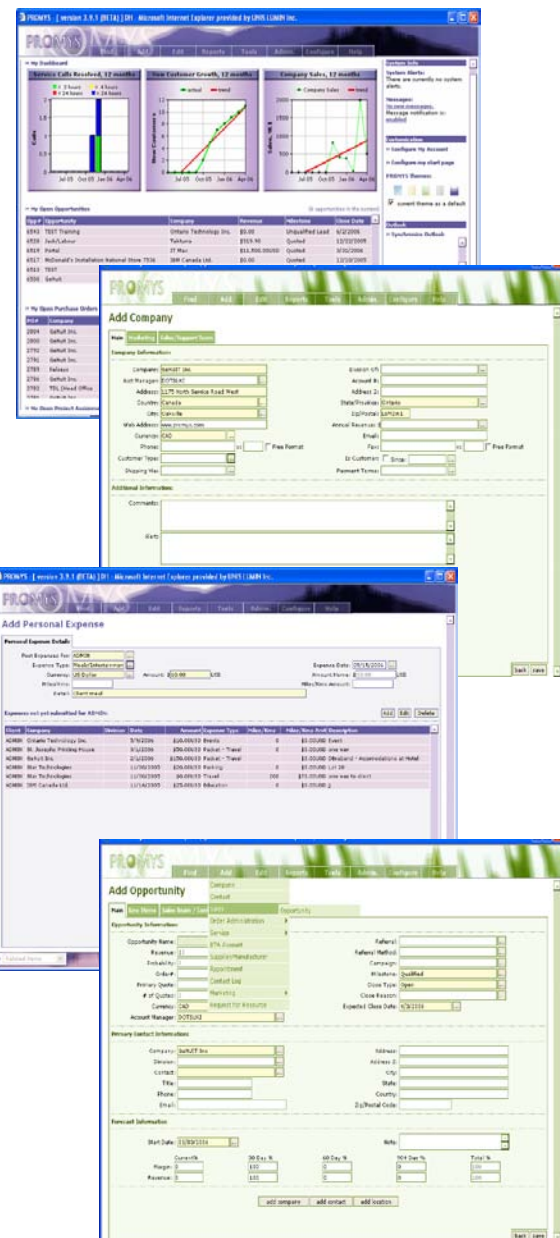
PROMYS graphical dashboards enable informed timely business decisions by providing real-time visibility into important data and trends.

The *Company*, *Contact*, and *Sales Opportunity* is part of the PROMYS Sales Force Automation module and is tightly integrated with all major business processes including Marketing, Sales, Order and Service Management.

A climate controlled environment and 24/7/365 network and server monitoring ensure an optimal hosting environment.

Maintenance windows are scheduled for off times and on weekends, so there are **no sudden changes or downtime** that is not agreed upon.

The hosting facility is secured by time and personnel controls, as well as video surveillance. Access is granted via a two-tier system that includes identification controls and a secure lock.



All software upgrades are managed remotely and updated instantly, FREE of charge. No down time, no loss of productivity, and no resources required!



Sales Force Automation [SFA]

The **PROMYS Sales Force Automation Module** uses prospective and existing customer, contact and relationship data to help your sales force maximize the value of every customer interaction. With anytime, anywhere access to client information from across the sales, order, and service management processes, PROMYS makes it easy to plan and execute successful sales and marketing initiatives.

KEY FEATURES

Process Centric Vs. Data Centric

Supply Chain Management Integration

Integrated Quoting Engine

Gross Revenue and Margin Forecasting

360 Degree View into all Other Business Processes

Marketing Campaign Tracking

Request for Resource

Milestone Advancement and Status Tracking

Sales Cost Analysis



Enables organizations to gather comprehensive prospective and existing customer, contact and relationship data and share consistent information across the enterprise, regardless of geographic location. Contact management is the foundation of the **PROMYS process-centric system and eliminates data duplication and inconsistency, resulting in improved operational efficiency in all related business units.**



Leverages the accurate contact and relationship information fundamental to timely and effective marketing initiatives. With PROMYS, determining ROI from marketing initiatives is easy and accurate; link opportunities, sales orders and contact logs to marketing campaigns and specific marketing activities.



Guides the sales team to quickly and effectively translate sales opportunities to quotes to orders by ensuring each step is completed before initiating the next step. **PROMYS eliminates manual reporting, automatically generating consistent, accurate sales pipeline, forecast and other sales reports.** Automated sales reporting means that time is spent with clients, not struggling with administration and complex SFA systems.

PROMYS makes it easy to plan and execute successful sales and marketing initiatives!

Field Service Automation [FSA]

PROMYS brings together both service management and resource management to provide you a more effective, flexible, and reliable way to improve your business process and guarantee your customer's satisfaction every time.

