

Manufacturing Solutions Overview



best
software

insights for the life of your business™



Manufacturing Solutions for Your Success

Over the last quarter century, thousands of companies seeking management solutions have turned to Best Software for highly evolved business applications that feature exceptional performance and smooth, cost-effective upgrades. With our parent company, we've earned our reputation by providing the business insights and software improvements that span the needs of the entrepreneur across the street to emerging enterprises across the globe.

More than 80,000 of our customers are manufacturers. As such, we've made the business of manufacturing our focus. Working closely with industry experts and our clients, we've developed a range of products that address the specialized requirements of diverse manufacturing industries.

From Peachtree Premium Accounting for Manufacturing to MAS 90, MAS 200, MAS 500 and BatchMasterPFW, Best Software offers highly reliable solutions that have been specially designed to enhance efficiency, productivity and profitability for companies engaged in various aspects of manufacturing.

Whether your company makes discrete products for stock, produces custom products to order, or is involved in the complexities of process manufacturing, one of the Best Software solutions may be exactly what you need to take your business to the next level.

When you leverage the power of a Best Software manufacturing solution, you'll get results that will positively reverberate throughout your entire enterprise — strategic inventory control, efficient operations, streamlined communications and the insights for proactive management.



Finding the Perfect Match: Best Manufacturing Solutions

Perhaps one of the most fundamental decisions that you could make to shape the future of your company is your software choice. Many executives are so consumed by daily operations that they fail to notice the negative impact that their archaic, ill-fitting, or outgrown software systems are having on their businesses. A solid software foundation is often exactly what these companies need to overcome their daily operation challenges, meet their strategic goals and grow their businesses.

Finding the right software system for your company can be a difficult task, requiring extensive research and expensive trial and error. This is not so with Best Software. Fortunately, all the research and testing has been done for you through years of collaboration between software experts, manufacturing consultants and satisfied clients. With Best Software, you have peace of mind knowing that you're going with the tried and true industry leader in proven business management solutions — a company that can meet your needs now and in the future. The product profiles that follow will give you a quick snapshot of each manufacturing solution, so you can begin to determine which one would most ideally suit your organization. Some of the finer details have also been highlighted so you can further assess how the specific strengths of each module address the unique challenges of your manufacturing operation.

“Increased [inventory] accuracy has resulted in lower lead times, giving us an important competitive edge.”

Craig Shoemaker, President
Craftique, LLC
(A furniture manufacturer)



Peachtree Premium Accounting for Manufacturing Overview

Peachtree Premium Accounting for Manufacturing is one of the most powerful and comprehensive business management solutions available for small businesses. In response to popular demand over the years from the manufacturing sector, the solution has been expanded to include useful, industry-specific functionality. Peachtree Premium Accounting for Manufacturing also features a Manufacturing sample company; a helpful "Manufacturing Guide" and powerful Crystal Reports for Peachtree. It also includes five industry-specific reports. This comprehensive accounting solution provides the power and flexibility to help you manage every aspect of your manufacturing operation with insight.

PROFILE

- **Company Size**
Small
- **Business Types/Industries Served**
Companies involved in make-to-order, make-to-stock and custom-order job shops.
- **Employees**
1-50
- **Highlights**
Inventory, Bill of Material/Assembly, Job Costing, Pricing, Reporting, and Operations Monitoring

Peachtree, A Closer Look

Inventory

Effective inventory control is crucial to a manufacturer's profitability. Peachtree Premium Accounting for Manufacturing offers many tools to help you manage this critical element of your operations with insight. Peachtree Premium Accounting for Manufacturing offers LIFO, FIFO and Average costing methods for your inventory. Inventory features precise on-hand and reorder quantity tracking. You can even create and track related inventory items by size, color or any other attribute. When you need to change an Item ID, Peachtree Premium Accounting for Manufacturing accepts the new Item ID data and updates all references to that ID in the system. This flexibility and functionality translates to enhanced accuracy and control.

