

# Supply Chain MANAGEMENT

## MICROSOFT BUSINESS SOLUTIONS-NAVISION

### MICROSOFT DISTRIBUTION

**Microsoft® Business Solutions Distribution-Navision® gives you a powerful way to satisfy your customers.**

#### Key Benefits:

- Win customer loyalty with better service.
- Improve your customer responsiveness through better organization.
- Reduce costs so you can offer more competitive prices.

*“Now, with the distribution functionality in Microsoft Navision, we manage our distribution information much better. Our resellers can always give concrete guarantees to our customers about when they can take their sound system home. Microsoft Navision helps us secure the link between our promise about when a product can be delivered and the actual date of delivery.”*

**Preben Malthe Jensen – Corporate Service Manager at Jamo a/s, a leading global supplier of loudspeakers and hi-fi electronics**

### Can You Feel the Pressure?

Once upon a time, you knew what to expect of competitors, partners, and customers. But the rules of the game have changed. Today’s partners can become tomorrow’s competitors, and they can take your customers with them. Customers are more important than ever, and they expect better service and more competitive prices than ever before.

Microsoft Distribution helps you win customer loyalty, increase responsiveness, and offer more competitive pricing based on lower operational costs.

### Are You Ready to Move Ahead of the Competition?

To survive, you need to keep your customers satisfied. You cannot afford to miss an order because an item isn’t in stock. You cannot afford to tell customers you’ll get back to them when they ask for the delivery time or the price of a product.

But is survival enough? What does it take to get ahead of the competition?

### Customers Feel Like Part of the Team

If you want to get ahead of the competition, you need to make your organization responsive to your customers’ needs. When your customers know that all your resources are geared towards serving their needs, you become more than just today’s supplier of goods: you become a long-term partner.

### Reduce Costs, Increase Competitiveness

Microsoft Distribution streamlines operations to benefit both you and your customers. Reducing operational costs saves time and money for your entire organization and allows you to offer more competitive prices. Cost reduction is a worthwhile business goal in itself, but it’s also another way to strengthen your relationships with customers.

Microsoft Distribution reduces costs by helping you reduce excess inventory, run your warehouse operations more cost effectively, and work more closely with your vendors.

#### **Create Customer Loyalty**

If you handle your customers' orders efficiently, you will get repeat orders. Microsoft Distribution makes it easy for you to provide your customers with accurate, up-to-date information – so you can quickly answer all their questions.

#### **Improve Your Organization**

To be able to consistently satisfy your customers' orders, you must have an efficient and flexible distribution setup. Microsoft Distribution helps you to concentrate your resources on adapting to your customers' needs.

#### **Reduce Costs and Offer Better Prices**

Microsoft Distribution helps you reduce lead times, increase responsiveness, and better collaborate with your suppliers and customers. Ultimately, it allows you to offer more competitive pricing thanks to lower operational costs.

#### **About Real Solutions**

Real Solutions is a full service solution provider, meaning we deliver not just the software but the project management, consulting, training (both classroom and on-site), implementation services, and infrastructure support that is required to make your project successful.

Real Solutions specializes in Navision implementations, upgrades, and optimizations in these areas:

- Financial Management
- Distribution
- Manufacturing
- Job Shops
- Not-for-Profit
- CRM

Real Solutions is one of the top Microsoft Certified Partners for many reasons, but the most important one to you should be the following:

We sell to fit, not sell to sell. Our number one goal in all engagements is to end up with a satisfied customer. We have been extremely successful in this respect and are proud to say no customer has ever left us to be serviced by another dealer.

For more information about our products or services you can visit our website at [www.realsolutions-us.com](http://www.realsolutions-us.com), or e-mail us at [sales@realsolutions-us.com](mailto:sales@realsolutions-us.com), or feel free to give us a call.

