



**360 Enterprise Solutions and Services (ESS)**  
An Authorized Reseller and Services Partner of Sage, Inc

## **360 ESS Consulting Services Portfolio**

Review of our Sage ERP X3 Application and Technical Consulting Services offered by 360 ESS Professional Services Organization; both Application and Technical Service Groups

A decorative graphic at the bottom of the page consists of several overlapping, semi-transparent rectangular blocks in shades of blue and grey, creating a layered, architectural effect. The year '2009' is printed in a large, black, sans-serif font on the right side of the graphic.

**2009**



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### CONSULTING SERVICES PORTFOLIO

No matter what the stage of your Sage ERP X3 lifecycle you're in, 360 ESS (360) has a full range of **Consulting Services** that you can leverage to get the most from your ERP X3 software. ERP X3 Services are our focus and we're experts at; it's what we've done for several years. We're an X3 reseller and services provider and provide a wide range of services for X3 Customers.

So if you're a new customer trying to figure out what to do to make sure your investment will be in the best possible hands or if you're an experienced customer looking to understand your ROI for **UPGRADING** to a new version and then perform such, then please keep us in mind.

#### Reporting Services

- Crystal Reports
- MS Reporting Services
- X3 BI Reports
- Business Objects
- FRx (Management Reporter)
- Custom Reports

#### Implementation Services

- Project Management
- Full Module Implementations
- IBR (Implementation Bus Review)
- User Training
- V5.1 Business Intelligence
- Bar Code Data Collection

#### X3 ERP Programming

- Customization
- Enhancements
- Integration (Web) Services
- X3 and .NET Development

#### Upgrade Services

- New Version ROI Assessment
- Upgrade Project Plan
- Metadata/Data Conversion
- Modification Migration Services
- Database Upgrades
- Business Objects

#### ERP Application Customer Support

- Traditional Program
- Hotline Program
- Modification Support

#### Business Intelligence (BI)

- BI Technical Services
- BI User Training
- Reports/Dashboard Customization
- DIY Education

#### Technical Consulting Services

- ERP Technical Configuration
- Server Management
- Database Administration
- EMS (Enterprise Monitoring System)

#### Education/Training

- APICS Supply Chain Education
- ERP User Training
- X3 Programming Training

We know you're looking for a services partner that you can trust and will be there for you in the years to come. Our goal is to be your IT/ERP Services Partner taking care of your ERP and Technical service demands to meet your corporate goals. 360 ESS is a service focused company and we pride ourselves with having the very best X3 Experts in the business.

For more information about 360 ESS and the Services we offer please contact Anna Hix at (770) 509-2337 or by email [Services@360-ess.com](mailto:Services@360-ess.com).



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### Reporting Services

- Crystal Reports
- MS Reporting Services
- X3 BI Reports
- Business Objects
- FRx (Management Reporter)
- Custom Reports



The method of information delivery for many organizations is reports and 360 ESS has created a great many of them throughout the many years of serving customers. Reports are delivered with an array of reporting tools such as Crystal where the report is developed by IT for the user community to Custom Reports where the reports are completely programmed.

Using the Crystal Reports is a popular tool for enterprise reporting and for forms generation. Of course as with most reports that come with your ERP they often need to be customized for each customer. No problem for 360 ESS, we can tailor these reports and create exactly what else you might need.

MS Reporting Services are available to customers who are after simple old fashioned reports and use the Microsoft SQLServer database. MS Reporting Services come free as with the MS SQLserver database so there are no additional licensing fees to create reports. For customers who don't want to spend more or create reports themselves this is an excellent alternative.

Another reporting tool that is the favorite of many ERP solutions and is Business Intelligence tool called Business Objects (BO). And with Sage ERP X3 version 5.x the Business Objects solution is fully integrated into the product so Business Objects pricing is VERY ATTRACTIVE. Business Objects has over the years been a popular tool with many customers, popular because users can easily slice/dice, drill-down and get the reports and in the format they want. This reporting tool is based on a defined set of 'Universes' that requires a thorough understanding of the ERP X3 Database table and field relationships such that they can be defined in the Business Objects tool. 360 ESS has a number of pre-defined universes that allow customers to 'Jumpstart' their BO deployment for immediate reports.

FRx (now known as Management Reporter) is an excellent reporting tool for finance reports utilizing the General Ledger (GL) as the data source. The X3 FRx Interface component is a tool that understands and utilizes the GL hierarchy structure for reports. So finance reports can leverage the 'intelligence' of your GL structure to generate reports fast and easy.

