

ONLINE <> 50
The Work Anywhere Company

A Business Transformed: The Ambition Advantage

Ambition
ENTERPRISE

Online software including

SAP® Business
One

How Will You Transform Your Business?

Software alone cannot change your business, but it can help. You need the software to be well implemented and your systems designed for your own needs. A great implementation team can help, but ultimately the best changes come from within the business itself, by those that best understand it.

Probably the best way to understand how your business can benefit from new software is to understand how other businesses have changed for the better. This collection of user experiences gives you an insight into the benefits that you should expect from Ambition Enterprise — the online software suite that includes SAP Business One.

We have brought together a set of experiences, and present them woven together into a story for a single company. All of these benefits are real and tangible, and the stories are based on a real-life company. However the stories and the company have been anonymised to protect confidentiality. As such these stories faithfully illustrate the benefits you can expect to receive while not being strictly factual.

The stories don't talk about reasons for change, but contrast the situation before and after. We don't talk about implementation methods, just stories from users about their experiences.

The Business

Our stories centre around a company we are calling **Cafeteria Coffee**. The company imports coffee and roasts and blends it. The coffee is then packed into specific sizes to be the correct amount for loading into one of the commercial coffee machines that the company provides to their customers.

The machines are provided to trade customers, mainly high street cafés, with a contract to service the machines and supply coffee.

Cafeteria Coffee implemented Ambition Enterprise, and these are the stories of benefits received by the different parts of the company. We hope that it helps you to understand the benefits that you can expect to receive.

Index to Experiences

Reliable Information At My Fingertips <i>Alan Birch (CEO)</i>	4
Regaining Control And Efficiency <i>Naz Patel (Finance Manager)</i>	6
Reduced Downtime and Increased Quality <i>Geoff Cummings (Production Manager)</i>	8
Delivering Sales Growth <i>John Fordham (Sales Manager)</i>	10
Going Places by Going Mobile <i>Amanda Johnson (Field Sales)</i>	12
Controlling Stock Better With Less Stress <i>Derek Thompson (Warehouse Manager)</i>	14
Purchasing Peace Of Mind <i>Natasha Smolenski (Purchase Ledger)</i>	16
More Responsive Services To Customers <i>Sid Greenheart (Sales Ledger)</i>	18
Great Service Builds Customer Loyalty <i>Tim Goode (Service Manager)</i>	20
Hassle Free And Powerful IT Operations <i>Mark Peters (IT Manager)</i>	22
Credit Control Made Easier <i>Julia Ashford (Credit Control)</i>	24
Reliable Service Gives Me Happy Customers <i>Laura Wilson (Customer)</i>	26
What Is Ambition Enterprise Suite?	28
Ambition Forms	29
Successful Business Transformation	30
Available Resources	31

Reliable Information At My Fingertips

Alan Birch (CEO)



Before ...

“Before we implemented SAP Business One I felt I couldn’t really rely on the figures I was getting. Any requests for unusual information were taking forever for the staff to compile ... during which time they weren’t able to stay on top of their normal workload. Normally the information they managed to put together was more of an informed guess than hard evidence. I felt I had to guess at the information, rather than being confident that I really understood what was going on. As the business was growing I knew that we couldn’t carry on the way we were ...”

... And After

“Now I can access a broad range of information directly from my own dashboard. I have some KPI figures as a top level overview of our situation, and I can drill into the underlying data from there. I can also work with that data to look at comparisons and change the way I view it.

“Because I know that the system is fully integrated I know that all of the information is joined up and there are no disconnects between the warehouse and accounts for example.

“If I ever need to look into anything, for example if a customer calls me, I can access all of the information we have. It’s not just financial data, I can see the situation with the service department, production and warehousing. Because I now have access to information I don’t have to stop the staff doing their work to get that information for me.

”I am seeing the benefits of having a single joined up system and now it feels like we’re growing up and ready for more growth in the future.

“I still have my ‘gut feel’ for how things are going, but now I have the tools to quickly confirm or challenge that feeling based on information that I now have.”

Alan's key parts of the system:

Pervasive Analytics provides context based graphical information embedded into the system (for example attached to a customer record).

Analytics Dashboard gives summary and drill down graphical information.

Crystal Reports provides flexible and comprehensive reporting capabilities.

Excel Reporting allows Excel to be used to interrogate and present data.

SAP Mobile Client makes analytics and reports available 'on the go'.

