

prodware
adjust

PROFESSIONAL
SERVICES



prodwareRD

Create and deploy IT solutions for business

Bringing together digital technology whilst building trusted relationships to fulfil profitable growth objectives...

One of the major challenges facing the Professional Services industry is how to meet customer needs in terms of quality, service and price within strict time constraints whilst achieving economies of scale.

Along with meeting standards, increasing productivity, providing value add services, expanding management skill-sets and promoting employee retention are just some of the challenges faced.

By analysing market trends and collecting information from Prodware partners, customers and employees our solution for the professional and IT industry is constantly evolving.

Traditionally many companies within the industry market on-site services to secure

margins and meet deployment time-frames.

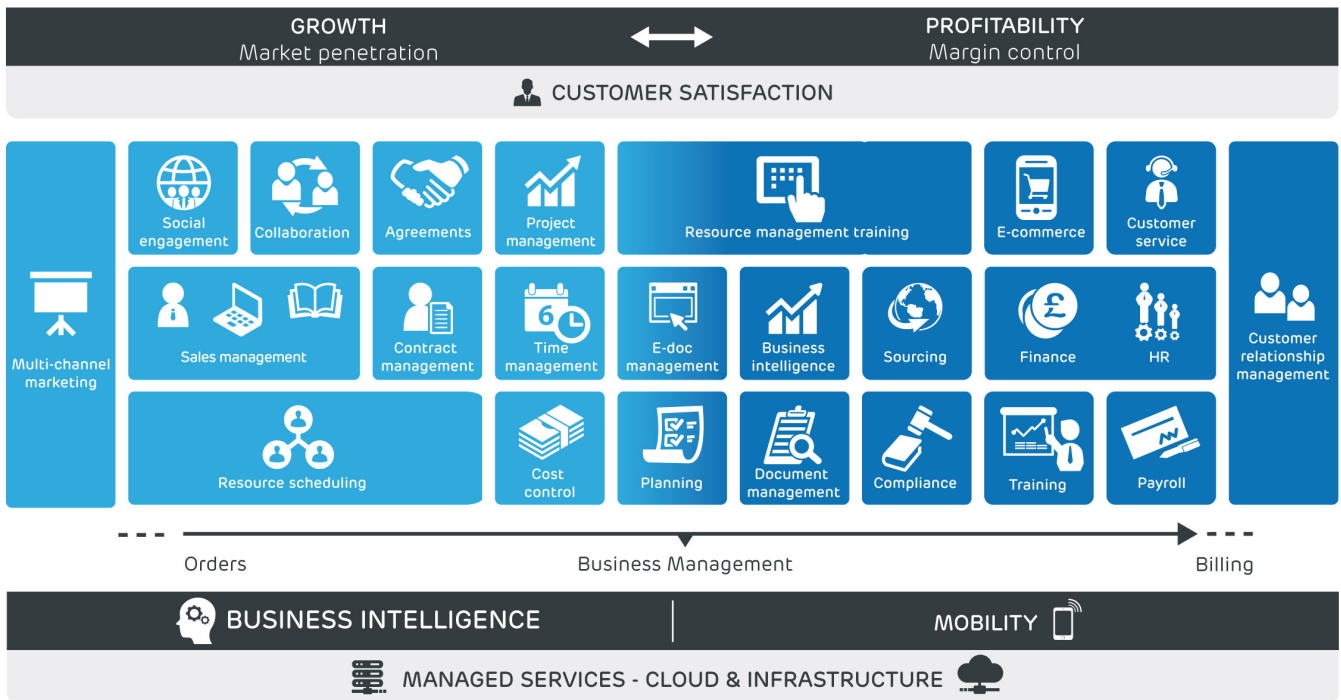
The increase in connected devices via business strategies such as the Internet of Things, allows for reduced time on site and optimises the flow of information.

Prodware can help professional service organisations differentiate themselves from their competitors, increase productivity and protect margins.



Prodware help align your strategic vision, business processes and the right technology, in order to help you achieve your business goals.

Our end to end business management solution has been developed specifically to support professional services' business strategies, whether on a global or national level.



Key functions

✂ Lifecycle services

From the definition of strategy to the implementation of the services offered, our solution supports you through all the stages of project management.

With the ability to create new service offerings or develop existing services, the entire business lifecycle can be managed and data integrated to provide accurate analysis.