**Get Better Response Times, Efficient Scheduling
and Decreased Operational Errors!**



SERVICE HELPDESK MANAGEMENT

Helps **improve the effectiveness of your service helpdesk, increasing service profitability and customer satisfaction.** This highly advanced service helpdesk meets and exceeds leading manufacturers' technical requirements to help achieve specific partner levels and certifications. Detailed labor tracking and Microsoft outlook synchronized scheduling increase technician and service personnel productivity.



RESOURCE MANAGEMENT

Enables customer service requests to be processed smoothly and efficiently. Labor tracking, analytics and reports give instant insight into what service personnel are doing and when they are doing it, making it easy to determine labor efficiency, utilization percentages and required billing at a click of a button. Real-time project costing and budget analysis alerts you to projects that are not in line with estimates so that you can take corrective action and change the outcome.

"Since implementing PROMYS over three years ago, I've seen a dramatic improvement in the functional areas of the business. Labor utilization has increased by 7%, sales win loss ratio has improved by 9%, but, most importantly, the bottom line has increased by 4%. With comprehensive management reporting, I always have my finger on the pulse of the company"

John Breakey, President and
CEO, Unis Lumin



KEY FEATURES

Resource Management:

- Detailed Labor Tracking/
Analysis
- Project Costing, and Profitability
and Budget
Analysis
- Labor Productivity, Work in
Progress and Pipeline Reports
- Tracking Blocks Unit of Labor
(block time accrual)
- Multiple Resource and
Assignments
- Request for Resource

Service Management:

- Detailed Labor
Tracking/Analysis
- Service Agreement and
Maintenance and Contract
Quoting Engine
- Auto-Renewal Notification
- Integrated Two-Tier Return
Material Authorization (RMA)
Process Customer and the
Manufacturer
- Advance Service Helpdesk
- Multiple Resource and
Assignments
- Labor Pipeline
- MyPROMYS Portal
- Document Attachment

Streamline and Standardize Your Complete Order Lifecycle Process

Order Administration [ERP]

The PROMYS Order Management Module

helps streamline and standardize the collection, storage, and application of customer, product, and labor data throughout the complete order lifecycle.

KEY FEATURES

Integrated Quoting Engine

Month End Reporting

End-to-End Order Administration

Marketing Campaign Tracking

Supply Chain Management Integration

Back Office Integration

Master Products List

MyPromys Portal

Reduced Order Entry Costs, Higher Order Fill Rates and Increased Customer Satisfaction!



Provides end-to-end order administration, linking sales orders, purchase orders, packing slips, invoices, credit memos and RMAs. The PROMYS master products list - an electronic catalogue of all products and services - and real-time pricing and availability links to key distributors and helps **optimize the order management process.**

Because **PROMYS** is process-centric, order information flows logically through business processes, from the early sales opportunity to the sales order, and from packing slip to invoice. With one point of entry for serial numbers and other key pieces of information, **order management is faster, safer and simpler!**

"I was very impressed by the PROMYS implementation methodology. The business consultants we worked with were professional, knowledgeable and experienced. They engaged with the key players in my organization to understand our company and tailored the PROMYS solution to our specific needs. We changed the way we do business by adopting a process-centric solution and it was up and running in less than 30 days!"

Pat Grillo, President, Atrion Communications Resources



THE FOLLOWING PAGES PROVIDE AN OVERVIEW OF EIGHT TOP BUSINESS CHALLENGES

the *solutions* PROMYS can deliver
and *how* PROMYS delivers them

CHALLENGE # 1: IMPROVE CUSTOMER SERVICE

SOLUTION	FEATURES
<p>Stronger customer relationships and more repeat business through more efficient and highly-personalized sales, fulfillment and service processes.</p> <p>Service calls and requests processed quickly and systematically, resulting in superior customer service and, ultimately, customer satisfaction.</p> <p>Empowered customers with self-serve access to their account information, anytime, anywhere.</p>	<p>360° view of the customer – customer interactions from all business processes can be viewed by authorized employees from different departments</p> <p>Advanced service helpdesk with comprehensive support call & trouble ticketing system</p> <p>Automated email alerts to ensure clients are notified to renew contracts or top up accounts of pre-purchased blocks of labor</p> <p>MyPROMYS Portal – customized gateway for clients & key stakeholders</p>