“ I still have my ‘gut feel’ for how things are going but now I have the tools to quickly confirm or challenge that feeling ”



Regaining Control And Efficiency

Naz Patel (CFO)



Before ...

“Due to our slow processing of invoices, purchasing and sales, we could not close off our month end for at least ten days, this gave us the smallest window to get our board packs together, and although my team put more and more man hours towards it this never seemed to improve.

“Just to get the basic figures out meant that we could not spend time digging into the underlying reasons of any long term issues, and I was always deflecting requests from colleagues looking for details.”

... And After

“Now we can close off the Purchase Ledger and Sales Ledger within 3 days of month end. I am shocked by this! We also don't need to close much off as we can just reduce permissions for a period for some individuals. It makes more sense, and lets the Finance Manager have more control.

“The fixed asset register means that I am not chasing down the other departments to provide information, it is centrally stored and we have oversight over everything. Ambition Forms gives us a way of feeding information into one repository for all the data in the business, and the power of SAP HANA means I can analyse it with ease.

“The system uses the HANA platform and it's given us huge benefits for the analytics capabilities. I am no longer doing the historical accounts, I am contributing more to the strategic planning of the business as a whole. We no longer rely on other departments for information, I supply them with information, and let them do their jobs.

“With the board packs ready less than 7 days after month end, coming straight from the system, it gives my team time to work on all the analysis I had always planned.”

Naz's key parts of the system:

Crystal Reports provides flexible and comprehensive reporting capabilities.

Analytics Dashboard gives summary and drill down graphical information.

Excel Reporting allows Excel to be used to interrogate and present data.

Forecasting the power of SAP HANA allows on demand forecast revision.

Authorisations controls what actions users are able to take.

“ I can reconfigure forecasts and run them on demand without waiting for recalculations to take place and I can normally answer questions as quickly as I can think of them! ”



Reduced Downtime and Increased Quality

Geoff Cummings (Production Manager)



Before ...

“I used to plan weekly production on a whiteboard which was a complicated and time consuming task. I was trying to match production schedules with machine capacity manually. As a result, I often repeated production of the same coffee blend in a lower capacity in the same week, because I could not easily work out the production schedule. Our blending and roasting machines were over used and we had little time for machine maintenance. Sometimes we produced poor quality blends due to difficulty with batch details on beans. We had a lot of room for improvement.”

... And After

“Planning the production is so much easier now. I can compare projected sales for the next month with available stock and generate smarter production plans. I can track the use of every machine with a dedicated report and balance the work load to allow for regular maintenance. This has reduced our machine downtime by 35%! The consistency of our blends is better than ever, and when problems arise I can quickly solve them by following the batch information of the beans.

“We spend less time exchanging information with other parts of the business. We don’t need to report to Finance with production costs, ask Sales about potential product demand or the Warehouse Manager about quantities and location of the beans that are required for production schedules. Because our schedules are linked to the warehouse, our stock of coffee beans is automatically kept up to date with available products showing in their correct warehouse location.

“For the first time in ages I have time to set up a better quality control process, improve the production process and get to know my team better. We now sit together to sample the great coffee blends that we produced that week.”

Geoff's key parts of the system:

Lean Production Process records all information to support production process while staying simple.

Analytics Dashboard displays real time metrics and KPI's.

Crystal Reports provides flexible and comprehensive reporting capabilities.

Excel Reporting allows Excel to be used to edit, present and analyse data.

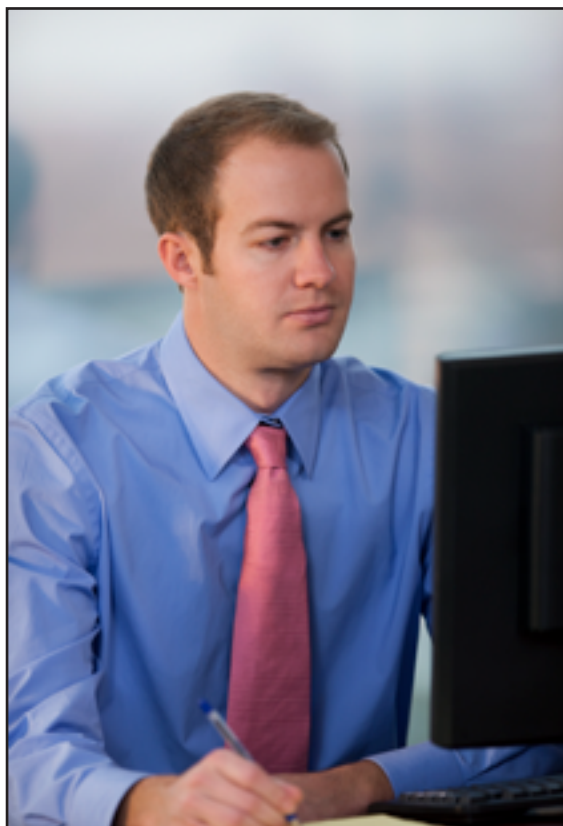
Alerts sends notifications on relevant actions carried out by other users.

