

# WHOLESALE DISTRIBUTION



YOUR "SPEED-TO-VALUE"  
SOLUTION FOR TOTAL  
CUSTOMER SERVICE



ACTIVANT™





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# BREAKTHROUGH

## CUSTOMER SERVICE For Mid-Sized Distributors

“I need a system that can prove its value in months, not years.”



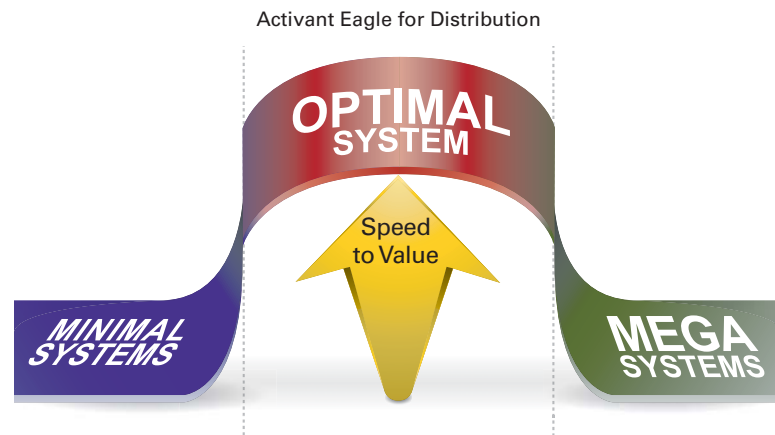
**You need to justify every investment you make, and that's especially true for a distribution management system.**

You want a proven, stable system that is quick to install... easy to use so it actually will be used... fits the way you do business... and offers both functionality and flexibility.

Most importantly, you require “speed-to-value”— and that's what Activant Eagle™ for Distribution delivers for breakthrough service to all your customers.

With Activant Eagle, you'll soon be able to respond more effectively to customer needs, support special orders with greater efficiency, handle complex custom pricing and credits, and better anticipate future requests.

The result? More sales, satisfied customers, higher margins and greater revenues all the way to the bottom line.



*While minimal systems are easy to use and implement, there is limited functionality. Alternatively, mega systems offer comprehensive functionality, but are often so complex that IT resources are required and only a fraction of the system ever gets used. Activant Eagle delivers true speed-to-value by providing extensive functionality, exceptional ease of use and fast implementation.*

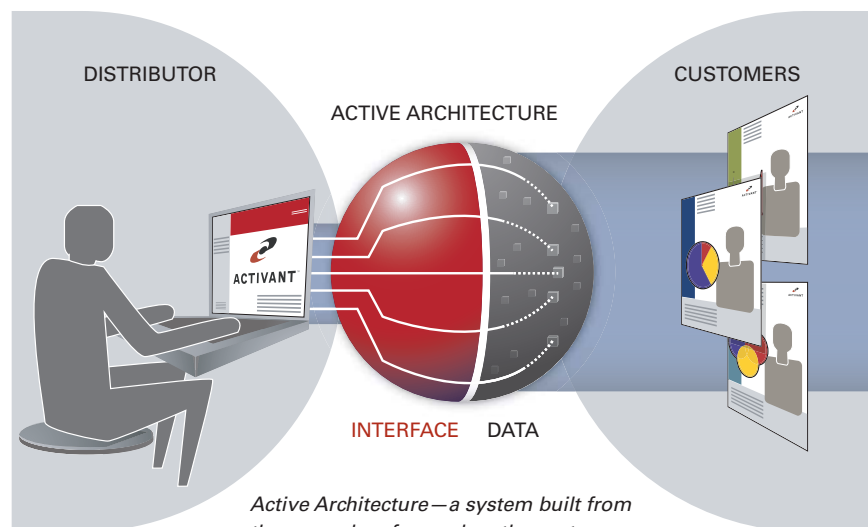
# Treat Every Customer Like **YOUR TOP TEN**

“Service is how I compete  
against the big guys.”

**As a mid-sized distributor, your success depends on quality service.**

Sure, you need a system that helps streamline your inventory, control margins and lower overhead. Activant Eagle can do all that and more. In fact, we've helped thousands of businesses like yours to dramatically improve their inventory management, accounting, pick/pack/ship flow and other critical business functions.

But in today's markets, service is what sets you apart. Activant Eagle gives you the additional technology muscle required to go head-to-head with even your largest competitors, helping you deliver outstanding service to your entire customer base, effectively and efficiently.



*Active Architecture—a system built from the ground up focused on the customer.*

“Give me a solution geared to my business.”