Bill of Material/Assembly

Delivering finished goods quickly and accurately is the primary goal of most manufacturers. Peachtree Premium Accounting for Manufacturing helps you manage Assemblies and their individual components (Bills of Material) with ease. You build or unbuild quantities of assembly items according to the Bill of Material (BOM) in order to create stock for the assembly, and can modify an existing assembly to easily handle component changes. The inventory quantities and accounting for all related BOM items are automatically adjusted. Also, as many manufacturers offer complex goods that involve many pieces and factors, Peachtree Premium Accounting for Manufacturing allows you to set up Assemblies and Sub-Assemblies, giving you more flexibility while simultaneously streamlining your processes. Peachtree Premium Accounting for Manufacturing even lets you enter labor or services as a BOM

“Moving to Peachtree has helped us organize and depreciate our fixed assets properly...a crucial function for a manufacturing business...Peachtree offers so much value for the price and the return on investment is immediate...With Peachtree, we have an end-to-end system that gives us the business insight we need to make the most of our company.”

Charles Cox, Controller
Synteen Technical Fabrics
(A manufacturer of industrial textiles)



“Using Peachtree Software to do the “busy” work [...] so our people can do the creative work is the quickest way we can improve our bottom line ... Peachtree is as necessary to our operations as paper and pens ... The package has literally helped us grow our business and has given us more opportunities to operate more efficiently.”

Joyce Tucker, Office Manager
Superior Crane & Conveyor
(A systems integrator in materials handling)

component and display Partial Quantity Listings in your BOM.

Peachtree Premium Accounting for Manufacturing's advantages extend beyond the warehouse — when you print your invoices, you can include a list of the components that make up the Assembly or just the Assembly itself.

Job Costing

The ability to accurately set and monitor Job/Project Costs can dramatically enhance your profitability. Peachtree Premium Accounting for Manufacturing provides extensive job tracking features including Job ID, phase, cost code and cost type (labor, materials, equipment, subcontractors and other). Analyzing these key variables will give you a complete picture of the progress and profitability of each job, so you can manage your department with insight.

Pricing

Pricing is a key component of manufacturing that many software packages overlook. Peachtree Premium Accounting for Manufacturing offers unmatched pricing flexibility compared to similarly priced packages, which gives manufacturers more options to manage pricing and lock in a competitive edge. You can specify up to five quantity ranges (per item) that will automatically trigger a percentage or dollar amount discount. Also, you can use up to ten different customizable pricing levels, make Global Price changes by dollar amount or a percentage, and even round to the nearest dollar or cent.

Reporting

Peachtree Premium Accounting for Manufacturing offers more than 145 customizable reports across the spectrum of manufacturing, including: Inventory, Job Costing, Financial Statements, Accounts Receivable, Accounts Payable, Payroll, General Ledger and more. You can quickly compile and analyze critical information for valuable insights into all aspects of your manufacturing operation. Five blank customizable fields enable you to hone in on the business intelligence you need to improve operations and boost business.

Operations Monitoring

Peachtree Premium Accounting for Manufacturing keeps the pulse of your manufacturing operations under your thumb and just a click away. On-screen and printable Work Tickets allow you to easily monitor the status of all build jobs. E-mail Alerts notifies you when certain preset conditions are met, so you can proactively keep tabs on account balances and inventory levels, update personnel and help prevent unnecessary shortages. Inventory tracking is further enhanced with 'Track By Sales Order' or 'Ship Date' and 'Back Order' reporting. You can even track jobs by phase or cost level. Peachtree Premium Accounting for Manufacturing takes the time and trouble out of monitoring your projects so you can focus on managing your operations.

MAS 90 and MAS 200 Overview

Recommended by more CPAs than any other application in its class, MAS 90 and MAS 200 are fully-integrated manufacturing solutions designed to put you in complete control of your inventory and shop floor. By providing you with the insights and intelligence behind your numbers, MAS 90 or MAS 200 can empower you to make informed decisions that can boost productivity and profitability. MAS 90 is available for Windows NT, Windows 2000, NetWare, SQL Server networks and single users. MAS 200 uses the latest thin-client architecture to deliver high-speed performance across the Internet or via a dial-up connection.

PROFILE

- **Company Size**
Small to Medium
- **Business Types/Industries Served**
Particularly well-suited for discrete manufacturers involved in make-to-stock, assemble-to-order, engineer-to-order, make-to-order or job shop processing, light manufacturing & assembly.
- **Employees**
10-500
- **Highlights**
Bill of Materials, Lot/Serial Control, Bar Coding, Engineering Change Control, Material Requirements Planning and Work Order.

