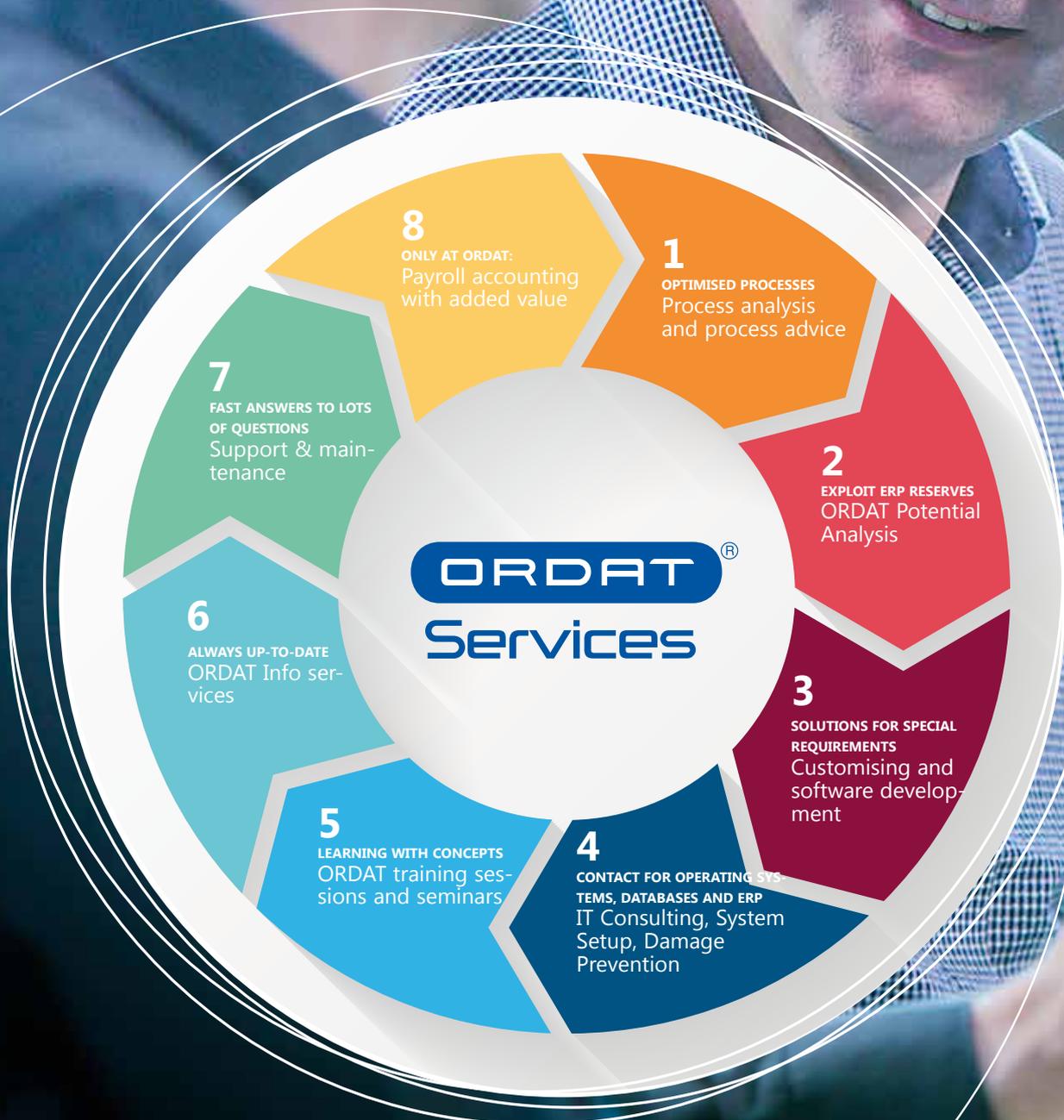


»» **ORDAT Services**
For maximum efficiency and security





Get the best from your ERP system

The way to maximum efficiency

» You expect that your production can rise to every challenge and every contract - flexibly and reliably. This is the only way you can strengthen your position in a competitive world and maximise value creation.

You shouldn't expect anything else from your ERP system. Because this is an important factor for the efficiency and flexibility of your production. And ultimately, you have made a considerable investment in your ERP system.

But you will only achieve the greatest possible ROI if your Enterprise Resource Planning is always right up to date - and shows the current reality of your production system at all times.

