

INSYTE | WINDOW FURNISHING INDUSTRY



# The only solution designed and tested to deliver maximum results| INSYTE for the Window Furnishing Industry

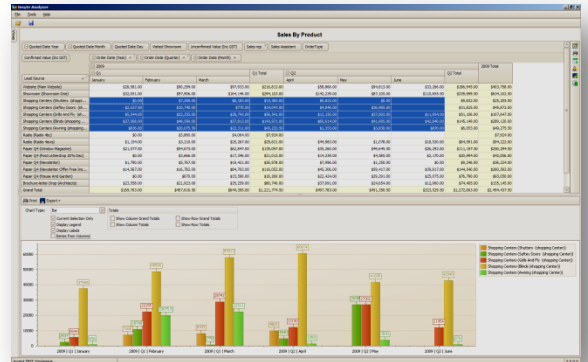
Whether you are a window furnishing manufacturer, supplier or distributor you know that your industry has many unique requirements. Beginning with individual orders made-up of hundreds of variations of blinds and shutters, fabric and finishes combinations. Then dealing with varieties of customers, from individual home owners to commercial property developers to designers. Along with distributors needing to manage seasonality of orders, suppliers needing to focus on selling a greater range of product across key distributor accounts, and manufacturers needing to manage lead times effecting made-to-measure products or components. Trying to operate effectively and efficiently in order to grow your business is probably becoming increasingly more demanding of your time and resources. You might ask if there is a solution out there that can manage all of this?

**INSYTE for Window Furnishing** is the first end-to-end solution that provides industry specific business processes, sales and service management activities, end-to-end business analysis, account management and production management capabilities for the distributors, suppliers and manufacturers in the window furnishing industry.

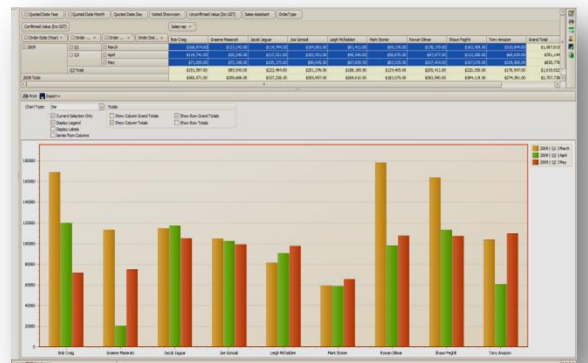
INSYTE for the Window Furnishing Industry consists of several powerful integrated modules that are ready to be installed to get your business where it needs to be quickly and cost effectively, delivering business value from day one.

For Window Furnishing distributors using advertising **INSYTE Campaign Management** provides tracking and measuring of lead sources such as; TV, radio, Newspaper, Internet, Letter box, Referrals so that you can quickly determine which media is working, by product, by geography, by timeslot, day of week, and month.

Once a consumer responds **Opportunity Management** ensures that all leads are profiled and initial requirements determined to support management by geographic location and timeframe. The system then assigns follow-up activities to best convert leads into sales.



**Salesforce Management** is used with a sales team to manage activities, track lead conversion, and review the status of leads for each sales person. Sales management is linked to other modules such as Territory and Commission Management.



Managing measure-and-quotes and installation across a geographic region during different day times is handled by **Territory Management**. Customer satisfaction is supported by ensuring that an appropriate number of leads are assigned for each sales person or installer within a geographic location.

The complexity of producing an estimate is reduced using the **Product Configurator**. Making complex pricing estimates for multiple variations of blinds and shutters, combined with various components, fabrics and in sizes in order to produce an estimate is best handled using pricing configuration technology. Once products are configured an order can be made.