MAS 90 and MAS 200, A Closer Look

Inventory Management

Precise control and safeguarding of inventory is an essential component of a successful, well-organized company; manufacturers require timely and accurate information on inventory location, movement and valuation. Inventory Management provides the critical data pertaining to the receipt of goods, the movement of goods within or between locations, the sale, removal or other disposition of goods, and the exact valuation and status of goods remaining in

inventory at any point in time.

Comprehensive reporting capabilities ensure that you stay on top of inventory status. You can generate reports on item pricing, stock status, detailed sales history, backorder information, reorder points and recommendation, valuation, turnover, sales analysis, and much more. This sophisticated module can provide all the insights you need to formulate strategic purchasing, sales and pricing policies to optimize your operations and lock in your competitive edge.



“Since installing MAS 200, we’ve doubled our throughput capability with approximately the same number of employees as in mid 1995.”

John Kitchens, MIS Manager
Strike King Lure Company, Inc.

“[MAS 200] has allowed us to reduce warehouse staff by 37 percent, although we're shipping more product than a year ago. We're also realizing savings from on-time shipments ... we're meeting every one of our deadlines, even during peak season, and can therefore avoid discounts that eat into our profits.”

Jeff Stillwell, Partner
The Game LLC
(A logo apparel company)

Bill of Materials

Bill of Materials allows you to easily track the components and miscellaneous charges that make up your finished items and assemblies. It also gives you accurate and informative reports detailing bill structures, component requirements and production history. Bill of Materials supports up to 99 levels and features unlimited revision capabilities. This module also includes a unique Bill Options feature, that allows products to be customized directly from Sales Orders. Designed to accommodate the after-the-fact recording of production, the component items used are automatically relieved from inventory and the finished products are automatically received into inventory. You can also control production costs with the Engineering Change Control feature.

Material Requirement Planning

The Material Requirements Planning (MRP) module helps ensure that you have sufficient amounts of material on hand at all times. It simplifies work processes, eliminates purchasing and scheduling problems and allows purchasing and production managers to plan with insight. MRP analyzes supply and demand based on open sales, projections, inventory stock levels and open purchase orders. When you combine this essential data with product build times and lead times, you'll be able to produce reports that advise purchasing of orders that need to be placed, revised or canceled.

Work Order

The Work Order module is the cornerstone of the MAS 90 and MAS 200 manufacturing solution. It empowers you to issue work orders, develop schedules, track costs and maintain complete control of the manufacturing process. You'll also stay informed with up-to-the-minute, work-in-process information. Work Order is particularly well-suited for companies engaged in assemble-to-order, engineer-to-order or make-to-order processing. When used in conjunction with Bill of Materials, all of the required paperwork to move the job through the shop can be generated from each work order, including travelers, dispatch sheets and operation tickets.



MAS 500 Overview

For manufacturers with advanced processes, MAS 500 offers a robust series of applications that provide total control of your manufacturing environment. From work orders, engineering change management and production scheduling to estimating, material requirements planning and capable to promise calculations, everything you need for streamlined manufacturing is right here.

PROFILE

- **Company Size**
Mid to Large
- **Business Types/Industries Served**
Discrete, Mixed-Mode, Job Shop, Assemble-to-order, Engineer-to-order, Configure-to-order, Make-to-stock, Make-to-order.
- **Employees**
20-1,000+
- **Highlights**
Advanced Manufacturing, Co-products & Disassembly, Outside Process (Subcontractor) Tracking, Capable-To-Promise, Employee Assignments & Job Tickets, Advanced Planning and Scheduling, Engineering Change Management, Estimating, Light Manufacturing/Advanced Kitting, Material Requirements Planning, Product Configurator and Shop Floor Control.

