



Product Overview

..... **FACTS** .....

## FACTS Delivers Efficiency, Technology and Value

Software Solutions has 20 years of distribution software experience and more than 6,000 installations throughout the US and Canada. With more than twice the number of customers than our nearest competitor, we have acquired a wide range of experience and knowledge, allowing us to become the industry leader in distribution management software.

FACTS, Software Solutions' flagship product comprising of more than 4,300 installations, gives distributors that competitive edge so crucial for success in the distribution marketplace.

*"Using FACTS, our business grew 40 percent in the last four years without adding another person. Over that same time period our gross profit margin increased - four full percentage points, and again that's without additional people."*

For this customer, and thousands more, Software Solutions is the name they trust to help them cut operating costs and minimize inventory investments while improving customer service and profitability.

FACTS' suite of 22 highly integrated modules address the needs of distributors in the primary areas of Electronic Commerce, Customer Service, Asset Management and Financial Management.

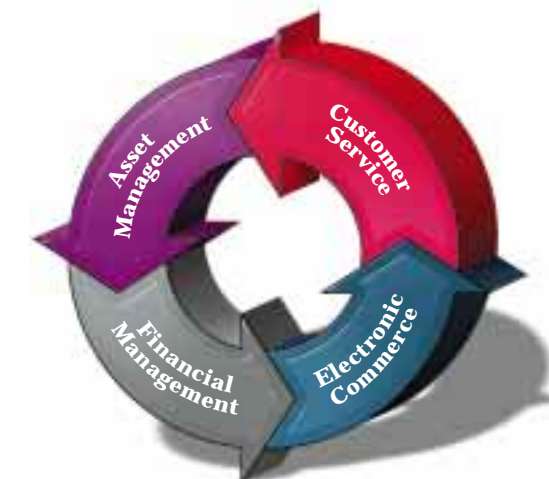
FACTS ties together all of your business processes. Quotes easily convert into sales orders, while purchasing is automatically notified of any special order needs.

Information on inventory status and customer activity is always at your fingertips. Customers can be given direct, secured access to real-time inventory availability and order status, improving customer service.

### Technology You Can Understand

*"Some of our employees have worked here as long as 30 years - and had never touched a computer, but within a week, they were comfortable using FACTS. Now, they can't live without it."*

FACTS boasts an intuitive, easy-to-use interface that can be either graphical or character-based. This technology is object-oriented and data driven, which means the graphical interface isn't just a "shell." PC users can literally flip a switch, and they're running in a truly graphical environment. This unprecedented flexibility protects your existing hardware investment by allowing you to gradually migrate to a Windows environment.



FACTS Application Focus

FACTS runs on Microsoft Windows NT and multiple versions of UNIX, including SCO, AIX and Linux. Its client/server model uses a true "thin" client, which requires minimal hardware investment on the desktop, making it ideal for large multi-branch distributors with hundreds of users.

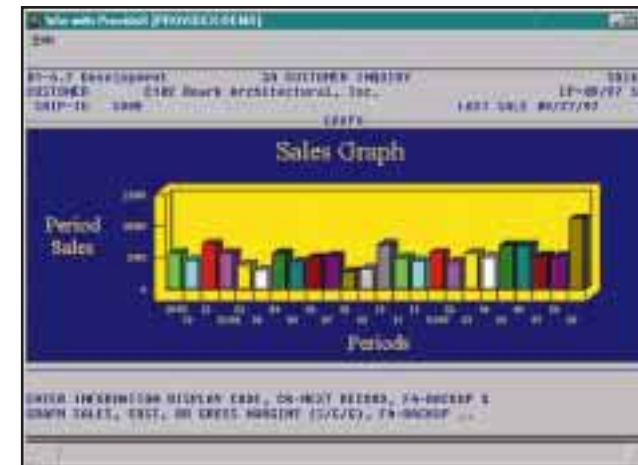
A combination of character-based terminal and graphical PC workstations can be networked internally and externally using direct serial cables, TCP/IP connections, modems and the Internet, providing tremendous scalability and excellent performance in a wide range of environments.

FACTS demonstrates Software Solutions' practice of delivering solutions that incorporate the most advanced technology available and yet are easy-to-use and understand. FACTS also provides unprecedented competitive advantages with the most flexible options that the information technology industry has to offer. Clearly, FACTS is leading the distribution marketplace and setting new standards.

### More Than An Accounting Package

*"We've been pleased with what FACTS has been able to do for us in terms of inventory management. In the first two and a half years, we've thinned our inventory by 30 percent, which has led to some significant cost savings."*

When it comes to asset management, FACTS has a long, successful track record.



Sales Graph

Through automated, easy-to-use features, FACTS has enabled thousands of distributors to quickly and effectively manage their two largest assets outside of their employees: inventory and accounts receivable.