“We now have a simple and reliable roasting and blending process that lets us keep the right stock levels and maintain quality — so everyone's happy!”



Delivering Sales Growth

John Fordham (Sales Manager)



Before ...

“I was spending too much time acquiring and managing information in order to manually compile sales reports. This prevented me from actively managing my sales team and helping them to achieve their targets. I also had to ask the Finance team for the latest figures on actual product sales and customer history reports. Everything seemed to take so long.

“I was very frustrated because I felt that I was too far away from my team to spend enough time with them to help them achieve our targets.”

... And After

“I am amazed how much I have been able to improve my sales team’s performance. I can help them close more sales and manage more opportunities than before. As a result we have closed 12% more sales in Q1 this year than in previous years.

“I have the information that tells me about my team’s activities that enables me to monitor a customer sale from beginning to end.

“My dashboard provides me with my ‘sales snapshot’ which displays graphs, lists and reminders. I can see exactly where we are against targets for individuals and the team as a whole.

“I can also quickly discover which products our customers have bought, and when they last bought it. It is very useful to help manage customer relationships. And because I can get information wherever I am, I am always on top of my people and customers.

“The important aspect of the system is that it helps me to know with which person in my team I need to coach more often to help them achieve their sales target. I have much more time to spend with my team to help our business grow.”

John's key parts of the system:

Analytics Dashboard gives summary and drill down graphical information, including sales metrics.

Crystal Reports provides flexible and comprehensive reporting capabilities.

Sales Pipeline provides management of sales opportunities and quotes.

Sales Ledger comprehensive account and transaction handling.

SAP Mobile Client enables access to information while on the move.

“Now I can support my sales team properly because I have all of the sales performance data and customer history instantly available”



Going Places by Going Mobile

Amanda Johnson (Field Sales)



Before ...

“Managing my sales pipeline, organising activities to suspects, prospects and opportunities was very hard to do. It was challenging to find out where my next sale was coming from, since information was split between different places, mostly I relied on what I had written in my notebook! I also had to rely on Sid in accounts to give me information about my customers, especially their sales histories. I had no access to customer records or product availability when in meetings, I could only find things out when I was back in the office.”

... And After

“I don’t know how I managed before! I can do so much more, and I’m achieving more with my customers and prospects. It’s possible to get a list of all of my prospects, opportunities and customers quickly and easily. I can access customer histories too, without asking the accounts department for information.

“Best of all is that I know exactly where my next sale is coming from, and when. Now I am able to manage my sales pipeline properly, and I have accurate forecasts on my sales activity. I can quickly find out the status of every lead, opportunity, and also contact, so that I can easily keep on top of all of my activities.

“The great thing for me is the mobile app that gives me access to information that I need wherever I am. I can be working from anywhere, and still update customer records while on the move! I can create Sales Orders while at my customer’s site, and find out the availability of items while with the customer.

“Because the system also integrates with Outlook I really do have everything in one place at last. I don’t have to rely on my notebook anymore!”

Amanda's key parts of the system:

Sales Pipeline Management provides management of sales opportunities and quotes.

Quotes and Orders processes sales ensuring stock availability and gross margin.

Analytics Dashboard allows individual pipeline summaries.

SAP Mobile Client enables access to sales, prospect and stock information

“ The new system is fantastic — it helps me build better customer relationships, win more sales and smash my targets. Happy Days! ”



Controlling Stock Better With Less Stress

Derek Thompson (Warehouse Manager)



Before ...

“We used to manage coffee batches and machine serial numbers on an unsupported and buggy Access database. We couldn’t easily track our different pack sizes for the same blends and often had to manually check if we had enough stock to fulfil orders. We also often found we weren’t shipping the oldest coffee first.

“We seemed to have an endless stream of queries over the phone or by email from sales, production and accounts. We were drowning ... and we weren’t getting our coffee breaks ...”

