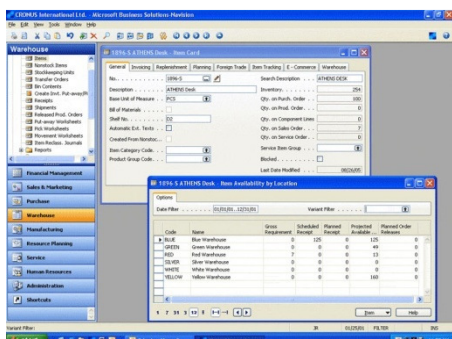


The Role Tailored Client in NAV2009

**Microsoft Dynamics NAV2009 gives you freedom to focus on your business by providing an efficient way to streamline your business and increase productivity.**

**Microsoft Dynamics NAV lets you replace your existing system with a single fully integrated solution that connects everyone in your organisation. And you can deal efficiently with your staff and business partners by utilising the power of NAV2009's web tier to exchange documents or process key transactions via a browser.**

**That is why more than 90,000 companies in over 130 countries use Microsoft Dynamics NAV every day.**



The Classic Client in NAV2009

**Key Benefits:**

- Increase your productivity.
- Sharpen your competitive edge.
- Grow your business.
- Connect with your employees, customers and partners.
- Invest today to manage today's requirements, safe in the knowledge that future requirements can be met by Microsoft's highly tailorable NAV2009 business management solution.

# Microsoft Dynamics NAV2009

## The Freedom to Focus

Choosing the right business management solution means balancing your short and long-term business goals with your financial resources.

Turnkey have been delivering Microsoft Dynamics NAV\* solutions since 1996, and can help you overcome these challenges with a solution that matches your business needs as well as your budget.

Microsoft Dynamics NAV is designed specifically for companies seeking one solution to help increase productivity without disrupting everyday business operations. It delivers integrated functionality to support solutions for:

- Financial Management
- Supply Chain Management
- Customer Relationship Management (CRM)
- Service Management
- Manufacturing
- Payroll & Human Resources
- Job Costing
- E-Business, and
- A wide range of vertical solutions

This fully functional business solution is easy to customise and simple to use and maintain. With its open development environment and feature-rich application areas, Microsoft Dynamics NAV makes it easy for you to speed up your decision making, so you can respond more rapidly to new competitive challenges and seize new market opportunities.

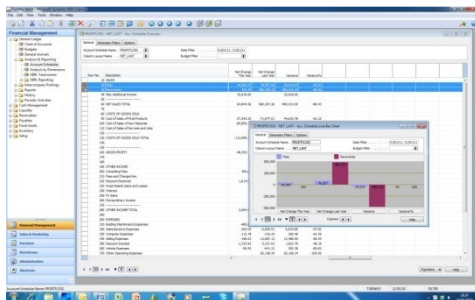
Microsoft Dynamics NAV lets your employees quickly and easily click their way to details on everything from production schedules and inventory levels to sales orders and marketing campaigns, all in one single secure database. Information entered into the database in one application area is simultaneously available for use in other application areas, so you can optimise your business processes and leverage your corporate knowledge.

You make your business successful, not your business management solution. But choosing the right solution can mean increasing the scope of your business opportunities and rapidly growing your business. Microsoft Dynamics NAV empowers you to do more with your business information, so you can reach an even higher level of business success. With Microsoft Dynamics NAV, we take care of the technology, so you can take care of business.

\* Microsoft Dynamics NAV, formerly Microsoft® Business Solutions-Navision®

## Financial Management

To get ahead and stay in front, you need a business solution that helps you identify and respond quickly to new revenue opportunities. With Microsoft Dynamics NAV, you'll always know the status of your business at any given moment.



Account Schedules in NAV2009

Business and financial information is always up-to-date and integrated with all your sales and marketing information, so you can easily view the specific information you need to make informed decisions. Microsoft Dynamics NAV is much more than just a powerful accounting tool, it helps you understand what your figures represent – so what gets measured gets done.

Microsoft Dynamics NAV makes it easy to spot trends and gain insight into your business activities, so you can capitalise on your knowledge and unearth new business opportunities that might have otherwise been difficult to spot. You can automate many of your financial practices and procedures according to your needs, so you define the level of control that you want.

Microsoft Dynamics NAV helps you take the pain out of key accounting tasks with the ability to reverse journal postings while maintaining a complete audit trail, and to define and apply partial payments.

Microsoft Dynamics NAV makes it easy to connect financial transactions and information smoothly across affiliate companies and different locations via intercompany posting capabilities. From integrating payment information with purchase data to complete drill down and filtering capabilities, Microsoft Dynamics NAV provides clear visibility for all your financial transactions.