✂ Case management

Easily adapt processes to address local market factors and changing customer demands, whilst developing best practice.

Dashboards help manage the planning process and produce forecasts.

✂ Contract management

- > Sales and purchase order processing with distributor integration
- > Billing and overdue terms
- > Management of contract amendments (index or formula)

✂ Helpdesk management

Following the deployment phase:

- > Incident management
- > Change management
- > Revision monitoring
- > SLA management
- > Service quality and customer satisfaction management

✂ Resource management

Develop your value proposition:

- > Manage skill sets and project requirements
 - > Analyse employee activity to support employee satisfaction
 - > Third party and supplier management
- Integrated management of outsourced and external resources
- > Manage resource requirements in order to respond to customer expectations

✂ Accounting and financial management

In order to achieve an accurate reflection of the financial stability of the business using all-encompassing financial and accounting tools.

- > Calculate PCA-CCA /FAE-FNP
- > Analytic management
- > Tracking cash flow

✂ Client relationship management

- > Manage the sales cycle
- > Brand awareness
- > Manage marketing and operational campaigns
- > Analyse and segment customers to drive targeted activities to inform, attract and retain customers

✂ Competitors

- > Identify potential new entrants
- > Analyse conversion rates

✂ Employee collaboration

Develop an employee network that facilitates collaboration between departments and sites.

✂ Mobility

Essential to business productivity, mobility is built into our solutions, both for internal exchanges between remote workers and for communication with customers, suppliers and partners. All in a simple familiar environment enabling intuitive, seamless and secure communication.

Responsive applications allow for easy navigation on multiple devices (PC, tablets, smartphone) enabling the mobile workforce. Teams can access their KPI's anywhere, anytime improving operational efficiency.

✂ Integrated portal

- > Internal resources:
 - » Workflow/timesheet, quotations, archives, expense reports
 - » Mobile access: time tracking, expense reports, leave requests
- > External resources:
 - » Outsourcing data entry and information collection
 - » Monitoring the progress of work and projects
 - » Omni channel management: digitisation of services, use of connected platforms

✂ INTERNATIONAL

- > The solution covers international operations with multi-currency and multi-language capabilities
- > New users can be easily integrated

✂ Document management

- > Organisation and structuring of documents
- > Management of incoming and outgoing items

✂ REPORTING

With an increase in data collection and information channels it is essential for businesses to implement the correct data management and analysis tools. In order to make operational and strategic business decisions it is essential to have an accurate vision of trends.

✂ Application framework

With various frameworks specific to your business needs; single instance, multi laws, modelling structures and information storage.



- + CORE SOLUTIONS
- + INNOVATIVE SOLUTIONS
- + SERVICE SOLUTIONS

Our solutions

Prodware adjust Professional Services is the essential solution for all PSOs, including IT services, legal, accountancy, engineering, construction agencies and all service organisations who need a dedicated solution to help manage every aspect of the business.



AX

Microsoft
Dynamics

CRM

Microsoft
Dynamics

NAV

Microsoft
Dynamics



Dynamics AX

From cost control to resources, **Dynamics AX** integrates all relevant processes and uses a predictive approach to place the client and resources at the heart of your development strategy. Suitable for enterprise sized organisations, **Dynamics AX** is suitable for multi-site structures on a national or international scale.



Dynamics NAV

Focused on project management **Dynamics NAV** can be quickly operational in your SME company and combines all relevant operations from cash flow to the streamlining of business processes.



Dynamics CRM

Managing the whole process through the sales cycle to after-sales service, **Dynamics CRM** is the solution which facilitates the exchange of data and information to customers. Manage the marketing, commercial and corporate functions for optimal after-sales service.



Payroll & Human Resources

Whether you process payroll and HR in-house or outsource this service, the solution manages the entire lifecycle of your human resources from recruitment, to training, to staff communication including the production of newsletters, incorporating all legal and regulatory aspects of human resources.



* Solutions Certified for Microsoft Dynamics (CfMD) are thoroughly tested to prove their compliance with the highest standards established by Microsoft for its partners.

ebusiness suite by prodware



- > Flexible, wide-ranging, adaptable and natively integrated into ERP, [ebusiness suite](#) is a single solution which meets all the requirements of B2B and B2C trading online
- > Native ERP connectors
- > Dedicated tool for upgrading product-marketing information
- > Simple, intuitive administration
- > Profile management
- > Shopping basket and preference list management
- > Monitoring of orders, history and budgets
- > The Product Information Management or PIM gives you the capability to increase the marketing data of your products coming from your ERP
- > Easily publish, edit and modify content (text, picture, video, content, CGV and contact page) from within the Content Management System (CMS)

mobility suite by prodware



Once you have sound processes and systems in place, it is time to take advantage of Mobility to deliver those assets to your mobile workforce, whether they be sales managers, remote workers or maintenance teams.