FACTS provides much more than basic inventory tracking. As purchasing information, sales information and customer buying activity are properly tracked, the accumulated data contains vital clues as to how and where your inventory investment dollars should best be allocated. FACTS is a true inventory management system that examines and interprets those clues allowing you to maintain the highest service levels while reducing your investment in inventory. As a

result, FACTS allows you to turn your inventory more quickly.

*"FACTS has helped us get a handle on our inventory, so that we're aware on a day-to-day basis how our inventory is changing, preventing inventory pile-ups or shortages. With FACTS, we're able to easily identify slower moving items and order them accordingly. We also handle a lot of non-*

*stocked, special order items, and FACTS has helped us manage them as well."*

### Intuitive, Efficient Access

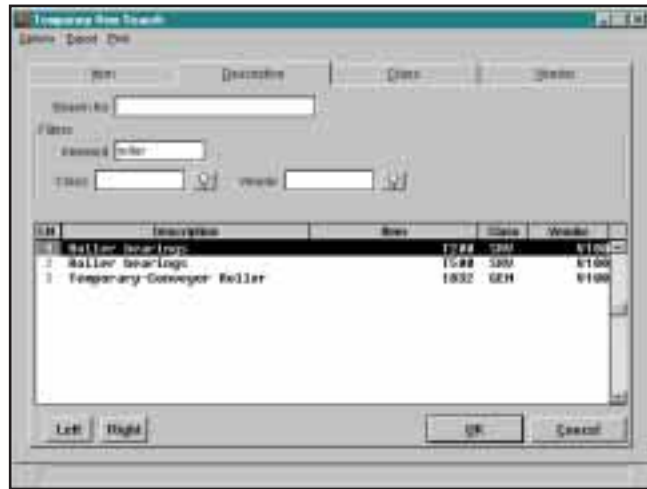
*"With FACTS, we know what products are in inventory, as well as what's back-ordered and what has just been sold. This kind of immediate access to information keeps us from accidentally selling the same product twice and having to disappoint someone. We can look at FACTS and see exactly what's available in the warehouse."*

Simplicity of navigation has been a FACTS hallmark for years. You are not required to memorize codes to locate information in FACTS. Using the search feature, you can quickly find and select information from a list, no matter how long it is. A variety of sort orders and filter options, including multiple keywords, cut through the extraneous data and help you pinpoint the information you need.

Users can set up and save individual search preferences, so their search results are tailored to their informational needs.

Once they've found the information they're looking for, they can print it, export it to Microsoft Excel or turn it into a comma-delimited file that can be opened in any application.





Sample Search

## Maximum Value, Low Cost of Ownership

*“I went to Connecticut, Texas and Pennsylvania to evaluate systems. Two things influenced my choice of FACTS. The first was the look and feel of the interface. One or two of the other packages I reviewed had a similar look, but once you compared the value, there was no question”*

FACTS carries the lowest overall total cost of ownership in the industry. From the Fortune 1000 distribution division looking for an effective alternative to costly Enterprise Resource Planning (ERP) software to the entrepreneur just getting off the ground, FACTS is a proven, affordable solution.

combination of character and graphical users. Customization can be made once and appear in both environments. A set of programming tools allow qualified programmers to make cost-effective modifications that won't stand in the way of future upgrades.

## Customer-Centric Service

*“FACTS and the telephone are the two business tools I can't do without. We have 8,000 customers located throughout the country, and often process as many as 300 orders a day. We wouldn't be where we are today without a comprehensive distribution software system like FACTS.”*

FACTS allows you to focus less on your information system and more on meeting your customers' needs, and it helps you grow your business by letting you stand back to look at the big picture while it handles the details.

The system's powerful efficiency keeps hardware investments from getting out of hand. In fact, it's compatible with many terminals and printers used in older systems. It also comes with full source code so that you can control who works on your system and what customizations are made.

## Maximum Flexibility

Through the use of our intelligent Client Interface Server (CIS) technology, one set of FACTS objects quickly serves any



## Technology Working for You

### Thin Client/Server Architecture

By efficiently distributing the computing workload between client and server, the FACTS architecture is flexible, scalable and expandable. This reduces incremental costs as your business grows.

### Client Interface Server

Our support of both a graphical user interface (GUI) and character user interface (CUI) from the same source code provides distributors with the best of both worlds. The intuitive Graphical User Interface (GUI) provides substantial increases in productivity and reduction in training times. The Character User Interface (CUI) has been proven to deliver substantial savings of time and money.

### Component-Based Architecture

FACTS' software architecture uses a series of common programming components which make it consistent, easy-to use and easy-to-maintain. Building on a solid foundation of reusable components, Software Solutions can quickly respond to changing business requirements while delivering higher quality, lower-maintenance applications.

### Desktop Driven Data Accessibility

For graphical users, through the use of Open Database Connectivity (ODBC) and Dynamic Data Exchange (DDE), distributors easily access and work with their data.



