SAP Business One

SAP Solution in Detail
SAP Solutions for Small Businesses and Midsize Companies

SAP Business One

STREAMLINE YOUR BUSINESS, ACCELERATE PROFITABLE GROWTH

A SINGLE, AFFORDABLE APPLICATION EXCLUSIVELY FOR SMALL BUSINESSES



The SAP® Business One application provides an affordable, comprehensive solution for managing your entire business – from sales and customer relationships to financials and operations. With SAP Business One, small businesses can streamline operations, act on timely and complete information, and accelerate profitable growth.

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SAP® BUSINESS ONE
COMPLETELY INTEGRATED MANAGEMENT FUNCTIONS

To grow your business, you need to devote time to more important things than piecing together information and operational details from disparate business systems. If your sales, accounting, and operational systems are not integrated, your productivity inevitably suffers. When you must search for critical business information such as customer records or inventory levels in different locations, you can't make timely, sound decisions and meet customers' needs quickly.

Maintaining a competitive edge means having clear view of all aspects of your business. It means streamlining processes and always being able to get the information you need when you need it. If you can effectively track and access all customer-related information, for example, you can better service your customers at every point of contact, helping ensure repeat business. And if you can accurately monitor and manage revenue and expenses, you will be positioned to optimize cash flow, increasing your financial strength and the flexibility to respond quickly when business opportunities arise.

The SAP® Business One application is an affordable, comprehensive solution that provides functionality for every core process you need to run your entire business. Unlike niche solutions, SAP Business One supports integrated management functions, including financials, sales, customers, inventory, and operations, without the need for separate installations and complex integration of multiple modules. Designed specifically for small businesses, it's quick to install, and more important, straightforward to maintain and use.

Streamline Your Entire Business with a Single Application

By integrating all critical business functions, SAP Business One supports sales, customer relationship management (CRM), purchasing, inventory, operations, financials, and human resources. Business information captured in a single system is instantly accessible across the organization, eliminating duplicate data entry along with related errors and subsequent costs. Workflow-based alerts trigger auto-response when important business events occur, so you can monitor and focus on those that are most critical.

Freed from constantly reacting to day-to-day minutiae, you can spend more time driving your business forward.

Strengthen Customer Relationships and Loyalty

SAP Business One enables you to manage sales, customer service, and support – all integrated with other business functions across the company. With the service call component in SAP Business One, you can effectively respond to customer service and support calls and find resolutions more quickly. Detailed service reports related to call volumes, durations, and response times allow you to assess progress and take necessary actions. With SAP Business One you can also analyze customers using data from sales, operations, and finance to identify ways to serve them faster and better.

Act on Instant and Complete Information

SAP Business One captures critical data across sales, customers, operations, and financials in a single application for immediate access and use. With the addition of the fully integrated Crystal Reports® software, it delivers compelling reporting functionality and information access that give you crucial insights into all parts of your business. With "drag-and-relate" and interactive drill-down functionalities, you can click through relevant data and get answers quickly. Employees can respond to customer needs faster, and your managers can track revenues, costs, and profit margins so they can assess business performance and determine how to improve it.

> "I've had extensive experience with five major manufacturing resource planning systems, and I can tell you that SAP Business One . . . stacks up very well against the best of them, even though it targets smaller companies. It is very flexible and is much more reasonably priced."
>
> **Lou Giovannone,** Group Controller, Fagerdala USA Inc.

Adapt to Meet Your Changing Needs

SAP Business One is quick to set up and configure, allowing you to minimize the IT involvement (average implementation time is about two to eight weeks, depending on your circumstances). And as your business grows, you can adapt and customize the software to meet your changing needs. For instance, with its published software development kit and over 550 add-on solutions that have been built by our software solution partners, you can extend SAP Business One to meet your specific business and industry challenges. In addition, unlike many other small business solutions on the market today, SAP Business One provides worldwide coverage with 40 country-specific versions on a single platform, delivered and supported locally so you can confidently grow your business overseas.

DESIGNED EXCLUSIVELY FOR SMALL BUSINESSES

AN AFFORDABLE SOLUTION FROM THE INDUSTRY LEADER

Drawing on more than 35 years of SAP business management software experience, SAP Business One is an affordable, award-winning product built exclusively for small businesses. As a complete, integrated software application, SAP Business One eliminates the cost and hassle of integrating multiple stand-alone applications. Its intuitive interface and vast configurability minimize IT complexities for implementation and ongoing maintenance.

SAP Business One Key Functionality

The following are key areas where SAP Business One can support your business.

Accounting and Financials

SAP Business One helps you manage your general ledger, journals, budgets, and accounts payable (AP) and receivable (AR). You can conduct all your banking activities, including processing bank statements and payments by methods such as check, cash, and credit card, as well as internal and external reconciliation of various accounts. You can also create various financial reports including profit and loss, cash flow, balance sheet, aging, and profit center reports.

Sales and Customers

With SAP Business One you can:

- Track sales opportunities and activities from first contact to the close of sale
- Create quotes, enter orders, and manage invoices, incoming payments, and credits for returns
- Initiate marketing campaigns by using templates for mass e-mails
- Provide support for customer service, service contracts, and warranties

The software also lets you manage and maintain customer contacts with full Microsoft Outlook synchronization, which results in increased sales effectiveness and stronger customer relationships.

Purchasing and Operations

Every small business needs a systematic approach to managing the procurement process, from creating purchase orders to paying vendors. SAP Business One helps coordinate the complete order-to-pay cycle, including receipts, invoices, and returns. You can also plan material requirements for production, control bills of material, and replenish inventory automatically. And using SAP Business One's robust reporting functionality, you can quickly analyze the performance of your vendors and adjust your procurement strategy accordingly.