And user-definable financial statements which allow you to filter results between periods, locations, departments, costs centres, projects make the business of managing so much easier.

Our powerful credit control module also ensures that debtors are chased up quickly and effectively.

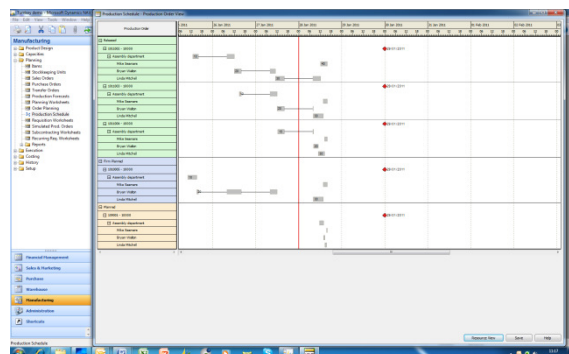
## Supply Chain Management

Efficiency is the number one item on every company's wish list, but translating a wish into reality means choosing a solution that manages your manufacturing and distribution processes for increased efficiency. With Supply Chain Management functionality in Microsoft Dynamics NAV, you can adapt your business to the opportunities of today's rapidly changing marketplace.

## Manufacturing

Manufacturing in Microsoft Dynamics NAV supports the implementation of world-class manufacturing philosophies. The solution includes functionality to effectively manage your manufacturing processes including production orders, bills of material, supply planning, and capacity requirements planning.

The Manufacturing Foundation in Microsoft Dynamics NAV provides the core planning and process management capabilities and offers an entry point for smaller manufacturers, along with the ability to add modules and capabilities at your own pace.



Production Scheduling in NAV2009

## Distribution

To move ahead of the competition, you need to keep your customers satisfied, and you cannot do this without an efficient and flexible distribution system. Distribution in Microsoft Dynamics NAV gives you the power to act more responsively to your customers' demands, track and monitor events and processes across your supply chain, and reduce your inventory and distribution costs.

With the advanced warehousing functionality included in Distribution, you can reduce costs and increase efficiency in your warehouse. Distribution also helps you to increase and maintain the accuracy of your inventory data with features such as item tracking and an automated data capture system.

With user-specific alerts and notifications, you can maintain tight control over your distribution processes, for example, you can track and monitor mission-critical events, potential item shortages, production processes, and cash flow issues.

When your customers know that all your distribution resources are geared towards serving their needs, you become more than just today's supplier of goods, you become a long-term partner.

### Contact Relationship Management

CRM is a business strategy that helps you increase your profits by putting all of your business partners' needs at the centre of your organisation. The level of success you achieve with your CRM solution will directly correspond to the degree in which your organisation embraces it.

### Sales & Marketing

Sales & Marketing in Microsoft Dynamics NAV gives you complete and accurate information so you can focus your interactions on preferred customer segments. Good sales and marketing practices are all about making the right decisions at the right time, and in order to make better business decisions, you need to stay focused and be in control of all your marketing and sales efforts.

Identify leads and opportunities and easily turn them into sales and new customers while keeping your existing customers up to date with what you are doing. Generate specific email or mail merge lists and target business contacts and opportunities more effectively.

Sales & Marketing helps you make smarter decisions faster based on accurate information about every contact. With a precise overview of your contact information right at your fingertips, you can become more efficient and increase your employees' and customers' satisfaction.

**Sales & Marketing** gives you the power to:

- Improve your customer relationship success to increase your productivity.
- Make well-informed decisions about customers to sharpen your competitive edge.
- Customise the solution to fit your processes and grow your business.

### Service Management

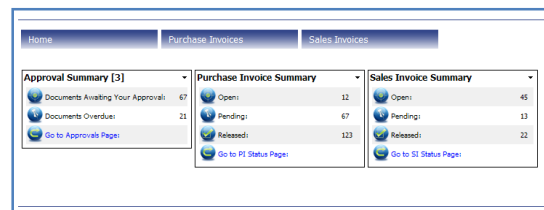
Service Management in Microsoft Dynamics NAV makes it profitable for you to deliver superior customer service by allowing you to meet and exceed customer expectations, place tighter controls on your costs, and organise your service resources for maximum efficiency.

The solution enables you to keep track of the profitability of your service operations through a number of reports, as well as use statistical and analytical tools for short- and long-term analysis.

### Web Enablement

With the introduction of NAV2009, Microsoft brought Navision to a whole new range of users. The DCO client provides a low cost user with access to a range of business processes via the web.

Using Internet Explorer, users can access key Navision functions such as order entry, time & expense input or document authorisation. And all of this delivered at a fraction of the cost of a full NAV user.



