Growth Through ERP
…automate, control, manage,
communicate and integrate…

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Quotes

"Having worked for Copier Fax Business Technologies for nearly 20 years, I am acutely aware of the restrictions of our current infrastructure and the need for an open-architecture platform ERP that can handle growth. FORZA allows us to manage our data, customers, and financial needs with an easy-to-use and current solution that will grow with us, not against us."
- Dave Scibetta, EVP and CIO, Copier Fax Business Technologies

"When searching for a new solution that would fit our organization, where better to look for the answer than our own backyard! Actually seeing how efficient and effective FORZA is with streamlining our business processes led us to make the easy decision of joining the MWA FORZA team for the future growth of our company!"
- Chad Schwarts, VP Business Development and Managing Director, Imagine Technology group

DPOE was at a critical growth juncture and we began to quickly realize our current business system could not effectively grow with our present and future business needs. FORZA, built on SAP Business One, proves to be the only ERP in this industry that can grow with our business."
- Chip Miceli, President, DPOE

"Perry proTECH identified several goals and objectives when scoping out the core capabilities for a future ERP platform. Fundamentally, the company needed an integrated ERP system that would support new lines of business – allowing continued growth and expansion into new market segments without barriers or limitations. We believe dealers in the future are going to have to look at technology adjacencies to their core business to grow. The print market is rather mature and the compound annual growth rate is probably not what we all want."
- John Swalwell, CIO, Perry proTECH

1 The channel as we know it

The managed services and print reseller channel has undergone significant advancements throughout the years. Despite the digital transformation that is taking place, an element of complacency has crept in as the channel antiquates itself through the continued use of disparate systems that act as a brake on corporate growth. These disparate systems include make-shift, custom-built software solutions known as bolt-ons that lack real-time interconnectivity and can cause harmful disruption to workflow processes.

Recognising this situation, MWA Intelligence, Inc. has developed a robust and all-inclusive solution. FORZA, built on SAP Business One, is an ERP system that has been developed to meet the specific needs of the channel. It provides a completely streamlined ERP solution that transforms the way that the channel can do business.

FORZA automates processes that previously took weeks, days or even simply just a few hours to save time and money enabling organisations to focus on more productive activities that positively impact the bottom line. It delivers unsurpassed operational transparency to enhance control and optimise decision-making. With an open-architecture infrastructure, this advanced platform allows resellers to grow in any direction as they foster new opportunities for successful expansion.

Function	Competitor	FORZA MWA INTELLIGENCE
CRM	✘ Bolt-on	☑ Built-in
Managed Services	✘ Bolt-on	☑ Built-in
Warehousing	✘ Bolt-on	☑ Built-in
Service Mobility and Dispatch	✘ Bolt-on	☑ Built-in
Crystal Reports	✘ Bolt-on	☑ Built-in
E-Commerce	✘ Bolt-on	☑ Built-in
Executive Alerts	✘ Bolt-on	☑ Built-in
Dashboards	✘ Bolt-on	☑ Built-in

2   FORZA and SAP Business One

SAP's best-selling ERP is also the global leader in business management software for SMEs. With over 50,000 customers worldwide, SAP Business One® is the most installed ERP in the marketplace and is built to meet the needs of evolving small and midsize businesses ready for transitional growth.

SAP Business One is the only ERP system capable of capturing all necessary business information within an open-architecture and scalable platform that encompasses all business functionalities. Financial and accounting management, customer relationship and inventory management, and even procurement and reporting are all streamlined and included in one solution.

FORZA is built on SAP Business One and is the only ERP solution customised to meet the needs of the managed services and print reseller industry. It streamlines processes across the enterprise from sales, service and accounting including warehouse inventory, meter management and service contract management. FORZA delivers a transparent, real-time and multi-level view across the business enabling resellers to track the profit/loss from every machine, contract, and customer.

The open-architecture infrastructure provides a single source of data and allows the functionality to be easily customised to accommodate future company growth.

3   Cloud vs On-premise

Companies are faced with a decision when implementing a new ERP system. Although on-premise has historically been the more traditional route, cloud-based ERPs are the prevalent choice and will continue to grow in importance and application.

The comparison between cloud and on-premise costs in a purely single dimension is akin to judging a book by its cover. For on-premise, SMB's mistakenly believe that the cost starts and stops with how much new hardware and software is needed to put a solution in place. And for cloud, all that is seen is the recurring monthly service cost.