CHALLENGE # 2: TRACK PERFORMANCE ACROSS THE FUNCTIONAL AREAS OF YOUR BUSINESS

SOLUTION	FEATURES
<p>Web-enabled, anywhere, anytime access to business information from across the enterprise. Visibility into diverse departments and processes.</p> <p>Power to identify areas of inefficiency and streamline operations through the analysis of labor utilization and performance, and visibility into the sales pipeline, accurate sales forecasting and the analysis of other key sales metrics.</p> <p>Accurate calculation of ROI from marketing campaigns and activities.</p>	<p>Comprehensive report library – key performance indicators from the sales, project and service processes available anytime, anywhere, via the Web</p> <p>Graphical management dashboards</p> <p>Individually customized MyStart Page</p> <p>Sales reports: pipeline, revenue forecasting and cash flow (30, 60 & 90 days), sales orders, revenue, margin and win/loss opportunities</p> <p>Labor reports: labor productivity, work in progress and pipeline</p> <p>Marketing campaign management</p>

CHALLENGE # 3: IMPROVE LABOR UTILIZATION

SOLUTION	FEATURES
<p>Improved understanding of the current demands and future expectations of labor. Superior knowledge of what technical staff is doing and when they're doing it. A simplified scheduling process that optimizes the scheduling of IT service personnel, leading to improved response times and a decrease in operational errors.</p>	<p>Labor tracking – record of hours technical staff work on specific projects</p> <p>Tracking of billed time versus lab time, vacation, training, etc.</p> <p>Labor analysis reports: labor productivity, work in progress and labor pipeline</p> <p>Multiple assignments (multi-date and multi-resource booking)</p> <p>Highly-developed request for resource process</p> <p>Microsoft Outlook integrated scheduling</p>

CHALLENGE # 4: IMPROVE OPERATIONAL EFFICIENCY

SOLUTION	FEATURES
Logical information flow through proven business processes, from sales through to order processing, project scheduling and delivery, and post-implementation support.	Process-centric design – key information must be captured before the next business step can be completed Integrated quoting engine
Improved ease, speed, and accuracy of quotes, sales orders, RMAs, etc. Key information captured in every business process, ensuring complete records for use in related business processes. No more re-keying information to online ordering systems, thus optimizing inventory flow, reducing order entry costs and increasing order fill rates.	Master products list – electronic catalogue of company products & services Real-time pricing and availability links to key distributors (Ingram Micro and Tech Data) End-to-end order administration Back office integration

CHALLENGE # 5: PREDICT THE FUTURE AND MAKE PREEMPTIVE CHANGES

SOLUTION	FEATURES
Unprecedented business intelligence. Early warning when projects are out of line with estimates and the opportunity to make information-based management decisions that change the outcome. Ability to build on past experience and determine pricing for new projects. Accurate prediction of future cash flow, and short and long-term labor utilization.	Real-time sales and margin forecasting Labor pipeline and work in progress reports Project costing, profitability and budget analysis – detailed record of all costs associated with a specific job or project

CHALLENGE # 6: RAPID EMPLOYEE ADOPTION

SOLUTION	FEATURES
Rapid understanding of functions, fields and buttons and enthusiastic acceptance of the system's logical workflow.	Process-centric design
Key information captured in every business process, ensuring complete records for use in related business processes.	Mandatory fields – data must be inputted before the record can be saved On-line, integrated iHelp Hosted service available via the Web 24/7
Anytime, anywhere access – office, home, or on the road. Lightning fast navigation.	On-form embedded links and drop-down menu of related items

CHALLENGE # 7: MINIMIZE RISK

SOLUTION	FEATURES
Minimal up-front capital expenditure that can deliver a faster ROI than traditional software. Rapid deployment and successful implementation so clients, staff, management and stakeholders can realize the benefits sooner.	Hosted solution – a yearly subscription costs a fraction of purchasing licensed software Software upgrades managed remotely and updated instantly
Exceptional service and comprehensive support ensures continued success. No downtime, loss of productivity or cost associated with upgrades.	Initial setup, configuration, data migration and integration are all possible in a matter of weeks Proven implementation methodology GeNUIT's Enterprise Management Center

CHALLENGE # 8: FORM TIGHTER RELATIONSHIPS WITH YOUR CUSTOMERS, PARTNERS, SUPPLIERS, AND MANUFACTURERS

SOLUTION	FEATURES
Individualized access to sales, inventory, contract and service agreement data, and product updates, via the Web, anytime, anywhere. Empowered customers and strengthened partnerships.	MyPROMYS Portal – customized gateway for key stakeholders



“I like that I can use PROMYS anywhere anytime to get immediate information on any project. Regularly, critical projects require attention after hours or on weekends. PROMYS provides all NCS team members instant access.”

**Darryl Johnson,
VP of Operations, NCS**

GeNUIT Inc.
1175 North Service Road West, Suite 105
Oakville, Ontario
L6M 2W1

Phone: 905-847-6539

Fax: 905-847-6584

info@genuitinc.com

GeNUIT™