... And After

“We are now able to detail coffee batches and machine serial numbers in the core system. We can also review our current batch status and history with user friendly integrated reports.

“We have opted to use the system to record where we have stored our coffee by batch so it’s easy to pick the correct blend and pack size and now we use up the stock in right order. We’ve reduced wastage and we are working hand in hand with production to ensure that we maintain the right stock levels.

“Getting the coffee under control has also allowed us to better organise the machine spares and maintenance in the warehouse. We have organised maintenance ‘kits’ for each of our manufacturers so the service guys can be given just what they need for the jobs they have on. With better use of space in the warehouse and the vans there’s now talk of expanding the product range.

“Stock movement and stock levels are now visible to everybody who needs them, so the queries from other departments have dried up. Instead of drowning we’re getting more done but feeling more relaxed. Oh, and we all get our coffee breaks now!”

Derek's key parts of the system:

Batch Tracking allows the coffee batches to be properly tracked.

Units of Measure allows the same product to be stocked and sold in various pack sizes.

Bin Locations allows stock to be recorded by location in the warehouse.

Stock Availability including expected dates, available to promise etc.

Pick and Pack allows rapid pick lists with optional packing.

“ With better use of space in the warehouse and the vans there's now talk of expanding the product range ”



Purchasing Peace Of Mind

Natasha Smolenski (Purchase Ledger)



Before ...

“I was always going through the building every day to chase down invoices that not been signed off, then tracking these on a spreadsheet of my own, just to make sure they didn't go missing.

“This always meant that suppliers would be looking for invoices that weren't on the system, but on my huge accruals spreadsheet. Coding all the various invoices as they came back from each department meant that our accruals were never fully accurate anyway.”

... And After

“Now everything is entered straight into the system and all the paperwork's with me. Approvals run in the system and that means I know which invoices are approved to be paid. Anything bought without approval against a budget I get to send straight back to a manager!

“The supplier reconciliations make a lot more sense, and with the internal reconciliations on suppliers and ledger accounts saved as I go I never have to go back and find out where I got to last month. The accruals are automatically generated based on the issued POs, so I don't have a spreadsheet full of coding to do each month.

“With all the stock deliveries marked into the system, the amount of matching and paperwork I have to deal with is hugely less. Instead of spending my time surrounded by various piles of paper, and matching them through our different records from each department, all entries are joined together by the system when they are first entered.

“Now I'm getting to do more than just the accruals and prepayments, and I'm helping to put together the board reports and management accounts, this is all because we get more time focussing on our core work.”

Natasha's key parts of the system:

Internal Reconciliations allows any account to match credits against debits at any time.

Approvals any accounting document can have approval rules set to ensure they are correctly processed.

Payment Wizard allows approved payments to be made quickly, matched against supplier invoices, and optionally uploaded to the bank.

**“ Now I'm not
chasing
paperwork around
the building
anymore, I feel
more in control of
our liabilities ”**



More Responsive Services To Customers

Sid Greenheart (Sales Ledger)



Before ...

“My average day was filled with tracking every credit card payment through the bank so I could allow stock to be released. The sales agents were always on the phone asking why orders hadn't been released, and asking me to check up to the minute bank statements.

“I used to spend a lot of time digging out paper copies of despatch notes and queries for customers, I think they had lost faith in our records so questioned everything we sent them. I felt it was difficult to do a good job.”

... And After

“The field sales guys have access to the information they need so now I don't spend half my day on the phone to them! We can leave them to their own devices as they are plugged straight in to the information they need, but as they can't change it on us so we're confident the figures are correct.

“We got to redesign the invoices and statements so that they are more relevant to our customers, they don't come back with so many queries any more, thankfully!

“The bank statement processing means that a lot of my transactions are automatically posted, so I get the bank reconciled so much quicker. It took some getting used to, but now I almost forget why we did it the way we used to!

“All the information being in one place is great, and the fact that I am not the only person people turn to for answers allows me get through my work more easily. If I do get customer queries I can usually sort them out very quickly.

“The queries I get now are about types of sales or schedules, and everyone seems less stressed. I have more time for customers and for our business and at last I feel able to do my best.”

Sid's key parts of the system:

Sid mainly uses these features:

Bank Statement Processing allows electronic bank statements to be read and automatically coded.

Internal Reconciliations allows any account to match credits against debits at any time.