Sage ERP X3 Custom Reports are often done when no other reporting tool will work. It is completely custom developed and as such does offer the ultimate in reporting requirements. However, unlike other tools there is no manipulation of the report data before it's printed.



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### Implementation Services

- Project Management
- Full Module Implementations
- IBR (Implementation Business Review)
- User Training
- Business Intelligence (v5.x)
- Bar Code Data Collection
- EDI



360 ESS has many years of experience and a wide variety of services for many customers over the years. Our X3 Functional and Technical Consultants are experts in analyzing your business processes and corporate goals to configure the Sage ERP X3 application to leverage your investment to make it work for you.

**Project Management:** In addition to our ERP Consulting Services expertise we always want to make sure the project is well managed so we highly recommend a PMP Certified Project Manager from 360 ESS to help run the implementation project hand in hand with your own Project Manager. We can staff your project as the budget and your expertise will allow and as a team we'll work together to put the right mix of persons in place.

**Full Module Implementations:** 360 ESS consultants have performed implementations for a long list of customers. The experience and insight gained from these implementations is priceless; priceless because we know what we're doing! As a Sage ERP X3 Reseller and Service Partner with access to all versions installed on our data/development center and we've trained ourselves on new functionality, tested and researched different configurations, and we've become familiar with even the most recent version.

Full module implementations simply refer to the fact that we have expertise in all modules of the ERP X3 application. We have experts in finance, manufacturing, distribution, Business Intelligence, bar code data collection, reporting services, and in all aspects of the ERP X3 application.

We will be there from the beginning to the end, and then as you need us! We realize we're a service focused business and that's how we make our money; so customer service is critical and you can bet on that, just listen to our customers!

**IBR (Implementation Business Review):** The IBR service is a low-cost no-risk assessment of how well the ERP X3 application fits your business operations and what ERP functionality configuration/setup changes your company could benefit from. An IBR is for companies who have implemented the ERP X3 application and wonder if they're using the software as they should be and trying to answer the question, "is there a better way to configure this software for our business"? An IBR is just as critical for those companies that still have modules to implement such as Process Manufacturing, Process Planning, Maintenance Management, and even MRP/MPS as the IBR Service is used to extend and optimize your use and get more from your ERP X3 investment.

**User Training:** 360 ESS offers functional training to both new customers and re-training for existing customers. We feel trained users are critical to the organization as it helps to leverage all of the ERP X3 application functionality that very often goes underutilized. Companies who have experienced turnover and don't stay current need refresher training which we can provide. Even new companies may want to engage 360 User Training Services as our Trainers are also implementation consultants. These trainers can talk business operations because they've been in business, they can share their insight of having seen many other company's deployment.



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**Business Intelligence (X3 V5)**: Customers running versions of X3 can install and implement the standard X3 Business Intelligence module. The X3 BI module fully integrates and leverages the world class BI solution of Business Objects. 360 ESS has the guru of Business Objects and can deliver not only the standard package but also tailor the dashboards and reports all with significant analysis capabilities.

For real-time reporting and data analysis we can extend Business Objects to look at the X3 live database in addition to the data warehouse.

**Bar Code Data Collection (DC)**: Optimize your operations with the X3 bar code data collection module. This module can deliver extensive productivity to adding real value to your bottom line. As you might imagine many companies perform transactions differently than what DC offers with the out-of-the-box release and we're here to help you do just that.

**EDI**: With so many companies, especially those in the food industry deploying EDI it's another specialty service of ours where we not implement the EDI functionality but we'll help you with the whole process as well as any customizations that you may have such as customer specific formats.



## 360 Enterprise Solutions and Services (ESS)

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### X3 ERP Programming

- Customization
- Enhancements
- Integration (Web) Services
- IAF Development
- Development Standards



Developing customizations and enhancements has long been our pastime. Over the years we've seen the X3 product grow in functionality and quality but even today customers want the system to work their way, they need it streamlined and they need more functionality! Enhancements and modifications are a reality because there's no software is a perfect fit for everyone.

**Customizations:** Customizations in our terminology changes the way the ERP X3 program code works in order to meet your needs. Customizations are often considered a 'bad' word because such changes are said to cause significant cost increases on future upgrades. However customizations done according to a defined standard that minimizes upgrade costs can be done quite easily and do not add significant costs! 360 ESS understands the impact on customizations and will deliver changes that minimize inline code and appropriately frames and documents for an easy upgrade.

Over the years we've seen not only the functionality and quality change we've also seen the technology change. We now see XML, .NET, Web Services and a host of others that make customizations and enhancements even more a specialty skill. As a Sage/Adonix Partner with access to these new technologies 360 can leverage these technologies such as web services to make sure you have not only the best designed and programmed customization but it's also built with new technologies!