Inventory and Distribution

SAP Business One enables you to manage your inventory and operations – including picking, packing, shipping, and billing. You can perform inventory valuation using different methods such as standard costing, moving average, and FIFO; monitor stock levels; and track transfers in real time and across multiple warehouses. In addition, you can run real-time inventory updates and availability checks, as well as manage pricing and special pricing, which allows you to automatically apply volume, cash, and account discounts to transactions with vendors and customers.

Reporting and Administration

SAP Business One provides powerful integrated analytic and reporting tools to help you access the critical business information you need. With SAP Business One together with fully integrated Crystal Reports, you can gather data from multiple sources and generate timely and accurate reports based on critical company data across financials, sales, customers, inventory, service, production, and operations. Completely integrated with the Microsoft Office products and focused on data security, Crystal Reports allows you to choose from a variety of report formats and to control access to information displayed. You can also use drag-and-relate functionality and interactive drill downs through multiple levels of relevant data to get complete information instantly.

> "With SAP Business One, we know where orders are at all times. We know if the orders are profitable or not. We can predict cash flow. We can see what's selling and what's not, so we know where to change pricing and promotions or adjust inventory"
>
> **Dave Hirschkop,** Owner and President, Dave's Gourmet Inc.

Accounting and Financials

With support for multiple currencies, budgeting, and bank reconciliation, SAP Business One delivers financial management functionality that enables your enterprise to be more efficient and more productive.

Chart of accounts – Create and manage charts of accounts for any country using locally compliant templates, which you can adapt to fit your unique business needs. Define individual charts of up to 10 segments (or levels), if needed, to support your businesses processes and reporting requirements. You can create segmented charts of accounts that represent your departments, divisions, regions, branches, and so forth.

Journal entries – Benefit from functionality that automatically posts journal entries from the sales, purchasing, and banking areas and also either manually or automatically creates new journal entries. You can search for existing entries and automatically allocate each transaction to a project or a profit center.

Journal vouchers – Save multiple manual journal entries to a batch to review them before processing. This allows you to verify and correct postings if necessary before they are entered into the general ledger.

Tax engine – The patented tax engine in SAP Business One has been designed to address a variety of complex tax requirements while maintaining a user-friendly interface that can be maintained by your company's tax professional. The tax engine has a high degree of configurability, allowing it to address known tax requirements in addition to future tax modifications.

SAP® Business One Key Functionality

Accounting and Financials

- General ledger and journal entries
- Basic cost accounting and monitoring project costs
- Basic budget management
- Banking and bank statement processing
- Payment processing and reconciliation
- Financial statements and reporting
- Sales tax and VAT
- Multicurrency support

Sales and Customers

- Opportunities and pipeline management
- Customer contact and activity management
- Sales quotations and orders
- Invoicing and crediting
- Sales and pipeline forecast
- Service contract management
- Service call management and tracking

Purchasing and Operations

- Purchase orders and deliveries
- Goods receipts and returns
- AP invoice and credit notes
- Bills of materials
- Production orders
- Forecasting and material requirements planning

Inventory and Distribution

- Items management, item queries
- Receipt to stock, release from stock, and stock transactions
- Stock transfer between multiple warehouses
- Serial number management
- Inventory revaluation
- Customer and vendor catalog
- Price lists and special pricing
- Batch management
- Pick and pack

Reporting and Administration

- Fully integrated with Crystal Reports® software
- "Drag-and-relate," drill downs, search assistance, workflow-based alerts
- Employee directory and administration, employee time
- Remote support platform
- Data migration workbench, data archiving
- SAP® Business One Software Development Kit including the data interface application program interface (API) and user interface API, user-defined fields and tables, and solution packager



Posting templates – Define general ledger account templates to save time and help avoid mistakes during the manual posting of journal entries.

Recurring postings – Define your own postings for regular execution in accounting and specify a frequency for each recurring posting. With recurring postings, the application automatically reminds you to post your transactions.

Reversing journals – Reverse month-end accruals automatically. By default, reversal of specified postings occurs on the first day of the next month, but SAP Business One allows users to specify a different reversing date for each posting, if desired.

Exchange rate differences – Periodically evaluate your open items in foreign currencies to identify differences and choose the appropriate correction transaction.

Banking – Track all banking processes, from cash receipts and check writing to deposits, advance payments, credit card payments, and account reconciliation.

Budgets – Define and manage budgets against general ledger accounts. Configure budget allocation methods; define budget figures in any currency (local, foreign, or both); and display a summarized budget report that compares actual and planned figures. With SAP Business One, you can create an online alert that notifies you if a transaction exceeds the monthly or annual budgeted limit.

Profit center – Define different profit centers or departments and allocate corresponding revenue and cost accounts to a predesignated profit center in the chart of accounts.

Profit center report – Run a profit-and-loss statement based on revenues and costs – both direct and indirect – as defined in the allocation rules. You can run it for any profit center, choose between annual and monthly display formats, and compare the results with figures for the previous period.

Distribution rules – Define different distribution rules to characterize business activities and then allocate revenue or cost accounts to the corresponding distribution rule.

Real-Time Accounting

SAP Business One supports real-time accounting with the following.

Fully integrated financials – Automate key financial and banking management activities with fully integrated functionality. When you run a transaction, the software automatically posts a journal entry in the general ledger so you don't have to perform additional posting or batch processing.

Quick drill down – Drill down to information at the posting level. For example, while viewing the journal entry for a sales transaction, you can drill down to see chart-of-accounts information.

Complete chart of accounts – Drill down on the balance field to see transactions that make up a specific balance.

Accelerated Month-End Closing

SAP Business One offers functionality to support month-end closing.