Consolidated Invoicing allows the system to track all deliveries and invoice multiple sales orders together.

“ I’m not getting chased to release orders any more, so I have more time to stay on top of the invoicing and receipts ”



Great Service Builds Customer Loyalty

Tim Goode (Maintenance and Service Manager)



Before ...

“Happy customers are loyal customers. For years I struggled with keeping customers satisfied with service delivery because it was difficult to coordinate the various elements involved with delivering good service. I had unreliable or non-existent parts availability information, I had little or no visibility of customers’ accounts and service contracts and scheduling maintenance visits was a nightmare. When customers were dissatisfied we had no way of tracking complaints and therefore there was no proper way of ensuring continual improvement.”

... And After

“Since the implementation of SAP Business One I now have full access to all aspects of service delivery. I have full control over service and maintenance visits. The Service module gives me full access to contract information so I can easily determine what a customer has and is entitled to. I can also rely on the engineers to turn up with the correct knowledge and maintenance kits to carry out the job.

“Now I can see parts availability I can give assurance to customers before the engineer arrives. I also have access to a customer’s credit position which is great when dealing with their service issues. We also have an accurate system for recording and tracking customer complaints and can use this information for continual improvement.

“One of our new customers recently told me that one of the reasons she had switched to us was that her previous maintenance contractor often didn’t turn up and when they did would leave mid-job to pick up parts, leaving them without working coffee machines. With our new systems in place I can be confident that customers like this will continue to receive a high level of service and remain loyal customers for many years to come.”

Tim's key parts of the system:

Service Module tracks contracts and equipment at customer sites.

CRM Capability tracks and schedules activities including for service contracts.

Customer Accounts comprehensive account and transaction handling.

Stock Availability including expected dates, available to promise etc.

SAP Mobile Client can be used by service engineers while on site.

“ I can be confident that customers ... will continue to receive a high level of service and remain loyal customers for many years to come ”



Hassle Free And Powerful IT Operations

Mark Peters (IT Manager)



Before ...

“As IT Manager I was held responsible for the performance of everything from a user’s PC, tablet or smartphone to the applications running on these devices. Often these issues are out of my control because I can’t dictate how a vendor’s software works. At Cafeteria Coffee I found that users across all our departments found a lot of the software slow and clunky, particularly when trying to generate reports. When looking for a solution I wanted something that could generate reports quickly and easily. And we needed it at a keen price.”

... And After

“Ambition Enterprise with SAP Business One ticked all my boxes as an application. It runs on SAP’s HANA database which is the fastest I have come across. The speed comes in part from the fact that the database runs in memory. Of course this then means infrastructure with masses of RAM — and that doesn’t come cheap.

“Because Ambition Enterprise is hosted by Online50 we don’t need to buy and — more importantly for me — I don’t need to manage the infrastructure. The servers running the database have more than enough memory and certainly more than we could have afforded. I don’t even have to worry about daily backups and for someone who is scrupulous about security I can be assured that our data is stored in the UK and is managed by a company that is ISO27001 accredited.

“The HANA database allows us to produce reports in a fraction of the time we used to which is great. The functionality of the application goes way beyond our previous software and I’m confident we can integrate other programs if we need to. We’ve stopped using some clunky old Access systems that we had relied on, and we now have access from mobiles and tablets.”

Credit Control Made Easier

Julia Ashford (Credit Control)



Before ...

“With the old finance system, when I called a customer I had to record it in a separate CRM system, that was Internet based. It meant that I had to have at least 2 systems open at once, and for some reason the customer codes never matched up.

“I spent so much time tracking the calls, and reporting these to the sales and warehouse departments to chase individual errors that I only got through half of the calls I needed to in the early part of the month. That put more pressure on me.”

... And After

“The new system provides CRM functionality that means I can record calls directly into the same system that I’m working from for the debtors ledger. Because it’s a fully joined up system I have records of all the dispatch notes, customer purchase orders and any contact we have had for each sale, so I can quickly work through any query raised during the call.

“The customers are querying less now as they know that I have all the information on screen in front of me. It’s a little of us being right and a little of them knowing they can no longer send us off on wild goose chases!

“Now that I can deal with all of the customer queries, and make sure they are sorted from start to finish, the excuses for non-payment of invoices have dropped off almost entirely.