COMPREHENSIVE SYSTEM MAINTENANCE

A service contract ensures the functionality of your ERP system. This makes the service contract the perfect basis to ensure reliability. However: A service contract in isolation freezes your IT environment to some extent at a point in time.

Your business processes change. And that's not all. The ERP system used is subject to ongoing development. To ensure both your ERP system and the team working with it are always in touch with the reality of your business, ORDAT offers a wide range of different services and training programmes.



Everything from a single source – The ORDAT range of services

» The ORDAT range of services covers all the main areas of ERP use. We would be delighted to put together a tailored proposal for you, so that you can use your ERP system as effectively as possible.

Whether you use Dynamics 365 for Finance and Operations, Enterprise Edition or FOSS – ORDAT can supply IT and process advice, as well as maintenance for your IT environment. Our training programmes ensure your team can fully exploit all the possibilities of your system. And if required, we can develop functionality for you beyond the scope of the standard systems.

We also keep you right up to date with regard to current developments. ORDAT will send you regular tips and recommendations on software and hardware question and also new points regarding legal directives.

DEVELOPMENT, INDUSTRY AND PROCESS

KNOW HOW ORDAT is one of very few ERP suppliers who can offer a comprehensive service from a single source. We give you the accumulated technical knowledge and experience based on over 40 years of software development, system introduction and integration. At the same time, with ORDAT, you can access our consultants' industry-specific process know-how, and make use of their knowledge of the wide range of possibilities of information and communication technology.

We measure our performance against our clients' satisfaction levels, and this philosophy has stood the test of time to this day. As an ORDAT client, you will benefit from comprehensive, individual customer service with direct contact to your personal ORDAT system consultant. At ORDAT, we regard ourselves as reliable, highly-competent partners. We attach particular importance to close, personal collaboration with our clients.

Optimised processes

Process analysis and process advice

» Every company is unique - in its objectives, business processes and production processes. Many companies are also integrated into networks or production groups. This results in a variety of specific processes. Our experts and system consultants analyse your individual processes and together we develop optimisation approaches.

ANALYSIS Every ORDAT process analysis and process consultation is carried out using a tried and tested, unified method. We proceed in a way very similar to an ERP introduction. In the analysis phase, we examine your company processes. Your requirements and processes will be described with a strict function and results orientation. Based on these findings, we then develop concrete targets for process optimisation.

ADVICE The results of the analysis form the basis for the development of concrete strategies for improvement and optimisation measures. Our many years of experience in a variety of industries means we can show you some very effective ways to exploit unused potential. Here, we work very closely with you, and support you in the implementation of the recommendations

All client projects are managed by ORDAT specialists. In the case of unusual tasks, we also involve external partners, who we have worked with successfully for many years. That has a number of clear benefits for you. It allows you to access a high level of system and advice ability, even in very specific matters.

CONSULTING COMPETENCE ORDAT belongs to the group of selected Microsoft partners who take part regularly in Microsoft partner trainee programs. Our consultants can boast a wide range of process know-how, and so through 12 months of training in theory and practice to become an IT consultant.

Exploit ERP reserves ORDAT Potential Analysis

» Very often, there are considerable reserves in the use of ERP systems. There are many reasons for this. It may be the case that the system was introduced a number of years ago, and the business processes have changed since then, without the ERP systems being incorporated into these changes effectively. Sometimes, functionality added in the meantime is not well known, or known to its full extent. Or the benefit of these new functions for the specific processes in the company is not valued properly.





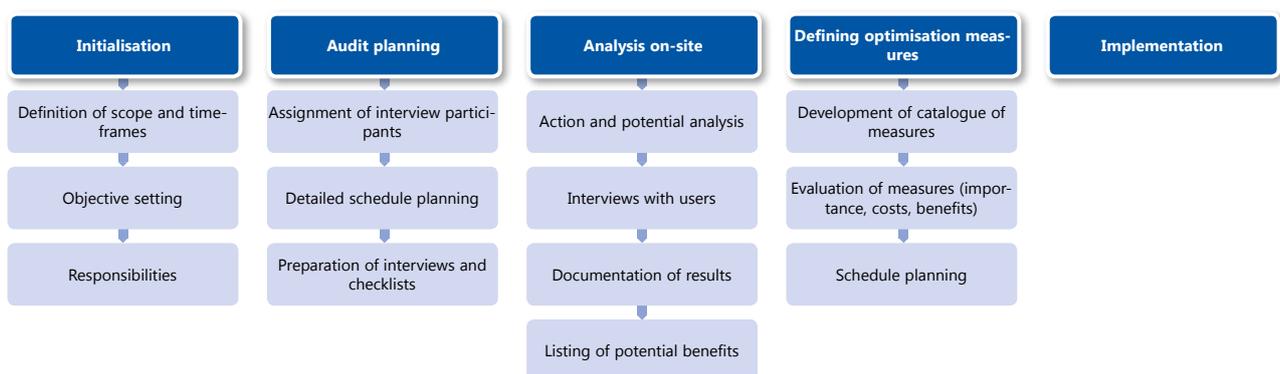
SYSTEMATIC ANALYSIS_ A potential analysis will highlight how you can get even more from FOSS and Microsoft Dynamics 365 FO, and exploit the full potential of your ERP system.