Automated tasks – Accelerate month-end closings by assigning tasks to individuals or creating reminders to manage various aspects of the closing via the activity window.

Control accounts – Identify accounts as control accounts and assign them as default posting accounts for the increase or decrease to customer or vendor balances. This helps ensure synchronization between the general ledger and the subsidiary ledgers.

Period-end closing – Use this feature to create specific postings in the accounting system when a posting period (or fiscal year) ends. You can transfer previous general-ledger account balances from one period to another.

Financial Reporting

SAP Business One offers the following financial reporting functionality.

Crystal Reports – Quickly generate real-time financial reports in a variety of layouts and export them into formats that best meet your needs, including Adobe PDF, Microsoft Word, Microsoft Excel, and XML.

Multilevel reporting – Create reports that allow your data to be grouped and viewed at all levels. If you need to access lower-level detail, you can readily drill down all the way to the posting level detail directly from your report output.

Integrated reports – Create advanced reports with integrated business information across financials, accounting, inventory, sales, and purchasing.

Sales and Customer Relationship Management

SAP Business One delivers comprehensive, integrated sales and service functionality, helping to ensure total control of customer acquisition, retention, and profitability for your business. Tightly integrated features across marketing, sales, and service provide end-to-end visibility for the entire customer lifecycle.

Opportunity Management

Record every sales opportunity, from lead identification of the customer through discovery, qualification, proposal, closing, and after-sales service and support. You can even enter details of the opportunity, including the source, potential deal size, closing date, competitors, and activities.

Business partner master record – Manage all information about customers, resellers, and suppliers, including e-mail addresses, profiles, sales reports, activities, and account balances. Use the calendar to track your activities and perform keyword searches to find specific items in the calendar.

Opportunity analysis – Analyze opportunities by lead source, territory, industry, customer, and item. The reports show forecasts and anticipated revenue by various date ranges, such as month and quarter. You can view distribution of leads by source over time to identify the most profitable lead-generation activities.

Prospect management – Import thousands of prospects from Microsoft Excel files or other standard file formats, such as comma-separated value (CSV) files, and then manage and follow up on activities. Add prospects to e-mail campaign lists, contact lists, and newsletters. Target prospects or business partners with e-mail and cold-call campaigns.

Dynamic reports – Obtain a unique, time-phased view of business data with the dynamic opportunity-analysis report, which enables you to readily spot trends, patterns, and behaviors of sales opportunities and personnel.

Customer Service and Support

SAP Business One delivers CRM functionality as part of the application, helping to ensure full control of customer acquisition, retention, loyalty, and profitability for your business. Tightly integrated functions across marketing, sales, and service provide end-to-end visibility for the complete lifecycle.

Service call functions provide support for service operations, service contract management, service planning, customer interaction activity tracking, customer support, and management of sales opportunities.

Service contracts – Create a regular support or warranty contract for items or services sold to a customer. The contract maintains the start and end dates as well as specific contract terms, which could include guaranteed response or resolution times.

Customer equipment cards – Maintain detailed information about an item sold to a customer, such as a manufacturer's serial number, replacement serial number, and service call history. Cards also list service contracts assigned to the specific item.

Customer equipment report – View all equipment and corresponding serial numbers sold to a customer or range of customers.

Service calls – Review information about all service calls that were created, resolved, or closed on a specified date or within a range of dates. You can restrict the report to see service calls for a specific queue, technician, problem type, priority, item, or call status. You can choose whether to include a view of overdue calls.

Service calls in the queue – Track and maintain service calls by reviewing the call history related to a particular event. You can monitor the status of a call and assign it to individual technicians or maintain them in a team queue.

Response time by assignee – Follow the communication between a customer and the service department and track the time needed to properly respond to a single service call.

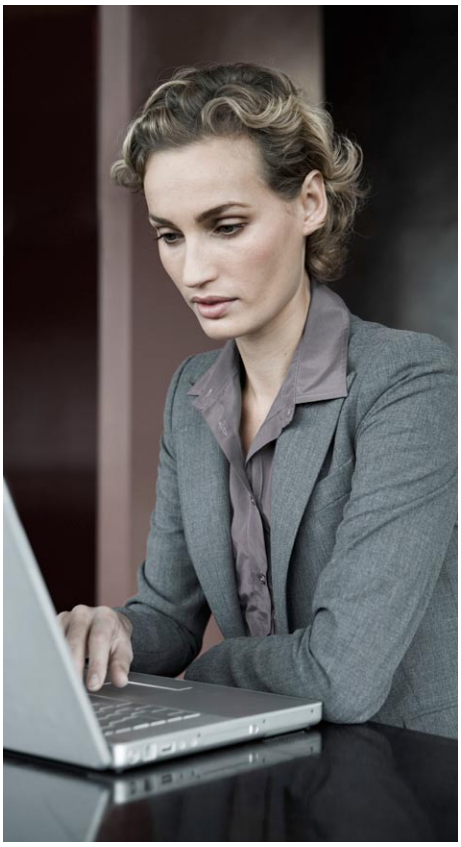
Sales

Sales management tools in SAP Business One allows you to create price quotes, enter customer orders, set up deliveries, update inventory balances, and manage all invoices and accounts receivable. SAP Business One offers efficient document development for every step throughout the sales process, including quotations. All relevant information is moved from one document to the next – from sales quotation to the sales order to delivery note to the AR invoice – saving you time and reducing errors. The solution also gives you the flexibility to adapt the steps in the sales process to fit your needs and specific business processes.

Sales quotation – Create sale quotations for your leads and customers. You can calculate gross profit for each quotation, readily review the sales price history, and, once you create a quotation, quickly export it to Microsoft Word.