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Key Features	Description
ITEM SUBSTITUTION	Offer your customers alternative items when: <ul style="list-style-type: none"> <li>▪ The items they want are out of stock.</li> <li>▪ The alternatives are cheaper with a higher profit margin.</li> </ul>
ITEM CROSS-REFERENCES	Identify what your customers want by cross-referencing any customer code, internal code, or vendor code.
NONSTOCK ITEMS	Provide customers requesting nonstock items: <ul style="list-style-type: none"> <li>▪ Immediate quotes.</li> <li>▪ Automatically created nonstock item numbers.</li> <li>▪ Orders for nonstock items processed in the same way as for stock items.</li> </ul>
MULTIPLE LOCATIONS AND RESPONSIBILITY CENTERS	Handle inventory in more than one location (for example, warehouses in Atlanta, New York, and Los Angeles) from one database to: <ul style="list-style-type: none"> <li>▪ Gain a complete real-time business overview.</li> <li>▪ Create cost and profit centers.</li> </ul>
STOCKKEEPING UNITS	Manage items individually per location. With stockkeeping units, items can be described and managed individually per location including: <ul style="list-style-type: none"> <li>▪ Replenishment methods</li> <li>▪ Safety Stock</li> <li>▪ Costs</li> </ul>
LOCATION TRANSFERS	Manage the movement of inventory between warehouses. Produce an overview and report of inventory in transit whenever you or your customers require it.
ORDER PROMISING	Calculate item availability and deliver on your promises: <ul style="list-style-type: none"> <li>▪ Available to Promise feature for planning</li> <li>▪ Capable to Promise feature for “what if?” scenarios</li> </ul>
CALENDARS	Specify working and non-working days designated to customers, vendors, locations, companies, and shipping agents.
ITEM TRACKING	Track and trace items at any time during the sales, purchase, transfer process, and afterwards with serial numbering and lot tracking.
RETURNS MANAGEMENT	Handle returned inventory and account for additional costs such as restocking charges. You can also automatically organize: <ul style="list-style-type: none"> <li>▪ Credit Memos.</li> <li>▪ Replacement goods.</li> <li>▪ Returns to vendors.</li> <li>▪ Accounts for additional costs.</li> <li>▪ Partial or combined return of shipments.</li> <li>▪ Partial or combined return of receipts.</li> </ul>
SHIPPING AGENTS	Control your distribution by relating shipping agents to the services they offer.
WAREHOUSING	<ul style="list-style-type: none"> <li>▪ Order-by-Order Warehousing enables your employees to efficiently complete warehouse tasks and have an overview of where items are located. Order-by-Order Warehousing is easy for your employees to learn and use.</li> <li>▪ Multiple-order Warehousing is an affordable extension that gives you the functionality you need and grows with you.</li> <li>▪ Reduce costs through effective warehouse processes with Microsoft Business Solutions–Navision Warehouse Management Systems:               <ul style="list-style-type: none"> <li>○ Plan Shipments</li> <li>○ Directed Pick and Put-away</li> <li>○ Picking items can be performed in several different ways: per order, to stage, to tote.</li> <li>○ Putting items away either into the warehouse or cross-dock to shipping</li> <li>○ Replenishment of bins based on pre-defined maximum or minimum bin quantities</li> <li>○ Receipt and shipment filtering of released source documents</li> <li>○ Efficient picking methods</li> <li>○ Cross-docking</li> </ul> </li> <li>▪ Achieve cost savings by streamlining your inventory management processes with Automated Data Capture systems:               <ul style="list-style-type: none"> <li>○ Collect and use accurate, real-time inventory data.</li> <li>○ Simplify and speed up your data capture system using radio frequency technology.</li> </ul> </li> </ul>

Key Features	Description
	<ul style="list-style-type: none"> <li>o Increase the visibility of accurate inventory data throughout your company.</li> </ul>
CYCLE COUNTING	<ul style="list-style-type: none"> <li>▪ Maintain and increase inventory accuracy by verifying inventory record data.</li> <li>▪ Differentiate the counting frequency per item or stock keeping unit.</li> </ul>
PRICING	<ul style="list-style-type: none"> <li>▪ Efficiently manage sales and purchase prices and line discounts with customers and vendors.</li> <li>▪ Specify specific sales/purchase prices and line discounts for individual customers and vendors.</li> <li>▪ Manage general sales prices and line discounts for groups of customers or all of your customers.</li> </ul>
ITEM CHARGES	Improve cost control by including the value of additional cost components to the unit cost or unit price of an item. For example, freight or insurance.

**Additional Application Areas of Microsoft Navision**

ADDITIONAL APPLICATION AREAS OF MICROSOFT NAVISION	<ul style="list-style-type: none"> <li>▪ Manufacturing</li> <li>▪ User Portal</li> <li>▪ Commerce Gateway</li> <li>▪ Commerce Portal</li> <li>▪ Financial Management</li> <li>▪ Marketing and Sales</li> <li>▪ Service</li> </ul> <p>For more information about Microsoft Business Solutions–Navision and to find out how you can obtain additional fact sheets, please contact your local Microsoft Certified Business Solutions Partner or visit our website at <a href="http://www.microsoft.com/BusinessSolutions">http://www.microsoft.com/BusinessSolutions</a></p>
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**System Requirements**

TO OBTAIN ALL OF THE FEATURES MENTIONED IN THIS FACT SHEET, THE FOLLOWING MODULES AND TECHNOLOGIES ARE REQUIRED:	<p>Microsoft Navision supports graphical 32-bit technology and genuine client server, multitasking environment. The following operating systems are supported:</p> <p>Client 32-bit: Windows® XP, Windows® 2000, Windows® NT, and Windows® 98</p> <p>Server: Microsoft® Business Solutions–Navision® Database Server: Windows 2000, Windows NT. Microsoft® SQL Server® Option for Navision®:</p> <ul style="list-style-type: none"> <li>o Operating System: See requirements for Microsoft SQL Server 2000. See requirements for MSDE 2000</li> <li>o Other Applications: Microsoft SQL Server 2000, SP3, MSDE SP3.</li> </ul> <p>Please refer to the detailed system requirements document for more information.</p>
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