



PROFESSIONAL SERVICES FOR WHOLESALERS DISTRIBUTORS

RESOURCES TO HELP
WHOLESALERS DISTRIBUTORS
MAXIMIZE THE RETURN ON
THEIR TECHNOLOGY INVESTMENT



ACTIVANT®



TOOLS TO HELP MAXIMIZE THE USE OF YOUR ENTERPRISE SOFTWARE SOLUTION

“We were pushing paper simply because we weren’t maximizing our technology.”

Bryan Menard, System Administrator
Menard Electronics, Inc.



As a distributor, you want to get the most out of every dollar you invest in your business.

That is why Activant backs all of its solutions with a host of Professional Services. Whether you require the assistance of industry consultants, need a specific question answered, or aspire to learn more about the functionality of your solution, Activant Professional Services can help.

Activant’s Professional Services staff dedicates themselves to making sure you maximize the return on your technology investment. You can tap into their distribution and technology expertise for assistance and advice to help you get more out of your solution, for the life of your solution.

TECHNOLOGY EXPERTS WHO KNOW DISTRIBUTION

“We thought we were doing things the right way. From an investment in Activant Consulting Services, we found out we could run our business more efficiently – and that definitely helps our bottom line.”

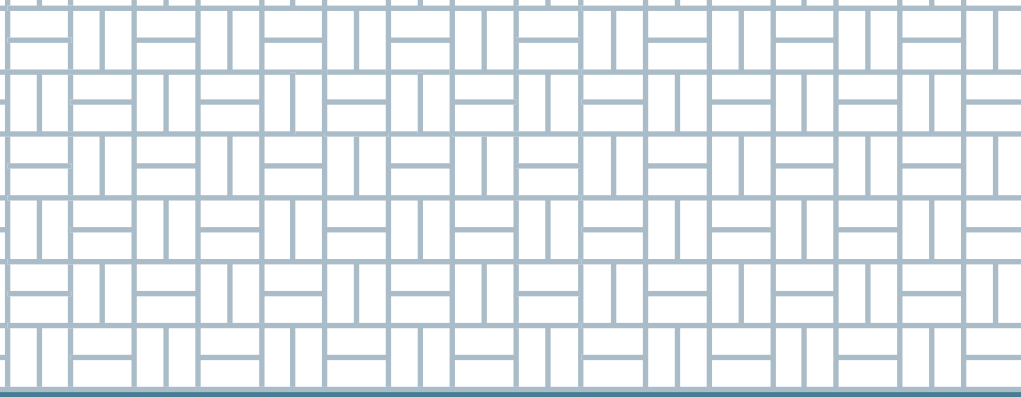
Greg Schoen, Co-Owner
SCR

All distributors, regardless of how long they have been using their technology solutions, can benefit from examining their processes in relation to their solutions.

Activant consultants can provide assistance throughout the life of your enterprise software solution.

Recognizing your desire to get up and running on your new solution quickly, Activant offers an innovative implementation program that includes an assessment of your business processes. Combining consulting and training programs designed to meet your business' needs, the implementation process helps to shorten the learning curve for all of your employees and gets you live quickly. The sooner you can effectively use the solution, the sooner you can start reaping the benefits of your Activant solution.

After running your business for some time on an Activant solution, you may want to examine your use of the solution and look for ways to improve processes. Activant System Audits help you do just that. An Activant application consultant will visit your business, observe your company's processes, and compile a report outlining the findings and recommendations. The report also includes a cost-benefit breakdown estimating the tangible annual savings from implementing each of the recommendations for your use when setting priorities.



Of course, having the right infrastructure in place plays a major role in your success with any solution. Activant offers technical consulting to help you assess your hardware needs and help you find ways to protect your valuable business information. Technical consultants can help you set up a Disaster Preparedness Plan to keep your business running if your building becomes damaged or destroyed by a catastrophic event.