Order – Simplify entry of sales orders by accessing item availability information through an available-to-promise report across multiple warehouses. When a shortage arises, choose to order from a list of alternative items or allow the item quantity to be partially delivered. Orders can support different delivery dates and ship-to addresses for each line item, and you can automatically create purchase orders from a sales order and drop-ship the items to the customer's site.

Delivery – Generate packaging documentation for all goods shipped to a customer. The built-in packaging function facilitates the "virtual input" of items into different parcels when a delivery is created. You can store the delivery tracking number and access the shipping status within the delivery note with the click of a mouse. The software automatically updates warehouse quantities when you make a delivery.



"It used to take us about five days to complete an order. Now, we average two days, so our ordering and fulfillment processes are 60% faster. We deliver more parcels, faster, and more efficiently – and with fewer people."

Jonathan Schaffer, Managing Director, Plum Products Ltd.

Returns processing – Quickly process returns, and adjust your inventory and AP balance with the corresponding vendor.

Backorder processing – Track orders that cannot be delivered to customers due to inventory shortages, and automatically fulfill outstanding orders when items are received to inventory.

AR invoice – Automatically create a corresponding journal entry with each invoice. As a result, you can create an automatic receipt if the customer chooses to pay only part of the invoice.

AR invoice and payment – Create an invoice and receipt in one step by using information from the same document.

AR credit memo – Readily import data from the original invoice when creating a credit memo for returned merchandise.

Down payments – Apply your customers' down payments to sales orders. You can process a down payment with or without an invoice, and can decide whether you would like to create the appropriate accounting postings once the down payment is made or only document without creating any postings.

Document printing – Select period, document number, or document type to print sales and purchasing records.

Document drafts – Print, edit, and manage all documents that have been saved as drafts.

Document generation wizard – Automate the creation of documents used in the sales and fulfillment activities by using information from one or more other documents as a starting point. With the help of the wizard, you can decide to create target documents such as delivery notes or invoices automatically using sales orders, deliveries, returns, or AR invoices as a basis. For example, you can group all existing sales documents in a single invoice for any given customer, or create summarized invoices for any given customer based on a variety of orders and delivery notes collected over the course of a month.

Dunning wizard – Automate the process of creating and sending reminder letters to customers with outstanding payments. Execute the wizard at regular intervals, such as monthly or weekly, to check for outstanding customer invoices, and send a series of late notices with different levels of severity at predefined intervals. In addition, you can maintain a payment history for each customer so you can make more informed decisions when it comes to defining payment terms for future orders.

Purchasing

You can manage and maintain supplier-related activities with SAP Business One, including issuing purchase orders, updating inventory quantities, calculating the landed cost value of imported items, delivering goods, and handling returns and credits.

Purchase order – Create purchase orders for materials or services you order, and print, mail, fax, or e-mail them directly to the supplier. A purchase order can be created from a sales order to ensure that the appropriate levels of goods are in the warehouse on the required shipping date. A purchase order updates the available quantity of the ordered items and informs the warehouse manager of the expected delivery date. In addition, you can split a single purchase order into multiple parts when, for example, items need to be shipped to multiple warehouses.

Goods receipt purchase order – Decide whether you would like to receive deliveries at one warehouse or multiple warehouses. Goods receipts may be linked to a purchase order, which means that the purchase order quantity can change if the quantity received does not match the original order amount. For items that need to be returned to the vendor, a goods return document can be created to either partially or completely reverse the quantity and prices in goods receipt PO.

AP invoice – Process payments to suppliers by acting on journal entries the software automatically generates when you process supplier invoices.

AP credit memo – Issue a credit memo to any supplier for returned merchandise. You can quickly draw the data required for that credit memo from the original invoice.

Landed costs – Calculate the purchase price of merchandise by allocating the various landed-cost elements (such as freight, insurance, and customs duties) to the FOB cost of each item. The actual warehouse value of merchandise updates automatically.

Down payments – Manage your vendors' down-payment requests for purchase orders. You can process the down payment with or without an invoice, and can decide whether you would like to create the appropriate accounting postings once the down payment is made or only document without creating any postings.

Freight charges – Track and document any additional costs – like freight charges – involved in purchasing transactions such as insurance, shipment or other fees that apply to your goods.

Document drafts and printing – Edit and manage all purchasing documents that have been saved as drafts and print them (including drafts) by period, document number, or document type.

Material Requirements Planning

SAP Business One offers a simple yet powerful planning function to help you schedule and manage items that will be produced or purchased using a variety of criteria. SAP Business One replaces informal, ad hoc, error-prone production scheduling with a more structured process using better information from bills of material, inventory data, inputs from scheduled production and purchase orders, and demand inputs from actual and forecasted orders.

The software offers the following material requirements planning (MRP) functionality.

Forecasts – You can predict demand based on historical purchases, received orders, and other forecasting metrics in the MRP wizard. Forecast calculations help you anticipate demand for your product and adjust material planning accordingly.

MRP wizard – Arrange for and optimize future material requirements; manage and execute purchasing and manufacturing recommendations and exceptions. By considering both minimum order quantities and order multiples, you can take advantage of purchase price breaks or standard production lot sizes and thereby reduce costs. The wizard generates a recommendation report that offers advice to either make or purchase items. Numerous drill-down options let you view the net requirement calculations and the actual documents driving the gross requirements.

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Order recommendation report – Automatically create production orders and purchase orders based on information in a recommendation report. If an item needs to be outsourced, you can readily convert a production order to a purchase order. You can also consolidate purchase orders to the same supplier into one order, further streamlining the purchasing process.

Inventory Control

Manage item master data, serial numbers, and price lists, as well as define alternative items, perform inventory increase or decrease adjustments, execute cycle counts, and generate pick lists for open sales orders.

The software offers the following inventory control functionality.