MAS 500, a Closer Look

Light Manufacturing/Advanced Kitting

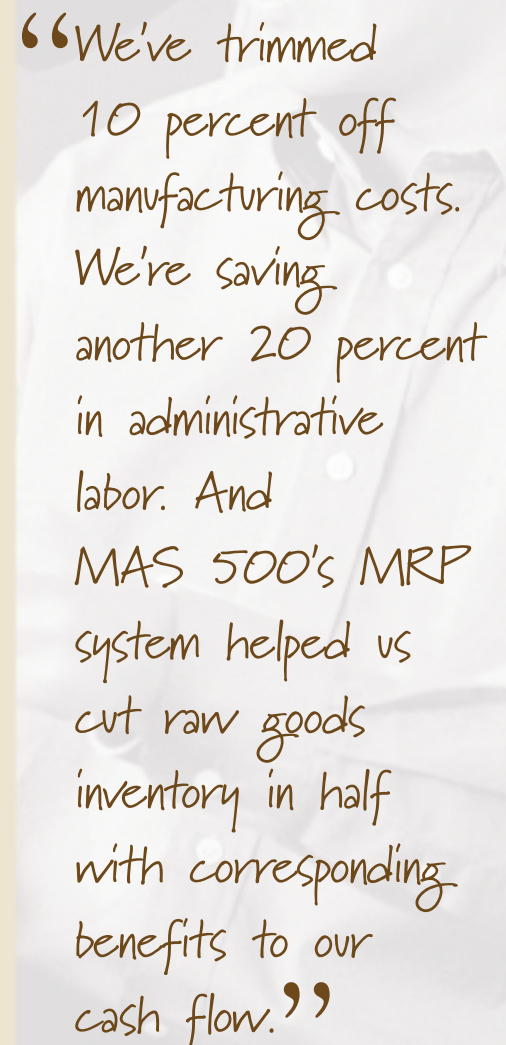
Light Manufacturing/Advanced Kitting helps you manage production and kit assembly without complicated labor transactions or material issues. The streamlined manufacturing system integrates with other optional MAS 500 manufacturing modules and enables distributors, assemble-to-order industries and other light manufacturers to concentrate on other critical business issues without getting caught up in complex manufacturing processes. This module includes routings, bills of material, job costing, lot/serial control, and more.

Advanced Manufacturing

Advanced Manufacturing includes all of the functionality of the Light Manufacturing/Advanced Kitting module, plus work orders and labor and production reporting, which are essential for larger manufacturers. You will be able to spot production bottlenecks and respond in real-time to last-minute engineering changes and high-priority orders. Advanced Manufacturing includes outside shipment tracking (subcontractor management) and supports co-products. It's ideally suited for traditional manufacturers.

Advanced Planning and Scheduling

Do you have production scheduling difficulties? Are orders late because someone forgot to schedule an operation? Did you ever lose a good customer because production fell behind deadline? MAS 500 includes one of the most powerful and easy-to-use Advanced Planning and Scheduling systems available today, which can help you avoid these common manufacturing pitfalls. The industry-standard scheduling rules automatically schedule production based on



“We’ve trimmed 10 percent off manufacturing costs. We’re saving another 20 percent in administrative labor. And MAS 500’s MRP system helped us cut raw goods inventory in half with corresponding benefits to our cash flow.”

David Tompkins, Manager of IS
Specprint, Inc.
(A durable label manufacturer)

“MAS 500
and MRP let
us get our
act together.
We finally have
inventory numbers
we can depend
on, far more on-
time shipments
and better
quality throughout
the company.”

David Palmerston, V.P. of Technology
Helical Products Company

advanced algorithms and mathematical calculations. Schedule against machine, work center, and tooling resources using finite or infinite scheduling methods. A drag-and-drop schedule board provides the flexibility for you to proactively modify the schedules as needed. It displays all system-generated operation schedules while it allows you to tweak the schedule to fit in high-priority orders or move scheduled operations to a different machine when another breaks down.

Engineering Change Management

Quality control is one of the most important business concerns for manufacturers. MAS 500 can help you control production quality and costs by constantly tracking changing labor operations and material items as new items are developed and manufacturing processes are streamlined. Engineering Change Management (ECM) e-mail notifications provide instant visibility and standardized approval methods for routing and bill of material changes. Any change made to an ECM-controlled routing and bill of material is cycled via e-mail to members of an approval group. Engineering Change Management helps companies meet many quality control certification requirements.

Estimating

Have you lost business to your competitors because your estimates are too high? Would you like to find out if a new part is going to make you money or cost you money? MAS 500 provides detailed estimating capabilities to give you the insight to make decisions that will boost business and improve your bottom line. Estimates provide much more than just an educated guess of the total cost of production. They deliver a complete projection that includes materials, outside processing and labor, as well as overhead rates, and one-time charges for tooling and engineering. With a simple mouse-click, estimates can be instantly converted to customer quotes or directly into sales orders.