The basis of the ORDAT potential analysis is a systematic, structured approach to work, which considers all relevant aspects. The analysis data gathered forms the starting point for improvements in the organisation of the company, reveals training deficits and forms a solid basis for the future ERP strategy. At the end, you will receive a comprehensive report with individual recommendations for action.

Objectives of the ERP potential analysis

- Structured analysis and evaluation of the ERP support installed
- Uncovering unwanted developments / investments in "island solutions"
- Transparency with regard to the ERP system installed
- Increase in the level of use of the ERP system
- Identification of potential improvements
- Development of organisational and technical IT improvement measures
- Anchoring a continual improvement process
- Basis for sustainable ERP strategy
- Improvement in data quality
- Increase in user qualification and motivation

SETUP AND RUNNING AN ERP AUDIT (POTENTIAL ANALYSIS):



Solutions for special requirements

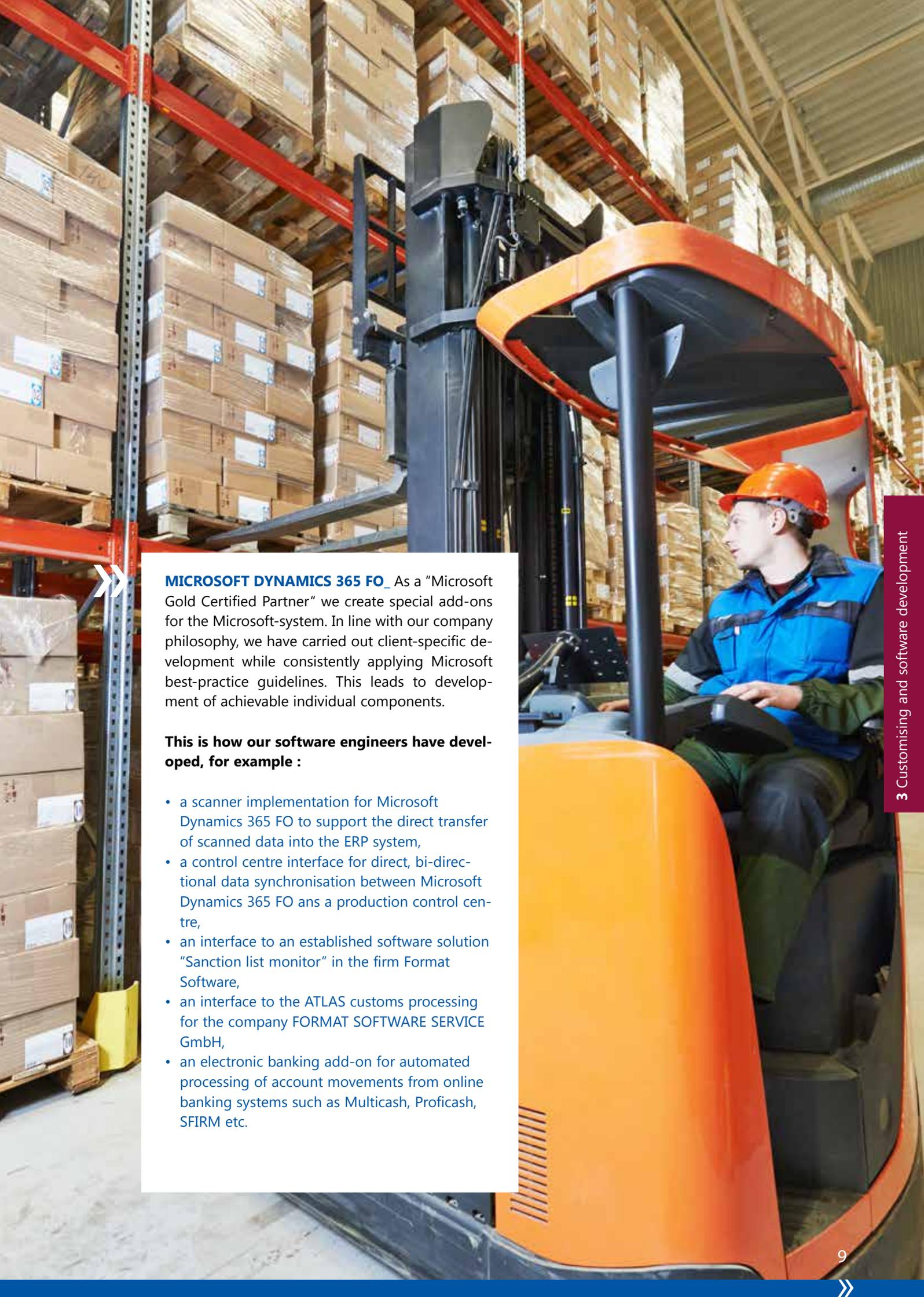
Customising and software development

» Even though today's standard ERP systems are powerful, versatile tools, the options for setting parameters are not always adequate to cover specific business processes or individual requirements. In these cases, we develop the necessary software extensions using high-performance development tools.

Our software engineers don't just have great technological know-how, they also have comprehensive commercial and industry-specific technical knowledge. With you, they will work up the required concepts and solutions for your specific requirements.

FOSS The most important guide in the development of FOSS, always was, and still is, the users' actual requirement. So the performance features of our ERP system are not tailored to service short-term ERP trends, rather the precise requirements of medium-sized companies in a range of different industries.

Additional functionality - such as interfaces to established special IT systems - can also be developed if required. Many of these developments also form the basis for our developments for Microsoft Dynamics 365 FO.



MICROSOFT DYNAMICS 365 FO As a “Microsoft Gold Certified Partner” we create special add-ons for the Microsoft-system. In line with our company philosophy, we have carried out client-specific development while consistently applying Microsoft best-practice guidelines. This leads to development of achievable individual components.

This is how our software engineers have developed, for example :

- a scanner implementation for Microsoft Dynamics 365 FO to support the direct transfer of scanned data into the ERP system,
- a control centre interface for direct, bi-directional data synchronisation between Microsoft Dynamics 365 FO and a production control centre,