In addition, eBusiness consultants can help your company streamline business processes through the Internet.

While consulting alone cannot improve your processes, implementing the recommendations can prove very beneficial, regardless of what stage you are in with respect to your solution usage. Distributors new to Activant can benefit from learning how the solution can specifically help their businesses, while long-time users can benefit from seeing how they can streamline existing processes.

HELP AT YOUR FINGERTIPS

“I can enter my query via the Web and check back to see if someone updates my case. Because it answers my questions unobtrusively, it gives me time to go about my normal duties.”

Jean Boseman, System Administrator
Guardian Fire and Safety




Even the most experienced user occasionally runs across a question he can't answer on his own.

At Activant, we aim to make sure that you receive the support you need to keep your solution running at optimum efficiency.

Activant's certified support professionals will work with you on issues that require personal attention. Support representatives must complete a rigorous training program that certifies their knowledge of the application, and a never-ending education program ensures that Activant's support professionals will always be aware of the company's latest offerings and can provide world-class customer support. In addition to application specialists, technology experts can help you with issues surrounding your technical infrastructure.

Application specialists are available to solve issues and answer questions during extended business hours. Depending upon your level of support, these experts guarantee to respond to requests submitted over the Web in 30 minutes or less. With a rapid response rate, they take their responsibility seriously – if they don't know the answer to your question, they'll find it. They can also “see” what the problem is by viewing your Activant system remotely and running diagnostics.

You can also access a comprehensive solutions database 24 hours a day, seven days a week via the Activant Customer Web Site. Thousands of solutions, ranging from answers to simple technical questions to step-by-step instructions for more advanced processes, are available through the database. You can search for solutions by category or solution-specific keywords and list solutions by date.



As part of Activant's ongoing effort to bring our customers continuous support and communications, Activant's Customer Web Site provides information and a helping hand 24 hours a day, seven days a week, 365 days a year. The Customer Web Site is a portal to all information about Activant solutions and services and is available to you from implementation through the life of your Activant solution. The Customer Web Site is a complete lifecycle tool offering you access to account information, consulting and educational opportunities, and Activant news. In addition, solution-specific forums allow you to share tips and tricks with other distributors using the same Activant solution.

For distributors who desire to participate in more networking opportunities, but cannot be away from the office for extended periods of time, Online Idea Exchanges provide free networking opportunities online. Topics range from ways to increase your employees' use of your solution to better management tactics. Because they are held over the Internet, you can participate in the Online Idea Exchanges right from your desk.

GETTING TO KNOW YOUR ENTERPRISE SOFTWARE SOLUTION

“It’s critical to educate staff, and it’s our responsibility to give them what they need to get up to speed.”

Ken Malouf, Operations Manager
Main Electric Supply Co.



The vast majority of distributors use less than 30 percent of the capabilities of their enterprise software solutions.

That’s why Activant developed a full range of educational programs designed to help you bring that number closer to 100 percent.

The Activant Custom Education Program helps you determine your company’s specific training needs. Offering you a method to develop a customized training program for your employees, this free, online service helps you pinpoint your training needs by allowing you to create custom surveys based on the business function, role, and task of specific employees. These surveys identify knowledge deficits and can be used for benchmarking employee knowledge or designing your own certifications or training incentive programs.

Based on your employees’ survey results, you will receive a report prioritizing the educational resources and services Activant offers that would benefit your business. In addition to using this document to help you determine your current employees’ educational needs, you can also use it as a road map of educational resources for training new employees.



Among the training programs available, is a comprehensive educational curriculum that meets the various learning needs of distributors and their employees. Activant experts, each with extensive industry experience, develop all courses and materials, which are offered in a variety of ways – online, via CD-ROM, and in the classroom – with each method providing a distinct learning advantage.