Material Requirements Planning (MRP)

This advanced planning tool gives you a firm grasp of material and distribution requirements across your enterprise. MAS 500 uses historical data and advanced replenishment formulas to create a clear picture of current and future material and distribution requirements, and how they will affect your business. MAS 500 features single-screen planning with up-to-date item statistics, including on-hand quantities, current purchase orders, work orders, transfer orders and other elements that affect planning decisions. MRP provides the insight to help you make purchasing and production decisions based on industry-standard practices and flexible, real-life circumstances.





Product Configurator

The Product Configurator module works well in both distribution and manufacturing environments and is easy to setup and maintain. The rules-based Product Configurator configures sales orders and routings/bills of material for a finished part based on a variety of features or functions. Your customer service team will appreciate the easy-to-use interface for quick feature/option selection of configured parts, and streamlined integration with Sales Order entry. New items can be created on the fly using customized item masks, new long and short item descriptions, and other options. The Product Configurator also builds the item cost and suggested price and saves popular configurations to be used as standard parts.

Shop Floor Control

Shop Floor Control provides real-time labor and production reporting for online production visibility throughout your enterprise. Designed for use with bar code and touch-screen technology, Shop Floor Control can run on a terminal or from a remote handheld Windows CE device. Users can log in or out of operations manually or they can use the built-in bar coding functionality to scan work order numbers and work order steps for automatic logins. Supervisors can assign electronic job tickets to workers for a paperless shop floor. You can easily customize the shop floor menu to include virtually any activity, maintenance function, report or inquiry you need to run your shop floor.

“We looked for a long time and couldn't find any system that could handle co-products, rework, and disassembly requirements that are common in the recycling industry. MAS 500 supports these features out-of-the-box making our lives much less complicated.”

Gary DiRusso, President
Lifecycle Business Partners

BatchMasterPFW Overview

BatchMasterPFW is the most widely used PC-based process manufacturing software in the world. Every day, thousands of mid-range process manufacturers in more than 40 countries rely on the power of BatchMasterPFW to help manage their operations. The BatchMasterPFW modular system increases company-wide performance by coordinating the entire manufacturing business with no duplicative effort and no redundant data storage. The open architecture in BatchMasterPFW allows integration with industry-standard tools, such as Microsoft Access, Visual Basic, Crystal Reports and Platinum for Windows by Best (PFW).

PROFILE

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| <ul style="list-style-type: none">• Company Size
Mid Market | <ul style="list-style-type: none">• Business Types/Industries Served
Process Manufacturing |
| <ul style="list-style-type: none">• Employees
10-500 | <ul style="list-style-type: none">• Highlights
System Manager, Production, Materials/Inventory, Formulas, Purchasing, MSDS, Order Entry, Laboratory, Costing, Labeling, MRP |

BatchMasterPFW, A Closer Look

Costing

The costing module provides sophisticated cost analyses of your products. It performs accurate calculations based on all factors that affect product cost including labor, overhead, loss and more. The costs can be theoretical, or based on historical information. With this module, you can even reformulate your mixtures automatically to meet a desired target material cost.

Formulas

Formulas are the heart of your business and, in many cases, the most valuable asset. This module tracks all aspects of your formulas including ingredients, quantities, units of measure, manufacturing instructions, costs, quality control tests/target values, material substitution and intermediate expansion. A key feature of this module is revision history, which stores every formula change in full detail.

Labeling

Labels can be designed using templates that you customize for shipping, receiving, safety information and more. This module supports any installed font, including bar code fonts, and can be printed sideways, in portrait, or landscape format. In addition, you can add a company logo, graphics, and standard text. Using key words, labels can be printed with reportable ingredients, physical properties and various warning/advisory statements — there are over 75! Your information is calculated “on-the-fly” so you always print current information.

“Nothing can compare with the capabilities of PFW and BatchMasterPFW teamed up together. Without them, our process would be downright archaic and our entire business would come to a standstill.”

Adrienne Olson, Controller
Sierra Corporation
(A paint manufacturer)

Laboratory

The Laboratory module empowers you to perform sophisticated physical properties analyses instantly. While it comes equipped with dozens of pre-entered physical property equations, you can also enter and create your own physical property calculations based on any combination of material specifications.