“With the SAP Business One system, I don’t have to send out reminder letters, or diarise phone calls, as most of it’s automated to do so after a set time, and my calls are scheduled, so Naz and Alan aren’t chasing me to see who I am supposed to be calling. Sometimes customers do still give me the runaround, but now it feels that the systems are on my side, not theirs!”

Julia's key parts of the system:

CRM (Activity Tracking) allows customer contacts to be recorded and scheduled.

Integrated Order Processing ensures all transactions are always up to date.

Dunning (Debt Chasing) provides a wizard to create and send debt chasing.

Credit Management allows credit limit and commitment limit to be set to control the company's exposure.

“Sometimes customers do still give me the run around, but now it feels that the systems are on my side, not theirs!”



Reliable Service Gives Me Happy Customers

Laura Wilson (Customer)



Before ...

“As a small artisan coffee house, we started using the services of Cafeteria Coffee 6 months ago. In the past we were taking delivery of our coffee from one supplier and our coffee machines were serviced and maintained by another. Our biggest issue was the servicing of our coffee machines. The previous company didn’t appear to have a ‘joined-up’ system which meant that regular servicing wasn’t scheduled properly and maintenance callouts were unreliable. Communication was shoddy and the net result for us was that we lost valued customers.”

... And After

“A close friend of mine recommended that I speak to Cafeteria Coffee and immediately I saw why. From the start we could see that everyone appeared to be ‘singing from the same hymn sheet’. Our account manager always has any information I require at her fingertips. We have a regular maintenance schedule in place and engineers are always here when they are due and we have not had any downtime. Because we are also now ordering our coffee supplies from Cafeteria Coffee, we never run out of our customers’ favourites. Unlike before I’m never told that particular blends are not available, delivery is always prompt and the orders correct. When Amanda our account manager calls in she can tell us instantly what stock and availability they have. We now receive one monthly invoice which contains our coffee, machine maintenance and our regular servicing. Cafeteria Coffee is even able to send us regular reports detailing which coffees we are buying most of and if there are special offers we are always the first to hear about them. In short, since changing to Cafeteria Coffee I feel more in control of my business and I can rely on them to ensure my customers always have their favourite cup of coffee in their favourite coffee house.”

Why Laura Likes Cafeteria Coffee

Joined Up Working everybody at Cafeteria Coffee is 'on the same page'.

Reliable Service which keeps her coffee machines operational.

On-Time Delivery so she always has the blends her customers want.

Consolidated Invoicing which simplifies Laura's administration.

“ I can rely on them to ensure that my customers always have their favourite cup of coffee in their favourite coffee house ”



What Is Ambition Enterprise Suite?

Designed to support your business as it grows, Ambition Enterprise Suite is a unique product that combines flexible and scalable integrated business software for a simple per user per calendar month subscription. At the core of the suite is **SAP Business One** handling financials and logistics with Online50 extensions.

Ambition Enterprise Suite also includes **Ambition Forms**, a flexible system for securely routing your business data between users through the Internet, allowing your business processes to be extended to authorised individuals working anywhere.

This combination provides you with all of the information handling capabilities that are built into SAP Business One, *and* a controlled way to route information between users outside of the SAP Business One system so you can include people that are not users of the core SAP Business One system.

The whole system is provided and licensed by Online50 as a fully managed hosted service. Because it *runs in the Cloud* you don't need to provide servers or employ system administrators, we look after all of the infrastructure required. We even provide a **Fast Track implementation service** to make it as easy as possible for you to switch to Ambition Enterprise.

How Will It Help?

When your business grows you will find that you *need more* from your business information systems: more analysis, more transactions, more processes, more currencies, more flexibility, more users, more languages, more countries ... and sometimes you reach a point where your system has no more to give you.

We've put SAP Business One at the heart of the Ambition Enterprise Suite so that you can use *a system that can give you more*. You can start with only a single user, but scale to well over one hundred. You may only trade in one country at the moment, but SAP Business One is used in more than 150 countries so when you want to expand into a new territory SAP Business One can take you there.

And with the built in SAP Business One connector for Ambition Forms you can extend your core business processes to more people in more places in more flexible and convenient ways than ever before with full control and visibility.

Ambition Forms

As organisations adopt more flexible approaches to the way they work they need a technical infrastructure that helps them to work the way they want to, not the way their software expects them to. Ambition Forms extends the flexibility available to customers by empowering them to work with the data in their business systems without the restrictions of having to be able to access their business systems.

The Ambition Forms system is not designed to replace other business information systems, but to run alongside them. Connecting to other systems, it allows information in that system to be exposed and operated on by authorised Ambition Forms users.