Activant Summit, an annual conference for executives, managers, and all users of Activant solutions, offers you an opportunity to learn about your solution from technology experts. In addition to formal classroom sessions and a Technology Center, where you can try the latest versions of Activant solutions and schedule one-on-one meetings with technology and business application experts, Activant incorporates several networking opportunities for distributors attending Summit. These networking events provide excellent opportunities for you to keep in touch with fellow distributors and learn new ways to utilize the technology that helps you run your businesses.



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CHOOSE THE ACTIVANT ADVANTAGE



Activant provides technology solutions and services to more than 3,800 wholesale distributors throughout North America. A leading technology provider for the distribution industry, Activant develops comprehensive enterprise software solutions to help distributors improve customer service and maximize the return on their technology investment. In addition, the company offers an Internet trading network that expedites sourcing, expands geographic reach, and streamlines transactions between distributors and manufacturers. Activant solutions are backed by a host of professional services, including support, consulting, and educational programs.

Activant Solutions Inc. (“Activant”) is a leading technology provider of business management solutions serving small and medium-sized retail and wholesale distribution businesses in three primary vertical markets: hardlines and lumber; wholesale distribution; and the automotive parts aftermarket. Founded in 1972, Activant provides customers with tailored proprietary software, professional services, content, supply chain connectivity, and analytics. More than 30,000 customer locations use an Activant solution to manage their day-to-day operations. Headquartered in Texas, Activant has operations in California, Colorado, Connecticut, Illinois, New Jersey, Pennsylvania, South Carolina, Utah, Canada, France, Ireland, and the United Kingdom.

Learn more about Activant’s many solutions and services by visiting www.activant.com, e-mailing distribution@activant.com, or calling 1-800-776-7438, press 1.

ACTIVANT CUSTOMER WEB SITE

FOR WHOLESALE DISTRIBUTION

NEWSFLASHES

Read important customer news from Activant. Stay up-to-date with the latest announcements about new products and services, support tips, solution updates, and educational offerings. You can also sign up for automatic e-mail alerts of these newsflashes so you never miss a beat.

SUPPORT

Enter, edit, and view support cases online, search our knowledge database for help with common issues, view documentation, and transfer files between you and Activant employees.

EDUCATION

Access a complete list of all educational courseware, including Web-Based, Computer-Based, and Classroom-Based Training courses. Leverage the Custom Education Program to increase your staff's knowledge of your Activant solution.

PRODUCT INFORMATION

Submit enhancement requests for new features, update to the latest version of your software, access information on complementary products and optional features, and much more.

MY ACCOUNT

View your company's financial transaction history with Activant, including open and past invoices, orders, and quotes. Administrative tools are available to control which of your employees have access to specific content on the site.

CONTACT US

View a list of your account-specific contacts at Activant, including your Customer Account Executive, Inside Sales Representative, and Professional Services Sales Representative. Access e-mails and phone numbers for all top executives and director-level employees.

The screenshot displays the Activant Customer Web Site interface. At the top, the Activant logo is on the left, and navigation links for 'My Account', 'Sitemap', 'Contact Us', and 'Help' are on the right. Below the logo is a search bar with a 'Go' button and radio buttons for 'Search Site' and 'Jump to Case'. A main navigation bar includes links for 'HOME', 'SUPPORT', 'EDUCATION', 'CONSULTING', 'PROPHET 21', 'TRADING PARTNER CONNECT', and 'FORUMS'. A secondary navigation bar shows 'You are signed in as John Smith (Sign Out)'. The main content area is divided into three columns. The left column contains a 'Shortcuts' menu with items like 'Solutions Database', 'Create Case', 'Open Cases', 'Documentation', 'Custom Education Program', 'Web-Based Training', 'Computer-Based Training', 'Update Center', 'Custom Software', 'Enhancement Requests', and 'Online Idea Exchanges'. The middle column features 'Recent Customer News' with a list of links dated from 1/30/06 to 12/9/05, and a 'Highlighted Solution' section for 'Solution Number: 7457' with a title 'CC Jetform - Nothing Prints' and a description. The right column contains two promotional banners: 'Have You Tried Web-Based Training?' and 'Looking for Support?'. The footer includes the copyright notice 'Copyright © 2006 Activant Solutions, Inc. All rights reserved.'

