

Customer Relationship Management

- ▶ Contact Management
- ▶ Lead Tracking
- ▶ Activities & Tasks lists
- ▶ Opportunity Tracking
- ▶ Sales Forecasting
- ▶ MS Office integration

Sales & Order Management

- ▶ Quote/ Order Mgt.
- ▶ Orders, lines and schedules
- ▶ ATP/CTP
- ▶ Pricing / Commissions
- ▶ Order Configuration
- ▶ EDI

Enterprise Planning

- ▶ Forecasting & S&OP
- ▶ Item Plans (APS/MRP)
- ▶ Channel Planning (DRP)
- ▶ Cross warehouse planning
- ▶ Order pegging

Procurement

- ▶ Sourcing
- ▶ Requisitions (MRO)
- ▶ Purchase order s, line and schedules
- ▶ Vendor rating
- ▶ SLAs
- ▶ Approval workflows

Production Management

- ▶ Serial / Lot Control
- ▶ Product Configuration
- ▶ Production Costing
- ▶ Shop Floor Control
- ▶ Assembly Control
- ▶ Subcontracting
- ▶ As-built BOMs

Project Management

- ▶ Contracts Management
- ▶ Advanced Terms & Conditions
- ▶ Project Costing with WBS support
- ▶ Bi-directional interface to MS Projects

After Market Sales & Service

- ▶ Warranty/Claim Mgt.
- ▶ Call Center Mgt.
- ▶ RMA Depot Repair
- ▶ Reverse logistics
- ▶ PM contracts
- ▶ Advanced resource scheduling
- ▶ Mobile Service

Financial Management

- ▶ GL, A/P & A/R
- ▶ Cash Management
- ▶ Fixed Assets
- ▶ Multi-currency
- ▶ Consolidated financial reporting
- ▶ Localization support for multiple countries

Materials Management

- ▶ Warehouse Management
- ▶ Inventory control
- ▶ Lot/serial number tracking
- ▶ VMI
- ▶ Direct material supply
- ▶ Cross-docking
- ▶ Freight Management

Supply Chain Management

- ▶ Demand and Supply Planning
- ▶ Sales and Operations Planning (S&OP)
- ▶ Collaboration
- ▶ Supply Chain Design and Risk Management

ION Process & Intelligence