Item master data – Define production items (make), purchase items (buy), and noninventory items (labor and travel, for example) while maintaining default information such as purchasing supplier, purchasing and selling unit of measure, and tax status for each item. You can maintain inventoried items in multiple warehouses with differing associated costs depending on location. SAP

Business One supports most common inventory valuation methods, including standard cost, weighted moving average, and FIFO methods. You can define a procurement method (such as make or buy) as well as order intervals in which to purchase an item (monthly, weekly, or daily, for instance). You can also define the lot sizes in which to purchase items, the minimum order quantity, and the average lead time. You can then use this information in conjunction with the MRP functionality.

Serial numbers – Automatically or manually generate serial numbers using templates.

Lots – Assign lots to products and classify them by any freely definable attribute (shelf life, for example), then define the lots for these products in sales orders, delivery notes, and inventory movements.

Substitute items – Create a list of alternative items when a customer's selection is not available, ranking substitute items based on similarity of item, price, or quantity.

Business partner catalog number – Maintain a cross-referenced table of customer and supplier part numbers to inventory part numbers. You can use customer part numbers on purchasing documents in lieu of inventory part numbers.

Goods receipt and goods issue – Record goods receipts and issues that are not directly related to a sales or purchasing document.

Inventory transfer – Move inventory among warehouses.

Inventory revaluation – Reevaluate your item costs and inventory value without changing quantity levels.

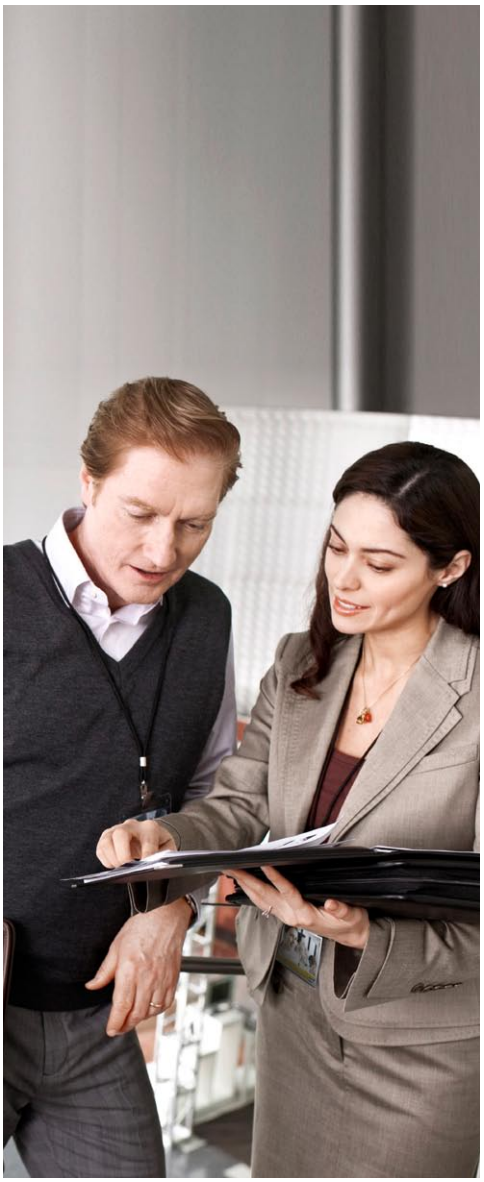
Inventory posting – Enter opening balances for inventory items and update warehouse data.

Cycle inventory counting – Streamline inventory counting by identifying when each item in inventory is due to be counted. The alerts and reports produced help ensure that items of different levels of importance are counted as frequently as required.

Price list – Define a variety of price lists and link them to customers or suppliers. Quickly create dynamic links between price lists, which are updated automatically whenever the primary price list changes.

Special prices – Define special prices for individual customers or suppliers, quantity-specific prices pegged to order volume, and a validity period for each price.

Pick and pack manager – Manage the picking and packing process within multiple queues. As sales orders are entered, they are displayed in the "open" queue and can be marked as either fully or partially released for picking. The "released" queue displays all orders released for picking, which you can mark as fully or partially picked. Within either



the open or released queues, you can automatically create pick lists for an order or range of orders. This feature offers extensive drill-down functionality that includes customer and item master data as well as originating documents.

Reporting

Create, manage, and distribute real-time reports with ease. You can use various reporting tools in SAP Business One (such as Crystal Reports, Print Layout Designer, XL Reporter, and Query Manager) to create financial and management reports that provide snapshots of key performance indicators such as sales bookings, year-to-date revenue, accounts receivable, open orders, and outstanding payments.



"We cut the time managers spend running reports by 95%. For example, it used to take us 30 to 40 minutes to run a profit-loss statement; now it takes three seconds."

Kevin Patrick, VP and General Manager, Sondra Roberts

Not only can you export any report into various electronic formats including PDF, Microsoft Excel/Word, RTF, and XML, you can also distribute them across the company via e-mail, fax, or other formats. SAP Business One provides you with end-to-end visibility of your business operations with a drag-and-relate feature that also helps you instantly understand key relationships and transactions within the business.

SAP Business One provides a large number of predefined reports for each functional area. You can generate reports for a specific functional area in your business and customize the output to suit your needs. For a complete list of predefined reports, see the "Predefined Reports" section.

Simplified Reporting with Crystal Reports

SAP Business One is now fully integrated with Crystal Reports, an industry-leading reporting solution. Together, SAP Business One and Crystal Reports provide comprehensive reporting functionality that allows you to get crucial insights into all parts of your business.

You can perform the following activities with Crystal Reports.

Generate accurate and timely reports – Create reports in a variety of presentation formats in a user-friendly graphical environment. You can generate standard and ad hoc reports, import externally created Crystal Reports, drill down into lower-level data, and then analyze the information.