### **Active Architecture: Your competitive edge**

**Activant Eagle is truly a “customer-centric” system, designed especially for mid-sized distributors like you.** Offering far more than a general accounting system but without the high price and inflexibility of massive enterprise systems, Activant Eagle can help you achieve new levels of customer service while lowering costs and increasing profits.

The benefits begin with a system architecture that helps Activant Eagle fit your business needs. In fact, you can tailor Activant Eagle to any number of specific information and system requirements without hiring an IT department.

An intuitive, user-friendly interface allows you to quickly and easily tailor your Activant Eagle system to meet individual business needs and preferences. At the click of a mouse, users can customize the appearance of their desktops and specify the content, format and arrangement of data they want on their screens.

Running your business smoothly requires a system that stays at least one step ahead of your operations. With capabilities to manage all the routine tasks of your business within the Activant Eagle system, key processes, such as evaluations and analyses, can be scheduled and automatically completed in sync with your business, day and night.

The benefits don't end here. Activant Eagle also provides rich functionality through two strategic capabilities: *Active Knowledge* and *Active Service*.

“If only I knew all my customers like I know my top ten, but who has the time?”

“Everyone needs their orders today or tomorrow, not next week.”

### Active Knowledge: Flexible information delivery

Active Knowledge delivers the right information to the right person at the right time so you can better plan, refine and execute your business services.

No more out-of-date or incomplete reports. Instead, you can maintain a strategic “30,000-foot view” of your business while at the same time receiving specific, alert-based information and detailed updates of all your customer accounts.

Use customized management “dashboards” to instantly identify your top customers, top sales personnel or top revenue-producing items. Drill down for more details or track specific items, margins and sales across different categories. You can also identify trends to help you address complex issues, identify problems before they get out of hand or seize new revenue opportunities.

With automatic alerts, you can stay on top of backorders, late payments, prices that are below margin or other critical delivery issues, helping to improve service and manage cash flow.

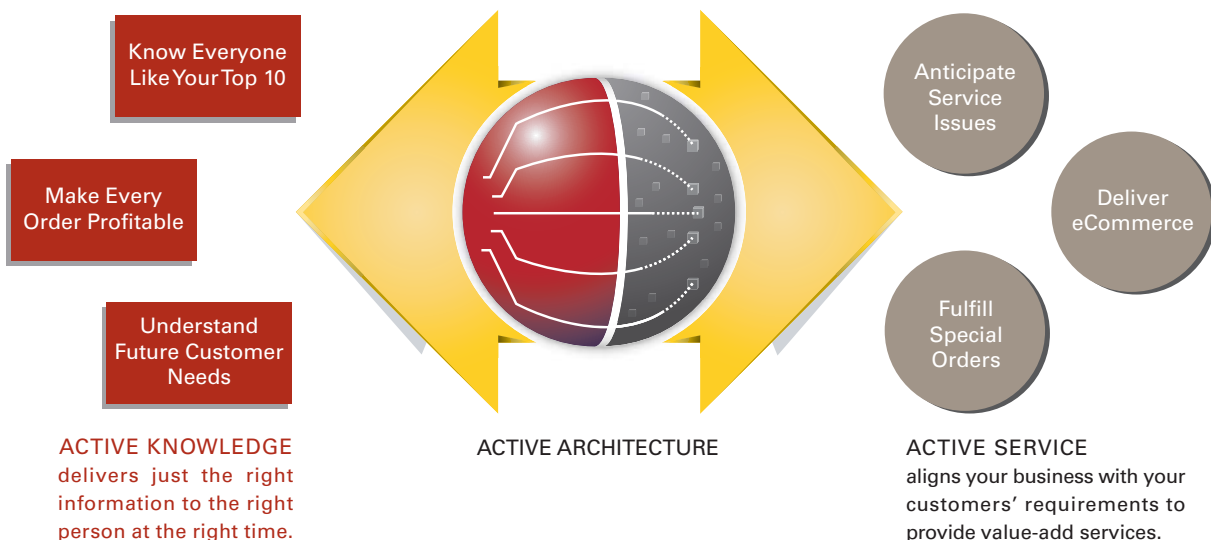
### Active Service: Keeping your customers happy

Active Service follows directly from Active Knowledge, with high-margin value-added services that proactively address the needs of your clients.

By analyzing customer orders, you can fine-tune your inventory, better anticipate future requests and improve service. Purchases can be reported by project, date, supplier or other factors, helping your customers track their expenses more accurately and order the right parts in the future. You can also handle special orders more quickly and effectively, positioning yourself as the “go-to” distributor for hard-to-locate items.

