

Sage Solutions for Telco

Sage Solutions

Sage provides business software, services and support worldwide and is a powerhouse throughout Global. A global company with more than 6 million customers and 13,600 employees, Sage boasts 25 years' experience focusing on ERP (Enterprise Resource Planning) and CRM (Customer Relationship Management) Solutions.

Whilst in tune with our global reach, locally our success is built on understanding and meeting our customers' needs via a highly skilled network of Sage Business Partners spread across the Global.

In an increasingly global marketplace many businesses are developing an international presence. As such they require robust solutions catering for multiple government legislations, currencies and languages. These solutions must offer integration and customisation over multiple platforms. Sage, as a global business, understands these challenges and provides ERP and CRM solutions to meet the demands of international businesses.

Our extensive range of solutions addresses the challenges of businesses in virtually any industry and enables our customers to manage and optimize their business processes with ease.

Through our industry focus we are positioned as the ERP and CRM visionary in with solutions for small, medium and enterprise businesses.

Our ERP solutions include Sage ERP Accpac and Sage ERP X3 along with premium CRM solutions, Sage CRM and Sage SLX for profitable customer relationships.

We provide true end to end business management in a variety of industries including Financial and Distribution, Retail, Warehousing, Logistics, Service Management, HR/ Payroll, Manufacturing and Engineering.

Today more than 6 million businesses worldwide rely on Sage to manage their key business processes. We remain heavily focused on innovation and entrepreneurship in our people. Our locally focused approach ensures empowered decision making and local ownership for our customers wherever we operate.





Sage Solutions for Telco

Delivering an Integrated ERP, Billing and Client Facing Application

In today's Telco landscape, companies require a complete 360 degree view of the business performance and the customer base to make immediate business decisions. The solution components include a complete CRM system integrated to the back-office billing and back-office ERP system.

The key features that drive the success of an integrated Business and Operations Support Systems implementation in this environment include:

- Customer Acquisition, provides the tools and resources needed to effectively manage all aspects of the sales cycle through a single repository.
- Customer Registration, allows integration to the chosen billing system to activate the customer ready for invoicing with optional credit score integration. May also be extended for convergent invoicing.
- Customer Maintenance, handles Renewals, Additional Services, Activations and Cancellations to be supported in both the ERP and the billing system.
- Customer Relationships are fully managed from simple enquiries to key account management, debit order management and on to full customer care with fault logging and returns/repairs authorizations.
- Electronic Bill Presentation and Archiving
- Voucher Management will create and maintain all virtual and physical vouchers integrated to the Inventory modules while delivery instructions will be sent to the billing system.
- Self Service Portals allow customers to enquire on both billing information and invoicing data from the respective systems. This may also be extended to Partner and Dealer Management.
- Credit Control includes call management with CTI integration if needed, reminder emails or letters and diary management.
- Stock management handles multi-locations, inter-branch transfers as well as serialized inventory and full management of pre-paid cards for range putaways.
- Fully Integrated Point of Sale (POS) allowing for online or offline trading on accounts and cash sales.
- Complete FRP (Financial Resource Planning) includes management of Financials, Cash, Assets and Treasury. Compliance with regulatory constraints including IFRS and SARBOX for multi-lingual/multi-legislation implementations.
- Reports and control panels including key performance indicators to assist in executive board reporting for strategic decisions and risk anticipation as well as full budgeting, planning, forecasting and consolidation.

For more information please feel free to contact us on Sundae Solutions Co., Ltd at sales@sundae.co.th needs assessment or product presentation tailored to your needs, or call +66 2634 8899.