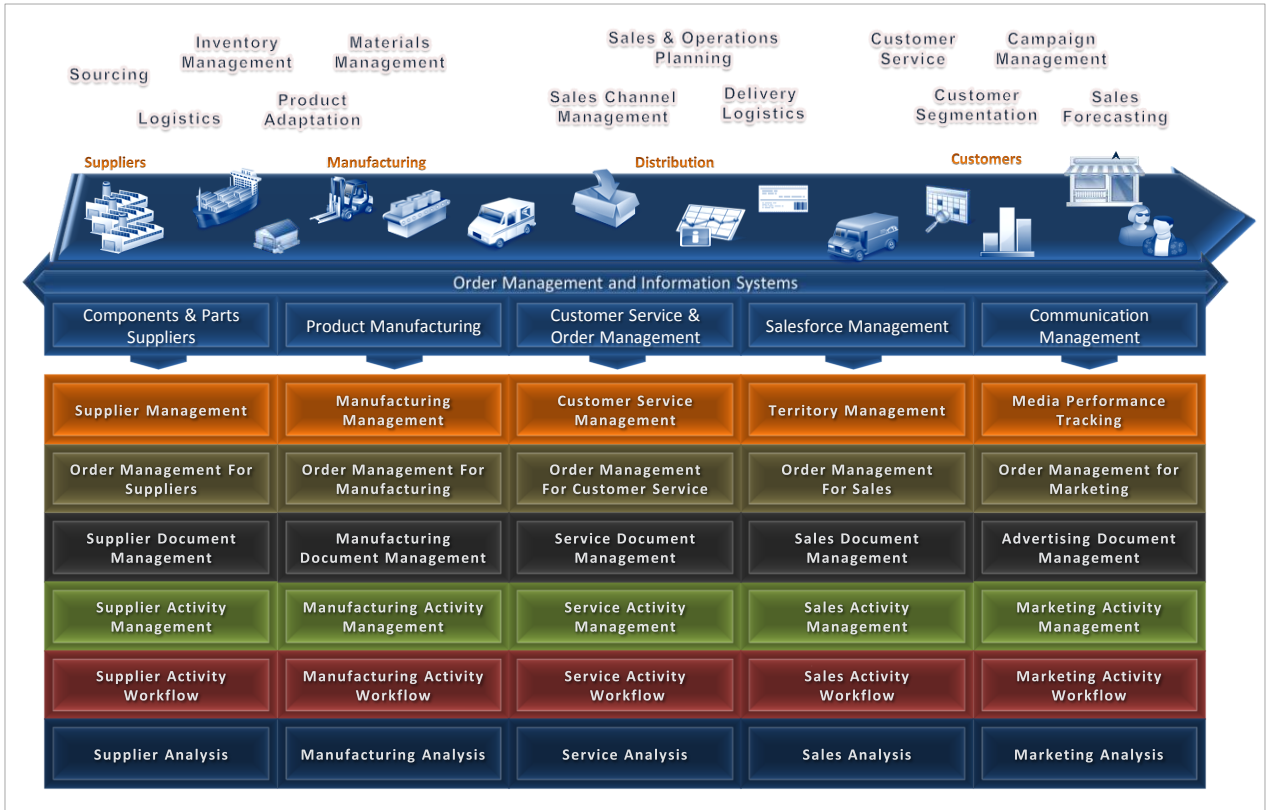
**Order Management** tracks orders from sales to service to production to delivery, ensuring that delivery timelines are met. Alerts can be set-up to trigger notifications for delays, stock shortages, part-order completions, even when stock levels are decreasing.

Individual or group performance linked to business KPIs linked to rewards for Sales, Service, Production performance can be managed through the **Commission Manager**.

communication by email or phone referenced by any field for sales, service and accounts teams.

Typically collaboration across sales, service, production and suppliers may seem impossible. INSYTE manages collaboration through the **Activity Manager**.

Using a central source to track, escalate, prioritize customers, manage sales, service and manufacturing is critical to customer satisfaction and business success.

