

Solutions for Hospitality

Accpac Solutions in Africa

It is impressive to know that after 20 years in Africa, Softline ACCPAC continues to deliver again and again in our ever changing world. A world that unflinchingly demands the highest level of service and latest technology to deliver lasting benefits and reduced cost of ownership. Softline ACCPAC provides this with a scalable set of solutions which allow you to grow, from the modular Sage ERP Accpac suites into our web based all-in-one ERP solution, Sage ERP X3.

Softline ACCPAC's suite of solutions follow your pace of growth, adapting to your unique requirements, deferring to your choice of database and deployment preferences while flexing with your organisational structure. Softline ACCPAC's range of mid-market and enterprise solutions provide full service enterprise management software capable of meeting the most elaborate business processes whilst remaining simple to use.

Softline ACCPAC solutions are powerful toolsets that help you confidently streamline time-consuming financial (GAAP and IFRS) and operational processes using advanced workflow, alerting and business process management technologies. Moreover, the breadth of Softline ACCPAC's solutions extend to supply chain management, warehousing/logistics, service management and mixed mode manufacturing with quality control and document management.

Needless to say Softline ACCPAC provides award winning CRM functionality as an integrated or stand alone offering to all our ERP customers delivering classic CRM components including sales force automation, customer care, marketing including emarketing and web self service portals.

Regardless of your role within your company or your business challenges, Softline ACCPAC has the right solutions for you to improve and extend your reach through collaboration with customers, suppliers and stakeholders to manage the entire lifecycle of a customer from first contact to final contract.



Your FREE Enterprise wide CRM Solution

The Hospitality industry needs flexible, industry-specific business solutions to help it improve its competitiveness and keep pace with ever-changing preferences and growing competition in the sector. Recognising that Hospitality companies have varying needs in dealing with client relations, marketing and advertising, Sage ERP Accpac software offers a choice of solutions ranging from integrated Customer Relationship Management to accurate financials and reporting.

The key features that drive the success of an ERP implementation in this environment include:

- **Customer Relations:**

- o Comprehensive storage of your customers' information, allowing you to really get to know them.
- o Storage of all previous contacts, emails or calls with your customers, allowing you to track queries and responses.
- o Tracking of birthdays, anniversaries and the like, once again giving the customer the feeling of being well cared for.

- **Financials:**

- o Fully integrated financial and CRM functionality, allowing an easy to use interface to handle collections and Accounts Receivable Analysis.
- o Easy to use reporting and dashboards, allowing users to make the necessary decisions based on accurate financial information.
- o Fully integrated Fixed Asset functionality, enabling accurate tracking of asset and capital expenditure, fully integrated back to financials.

- **Operations:**

- o Resource management, allowing management to effectively schedule and book rooms and co-ordinate staff on a graphical easy to use display.
- o Convenient ability to schedule the necessary tasks and functions to the required resources.
- o Event management functionality, from budgeting to management of attendees and the necessary follow ups.
- o Full case management functionality to ensure that customer complaints get rectified in the shortest possible time.
- o Full workflow and escalations engine to ensure that tasks and processes are completed on time.

- **Marketing:**

- o Built in marketing management functionality, allowing users to create and budget for marketing campaigns down to an activity level and record responses against a variety of activities.
- o eMarketing functionality, which gives feedback on Surveys, Landing Zones and much more.



For more information please feel free to contact us on strategicsales@accpac.co.za, for a free needs assessment or product presentation tailored to your needs.