Material Requirements Planning

The Material Requirements Planning module takes the guess work out of purchasing and helps eliminate costly production delays caused by material shortage. With it, you can determine precisely when and how much material to purchase based upon a time-phased analysis of sales orders, production orders, current inventory and forecasts.

Materials/Inventory

The Materials/Inventory module tracks all inventory and costing data throughout BatchMasterPFW and provides up-to-the-minute information on materials, containers, lots and finished goods. It gives you the insight for more strategic inventory management.

MSDS

The powerful MSDS module automatically generates Material Safety Data Sheets in full compliance with the OSHA Hazard Communication Standard, SARA Title III, ANSI and virtually all similar government reporting requirements. In addition, you can customize the format and content of each MSDS to your specifications.

Order Entry

Order Entry includes dozens of unique features designed to make processing sales orders a breeze. Instant access to customer, inventory and production details is available during sales order entry. Powerful price tables give you the flexibility to establish variable pricing for your customers. You can define contract prices for customers based on quantity purchased and on customer class. Sophisticated reports ensure that you are always apprised of the status of commissions, profits, sales activity and much more.

Production

This module helps you streamline your production processes for maximum efficiency. Production orders can be scheduled automatically based on current inventory, minimum stock levels, orders committed to sales and other methods. Batch tickets can be sized automatically by weight, volume, finished goods quantity, percentage of master formula, premix quantity and availability of all materials or a single material.



“Before implementing our PFW-BatchmasterPFW system, we worked on a waste ratio of between three and five percent. Now waste is so minimal we are not concerned with it.”

Lori Haight, Office Manager
Bomark Ink, Inc.

“With FAS Asset Accounting, we avoid the hassle of data conversion and the inefficiency of manual systems. For taxes, we used to have to print out our fixed asset data and bring in temps for data entry — very time-consuming and expensive. Now FAS Asset Accounting's powerful report writer pulls that data right out of the software. It's the only solution I know of that offers that kind of functionality.”

Greg Strohmeyer
 Illinois Tool Works
 (A diversified manufacturing conglomerate)

Purchasing

The Purchasing module provides instant access to vendor and product information during purchase order entry at — the click of a button. Options include purchasing history, current inventory levels and costing details, production demand, approved vendors, item/vendor lead-time, quantity price breaks and much more.

Extending Your Manufacturing Solution — Fixed Assets and CRM

In addition to the core manufacturing solutions, our FAS and SalesLogix solutions further extend the benefits of improved accuracy, streamlined efficiency and reduced costs to fixed assets and customer relationship management. The FAS and SalesLogix* solutions provide tight integration to your financial and manufacturing applications, so the composite solution is greater than the sum of its parts.

*SalesLogix is not available for Peachtree or BatchMasterPFW

FAS Solutions Overview

Regardless of the size or type of your manufacturing operation, chances are you've made a substantial investment in capital equipment. You probably have the bulk of your financial resources tied up in processing and assembly machinery. And if you're like many manufacturers, you may have overlooked the cost savings potential of strategic fixed asset management. You're not alone; daunting tax laws, complex calculations and tracking difficulties have kept many manufacturers from realizing savings in this area. Fortunately FAS Solutions meet these challenges head on so you can analyze, track and accurately depreciate your fixed assets and capitalize on the substantial opportunities to improve your bottom line.

This powerful, easy-to-use fixed asset management solution will give you the control you need over your entire fixed asset lifecycle from acquisition through disposal. FAS solutions eliminate redundant data entry, increase accuracy, and reduce costs. In addition to rock-solid depreciation calculations, FAS solutions reconcile physical inventories with financial records, automate property tax filings to prevent overpayment, and are equipped with over 24 standard reports and unlimited customized reporting capabilities. FAS provides out-of-the-box integration to many Best products including MAS 90 and MAS 500.

PROFILE

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| <ul style="list-style-type: none"> • Company Size
All | <ul style="list-style-type: none"> • Business Types/Industries Served
All |
| <ul style="list-style-type: none"> • Employees
All | <ul style="list-style-type: none"> • Highlights
FAS Asset Accounting, FAS Asset Inventory, and FAS Report Writer |

FAS Solutions, A Closer Look

FAS Asset Inventory



Properly tracking fixed assets is essential to obtaining the maximum depreciation at tax time, but for many businesses this task seems formidable. Fortunately there's FAS Asset Inventory, which makes tracking your company's entire asset inventory easy and efficient. Using state-of-the-art bar code technology, this module automates the inventory process and reconciles physical inventory data with financial records.