Sample File Maintenance

### Secure Information

FACTS allows you to assign each user a unique log-in code for accessing the system, and with 62 security levels, you can control access to programs, files and specific cost information.

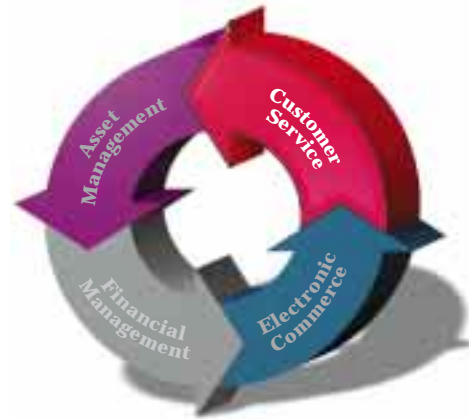
### Business Rules

No two distributors operate the same. FACTS provides Business Rules to allow the software to conform to the individual distributor's way of doing business.

## Supply Chain Smart Components

FACTS is comprised of 22 highly-integrated modules. Each module specifically addresses the needs of distributors in the primary areas of Electronic Commerce, Customer Service, Asset Management, and Financial Management.

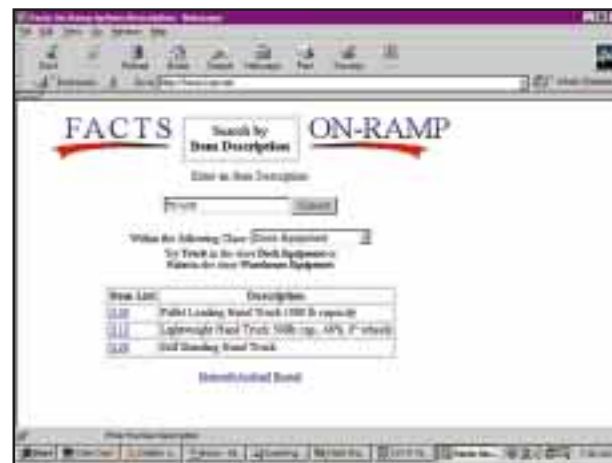
Our software contains features and modules to assist the distributor in meeting the demands of a supply chain. This helps the distributor manage the efficient flow of products and information which link both customers and vendors.



### Customer Service

**Sales Orders** eliminates guesswork and puts at your fingertips a powerful tool to help you manage the sales process. For example, you may generate a quote, recall a previous quote, and convert the quote to an order; you may log future orders and control committing the inventory; and you always have immediate inquiry access for better customer service. Sales Orders allows for fast telephone order entry. The latest features fully support non-stock item management and enhanced counter sales with multiple payment types, cash drawer handling, deposit tracking, and credit card authorizations.

**Service & Repair** provides tools to manage a service and repair organization. Both field and depot requirements are handled.



Main Menu

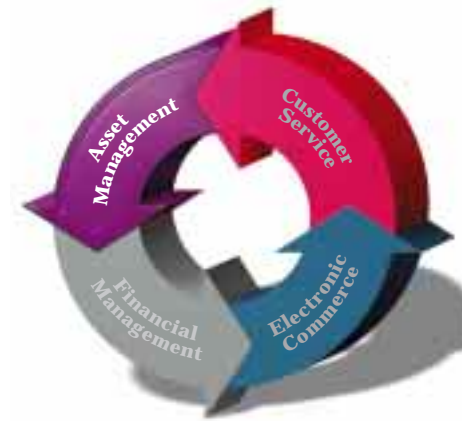
While handling maintenance and warranty work, it issues repair parts and tracks usage, costing, pricing and replenishment. Dispatch is based on priority, status, date, technician and customer.

**Accounts Receivable** helps you manage the entire receivable process. It enables you to control A/R with payment terms, credit limits, payment history, dunning letters, service charges, and a wealth of reports that alert you to credit problems early.

**FaxLink** provides UNIX users with a way to fax reports and documents online from any FACTS module and helps speed collections by faxing past invoices. Anything you can print, you can fax.

**UPS Shipping** features Tracer Research's Clippership for Windows, a powerful shipping module that integrates with FACTS and provides UPS On-Line Compatibility. Clippership supports a variety of scales, scanners and manifest printers. A multi-carrier version also is available.

**TeleFACTS** is an integrated, easy-to-use telemarketing and contact management application designed to improve the productivity of your sales staff.



