

PASTEL evolution

ACCOUNTING

Success Stories



Pastel Evolution Reaches into New Markets

Softline Pastel launched Pastel Evolution, its accounting and business management software solution for larger businesses in September 2003. After receiving the thumbs-up from resellers, the market has also taken immediately to the new package. New sales and installations have been growing on a monthly basis, with over 2000 businesses currently using the system.

Evolution extends Pastel's reach beyond the small and medium business (SME) market and judging by positive reactions from larger companies already using the software in day-to-day operations, Pastel is moving into this new market space with great success.

Pastel Evolution Resolve is a powerful, intuitive business activity management system, providing you with an integrated view of all your business activities.

The companies listed below have recently implemented the Pastel Evolution system.

PICK 'N PAY HOME SHOPPING DIVISION



SITUATION

With 90,000 customers to serve, Pick 'n Pay Home Shopping is betting its business on Evolution Resolve, the CRM and business activity manager component of the Pastel Evolution suite. With the assistance of Pastel

VAR, Equator Technologies, the system went live in October 2003 and already enables Pick 'n Pay Home Shopping's helpline to handle 1,000 incidents per day (about 30,000 per month) for some 90,000 customers.

SOLUTION

Pastel Evolution Resolve provides Pick 'n Pay with the ability to track all contact with customers and service providers, providing a full incident history, including current and resolved issues, responsible agent's (employee's) details and a full record of all correspondence. It also provides automated alerts for trigger events such as first time orders, new registrations, call me requests

and security alerts.

Pastel Evolution Resolve is currently used at Pick 'n Pay's head office on a 30-user license. The system will soon be installed at the Pick 'n Pay National Customer Care Call Centre, when an additional 10 staff members will be using the system.

Evolution Resolve's flexibility allows you to define whatever process you wish as a "business activity". For example – the popular term given to tracking customer related activities is CRM (Customer Relationship Management). Tracking supplier related activities could be called "Supply Chain Management".

However, Evolution Resolve's functionality extends far beyond merely reporting on supplier and customer related activities. Any issue that takes place in a business, and is important enough to be tracked, is recorded as an Incident in Evolution Resolve, thus allowing you to track a history of events as they occur, as far back as you wish.

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ACCELERATED CHRISTIAN EDUCATION



SITUATION

Accelerated Christian Education (ACE), a provider of individualised Bible-based educational material is now using the full Pastel Evolution system. ACE wanted a system that integrated accounting, orders and dispatch as well as contact management functionality for improved customer service.

The system also needed to ensure that ACE could deliver a quick response to any queries or orders.

ACE required a system to handle a large number of daily transactions quickly and accurately, with the assurance that ACE

could keep its promise of delivering orders within a 72-hour timeframe. Currently ACE processes at least 70 to 200 sales orders and invoices per day, each invoice consisting of between 200 and 800 lines.

SOLUTION

Graphic Data Systems (a Pastel VAR) implemented a 20-user Pastel Evolution license for ACE, 14 using the accounting

module and 6 using Resolve (CRM). Pastel Evolution currently manages more than 3,000 customers and more than 5,000

stock items in several different various warehouses.

FIRST RAND BANK



SITUATION

Risk Audit Services (RAS), a division of First Rand Bank has been using Evolution Resolve since November 2003. The division is

responsible for managing all internal and forensic audits, as well as other IT related issues for the First Rand Group, such as

disaster recovery and managing network, software and hardware issues at a head-office level.

SOLUTION

In looking for a customer management system, RAS stipulated that down time could not be tolerated and when the pressure was on, the system had to be robust enough to handle high volumes without "falling over". In addition, the package selected would have to ensure that incidents are escalated within strict time limits so that service levels could be maintained.

RAS also required a central repository of information to allow consultants in the field to look up Knowledge Base articles and keep up-to-date with current issues. Another important data issue the software was required to cater for, was the ability to easily create reports for various heads of departments, as well as graphical views of how the company was handling calls and if staff, who were under pressure, were

being efficiently assisted.

After evaluating several systems, RAS opted for **Pastel Evolution Resolve** because it met all the division's needs. Training on Pastel Evolution was also faster and easier than the other applications considered. Currently Resolve handles over 15,850 incidents per month.