Capable of operating across any number of devices, Prodware can configure a mobile solution to meet the needs of remote workers, seamlessly integrating them with core ERP and CRM systems, ensuring business efficiency and agility.

business intelligence

suite by prodware



The ability to respond quickly to the changing environment is what gives a business their competitive advantage. The Business Intelligence solution by Prodware gives organisational wide reporting and analysis to support the key decision making process.

Using the Business Intelligence and reporting suite, managers can access information securely and in real-time. Notifications can be configured to alert management when margins and sales targets or other KPI's fall out of predetermined variables, allowing them to respond immediately to adverse trends.

Deployment & Infrastructure Management



With complexities such as schedule management and third party relationship monitoring, service businesses are highly dependent on their management applications. In parallel, the availability and performance of these solutions are based on your IT infrastructure. Therefore Prodware offers turnkey solutions integrating the infrastructure dimensions to optimise productivity:



Design, supply, integration and maintenance of your



infrastructure, hosted on your premises.

Hosting your applications in our data centres, with guaranteed availability and an integrated Disaster Recovery Plan.

Our team of certified experts, can advise you on all matters related to infrastructure: servers, storage, virtualisation, backup, Disaster Recovery Plan, workstations, networking, security, collaboration solutions, telephony, Internet & VPN links so you can focus on your business.

Prodware's services include:



Best practice implementation :

- > Project scoping
- > Functionality and technology recommendations
- > Training
- > Installation and migration schedule tailored to your business



Support :

- > Application maintenance, corrective maintenance, on-site and/or remote maintenance
 - » On-going functionality training
 - » Information regarding changes to regulations and technological advancements
 - » Troubleshooting
 - » Testing
 - » Document management
- > Control
 - » Supervision
 - » Operation monitoring



Additional services

- > Consulting services (functional audits) and training
- > Impact studies following major upgrades
- > Optimisation of ergonomics and / or response time
- > International support and deployment
- > Customer training
- > 24/7 support for international clients

Prodware customers in professional services



Based in Preston UK, ITV Pensions is wholly owned by the media company ITV Plc. With a £3 Billion pension fund to manage, ITV Pensions provides an excellent service to the company's employees.



Fimalac

Diverse group with digital activities, real estate, financial, leisure and training. Fimalac has 2,500 employees.



Sigma is a group who specialise in software publishing, consulting, integration and outsourcing. Sigma has over 1,000 corporations and more than 700 employees at 3 sites.



The Sogeti Group is a leading IT, business services and engineering provider. With 20,000 people, Sogeti is a subsidiary of Cap Gemini group. Sogeti offers a wide range of services: consulting, architecture, project management assistance, training, custom development, software integration etc.



A French leader, GDP Vendôme specialises in marketing, consulting, promotion and retirement home management.



Founded in 1985, Segula Technologies is a leader in the fields of engineering and innovation consulting. The Group works for all sectors such as automotive, aeronautics, naval, railway, energy, nuclear, pharmacy etc. but also the tertiary sector (banking, finance, insurance).



Egis is an international engineering group covering project installation and operation. Egis operates in the areas of transport, city, building, industry, water, environment and energy.



Prodware in figures



174,8 M€
TURNOVER 2014



1,425
EMPLOYEES



N°1
MICROSOFT
DYNAMICS (EMEA)



15
COUNTRIES



+20,000
CUSTOMERS



LISTED ON
ALTERNEXT
(ALPRO)



42
OFFICES

Founded in 1989, Prodware Group is a major player in IT services integration. It is located within a specific niche, tightly combining IT mastery and business management expertise. Its directors, themselves from management and IT backgrounds, want to assist company managers by providing high-value-added service and advice.

Faced with constant technology changes, the Prodware teams are ever ready to suggest a global services offering to meet your requirements, however large or small your company is and whatever requirements you have. Prodware has grouped teams of professionals together to bring you exactly the right answers.

Prodware's global coverage



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