For instance, on-premise systems are installed and physically on location. Attached to this local deployment option are the hidden costs that come after the hefty one-time license fee dependent upon the size of the organisation along with periodic maintenance fees for electricity, cooling, hardware upgrades, dedicated IT resources, additional support, training, licensing, and maintenance. In addition, there is also the hidden cost of downtime and the forgotten five-year rule for servers.

Unlike on-premise, cloud-based ERPs are hosted by Amazon Web Services with guaranteed uptime. Rather than paying upfront for license fees and recurring maintenance costs, cloud-based systems require no additional hardware funds because it will be supported by Amazon's secured infrastructure. This allows SMB organizations to focus on what they do best while having a reliable system that provides stability and continual updating for business optimisation without the need for costly overhead, maintenance, redundancy procedures, and contingency plans.

4   The Bolt-on Dilemma

Disparate business management solutions can be very harmful and disruptive to managed services companies and print resellers trying to maintain a competitive advantage. They also impact on the bottom line as third-party contracts increase maintenance costs while interrupting routine business operations and transactions caused by asynchronous updating that leaves operational blind spots.

In this world of disparate systems, the responsibility for resolving potential conflicts and resolutions between the different solution providers remains the responsibility of the reseller. A single platform, single supplier solution is always easier to manage and can make innovation an everyday event.

Custom built, stacked software programs encourage:

- Disconnected data and redundant information
- Separate and isolated implementations for each system
- Greater expense in managing multiple applications
- Multiple third-party maintenance fees
- Challenging business processes
- High cost of ownership
- Restricted growth potential

WAREHOUSING
- Stock Transfers
- Inventory Valuation
- Picking, Packing, & Delivery
- Serial & Lot Management

FINANCIALS
- Basic Cost Accounting
- Budget Management
- Banking & Reconciliation
- Multicurrency Support

MANAGED SERVICES
- Help Desk
- Professional Services
- Task Management
- Scheduling

SALES & CRM
- Sales & Pipeline Forecasting
- Invoicing & Payment Delivery
- Order to Cash
- Warranty & Service Contracts

CONTRACTS
- Dynamic/multiple billing levels per contract
- Single-click consolidated billing
- Multiple contract profiles
- Automated contract creation

OPERATIONS
- Reporting & Analytics
- Workflow-Based Alerts
- Employee Data Management

MOBILITY
- Real-Time Call Management
- Integrated Sales & Service Information
- Monitor Inventory Levels and Product Information
- Visualize Key Business Information with Real-Time Reports

PURCHASING
- Quote & Order Processing
- Invoicing, Payment, & Delivery
- Returns & Crediting
- Purchasing Forecasting

The deployment of an all-inclusive ERP such as FORZA also drives the following:

- **Staff Efficiency** - automation enables the operational staff in direct support of other users or corporate support do more with less resource. This allows staff to be redeployed or eliminates the need for additional hiring.
- **Travel** – enables field-based staff to launch applications and solve problems centrally to reduce travel costs.
- **Replacement of other business automation tools –** eliminate need for external tools and bolt-ons along with the costs associated with their ongoing internal support and upgrade.
- **Eliminate outsourcing contracts** - with improved reliability and automation, staff can perform at a higher level enabling outsourced support contracts to be terminated.
- **Purchase avoidance** - automated, integrated business process resources enable business to meet growing demands without adding systems.

5 Conclusion

FORZA, built on SAP Business One, follows GAAP accounting principles and embraces SOX compliancy regarding policies and procedures.

Clear enterprise-wide visibility allows greater control over all business areas, shows the best customers and enables the delivery of the highest level of customer service.

Designed for small businesses and subsidiaries of large enterprises, SAP Business One enables organisations to:

- Proactively grow the business by streamlining operations instead of reacting to the details of day-to-day tasks.
- Respond quickly to customer needs by instantly accessing the information needed to make better business decisions.
- Eliminate redundant data entry and errors with a single, integrated solution that improves process efficiency, minimises costs and delays whilst strengthening the bottom line.
- Form closer customer relationships with access to centralised information giving a 360 degree view of each account.

FORZA provides the ability to effectively track and access all customer-related information allowing more personalised and intelligent interactions at every point of contact – locking in their loyalty and ensuring repeat business. It allows revenues and expenses to be accurately monitored and managed, helping to optimise cash and liquidity to increase financial strength and provide the flexibility to respond quickly when business opportunities arise. FORZA helps organisation to see, think and act clearly to close the gap between strategy and execution and become a best-run business.

FORZA promotes growth, value, and corporate valuation. Grow your business for today and for the future.