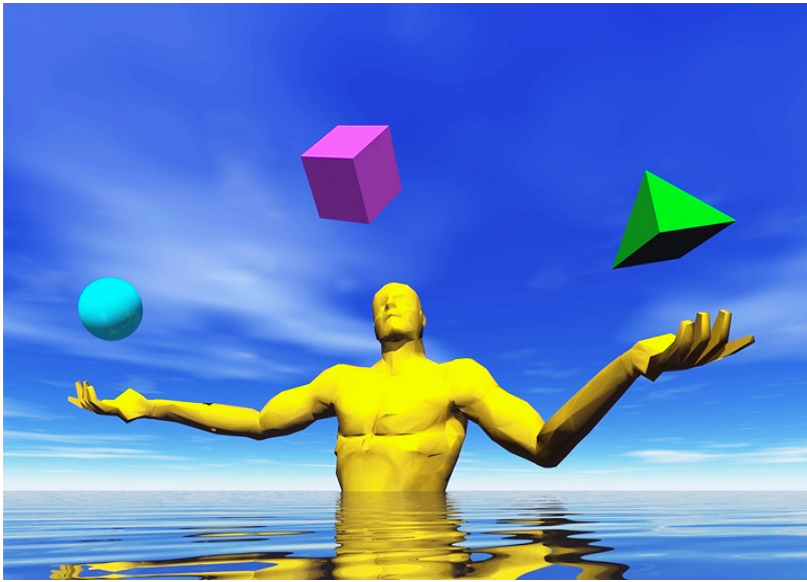


Administrator



Setting the standard; managing the process; maintaining control; providing central support ...

pegasus
OPERA II

*Client
Systems*

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Traditionally there have been accounting systems which are just that; they are first and foremost for accounting purposes and do not relate to or integrate with other areas of the business.

Links can be built between different systems for different areas. For instance, a CRM system can be tailored to access the accounting system for credit information and sales history, and quotations and orders can be generated independently and passed into the appropriate module, but this is unlikely to be a two-way flow of information, and can involve significant amounts of duplicated data so that the external system can operate independently, perhaps with many accounting packages. Version control – making sure that changes in one do not affect the other – can also be problematic.

Integration means the sharing of common data and the provision of a single database structure for storing, reporting and analysing data, preserving consistency and simplicity.

To achieve this goal, two things are necessary.

Firstly, the integrated software needs to look, feel and operate in the same way as the system with which it is integrated. This ideally means that its menu options, navigation, reporting and forms are presented as for the host system.

Secondly, common core data needs to be established and managed at the point of the pyramid. Names and addresses of organisations and contacts, common coding, calendars and staff records are good examples.

The Administrator module performs this role within our Touchpoint suite of software which integrates fully with Pegasus Opera II – see our *Operability* flyer for the consistent approach which our software brings to access protection, data security, reporting, system navigation and much more.

When implementing a sales & marketing/CRM solution with whatever level of complexity, and/or a service management system to support engineers in the field or internal service staff, the Administrator module repositions management of data which is relied on by all aspects of the organisation, crucially adding to this name & address and contact information for entities which are not customers or suppliers ie which do not have records within the accounting system.

And yet the integrity and relevance of the accounting system data – accounts, history, stock, orders, quotations etc – is preserved and furthermore becomes readily available to the pre- and post-sales functions – as does their data in reverse.

With added facilities for document management, postal data verification, central calendar and staff records and support for Microsoft Office, the Administrator module, Touchpoint software and Pegasus Opera II system are truly..

Working together ...

... WITH YOU