By providing a complete overview of your fixed assets at every stage, FAS Asset Inventory is a comprehensive solution that integrates with most general ledgers. You'll be able to quickly take physical inventories and maximize asset valuations for depreciation, thus improving your bottom line.

In addition, FAS Asset Inventory integrates seamlessly with FAS Asset Accounting, so physical inventory can be merged with existing data to automatically calculate depreciation.

FAS Asset Accounting

FAS Asset Accounting gives manufacturers complete control over fixed assets by integrating depreciation calculations and reporting functions. This powerful solution, chosen 3-to-1 over all competitors combined, helps you manage your fixed assets over their lifecycle, providing the insights you need for strategic planning.

With over 300,000 IRS and GAAP rules built in, FAS Asset Accounting calculates AMT and ACE schedules using more than 50 standard or customized depreciation methods, generates over 24 reports, and easily integrates with most general ledger systems. FAS Asset Accounting also eliminates redundant data entry and maintains digital images of asset records such as purchasing and insurance documents.

Reporting

FAS Report Writer empowers you to present fixed asset data in any format your business requires. Its powerful functionality provides unlimited capabilities for creating customized fixed asset reports and supports multiple file formats that make it easy to import data from other software applications or to export data from your reports to other applications.

You can group assets according to various criteria using up to four levels of sorting and subtotals, use wildcards to search your database, or create an unlimited number of calculated columns. With FAS Report Writer, you can configure reports and sophisticated analyses to reveal the financial insights your company needs to succeed.

“Managing tax law changes is so much easier with FAS Asset Accounting. It's nice to know that Best Software has a staff of CPAs and experts that are constantly monitoring and interpreting new tax rules. [Without them,] it would take me days to research all the changes and ensure that my calculations are correct. With FAS Asset Accounting, all I have to do is install the software update to know that Bell & Gossett is in full compliance with the latest tax legislation.”

Dan Leider, Senior Accountant
Bell & Gossett
(A leading manufacturer of fluid pumps)

SalesLogix Overview

Customers are the lifeblood of your business. As such, retaining them is one of the most important challenges you face. The dilemma of course becomes how to juggle the demands of your manufacturing operations, while simultaneously ensuring that your customers are getting the attention they need. Fortunately, there's SalesLogix, a customer relationship management (CRM) solution that drives sales performance through Sales, Marketing, and Customer Support automation and integration with manufacturing applications.

Manufacturers depend on SalesLogix to manage their sales pipeline and support their customers. Integration to other Best products (including MAS 90, MAS 200, and MAS 500) ensures that your sales team always has the critical business management and accounting information at their fingertips. Visibility into forecasted demand, gives your material planners a proactive edge. Further, SalesLogix provides manufacturers with help desk capabilities to answer questions regarding product installation, warranties, or usage.

With over 4,600 companies using SalesLogix worldwide, SalesLogix is the CRM leader for small to mid-sized businesses.

PROFILE

- **Company Size**
Small to medium-sized businesses and divisions of large enterprises
- **Business Types/Industries Served**
Well-suited for all types of manufacturing.
- **Highlights**
Sales, Marketing and Support automation with integration to accounting and business management applications.

“The biggest benefit from using SalesLogix is that each time we interact with a customer we can access a complete customer view... Most important, our sales team has access to this information even when on the road.”

Lee Goldman, MIS Director
United Pipe & Steel
(A heating and plumbing pipe manufacturer)





SalesLogix, A Closer Look

Sales Automation

SalesLogix Sales is the core module of the integrated SalesLogix CRM suite. SalesLogix Sales provides the tools and resources needed to effectively manage, forecast, and report throughout all phases of the sales cycle and increase sales team performance. It's a single resource for the customer information captured across your entire organization.

SalesLogix helps drive opportunities through the sales cycle by automating activities such as follow-up calls, letters, and literature fulfillment, based on sales and marketing processes you define. SalesLogix also provides the analysis capabilities and insights for informed business decisions, as well as the management tools to implement them.