Customize with ease – Customize reports by adding any standard SAP Business One data field or user-defined field with minimal IT overhead. You can also attach messages with personalized information to improve the report consumption.

View and export reports – View and export reports to Adobe PDF, Microsoft Word, Microsoft Excel, RTF, and XML.

Distribute reports across the company – Distribute reports across the enterprise by e-mail, fax, electronic file transport, and standard printing. You can also save them securely to the crystalreports.com site so you access them anywhere and at any time.

Control access to information – Assign access rights at user and group levels. Security features will help ensure that your employees view and access only the reports that they are authorized to access.

Embed flash files into your reports – Expand the scope of Crystal Reports by adding Xcelsius® software. You can create advanced report designs and visualizations by adding dynamic charts, graphics, and even video files to your reports.

Predefined Reports

SAP Business One provides the following predefined reports for each functional area:

Predefined Reports in SAP® Business One

Accounting	■ Aging reports ■ Profit and loss statement ■ Balance sheet ■ Trial balance	■ Cash flow statement ■ Comparative reports ■ Budget reports
Sales opportunities	■ Opportunities ■ Stage analysis ■ Opportunities pipeline ■ Opportunity forecast and forecast over time	■ Won and lost opportunities ■ Open and closed opportunities ■ Lead distribution over time
Sales and purchasing	■ Open items list ■ Sales analysis ■ Purchase analysis	
Business partners	■ Activities overview ■ Inactive customers ■ Collection history	
Production	■ Open work order ■ Bills of material	
Service	■ Service calls ■ Service calls by queue ■ Response time by assignee ■ Average closure time ■ Service contracts	■ Customer equipment report ■ Service monitor ■ Service calls ■ Open service calls ■ Overdue service calls
Inventory	■ Item list ■ Last prices ■ Inactive items ■ Inventory posting list by item ■ Inventory status	■ Inventory in warehouse ■ Inventory valuation ■ Serial number transaction ■ Batch (lot) number

Microsoft Outlook Integration

SAP Business One integrates with Microsoft Outlook through an add-on, enabling you to exchange and share data to keep all parties up to date about account developments and business opportunities. You have the following functions available.

Data synchronization – Synchronize calendar appointments, contacts, and tasks between SAP Business One and Microsoft Outlook. This function allows you to schedule automatic synchronization runs and resolve any outstanding conflicts that may occur across the two applications by creating snapshots of SAP Business One information and linking them to contacts in Microsoft Outlook.

Quotations – You can import quotations from SAP Business One into Microsoft Outlook and then display, edit, and send them as e-mails. You can also create new quotations in Microsoft Outlook and save them in SAP Business One.

E-mail integration – You can perform the following functions through Microsoft Outlook integration:

- Save a Microsoft Outlook e-mail as an activity in SAP Business One
- Save the original e-mail text and the original file attachments as an add-on to an activity in SAP Business One
- Make follow-up and reminder settings for an activity

Single-Server Architecture

The SAP Business One application resides on a single server that runs on Microsoft Windows and supports the Microsoft SQL Server.

Besides a database server, SAP Business One also provides several server-side applications and tools:

- License server, which manages purchased end-user licenses
- Backup tool to perform database backups
- Integration platform to integrate SAP Business One with other business software
- Remote support platform for SAP Business One, which enables pro-active support and maintenance of the solution landscape

System Requirements

	Server		**Workstation**	
Software Requirements	Supported Operating Systems	▪ Microsoft Windows Server 2008 R2 Standard/ Enterprise (64-bit) ▪ Microsoft Windows Small Business Server 2008 Standard/Premium (64-bit) ▪ Microsoft Windows Server 2008 Standard/ Enterprise (32-bit/64-bit) ▪ Microsoft Windows Server 2003 R2 Standard/ Enterprise (32-bit/64-bit) ▪ Microsoft Windows Server 2003 Standard/ Enterprise (32-bit/64-bit) ▪ Microsoft Windows Small Business Server 2003 R2 Standard/Premium (32-bit) ▪ Microsoft Windows Small Business Server 2003 Standard/Premium (32-bit) ▪ Microsoft Windows 7 Professional/ Enterprise/ Ultimate (32-bit/64-bit) ▪ Microsoft Windows Vista Business/Enterprise/ Ultimate (32-bit/64-bit) ▪ Microsoft Windows XP Professional (32-bit)	Supported Operating Systems	▪ Microsoft Windows 7 Professional/ Enterprise/ Ultimate (32-bit/64-bit) ▪ Microsoft Windows Vista Business/ Enterprise/Ultimate, (32-bit/64-bit) ▪ Microsoft Windows XP Professional (32-bit)
	Supported Database Platforms	▪ Microsoft SQL Server 2008 Express/ Workgroup/Standard/Enterprise (32-bit/64-bit) ▪ Microsoft SQL Server 2005 Standard/ Enterprise/Express/Workgroup (32-bit/64-bit)	Supported Desktop Applications	▪ Microsoft Office 2007 Standard/ Professional ▪ Microsoft Office 2003 Standard/ Professional
Minimum Hardware Requirements	▪ **CPU** 1x Intel Pentium IV (or equivalent) ▪ **RAM** 1GB ▪ **Hard Disk Free Space** System partition 0.5 GB and data partition 2 GB ▪ **Drive** DVD-ROM ▪ **Display** 640 x 480 with 256 colors or higher		▪ **CPU** 1x Intel Pentium IV (or equivalent) ▪ **RAM** 1GB ▪ **Hard Disk Free Space** System partition 1 GB and data partition 0.5 GB ▪ **Drive** DVD-ROM ▪ **Display** 800 x 600 with 24-bit colors or higher	

User-Friendly Configuration and Personalization

SAP Business One gives you powerful tools to tailor forms, queries, and reports to meet specific business requirements without the need for specialized technical training. You can configure settings to define exchange rates, set authorization parameters, and create import and export functions for internal mail, e-mail, and data.

