

Microsoft
Business
Solutions

MICROSOFT BUSINESS SOLUTIONS-NAVISION

I WANT THE **freedom**
TO FOCUS ON MY BUSINESS.

You've got it,

with Microsoft® Business Solutions–Navision®.



I WANT A **system** THAT HELPS ME RUN MY BUSINESS THE WAY I WANT.

Microsoft Business Solutions–Navision is an integrated business software solution for mid-size companies. With more than 30,000 companies in over 50 countries relying on Navision every day to help them run their operations, you can feel confident about building your business with it.

You can use Navision to replace as much or as little of your existing system as necessary. You choose from application areas for financial management, manufacturing, distribution, customer relationship management and e-business.

A local Microsoft Certified Business Solutions Partner then tailors the software to meet your exact needs. You only pay for what you use.

Navision connects information from every corner of your business. The list on the following page shows the breadth of integrated modules you can choose from. In addition, Microsoft Certified Business Solutions Partners around the world have developed a broad variety of industry-specific solutions, which have been proven in their respective markets.

I NEED THE FUNCTIONALITY THAT CAN **connect** EVERY CORNER OF MY BUSINESS

FINANCIAL MANAGEMENT

- General Ledger
- Receivables & Payables
- Cash Manager
- Fixed Assets
- Human Resources
- Budgeting and Reporting
- Consolidation
- Project Management
- Multiple Dimensions
- Multi Currency

DISTRIBUTION

- Inventory Management
- Warehouse Management
- Order Processing
- Returns Management
- Automated Data Capture Systems (ADCS)
- Pricing for Sales & Purchasing
- Inventory Costing
- Shipment & Delivery

MANUFACTURING

- Production Orders
- Bill of Materials
- Supply Planning
- Demand Forecasting
- Capacity Requirements Planning
- Manufacturing Costing

CUSTOMER RELATIONSHIP MANAGEMENT

- Contact Management
- Contact Classification
- Campaign Management
- Opportunity Management
- Task Management
- Document Management
& Interaction Log
- Contact Search
- E-Mail Logging for Microsoft Exchange
- Outlook Client Integration

SERVICE MANAGEMENT

- Service Item Management
- Service Price Management
- Service Order Management
- Service Contract Management
- Planning and Dispatching
- Job Scheduling

E-BUSINESS SOLUTIONS

- Microsoft Business Solutions–Navision Commerce Portal — For customer, vendor and partner access and self-service through an Internet browser (human-to-application)
- Microsoft Business Solutions–Navision Commerce Gateway — For conducting automatic Internet-based commercial transactions (application-to-application)

APPLICATION WIDE

- DB Platform:
 - Microsoft Business Solutions–Navision Database Server
 - Microsoft SQL Server
- Multi Language
- Microsoft Business Solutions–Navision User Portal — Personalized browser-based remote access to the solution for employees
- Connectivity:
 - C/ODBC, C/Front
 - Microsoft Business Solutions–Navision Application Server
- Built in OLAP (SIFT)
- Reports

Microsoft Business Solutions–Navision frees you to **focus** on business.

It allows you to grow at your own pace. You build on your strengths and get the most out of your time and resources. It helps you streamline your business and increase productivity.

The rest is up to **you**.

I WANT A **solution** THAT DELIVERS EXACTLY WHAT I NEED

WITHOUT DISRUPTING MY BUSINESS.

Microsoft Business Solutions–Navision

delivers what you need, as you need it.

A solution that builds on your strengths...

Navision's open architecture allows Microsoft Certified Business Solutions Partners to turn the standard technology platform into a solution for your way of doing business. And we are the only global mid-market software vendor that gives its local partners the full freedom they require to meet your specific needs. Our partners have access to the entire source code of the business logic.

...Delivered fast and cost-effectively

Call us, and you will be matched with a local Microsoft Certified Business Solutions Partner that has experience in your industry. The partner works closely with you using our proven methodology and tools. Together, you map out your business processes and identify your competitive strengths. The partner then uses this information to design a solution that meets your exact requirements. Before implementation begins, you agree on the project scope, budget and timeframe, and it's all documented.

Implementation is fast and efficient, and there are no surprises. With one integrated solution, your information is always accurate, and you no longer have to waste time reconciling numbers that you used to pull out of various systems.

Start with core business and financial information, such as invoicing, cost control, bookkeeping and inventory. Add more financial, CRM, manufacturing, distribution and e-business applications as your business grows. Navision is exceptionally easy to maintain, and our partners provide ongoing support, including excellent training and upgrade programs.



A reliable platform for growth.

AN OPEN, BUT SECURE, PLATFORM.

Microsoft Business Solutions–Navision’s object-oriented development environment and compact source code make it straightforward to customize, maintain and connect to other systems.

A RELIABLE DATABASE.

Whether you choose Microsoft SQL Server or Microsoft Business Solutions–Navision Database Server, you can count on a reliable way to store data. The security system not only controls who can access what, but also ensures that you never have inconsistencies. Even if your machine loses power in the middle of a posting process, the transactions recorded will not be out of balance.

EASY TO LEARN.