- an interface to an established software solution “Sanction list monitor” in the firm Format Software,
- an interface to the ATLAS customs processing for the company FORMAT SOFTWARE SERVICE GmbH,
- an electronic banking add-on for automated processing of account movements from online banking systems such as Multicash, Proficash, SFIRM etc.





IT Consulting, System Setup, Damage Prevention Contact for operating systems, databases and ERP

IT system landscapes are becoming increasingly more complex and diverse. As system integrators, we are continually involved with new technologies and applications. ORDAT knows all about the entire technology stack and the interaction between operating systems, databases and applications. Our decades of experience in system configuration means we can deliver a high-performance, practically failsafe system with perfectly aligned components.

This guarantees:

- a perfectly configured system with minimal drop-out risk,
- an ERP system aligned precisely with your needs and budget, with high-availability,
- Proactive maintenance of the entire system, to prevent damage,
- comprehensive advice in the selection of hardware and software components as well as integration of new components into your infrastructure,
- a targeted, solution-oriented service.



HIGH LEVEL OF AVAILABILITY AND FAST PROBLEM SOLVING In times of increasingly shorter supply chains, it is extremely important that your ERP system is available 24 hours a day, if necessary. We work together with you to analyse your demand, submit proposals and implement them.

In our company, developers, consultants and system engineers all work hand in hand. And if something does go wrong with your system, we will usually be able to solve the problem at short notice, thanks to our diverse expertise and our extensive database knowledge.

- Reducing the downtime to a minimum
- Minimising data losses in the event of damage
- Reflection of the ERP solution incl. database at remote locations
- Inspection and testing of the HA/disaster solution every six months
- Tailored to your budget

PERFORMANCE TUNING Over time, virtually each ERP system will become slower and more sluggish. If user complaints start to increase, it is time for a systematic performance analysis to determine the brakes in the system. ORDAT analyses your system, develops and implements effective measures, in coordination with you, for performance tuning and system improvement.

You get back to:

- a high-performance ERP operation
- noticeably better response times
- satisfied users,
- up to date software system components.

VIRTUALISATION Falling costs for hardware and more efficient software makes virtualisation an attractive technique to concentrate or distribute system resources and increase the performance.