Configuration Features

SAP Business One offers the following configuration functionality:

- Company selection – Various basic settings
- Initialization and general preferences – Company data and general settings for charts of account, tax codes, sales employees, territories, projects, address formats, payment terms, suppliers, customers, items and commission groups, warehouses, service contract templates and queues, banks, payment methods, and shipping methods
- Authorizations – Controlled information access (full, read only, or no access); access granted based on team, department, or branch
- Definition of exchange rates – The basis for all reports and recorded data
- Utilities – Data backup, automated processes, year-end closing, archiving, and data import and export
- Recovery – Data administration and retrieval
- Alert functions and messages – Messages for internal users, customers and suppliers; personal profile definition for warning messages
- Opening balances – Entering opening balances when company starts
- Master data record – Maintained for the entire application and contains the master data record for a customer and supplier
- Bills of material – Product trees representing the header and covering the individual materials assigned

Search Assistance

Record values for each field in the application, including user-defined fields, from a predefined search process with formatted search functionality in SAP Business One. You can use formatted searches in the following situations:

- Automatic entry of values in fields based on one of the following:
  - Use of different objects in the application
  - Predefined lists
  - Predefined queries (user defined)
- Definition of dependencies between application fields
- Display of fields used only for queries, such as user signature, creation date, and balance of open checks (for a business partner)

Alerts and Approvals

You can set up immediate notifications and automatic responses to important business events through user-programmable, workflow-based alerts. Designate the events you want to track and define ranges for acceptable tolerances and limits connected to these events. Then, when indicators fall out of the predetermined range set for the event, you will receive an alert. Any breach of business policy generates an immediate notification to the manager and initiates a workflow process to manage the event.

Using alerts in SAP Business One, you can proactively manage by exception and eliminate the need to monitor activities manually. You can know in real time every time a set threshold is crossed so you can take immediate action. You can also drill down to get information about the alert, which can help you make informed decisions regarding future actions associated with the event.

Local Best Practices

SAP Business One provides built-in country-specific functionality to help you comply with local legal requirements as well as local business practices. Localizations mainly support legal, currency, and financial requirements and include adjusted financial postings, print layouts, and reports. As part of maintenance operations, there are country-specific legal changes and requirements implemented with regular patch delivery.

Customization

SAP Business One can be adapted in the following ways to meet your unique or changing business requirements without creating a heavy, ongoing IT burden:

- Set your own preferences for forms, queries, and reports to mirror your day-to-day business activities.
- Extend the core functionalities with prepackaged, preintegrated industry-specific solutions built around the SAP Business One application by SAP software solution partners.
- Integrate external applications with SAP Business One by using the SAP Business One Software Development Kit (SAP Business One SDK) – see the separate section for details.
- Reintegrate modifications and enhancements you build today into future versions of SAP Business One with little or no modification to custom code. Because the SDK maintains programming interfaces for backward compatibility, the integrations and enhancements will work smoothly with new versions.
- Connect with your headquarters and subsidiaries with other SAP applications using the SAP Business One integration for the SAP NetWeaver® technology platform.
- Integrate your branch offices or manufacturing sites around the world in a straightforward and cost-effective way through the single-code-based architecture of SAP Business One with localizations in 40 countries.

User-Defined Fields

Define your own fields in existing tables or add new tables to SAP Business One. You can quickly add user-defined fields to virtually any of the business objects within the application, including master records (customers or inventory items), sales and purchasing documents (such as sales orders, invoices, or purchase orders), document rows (invoice line items, purchase order line items), financial transactions (journal entries or journal entry rows), service calls, service contracts, bills of material, and many other objects. You can select user-defined fields for various types of information, such as texts, addresses, phone numbers, URLs, file attachments, images, and drop-down lists. These fields automatically follow your database when you upgrade.

System Reliability and Performance

SAP offers a remote support platform for SAP Business One to help you maintain your software system more easily and proactively prevent potential issues from impacting your business

> "As we continue to grow, SAP Business One will keep up with us and enable us to manage that growth without any surprises."
>
> **Dave Sengstaken,** President, StyleWest

activities. As an automated monitoring tool, the remote support platform for SAP Business One helps identify system bottlenecks by enabling SAP support services to collect information on your system status and check the system against known support issues. By sending regular status e-mails and automatic fixes, it allows you to avoid issues from happening and decrease the time you would otherwise spend on IT support.

The remote support platform for SAP Business One provides the following:

System status report – Automatically execute health checks on your installation, system data, previously performed backups, disk space usage, and more to proactively prevent issues.

Database maintenance – Schedule automated database backups and restore previously backed-up databases if needed.

Preupgrade evaluation – Check if your system is ready for an upgrade and if there are critical issues that might potentially prevent a successful upgrade process.

Automatic fixes – Receive automatic fixes for detected issues.

Data Archiving

Use the new data archiving feature in SAP Business One to improve the utilization of your productive database and achieve leaner, faster system performance. Data archiving enables users who have been using SAP Business One for at least two years to archive closed transactional data (such as closed sales and purchasing documents, reconciled journal entries) related to old financial periods. It allows you to review the expected results of the process before the execution, so you know which documents will be removed from the database, how much database size will be reduced, and so forth. You can then decide whether to run the archiving process immediately or further review the selected transactional data.