Support Automation

SalesLogix Support delivers the tools and resources required for superior customer service. Your support team will be able to track customer requests and manage support incidents from initial contact through resolution and give the consistent, efficient service key to customer satisfaction. A few of SalesLogix Support highlights are contract management, return material authorizations (RMAs), extensive reporting and customer Web self-service capabilities.

Marketing Automation

SalesLogix Marketing is the complete solution for managing, tracking, and measuring targeted marketing campaigns. It provides sophisticated analytical tools, including ROI analysis and full-scale marketing campaign management — designed to identify the most profitable customers and shorten your sales cycle. Capturing rich, timely data from customer interactions across your organization allows you to develop meaningful one-to-one marketing programs.

“With SalesLogix, our overall visibility of how our prospects are being managed has vastly improved. We really are so much more effective working from one database. And, the biggest initial benefit of using SalesLogix is the quality of customer service through our Customer Services division using the SalesLogix Support module.”

Hazel Walker, Marketing Manager
Gaskell Textiles Ltd.
(A specialty floor covering manufacturer)

Comprehensive Solutions & Support for the Life of Your Business

As our customers grow their businesses from a \$250,000 annual revenue startup, to a \$250 million international venture, Best Software is there to address the challenges with the right technology, ease of use, fully integrated features and strategic insights for the life of their businesses.

The goal of small and mid-sized companies is to constantly improve the quality, effectiveness and profitability of their operations. As companies expand, they develop additional requirements, not only for increased automation and efficiency, but also for further scalability.

Best Software addresses this bi-directional growth by focusing on the long-term operational, tactical and strategic goals of businesses and organizations, in a way that customers find easy to implement, with a rapid return on their investment.

Our product lines are built from the ground up on the most current business platforms with hooks for integrating a wide array of productivity tools and popular third-party business applications. They are designed for maximum flexibility and to easily incorporate with our customers' business processes and provide a smooth transition when they are ready to move up to a more robust solution.

With our impressive, broad range of award-winning, reliable software solutions, we can meet the manufacturing, business management and accounting needs of our customers in virtually any small and mid-sized company. The springboard to our success has been a foundation of unique technological vision and our complete dedication to customer satisfaction.

Our Customer Commitment

We are dedicated to ensuring that our customers have long-term confidence and satisfaction in our industry leading solutions and services. Our commitment encompasses offering software products that most effectively fit our customers needs today and provide a straightforward migration path for the future, including automated data conversion and training tools — and most importantly, certified business partners and Best Software product experts who can assist them every step of the way.

Together with our parent company and a worldwide group of business partners, we serve the needs of more than 3 million customers in over 100 countries. Nearly 1650 discerning companies worldwide select our products to run their businesses every day. We look forward to providing the solutions, service and support to help you take your company to the next level.

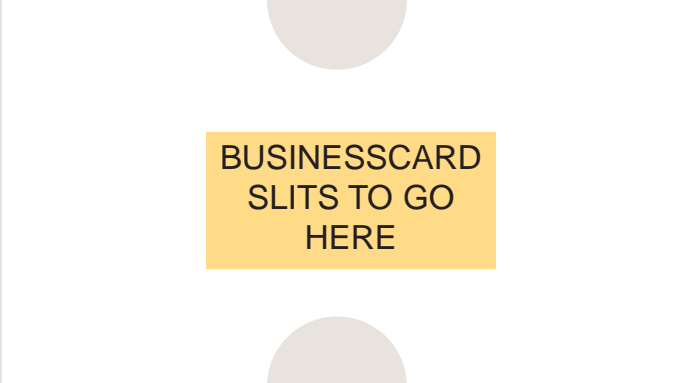


“Our support plan guarantees that we'll hear back from tech support within an hour. If you figure what every transaction costs vs while we're waiting with a system question, you realize how essential the plan is. It's a very valuable asset.”

Andrew Sapienza, President
Veteran Leather Company, Inc.

“Before implementing our PFW—
BatchMasterPFW system, we
worked on a waste ratio of
between three and five percent.
Now waste is so minimal we are
not concerned with it.”

Lori Haight, Office Manager
Bomark Ink, Inc.



BUSINESSCARD
SLITS TO GO
HERE

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