ORDAT will advise you if you are planning a virtualisation. On request, we can implement and configure your ERP system on a virtualised platform. In the process, it is not only the virtual machine that is taken into account, but also the environment, e.g., the VM service or the storage solution.



Learning with concepts ORDAT training sessions and seminars



An IT system is only ever as good as its users. The more highly developed the technology, the more the person becomes they key to the success of the company. Know-how is an essential feature to differentiate from the competition.

INTEGRATED TRAINING AND DEVELOPMENT_

ORDAT training is an integrated, modular training and development service for different user groups and levels of qualifications. It combines content, infrastructure and training solutions, and offers companies the required depth and breadth of training for specific requirements. In particular, this integrated learning model considers the situation of many companies in their daily competition - growing workload and limited personal resources - and gives you the opportunity to deliver well timed, flexible training and development planning.

Your staff will benefit from:

- a systematic, practical training programme for different areas of focus,
- the know-how from experienced trainers,
- individual training concepts which we create at your request.

You can find our current training programmes and seminars at **www.ordat.com**.

TUTORIALS, WEBCASTS, USER TIPS_ORDAT regularly makes available free video tutorials on popular subjects such as substantial user tips. In addition, our newsletter offers regular hints and tips for your daily work. In particular, where there are relevant changes to legislation, webcasts have proved to be a very popular information medium for our customers.



Always up-to-date

ORDAT info services

» To ensure you are always up to date technically, organisationally and legally, ORDAT offers information services, workshops and info events.

UPDATES AND USEFUL ADD-ONS Updates from FOSS and Microsoft Dynamics 365 FO feature regularly in our newsletter or in short videos. Under the title "Option of the Month" ORDAT presents functional highlights and shows additional optimisation options to support business processes.

Moreover, we also run workshops on updates and innovations, in particular at our annual user conference.

LEGAL CHANGES AND THEIR IMPLICATIONS FOR IT SYSTEMS ORDAT provides regular information by newsletter and gives tips and recommendations, for example when VAT regulations change in individual countries. We also provide background information on important legal changes in workshops - for example at the ORDAT user conference.

FINANCE AND ACCOUNTING We offer information and advice on relevant changes in finance and accounting, as well as their effects on your IT system.

We also keep a watchful eye on changes in payroll accounting and remuneration: We give you timely information about possible effects on IT systems, for example on a digital salary interface.

Support & maintenance

Fast answers to lots of questions

» Even after a successful installation of an ERP system, ORDAT offers support in word and deed. The high level of competence and great service from our support team is often mentioned in customer surveys and studies. There are two different service portals available for you:

THE ORDAT SUPPORT PORTAL It's worth taking a look at the ORDAT-Support-Portal on a regular basis. The portal is the central info point for all aspects of FOSS and Microsoft Dynamics 365 FO - and in many cases, it's the fastest way to get competent advice. With just a few clicks, you can get up to date and discover sensible company-specific solutions from other ORDAT clients.

All release documentation is available for download in the password-protected area. The latest changes to legislation and their possible effects on business processes are also shown here. You will also find news about optimisation and expansions to individual sub-systems in the service portal. And, last but not least, there are also informative specialist talks and images available for download here.

THE ORDAT TICKET PORTAL Our FOSS and Microsoft Dynamics 365 FO clients can use the password-protected Ticket Portal to raise specific support questions (tickets). You can view and track the current status of the query at any time using the Ticket Portal. The aim is to process the queries as quickly as possible and ensure a high level of transparency for our clients.



Only at ORDAT: Payroll accounting with added value

Your complete service: reliable, economic, legally secure

» Simply outsource your demanding payroll processes! We take over the processing of all accounting-related processes and handle all updates. You will regularly receive error-free, clearly arranged and clearly comprehensible payslips for your employees, and you do not need to deal with IT resources or legal questions – just your core business.

The unique interaction of intelligent software, reliable hardware and the extensive know-how of our experienced employees ensures that you can sit back and relax. Because as you know: ORDAT wage and salary accounting systems are always punctual, correct and legally secure.