Software Development Kit

The SAP Business One SDK is a toolbox that contains programming interfaces, sample code, documentation, and simple utilities. The kit allows programmers to smoothly interface external applications with SAP Business One or to add custom functionality. SAP Business One consists of a graphical user interface and a separate business object layer. The SAP Business One SDK provides full access to both the user interface layer and the business object layer.

Features

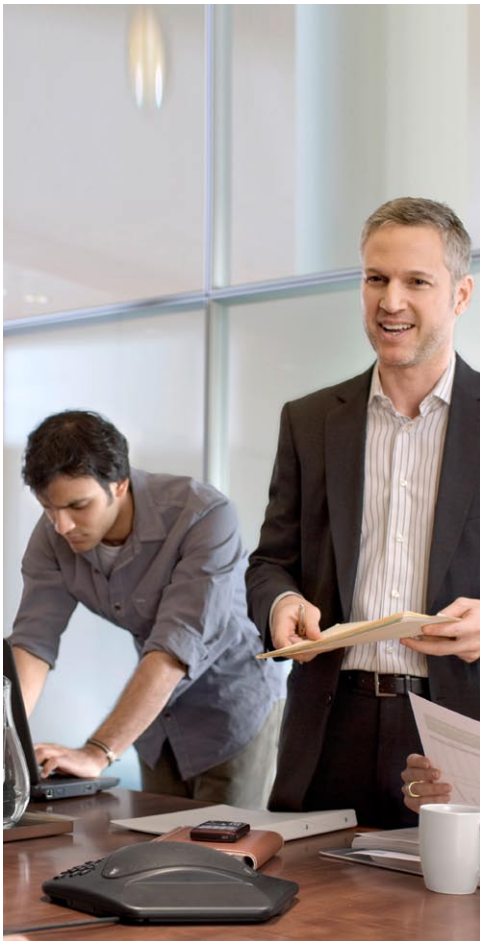
The software development kit offers the following features:

- Provides programmatic access to SAP Business One business logic through an object-oriented layer
- Enables SAP partners and customers to extend and enhance the functionality of SAP Business One to fit their unique needs
- Supports a wide range of programming languages and tools, enabling developers to use familiar technologies and applications
- Provides strong backward compatibility, so that little or no rework is required during upgrades to a new version of SAP Business One

Components

The following key components are part of the software development kit:

- Application program interface (API) for the data interface – For integrating external applications with SAP Business One
- API for the user interface – For extending and customizing the SAP Business One client applications
- Screen designer with drag-and-drop interface – For designing custom windows for SAP Business One
- Java connector – For interfacing external applications with SAP Business One using the Java programming language
- Complete documentation
- Sample applications



By integrating sales, customers, financials, and operations, SAP solutions give you the cross-company visibility you need to make decisions based on real-time information. Armed with insight into every aspect of your business, you can readily monitor performance, eliminate inefficiencies, and, most important, identify profitable opportunities.

SAP SOLUTIONS FOR SMALL BUSINESSES AND MIDSIZE COMPANIES

TRUSTED BY THOUSANDS OF BUSINESSES WORLDWIDE



SAP Business One is part of a portfolio of SAP solutions for small businesses and midsize companies, which also includes the SAP Business All-in-One solutions and the SAP Business ByDesign™ solution. When it comes to the widely varying needs of small and midsize organizations, SAP solutions provide the best fit for your specific business, IT, and workforce requirements.

By integrating sales, customers, financials, and operations, SAP solutions give you the cross-company visibility you need to make decisions based on real-time information. Armed with insight into every aspect of your business, you can readily monitor performance, eliminate inefficiencies, and, most important, identify profitable opportunities. With a standardized, proven solution from SAP at a predictable cost, small and midsize companies can streamline operations, act instantly on complete information, and accelerate profitable growth.

Trusted by more than 25,000 customers worldwide, SAP Business One offers the benefit of our broad industry experience and that of our partners. It's the right solution to help companies like yours stay ahead of the competition.

Learn More

Available today in 20 languages and in 40 countries, SAP Business One is delivered by a worldwide network of business partners that leverage SAP's global knowledge to provide local service and support. To learn more about how SAP Business One can help you gain clarity across your business and improve operational efficiency, visit www.sap.com/sme/solutions/businessone/index.epx.

QUICK FACTS

www.sap.com/contactsap

Summary

Designed specifically for small businesses, the SAP® Business One application provides a single, affordable solution for managing your entire business with greater clarity, from financials to sales to customer relationships to inventory. It helps you streamline end-to-end operations, gain instant access to complete information, and accelerate profitable growth.

Business Challenges

- Find time to focus on growing your business
- Access the right information to make decisions
- Build and maintain closer customer relationships
- Minimize duplicate data entries, errors, and delays
- Optimize cash flow for business needs

Key Features

- **Accounting and financials** – Manage your general ledger, journals, budgets, and accounts receivable and payable
- **Sales and customer relationship management** – Manage the entire sales process from first contact to closing the sale and from customer data management to after-sales support
- **Purchasing and operations** – Control the entire procurement process
- **Inventory and distribution** – Manage inventory across multiple warehouses and locations, and track and record stock movements
- **Reporting and administration** – Create, manage, and distribute reports that improve transparency and decision making across the business

Business Benefits

- **More time to focus on growing your business** thanks to streamlined operations
- **Faster response to customer needs** with instant access to complete information for immediate action
- **Strengthened bottom line** with a single, integrated system that eliminates redundant data entry and errors, improving process efficiency and reducing costs and delays
- **Closer customer relationships** through centralized information that makes it easier to manage customer communications, sales, and service contracts
- **Reduced costs and faster time to value** with an application that is quick to implement, straightforward to maintain, and flexible enough to accommodate the changing requirements of your business

For More Information

Call your SAP representative or visit us online at www.sap.com/sme/solutions/businessone/index.epx.

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