

FlexProcess and Customer Order Management

Personalized Customer Service in a Global Economy

The way companies do business with one another has undergone dramatic changes over the past decade. Innovation in the form of the Internet has enabled a large proportion of companies to operate on a global scale, seamlessly, with a market that never sleeps. Demand for quality and better customer service levels have increased. Companies, now more than ever, compete within their vertical markets on the responsiveness of the supply chain; from initial enquiry and placement of orders to the delivery stage. Better customer service and shorter time to deliver to the market are critical as that determines, mostly, the decision your customers make when choosing their supplier of choice.

FlexProcess from NEC Corporation is a complete ERP solution with unique concepts, functions and technology designed specifically for process manufacturers. Its functionality covers Process Modeling and Production Management, Planning and Scheduling, Inventory Management, Purchasing, Customer Order Management, Process Costing and Financials.

FlexProcess is Microsoft standard compliant, and with open .Net Application Programming Interfaces (API's), companies can seamlessly integrate it into their complete supply chain solution. Ideal for today's business world, FlexProcess is also very flexible and its ability to change and be modified without making changes to the code, means the application will continue to deliver value and a longer return on investment (ROI) through this future proofing technology.

FlexProcess Customer Order Management (COM) is a sophisticated, flexible order entry and processing system and is designed to provide fast order entry and automatic order processing. It can be easily customized without software programming. In addition to providing all of the traditional functions associated with order entry, reservation, shipping and invoicing, COM provides many advanced features:



Benefits of Customer Order Management:

- Increased responsiveness and competitiveness
- Flexibility of response
- Increased customer satisfaction
- Accelerated time to market
- Reduced costs across the supply chain


FlexProcess™

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Trading Partner Networks

Trading partner networks give you a graphical way to map out your entire supply chain of sales and distribution channels, such as customers, brokers, and freight carriers. These networks automatically provide default information during order entry and updating, facilitating fast order processing, even in the case of last-minute changes in ordered products, inventory sites, and delivery locations.

Price Sheets and Discount Sheets

During order processing, COM selects price and discount sheets to automatically calculate unit prices and total discounts for resources sold to trading partners by companies and lines of business, factoring in optional conditions for each delivery. You define price and discount sheets and assign them to different combinations of these FlexProcess objects to handle your various pricing and discounting situations.

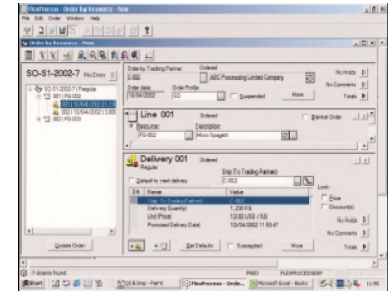
Order Profiles

The user-centric design of FlexProcess is intuitive, easy to use and easy to change. FlexProcess enables you through the use of Order Profiles to define the "Order Form" that best fits your requirements, letting you add new fields for supplementary information or create inquiries that provide specific views into information from FlexProcess. COM can automatically use the order profile that provides the best standard or custom view into the order details that the user or customer needs.

Order Automation Designs

FlexProcess provides a tool that allows you to build order processes that reflect the way you need to do business with your customers. FlexProcess Order Automation lets you create customer-specific order processes and procedures with a simple drag-and-drop capability, tapping functions from a library of "events" and "actions." You can create, maintain, and modify highly individualized order processes, accommodating unusual customer stipulations with the click of a mouse. You can even initiate events and actions residing in other software applications outside of FlexProcess, allowing seamless integration to custom business logic or other software products.

FlexProcess Order automation lets you create customer-specific order processing that reflects the way you do business with your customers. When customer requirements, competitive pressures, or government regulations change, the Order Automation Designer lets you easily modify your order process.



Other COM Components include:

- Companies
- Lines of business contacts
- Trading partners
- Sales catalog items
- Hold codes
- Comments
- Condition groups, conditions, and charges
- Tax groups, tax categories, and tax profiles
- Order automation
- Market profiles

About the solution

NEC's FlexProcess is an ERP solution designed specifically for the process industries and helps you build an information system that streamlines business processes, reduces TCO (Total Cost of Ownership), and adapts to changing business environments.

No matter where you choose to take your organization, NEC's FlexProcess can adapt to your business and support your industry-specific goals and objectives. With its powerful object oriented technology, full support for .NET and a Business Intelligence Suite, the system can bring information together from any source and allow you to view it in the context of your industry.



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