### Asset Management

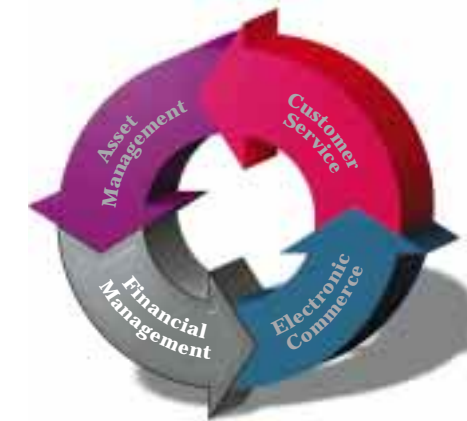
**Inventory Management** supports Multiple Units of Measure for buying, selling and pricing. It maintains dynamic pricing matrices with flexible item/customer selection, along with contracts, levels and quantity breaks. Replenishment is triggered by order point/line point or minimum/maximum levels. The electronic price update system allows you to define multiple external data sources for importing prices and product information.

**Purchase Orders** automates the purchasing process using paperless purchasing notifications. It also automates backorder fulfillment when goods are received. FACTS flags discrepancies through quantity or price variance reporting. Distributors can track lead times and purchase history by vendor.

**CodeLight Bar Coding** transfers information gathered from handheld equipment to FACTS, improving the speed and accuracy of picking orders, receiving goods and taking physical inventory.

**Manufacturing Control** supports both formulation and bills-of-material. Finished items may be assembled to order by customizing existing BOM items during sales order entry.

**Job Cost** provides dynamic job tracking and the extensive reporting features needed to maximize sales and profits for project-oriented distributors.



### Financial Management

**Executive Information System** is a multi-dimensional reporting and analysis tool (based on COGNOS' PowerPlay engine) that allows executives to explore corporate data for answers to critical business decisions. Distributors can analyze extensive information any way they choose to shed light on trends and potential problem areas.

**Sales Analysis** encapsulates two years worth of sales transactions and allows you to view sales, costs, units, gross margin and gross margin percent by various combinations of customer, item, item class and salesperson.

**Report Writer** is a high-performance, easy-to-use tool that enables you to pull reports from any FACTS data file. This module is available to both graphical and character-based users.

**General Ledger** provides flexible account definition, direct journal entries, recurring entries, reversing entries and allocations. General Ledger receives data directly from most FACTS applications.

**Accounts Payable** allows users to log invoices from the Purchase Order system or directly through Accounts Payable. You can also maintain tight control over your cash position through cash requirements reporting.

**Archive** is a secure on-line storage and retrieval system for FACTS that lets you automatically build a library of important documents. Users simply save documents and reports to a disk, and authorized FACTS users can later retrieve them as needed. Archive saves time, paper, and storage space and protects you from lost or misplaced reports.

**Payroll** maintains and tracks employee data and controls check writing and reporting for government and tax purposes.

**UnForm** gives your FACTS system the ability to print documents on laser printers as plain paper forms with enhanced shading, font attributes and images.

**System Management** allows you to customize menus without sacrificing security.

### Electronic Commerce

**Electronic Data Interchange (EDI)** allows processing of inbound and outbound documents, such as purchase orders and invoices. For distributors, this tool can dramatically improve cycle times, productivity, data integrity and customer service, while reducing paperwork and transaction costs.

**Internet On-Ramp** is a powerful and secure web-enabled application that links your customers and remote salespeople to FACTS via the Internet. Imagine the added service and convenience you could provide your customers by allowing them to get inventory and order information through their web browsers.

# FACTS Local Sales and Service

## Local Sales and Service

Software Solutions maintains direct offices in selected cities, but our strength is found in an unbeatable network of Authorized Affiliates located across the U.S. and Canada. With this team of over 500 professionals dedicated to the success of FACTS in your business, we provide the best, most cost-effective local sales, service and support in the industry.

To ensure that your installation is successful, FACTS professionals use the Partnership In Action (PIA) implementation methodology. PIA guides you through the implementation process. It helps the implementation consultant prepare FACTS for your business, and it helps you prepare your business for FACTS.

The implementation process, including consulting and training, is critical to the installation of any new system, and we are convinced that having experts just down the street is the best way to ensure its ongoing success.

## The Best in Service and Support

At Software Solutions, our relationship begins when you choose our products to help improve your business. We deliver timely and effective services that will allow your initial investment in technology to grow and flourish. Our partnership is long term; our commitment is to quality and service; and our goal is to see you succeed.

## About Software Solutions

For 20 years, Software Solutions has been solving problems for distributors. We have listened to our customers and developed software that is easy-to-implement, easy-to-use and adds value to every aspect of your business.

Software Solutions offers three successful products – FACTS, TakeStock® and DMAS – that are designed specifically for distributors. These solutions provide a range of features beyond those of standard business accounting systems. They have been designed for flexibility and are easily tailored to meet the individual needs of your business.

**For more information about FACTS contact Software Solutions today at 1-800-232-2999 or visit our website at [www.sofsol.com/facts](http://www.sofsol.com/facts)**



SOFTWARE  
SOLUTIONS

***'The Proven Leader in Distribution Technology'***