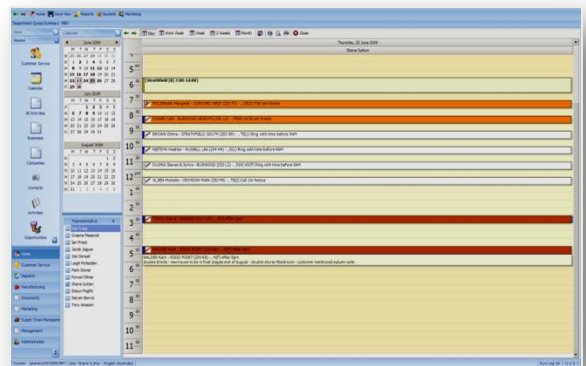


After orders are taken they are usually managed by after sales service team. INSYTE **Service Manager** is used to track order status, advise on deadline changes, book installations, follow-up on enquiries, manage returns and deal with complaints. All service activities are tracked within INSYTE's service job management system.

And in an industry where documentation is critical INSYTE ensures that all records are efficiently processed and assigned.

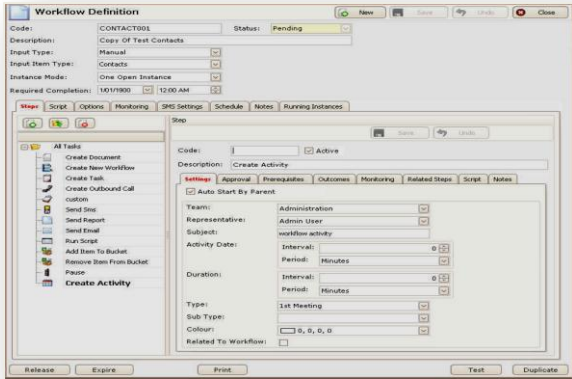
The **Document Management** module provides a full audit trail for orders, customer forms, production notes, account information, contracts and agreements,

The interface is simple – it simply highlight what you need to do and when to do it by.



Managing activities for sales, service, supply, and manufacturing for window furnishing may seem like a difficult task, unless you have a workflow management system to support your objective of business efficiency across the entire organization.

INSYTE **Workflow Management** enables just that. For every business process, be it converting a lead into a sale, managing a customer problem, arranging for components to be delivered, the production of various made-to-order products or the special handling key accounts. Workflow Management automates all processes to ensure they take place exactly how and when they need to.



The overall performance of the business can be tracked using the INSYTE **Analyser**. Reporting by media, sales leads, sales activities, customer orders, product demand, key accounts, sales people, geographic territories, service activities, suppliers, by any timescale can be set across the entire organization. Reports are customizable and deliverable into other applications, such as Microsoft excel.

**INSYTE for Window Furnishing** helps you manage customer orders at every point in your supply chain, and your internal manufacturing and financial processes. It easily coordinates multiple manufacturing and distribution points. It is the key to meeting the increasingly high expectations of customers and distributors, making you their supplier of choice.

Over the years, **Accent Software** has developed extensive Window Finishing Industry operational and software implementation experience.

Accent Software consultants have documented this experience in the form of an implementation methodology that has been proven to be a highly effective method of defining, executing, and tracking all aspects of a Accent Software implementation project.

The Window Furnishing Industry specific functionality within the INSYTE application, along with this extensive Industry expertise, ensures that window furnishing manufacturers will be successful in achieving their business objectives within an aggressive implementation timeline.

The successful implementation of an Accent Software solution has provided existing Accent customers with initial and ongoing benefits to their business, including:

- Dramatic reductions of overall order delivery time by integrating all operational and technical aspects of a complex, make-to-order Window Furnishing manufacturing business.

- The development of strategic relationships with Suppliers, Customers and Sales Channels by providing the required tools to effectively quote and sell complex, option-oriented products.

- Improved efficiencies across all aspects of the organization, allowing Window Furnishing manufacturer to support substantial growth trends with limited increases in staffing and the associated labour and overhead costs.

- The realization of extensive cost reductions (inventory, procurement) by integrating all aspects of the supply chain, from internal component production to outside material suppliers.

- Reduction of order errors and manual “special orders” that are processed thru the introduction and leveraging of an integrated product Configurator.

- Improved responsiveness to changing market conditions by providing a centralized product specification and pricing engine across all sales order channels (Internal, Suppliers, Internet, Sales Representative).

For a demonstration of INSYTE for the Window Furnishing Industry contact;

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