**Enhancements:** An enhancement in our terminology is new functionality, be it big or small. New feature functionality is often a need as their business strategy and focus changes. Enhancements can add significant value and are generally very cost effective.

360 ESS also offers a Joint Project Request (JPR) Program for customers to share the cost of an enhancement and/or customization. Contact our Services Administrator [Services@360-ESS.com](mailto:Services@360-ESS.com) on how to join the JPR Forum to see proposed projects.

**Integration Web Services:** The best technology available for integrating third party software to your ERP X3 application is with WEB Services. Technically web services are not difficult to develop because they're just the interface to the rest of the world with standard .NET, Java, Stored Procedures, and even X3 code to do the real work. Look to web services to integrate outside components such as third-party software, and even integrate your website orders and EDI functionality with the ERP X3 application.



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### Upgrade Services

New Version ROI Assessment	Database Upgrades
Upgrade Project Plan	Oracle & SQLserver Conversion
Metadata/Data Conversion	FRx (Enterprise Reporter)
Modification Migration Services	Business Objects



Upgrade Services include not only the ERP X3 application but all of the underlying components that are impacted by an upgrade such as your database, third party solutions products such as FRx, Business Objects, bar code data collection, and ERP modifications/enhancements. The skill set required for an ERP X3 Upgrade vary depending on the a long list of factors such as the cut-over time for the final data migration, technical skills of those performing the upgrade because your new ERP solution will have XML, web services, browser, and probably the most overlooked yet critical factor is the familiarity of the vendors knowledge of the new version, both functional and technical.

As a Sage Partner our datacenter at 360 ESS has access to the ERP X3 solution for not only implementation testing but also research on new functionality/technologies, functionality testing, customization assessments, and to develop customer training materials as needed. Also critically important as an Sage Partner is our access to X3 Support Services which when all put together provide the peace-of-mind that our customers have to have when performing an upgrade.

**Upgrade Project Plan:** We know how critical it is to build an accurate project plan and test the run times to determine the timetable for the final cutover. There a many decisions that go into what the final project plan includes such as, do you archive before you upgrade? 360 ESS project plan provides not only includes the technical mechanics of performing the conversion it also includes user training, implementation consulting for new functionality, and of course a pilot to make sure the new version holds up to the rigors of your business processes. For any stage of your upgrade 360 ESS can provide consulting services to engage in any portion of all of your upgrade.

**Metadata/Data Conversion:** Of the many components of an upgrade applying new version metadata can be very time consuming depending on the volume of data and metadata change. To make the deadline of converting over a very short timetable quite often our DBA has to change this update process in a number of ways utilizing his expertise. This is especially true when a number of incremental upgrades are required such as coming from one major release to another. An experienced DBA is absolutely critical to your successful upgrade, especially one that's certified and familiar with your X3 database.

With 360 ESS providing the Upgrade Services we recognize that it's important for users to test with current data and since the migration process can take months we provide this portion of the upgrade at a fixed cost. Also performing this process multiple times for customers allows 360 ESS to continuously measure the run time for this upgrade step and assures the process works with various data sets.

**Modification Migration Services:** One component that can significantly impact the cost of the upgrade process is the number of customizations/enhancements. Of course with modifications performed under our development standards this process is made significantly faster. If we do perform this portion of your upgrade the resulting modification migrations will conform to our standards for future upgrades.

**Database Upgrades:** Database upgrades are often a component of an ERP X3 application upgrade and an excellent time to do configuration changes and performance tuning changes. 360 ESS can provide both a highly experienced ERP X3 Database Administrator for Oracle and MS SQLserver.



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### ERP Application Customer Support

Traditional Program  
Hotline Program  
Modification Support

360 ESS provides a number of ERP Application Support Services Programs for customers running the ERP X3 application. However we know that customers have a variety of application support requirements so tell us what you need and we will put together a Support Program for your own unique needs.



In addition to your partner/vendor ERP Application Support 360 ESS also offers Technical Support Services such as Database Management which includes DB Monitoring, DB Backup/Recovery services, and DB Performance Tuning. In addition Technical Services offer ERP X3 software installation and configuration.

Though our support is primarily performed remote 360 ESS does utilize technology to enhance our offering, capabilities, and quality. With technology such as TeamView that empowers our support consultants the ability to take-over and share a user's session immediately and interactively no matter where they are in the application provides us with what we call an on-demand support. On-Demand support is available for all support programs 360 ESS offers.