The Web Client in NAV2009

Turnkey have provided a variety of web enabled functionality for their customer base meeting two key criteria – efficiency of operation and cost-effectiveness.

NAV2009 can also provide electronic trading whether through the passing of documents such as orders, invoices, remittances and statements in PDF format, capturing Proof of delivery (PODs) or through payment via BACS. Maximum efficiencies can be generated for most businesses.

### Additional Features

#### Dimensions

Dimensions in Microsoft Dynamics NAV makes it easier to filter and sort ledger data. With this feature, you can attribute an unlimited number of characteristics, such as regions, periods, or departments, to use in transactions in all ledgers. The application area allows you to set up rules for how to combine dimensions and dimension values.

You can also control the use of dimensions to make the dimensions-based output more valuable. Dimension rules for prioritising default values and analysis views can also be set up to fit specific business needs.

**Multiple Currencies, Multiple Languages**

Companies engaged in cross-border business operations need to manage multiple currencies in all their operations. With Microsoft Dynamics NAV, you can easily set up and maintain multiple currencies throughout the solution for a variety of application areas.

This includes payables and receivables, general ledger reports, bank accounts, and resource/inventory items. Microsoft Dynamics NAV also makes it easier to run a multilingual company that meets the needs of customers, vendors and employees. The solution’s Multilanguage functionality allows users to select the language in which they communicate with customers, partners, and other business contacts.

**Business Analytics**

Business Analytics for Microsoft Dynamics NAV allows you to turn your data into business critical information. Business Analytics supports Online Analytical Processing (OLAP) services with interactive graphical views for analysing key performance indicators and visualising trends, patterns, and relationships.

	Previous	Trend	Current	Target	Status
Financial Ratio Analysis	72.63 %	▲	64.87 %	100.00 %	▲
Core Ratios	92.60 %	▲	104.49 %	100.00 %	▲
Asset Leverage	51	▲	74	72	▲
Asset Turnover	45	▲	45	40	▲
Return On Equity	25	▲	30	35	▲
Return On Sales	43	▲	57	60	▲
Profitability	92.15 %	▲	-37.98 %	100.00 %	▲
Gross Margin %	186%	▲	254%	150%	▲
Net Operating Profit	31%	▲	36%	35%	▲
Profit Before Tax	26%	▲	-507%	37%	▲
Sale Expense	446	▲	588	390	▲
Sale Revenue	521	▲	383	640	▲
Operating efficiency	58.99 %	▲	129.13 %	100.00 %	▲
Debtor Days - 14 Days	25.0	▲	33.0	14.0	▲
Creditor Days - 30 Days	55.0	▲	49.1	60.0	▲
Inventory Days	4	▲	28	15	▲
Inventory Turns	86	▲	86	94	▲
Financial Structure	46.79 %	▲	63.84 %	100.00 %	▲
Current Ratio	25	▲	43	100	▲
Gross Gearing	25	▲	50	70	▲
Net Gearing %	25	▲	50	65	▲
Quick Ratio	44	▲	32	50	▲

Report on Key Performance Indicators (screen illustrates ZAP add-in)

Business Analytics maintains simplicity and ease of use for Microsoft Dynamics NAV, presenting information within a familiar Microsoft Outlook-style interface, and providing easy-to-use tools that allow all users in your organisation to perform dynamic analysis and reporting across all areas of your business.

**System Management**

The Microsoft Dynamics NAV System Management application allows you to set up and define activities within the C/SIDE Database for Microsoft Dynamics NAV.

The Microsoft Dynamics NAV main menu has a Navigation pane, similar to the one in Microsoft Outlook 2003, combining easy-to-access menu information with personalisation options. Customised menus and windows can be assigned for specific users so that each user only has access to the functionality they need for their particular job. In addition, access rights for subsidiaries and users can be defined and controlled by an administrator, and Internet access can also be permitted.

The Role Tailored Client integrates key NAV functionality for specific users e.g. purchasing manager, CEO, storeman with tasks, graphs, Outlook and message notifications allowing staff to focus on key business areas.

**C/SIDE**

Essential to Microsoft Dynamics NAV is its graphical integrated development environment, C/SIDE (Client/Server Integrated Development Environment). Designed for the client/server architecture, C/SIDE (pronounced seaside) is built around a high-performance, customisable relational database management system (RDBMS). Microsoft Dynamics NAV runs on Microsoft SQL Server and Windows Server.

Integrated with the RDBMS is C/AL, an event-driven, fourth generation development language. Besides extensive accounting and business management functionality, C/SIDE provides powerful customisation tools that enable the development of customer-specific solutions as well as complete vertical solutions provided by Turnkey Business Software.