The consistent and intuitive interface makes training employees and new users fast. In the general ledger, for example, the screen will always look the same whether you’re looking for a balance, creating a new account, or posting a journal to an existing account. You’ll find navigation familiar because the interface is based on Microsoft Windows’ standards. There’s extensive online Help, to which you can even add your own tips.

WHEREVER THE JOB TAKES YOU.

With Microsoft Business Solutions–Navision User Portal, employees use the Web to access data wherever they’re working. Remote users, such as traveling sales representatives, can log on to their personal homepage, which is customized to help them perform their particular role. All they need is Internet access.

I NEED A SOLUTION THAT GIVES ME QUICK **answers**
ABOUT MY BUSINESS FAST.

Microsoft Business Solutions–Navision helps you make **smart business decisions** without wasting time.

A good overview and the ability to dig into details...


Navision gives you an instant overview of your business from top to bottom. You stay in the know on everything from production orders and inventory levels to customer status and marketing campaigns. Business and financial information is always up-to-date and fully integrated with information from all other areas in the program.

Every time a transaction is posted — anywhere within the system — all customer, vendor, account, and item totals are given in real time. You can zero in on details by filtering information (for example, by date, account or item number) and always rely on the absolute accuracy of the information.

...and gives you the answers you need

Let's say you're in the middle of an accounting period, and you need to present an overview of business at the manager's meeting that afternoon. You use a filter to see your balance from the beginning of the month to the present day. Then, you create a report comparing budgets to actual profits by region, product and date.

You drill down and explore the details of individual transactions. When you're satisfied with your answers, you click on the Export button to turn the information into a Microsoft Excel chart, and you're ready to share the information at the afternoon manager's meeting.



Take a quick **look** at your business from any angle.

UNLIMITED REPORTING CRITERIA.

Report and analyze based on an unlimited number of criteria. Let's say you create a dimension called "salesperson," and then add all your salespeople as values within that dimension. You can then create reports and analyze sales by region, by department, by date or by any other criteria that you set up, within Microsoft Business Solutions–Navision or via the Export to Microsoft Excel feature.

MAKE A COMPLETE AND ACCURATE BUDGET WITH A MINIMUM OF HASSLE.

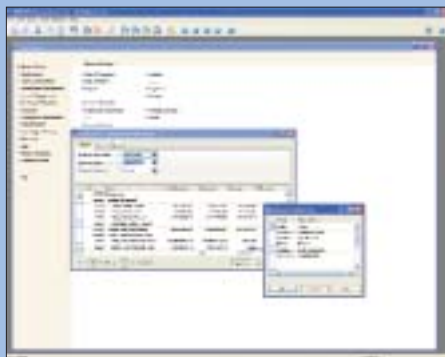
Create and maintain budgets and sub-budgets in an easily comprehensible matrix form. Save time and keep things accurate by copying budgets from one period or unit using an adjustment factor on either actual or budget entries. You can even distribute your budgets across your organization in Microsoft Excel format and import the adjusted versions straight back into Navision.

TRACK ALL YOUR FIXED ASSETS.

Microsoft Business Solutions–Navision gives you an accurate account of fixed assets — from present book value to accumulated depreciation. Your fixed asset management is totally integrated with the rest of Navision, meaning less re-keying, less effort and greater accuracy.

ACCESS INFORMATION IN ANY

LANGUAGE. Offer customers and vendors better service by giving them inventory descriptions, printed reports and invoices in their own language and their own currency. You can switch to any installed language on-the-fly.



Navision gives you fast answers. For example, you can analyze revenue for a certain account using an unlimited number of criteria.

I NEED A **solution** THAT HELPS ME GET THE MOST OUT OF CUSTOMER RELATIONSHIPS.

Microsoft Business Solutions–Navision gives you a **powerful way** to **satisfy customers.**

All the right information...

Access the information you need to make the most of every business interaction. Customer, product, inventory, sales — all your business and financial information is integrated. And you have the tools to help you make the most of the data. When you have real-time, accurate information on all your contacts, you can make better decisions. You know which accounts need your immediate attention and which accounts can wait. You also improve your sales and marketing campaigns through effective planning and by targeting based on specific criteria, such as sales, contact profiles and previous interactions.

...Helps you get the most out of relationships

Let's say you've got some fresh leads from a tradeshow where you showed off your new product — a racing bicycle. You enter detailed information about each potential customer into the system, including the fact that they attended this tradeshow and may be interested in your new product.

Now, one of those potential customers calls to make an order. You quickly find the customer contact card, and see that the last interaction was a sales letter for the racing bicycle. You check inventory in real-time and see that there are no bicycles in stock.

Using the Order Promising feature, you let the customer know when he can expect it, based on production and lead times for the product. You see that the system recommends a certain pump, bag and water bottle to go with this bicycle. So while you're at it, you increase the value of the sale. You also sell a service contract specifying details such as parts covered, preferred payment method and the duration of coverage, and enter it into the system on the spot.

Sharpen your competitive edge.

BETTER SERVICE BY HANDLING ORDERS MORE EFFICIENTLY.