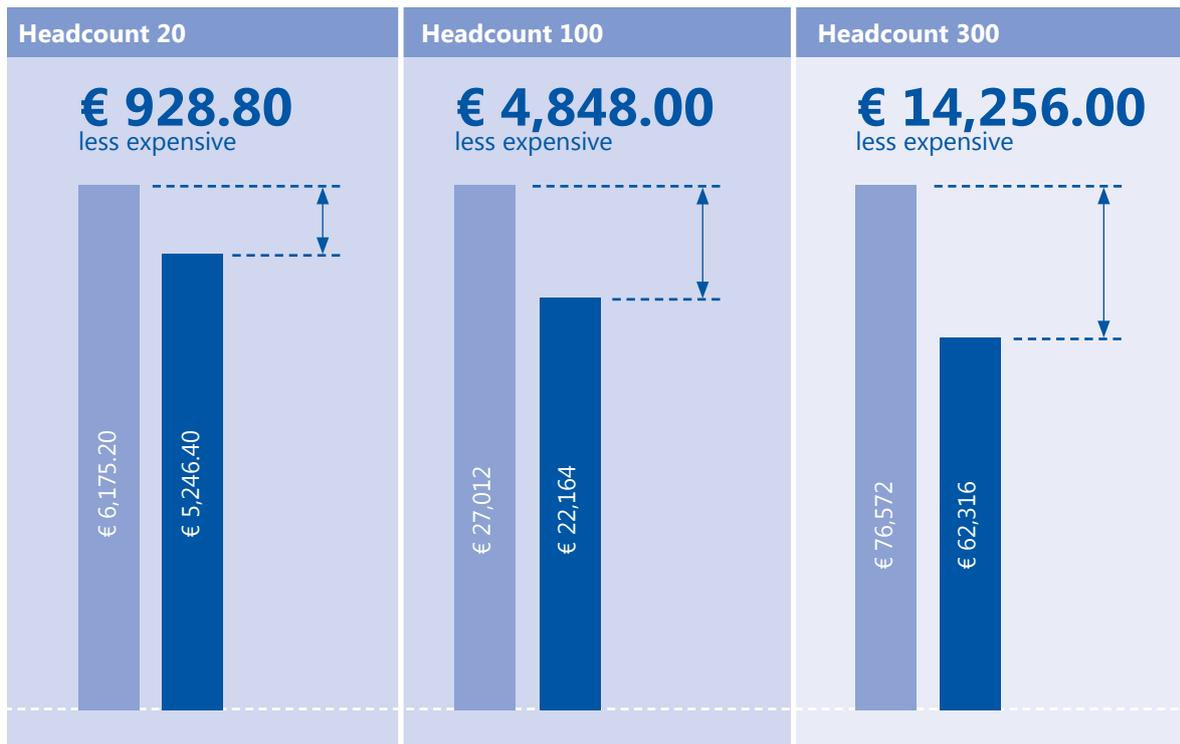
If you entrust your payroll accounting to ORDAT, you'll benefit in several ways:

- » **Complete service with tailored services_** As modern certified accounting software, our renowned FOSS payroll accounting system, developed in-house, handles all aspects of your ongoing wage and salary accounting processes. Our highly-qualified team really know their way around all aspects of wage and salary accounting. It goes without saying that we cater flexibly to your individual wishes – tell us what you need and we will find a solution.
- » **Lower costs due to savings in technology, software and HR_** Acquisition of hardware and software, installation, maintenance, updates – operating in-house software installations costs money and incurs expenses. Furthermore, you must establish appropriate IT and specialist know-how within the company and keep it up-to-date. You can spare yourself all of this – with ORDAT wage and salary accounting.
- » **Secure calculation with transparency and fair conditions_** Check out our range of solutions – you'll see that our services offer good value for money. Whereas tax accountants usually base their pricing on the fee regulations, our prices are based on the actual effort involved. There are no hidden charges: You only pay for what you use, and you can plan your costs precisely at all times.
- » **More efficient processes due to seamlessly integrated systems_** As an ERP supplier and service provider, we understand the processes in your company. If you wish, we can ensure that wage and salary data is available for downstream company divisions and systems, such as staff time recording and calculation of travel costs.
- » **Security and data protection_** ORDAT has been delivering tailored EDP solutions for clients for more than 40 years now. Our technology is set up for absolute reliability.

OUR PROPOSAL FOR YOU_ Outsourcing your wage and salary accounting processes to an experienced service provider is worthwhile – financially too. Our efficient process design helps us achieve cost benefits, which we pass on to our clients, of course.

Your data and processes are in safe hands with ORDAT.

Calculation example: Your savings with headcount of 20, 100 and 300



■ Annual costs with ORDAT payroll accounting
■ Annual costs with conventional accounting

8 Payroll accounting with added value





• Erfolg. • Richtig. • Planen.

www.ordat.com