SHORTCUTS

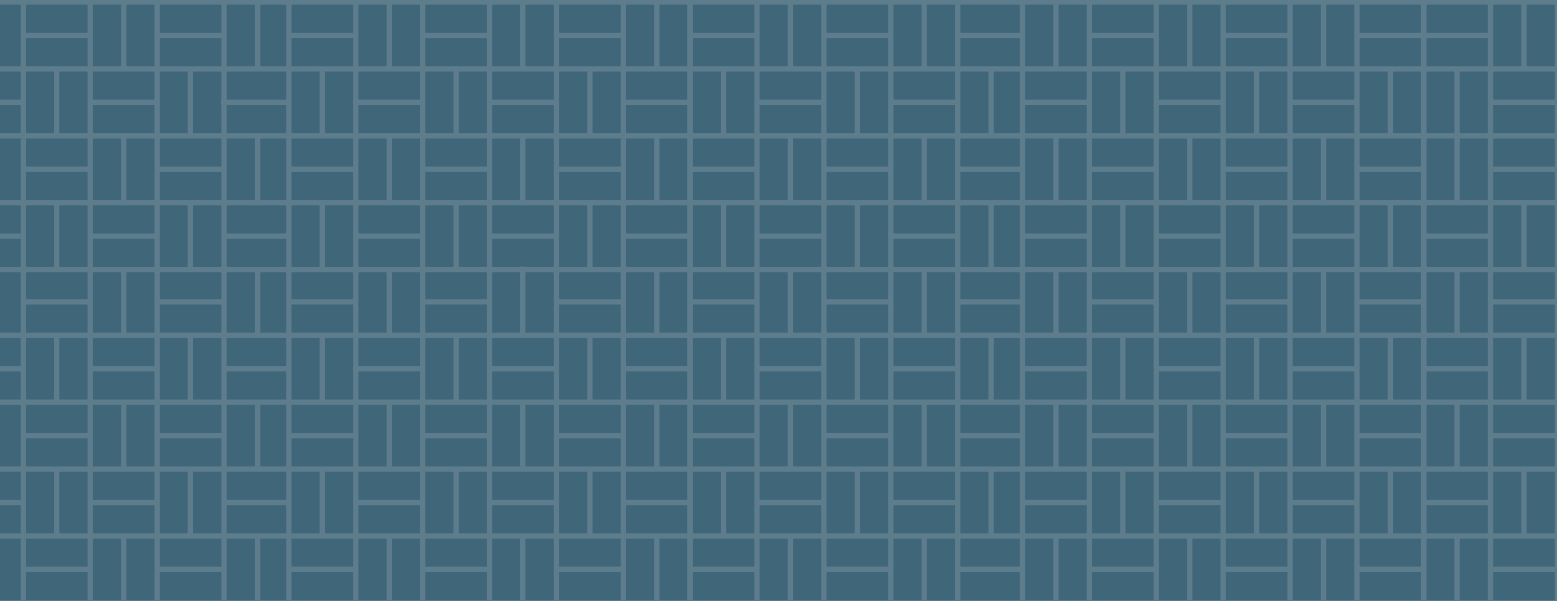
The home page displays a list of frequently accessed pages of the Customer Web Site so you have a direct path to the information you need.

HIGHLIGHTED SOLUTIONS

If you don't have any open cases, the customer home page will display helpful tips from our solutions database that you can use to proactively avoid common issues.

MESSAGE BOARD FORUMS

Network with your business peers. Share ideas and learn tips and tricks from other distributors who face the same daily challenges as you. Receive automatic e-mail alerts of new postings and replies to your own questions.



ACTIVANT[®]

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