The connection is two way so you can post back into your information systems. A connector to SAP Business One is included with all levels of Ambition Enterprise.

Ambition Forms handles the capturing and routing of data, but it does not implement business logic which is handled in the core business system. There is built in support for secure caching of data onto devices (such as tablets) so users can update objects even if they are not online.

Your business processes can be extended using Ambition Forms, giving you more flexibility in your processes, and your software licensing.



Successful Business Transformation

The most important part of successfully transforming a business is the people within the business. Great software, designed and well implemented for your processes is important, but ultimately it is the people in your business that will either carry the transformation through the business, or reject it.

And of course, the more people there are involved in any change, the more room there is for the project to be derailed, even if the software is exactly what's needed.

With the smallest implementations of Ambition Enterprise including SAP Business One, with perhaps only a single user at the client, we can fast-track the implementation. If you need a larger system with more users you need to think about who will be part of the project team to ensure you successfully transform your business.

As a service provider, Online50 are people oriented. We try to think through changes both from the perspective of the business systems as well as from the perspective of the users. Because we recognise the need to win users to any new system we welcome the opportunity to work with a project team, and we will recommend that for larger systems. In some situations we have recommended external consultants are included in the team as well.

This is not common with most traditional software resellers as they want to ensure that they are in exclusive control of your project. But at Online50 we're not a software reseller, we're a service provider. We make our profits by keeping happy users so we want your project to go well.

We believe it's *Simply Good Business* when our interests are aligned with our customer's interests.

Managing the changes to the business requires careful thought and the 'buy-in' of the existing team. Working with the right partner, as well as choosing the right software, is essential. With focus on detail and priorities and some old fashioned hard work your project can succeed.

It's not all about drinking (or even making) great coffee!



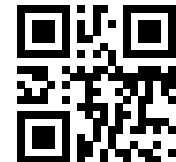
Available Resources

For each resource use the short link provided, or scan the QR Code with a QR reader app

An electronic (PDF) version of this document <http://l.tt/HGzoy>
Web quality (3.22MB)



The Online50 website <http://l.tt/HGZ~6>
Further details about Online50 and the Online50 service



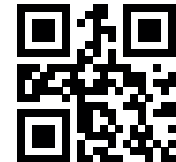
Online50 website Downloads <http://l.tt/HGOS~>
White papers, resources and links



The Ambition Advantage Website <http://l.tt/HGH~c>
Overview information on Ambition Enterprise



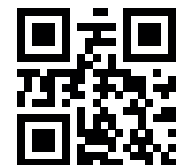
Ambition Enterprise Online Downloads <http://l.tt/HGJ22>
Brochures and links



Contact Details for Online50 <http://l.tt/HGVuh>
Including online contact form



Online50's YouTube Channel <http://l.tt/HGUqt>
Mix of how-to and educational Videos



SAP Business One YouTube Channel <http://l.tt/HGxYu>
SAP's official Business One YouTube channel



SAP B1 Repository <http://l.tt/HGxHh>
*A collection of (over 1000) customer success stories
from around the globe (Registration is required)*



About Online50

Online50 have helped business work in the Cloud since 2001 — well before anyone called it the Cloud.

We provide you with a range of a range of managed cloud services allowing you to scale from a single application for a single user to a fully cloud sourced IT deployment, moving IT and software into the Cloud for one or more offices.

The Ambition Enterprise Suite is licensed and operated by us and provided as a fully managed “in the Cloud” service



Give your business an unfair advantage
... the Ambition Advantage!

For an electronic copy of this document (PDF), scan the code with a QR reader app, or go to <http://i.tt/HGzoy>



For more information call the Online50 team on:
(or for international and mobiles call:

0800 195 0835
+44 207 536 7736)

<http://www.online50.net>

<http://www.ambitionadvantage.com>

Our Difference

We are a Service Provider. Our business model is based on monthly subscription revenue, and we operate on short term contracts. This means we are incentivised to give you great services so that you continue to use us.

For a business information system that's as comprehensive as Ambition Enterprise including SAP Business One most providers have a traditional business model with heavy up front costs and expensive implementation and training. This is an incentive to sell you more than you need and to generate extra chargeable work.

In contrast we normally charge a fixed low price for a Fast Track Implementation and then regular monthly fees for as long as you carry on using the system.

We think it's **simply good business** when our interests and yours are aligned.