Online capabilities allow customers to view selected account information, download catalogs and make purchases. Customers can even receive invoices formatted according to their internal parts numbers or accounts payable systems, further strengthening the customer-distributor relationship.

With Active Architecture, Active Knowledge and Active Service, you can find new sales and profit opportunities throughout your customer base... attract new customers with discounts and rebates... up-sell or cross-sell... and increase customer loyalty through better service and a greater range of offerings.



# Choose the Activant **ADVANTAGE**



“I need both a system *and* a company I can depend on.”

“I can't afford downtime.”

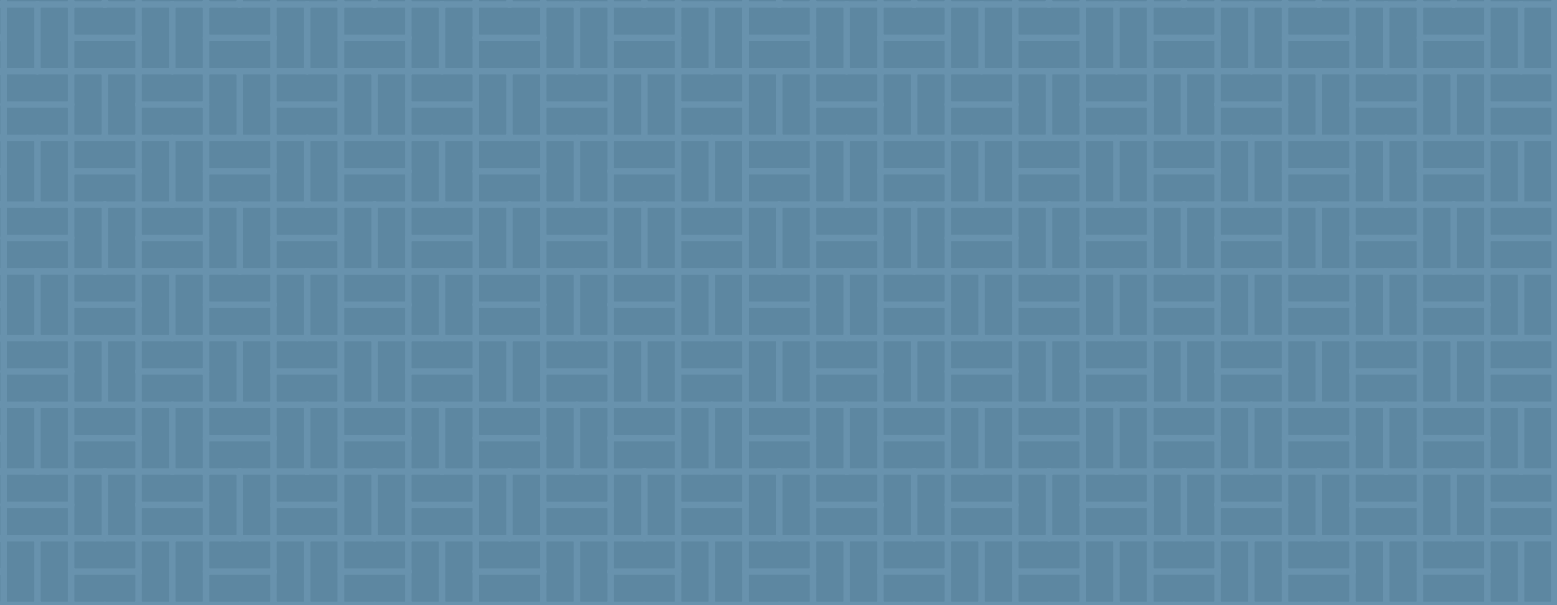
**Activant has been a leader in providing solutions for the supply chain industry for 30 years.** Our company is financially solid, profitable and growing. Activant Eagle is a fourth-generation system that has been proven at thousands of sites in dozens of industries. It's no wonder that Activant Eagle systems are stable, easy to use and designed strictly for the real-world requirements of business.

### **Activant Support: We're in your corner**

**Activant local and telephone support teams are with you every step of the way.** We're experienced at providing integrated hardware and software solutions, so installation and training can be accomplished efficiently and promptly.

What's more, if you have any questions or issues down the road, over 500 support professionals from coast to coast are ready to help. You'll also receive updates, enhancements and technical tips on a regular basis, helping to ensure maximum performance and your ongoing success.

With today's economy, automating “business as usual” is not enough. You need to move your business to the next level. So don't delay. Boost service and strengthen your position in the marketplace with an easy-to-install, easy-to-use Activant Eagle solution.



**ACTIVANT™**

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