These include solutions for:

- Payroll and Human Resources
- Credit Control
- Auto Bank Reconciliation
- Electronic Point of Sale
- Builders Merchants
- Tool & Plant Hire
- Log & Timber Management
- Professional Services

See overleaf for a list of the standard modules available with NAV2009.

## Financial Management

### GENERAL LEDGER

- Basic General Ledger
- Allocations
- Budgets
- Account Schedules
- Account Schedules Bar Chart
- Consolidation
- Responsibility Centers
- Basic Extensible Business Reporting Language (XBRL)
- Change Log
- Intercompany Postings
- Reversal Postings
- Collapsible Chart of Accounts

### RECEIVABLES

- Basic Receivables
- Sales Invoicing
- Sales Order Management
- Sales Invoice Discounts
- Alternative Ship-to's
- Order Promising
- Shipping Agents
- Sales Return Order Management
- Calendars
- Sales Line Discounting
- Sales Line Pricing
- Campaign Pricing
- Sales Tax
- VAT
- Unapply
- Partial Payment

### FIXED ASSETS

- Basic Fixed Assets
- Insurance
- Maintenance
- Fixed Assets Allocations
- Reclassification

### PAYABLES

- Basic Payables
- Purchase Invoicing
- Purchase Order Processing
- Purchase Invoice Discounts
- Requisition Management
- Alternative Order Addresses
- Purchase Return Order Management
- Purchase Line Discounting
- Purchase Line Pricing
- Drop Shipments
- Unapply Payments
- Partial Payment
- Cheque Writing
- Bank Reconciliation

## Analytics

- Report Generator
- Account Schedules
- Analysis by Dimensions
- Business Analytics for Microsoft Navision

## Distribution

### INVENTORY MANAGEMENT

- Basic Inventory
- Multiple Locations
- Stockkeeping Units
- Alternative Vendors
- Bills of Materials
- Location Transfers
- Item Substitutions
- Item Cross References
- Nonstock Items
- Item tracking
- Item Charges
- Cycle Counting
- Bin
- Put Away
- Warehouse Receipt
- Pick
- Warehouse Shipment
- Standard Cost Worksheet
- Business Notifications

### WAREHOUSE MANAGEMENT

- Warehouse Management Systems
- Internal Picks and Put Aways
- Automated Data Capture Systems (ADCS)
- Bin Set-up
- Returns Management
- Shipment and Delivery

## Manufacturing

### BASIC MANUFACTURING

- Production Orders
- Production Bills of Materials

### AGILE MANUFACTURING

- Version Management
- Agile Manufacturing SUPPLY PLANNING
- Basic Supply Planning
- Demand Forecasting

### CAPACITY PLANNING

- Basic Capacity Planning
- Machine Centres
- Finite Loading
- Manufacturing Costing

## Customer Relationship Management

### SALES AND MARKETING

- Contact Management
- Contact Classification
- Campaign Management
- Opportunity Management
- Task Management
- Document Management and Interaction Log
- Contact Search
- E-Mail Logging for Microsoft Exchange
- Microsoft Outlook Client Integration

### SERVICE MANAGEMENT

- Service Item Management
- Service Price Management
- Service Order Management
- Service Contract Management
- Planning and Dispatching
- Job Scheduling

## Human Resource

### Management

### Project Management

### JOBS

- Basic Jobs
- Budgets/Estimates
- Phases/Tasks/Steps

### RESOURCES

- Basic Resources
- Capacity Management
- Multiple Costs

## Foundation

### THE FOUNDATION SERIES

#### INCLUDES:

- Foundation Layer
- 1 Professional User
- Unlimited Companies
- Multiple Bank Accounts
- Salespeople/Purchasers
- User IDs and Passwords
- Permissions
- Microsoft Windows Server
- Microsoft SQL Server™

## E-commerce

### WEB & ELECTRONIC TRADING INCLUDES:

- Microsoft DCOs—For customer, vendor and partner access and self-service through an Internet browser

- NAV Web Server Tier
- Business-to-business solution that opens up Microsoft Navision to electronic exchange of trading documents with other systems
- Pass documents as PDF's, or via EDI or XML interactions

### CUSTOMISATION TOOLS

- C/SIDE
- Navision Developer's Toolkit
- Client Monitor
- Code Coverage
- Navision Debugger
- Navision Application Server
- C/ODBC
- C/FRONT

### ADDITIONAL APPLICATION-WIDE GRANULES

- Multiple Currencies
- Multiple Document Languages
- Multiple Languages (Each)
- Extended Text
- Reason Codes
- Basic Dimensions
- Advanced Dimensions
- Reports
- Intrastat

### SPECIALIST SOLUTIONS

- A wide range of solutions is available from Turnkey



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