Handle non-stock orders just as you would any other sales order. The system processes them, and the customer never knows the difference. You can also specify that an order be handled as a cross-dock or drop shipment to save time on delivery. And you can handle inventory across multiple locations (for example, warehouses in New York, L.A. and Atlanta) from a single database.

DELIVER SUPERIOR CUSTOMER SERVICE.

Whoever picks up the phone can give customers the information they need. You can categorize contacts based on profiling questions and personalize the way you approach them. For example, a personal profile can tell you how often a customer wants to be billed and whether they have preferred technicians and service times. And you can make sure that you satisfy customers by making to-do lists in the system and assigning tasks to other users or teams of users.

OFFER WEB ACCESS TO PERSONALIZED INFORMATION.

Customers, vendors and other partners serve themselves directly from their Web portal — anytime, anywhere. They can seek information, buy, sell and serve themselves using a range of functions found in Navision, depending on their particular role and access rights.



Navision helps you get the most out of relationships, for example, by following up on leads efficiently.

I NEED A SOLUTION THAT HELPS ME **respond** FAST AND
EFFECTIVELY TO THE MARKET.

Microsoft Business Solutions–Navision helps you **master change.**

Plan for change...

Microsoft Business Solutions–Navision helps you plan and reorganize production to meet new and changing market demands. You can change and implement manufacturing methods and processes on-the-fly, reduce lead time with warehouse management and multiple location features and use supply and capacity requirements planning to respond to unexpected changes at a moment's notice.

Information is transparent from the shop floor to the warehouse to the back office, and even beyond the four walls of your company. Vendors manage catalogs, enter drop shipment orders and maintain delivery dates through their personalized portals. Customers use their own portals to browse through your catalog, order online and check availability all the way back to the vendor.

Greater visibility helps you identify processes that you can perform more efficiently. Flexible manufacturing and distribution functionality helps you adapt to varying market demand.

...Respond to demand

Let's say, the customer calls to change his order. He now wants disc wheels on his bicycle, but he still needs it on the promised date. You check the status of the order and find that it's already released for production. You see that most of the parts were automatically picked and transferred from your other warehouses. The standard wheels were out of stock, but an automatic order was already sent to the vendor via the Internet.

Luckily in Microsoft Business Solutions–Navision, you can replan immediately from the sales order replacing the standard wheels with disc wheels. You speed up the order by redefining capacity, and you reduce lead time by controlling material flow to the next operation. The dispatch list tells you which customers will be affected if you move the job.



Master change.

MAKE EXCEPTIONS AND LAST-MINUTE CHANGES with multiple planning options, tracking, and action messaging. Plan from the sales order, the production order, the purchase requisition, or by the traditional MPS/MRP planning methods. You can handle last-minute changes by replanning from any point in the delivery cycle. Costs, materials, and operations are simultaneously replanned to reflect shop floor changes.

CHOOSE THE MOST PROFITABLE MANUFACTURING PROCESS. When planning production orders, for example, you can plan product family orders that share the same routing. This allows you to make more efficient build schedules.

IMPROVE WAREHOUSE ORGANIZATION AND REDUCE LABOR COSTS with put-away and picking processes. Put-away notes and picking notes can complement your company's working methods. Serial numbering and lot tracking help you trace items at any time during the sales, purchase or transfer process. And you can handle returned inventory, and account for additional costs such as restocking charges.

STREAMLINE INTERACTIONS WITH KEY VENDORS AND CUSTOMERS. Microsoft Business Solutions–Navision Commerce Gateway, which is based on Microsoft BizTalk Server, opens up Navision for the electronic exchange of trading documents with other systems. It reduces human error and the amount of time spent on entering data such as purchases and sales orders — without a complex EDI system.

REDUCE PURCHASING COSTS. Use reverse auctions to find the vendor with the most attractive offer on given items or services. You enter details regarding the desired item, quantity and delivery time. Your vendors then bid on the item, and you can convert the most favorable quote to an order at a click of a button.

I WANT TO FOCUS ON THE **essential.**

Microsoft Business Solutions–Navision meets all your **core business needs.**

Microsoft Business Solutions–Navision helps you drive your business wherever you want it to go – and however you want to get there. With Navision, you stay in control with fast access to accurate information. You respond quickly to customer demands and market changes, and you take care of business in the most efficient way possible. Microsoft Business Solutions–Navision frees you to focus on business.

For more information, download the fact sheets at www.microsoft.com/BusinessSolutions or your local Microsoft Business Solutions website. When you're ready, we'll put you in touch with a local Microsoft Certified Business Solutions Partner.





Microsoft Business Solutions, a division of Microsoft, offers a wide range of integrated, end-to-end business applications and services designed to help small, midmarket and corporate businesses become more connected with customers, employees, partners and suppliers. Microsoft Business Solutions' applications optimize strategic business processes across financial management, analytics, human resources management, project management, customer relationship management, field service management, supply chain management, e-commerce, manufacturing and retail management. The applications are designed to provide insight to help customers achieve business success. More information about Microsoft Business Solutions can be found at www.microsoft.com/BusinessSolutions

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