Note that all support requests are backed by our staff of both technical and implementation consultants.

**Traditional Program:** 360 ESS provides a traditional support program that allows customers to call in and/or log their requests via the web support forum. For a monthly fee customers can issue a support service request for problems they encounter during their work day.

**Hotline Ad-hoc:** 360 ESS also provides the option for customers to simply call-in their requests on our support line. Hotline requests can include any area relating to your ERP X3 application both functional, technical such as configuration setup, modification specification review, program code review, and more.

**Modification Support:** 360 ESS provides the support option for customers to have modifications that are made by 360 ESS or other organizations review and catalogued for support. This support will prepare modifications for a future upgrade making them much easier and less expensive to uplift into the new code version.

Details of each program can be discussed by contacting our Professional Services Director. Email [Services@360-ESS.com](mailto:Services@360-ESS.com) for more information.



## 360 Enterprise Solutions and Services (ESS)

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### Business Intelligence (BI)

- BI Implementation
- BI Ad-Hoc
- BI Customizations

Beyond all of the other ERP services 360 ESS offers we also offer Business Intelligence (BI) Consulting Services. BI Services are part of the Business Performance Services and are focused here because of the need for customers to understand our expertise with this product.

BI is a delivery method for analyzing your Business Performance using pre-defined metrics or KPI (key performance indicators). BI data is warehoused on a MS SQLserver database that's constructed in a 'Star Schema' for data to be readily available for fast processing.

The power of BI is significant with the ability to quickly indicate problem areas of business performance that need attention. BI Consulting Services helps you analyze the measured criteria and determine the real problem area for your focused attention. Although it may seem like there's a maze of measurements and criteria to understand when you're armed with BI you'll be positioned to focus on real business issues with an analysis tool that will help you understand why!



**BI Implementation:** BI delivers a pre-defined (out-of-the-box) set of business reports and analysis metrics for customers to measure their business performance with. During the BI implementation customers will understand what business metrics and reports are offered out-of-the-box and how they can be applied to their business and then determine what changes must be made to work for their business.

**BI Ad-hoc:** BI Ad-Hoc allows you to create your own reports/graphs, etc and then do the analysis you need with no pre-defined report. BI Ad-Hoc allows customers to simply drag/drop an item from the catalogue of data items (called Universes in Business Objects) and with the BO analysis capabilities do slice/dices, drill-downs, and formats to do as you need.

**BI Customization:** As part of the BI implementation ERP measures are routinely customized to fit each business requirements. These customizations are done in the Business Objects tool and are performed while on-site during the implementation and of course afterwards as well on an on-demand basis.



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### Technical Consulting Services

X3 ERP Configuration (multiple)  
Server Management  
Database Administration  
Enterprise Monitoring System

### Deliverables

Database Analysis Report  
EMS Performance Report  
EMS Faults and Vulnerabilities Report  
EMS Utilization /Performance Report  
EMS Security Scorecard Report

360 ESS Technical Services is a group solely dedicated to making sure your IT Infrastructure and the ERP X3 application software is running as it should. This means hardware, software, database, and network are all operating at peak performance and most importantly all secure from attack and able to recover from disaster.



The expertise of this group is golden as they are forward thinkers. They will introduce you to new software for your business and find ways to leverage new technologies making simple but highly cost effective changes for your business such as communicating with your PDA devices. Did you know you can host your MS Exchange Server removing the headaches and expertise of managing such and recouping your investment with free software? And just a note, it's these guys who are on the ERP X3 Upgrade Services team performing the metadata and database upgrades!

**X3 ERP Configuration:** The Technical Consulting Services team manages environments for X3 customers running a variety of operating systems such as Unix and Windows, along with Oracle and MS SQLserver databases. This team knows the intricacies of configuring the ERP X3 environments and provides the technical expertise to create everything from the ground up!

**Database Administration:** In many organizations the data in their ERP X3 Database is their most valuable asset. This data is what every business area in your organization works with to maintain and gain value from. So, no matter if you're an Oracle or MS SQLserver shop your database should be a looked after with lots of TLC (tender loving care!). And of course our Technical Consulting Services DBA guys do just that, they take care of your database making it secure and perform as fast as possible. Most important they will configure it to make sure when a catastrophic event or hardware failure occurs that your database will be quickly recovered.

360 ESS does offer a Database Administration Managed subscription service where our DBA will monthly validate the health, performance, security, and recoverability of your database. We also provide Performance Management with slow running ERP X3 functions most always excellent results!

**Enterprise Monitoring System (EMS):** It's a fact in today's world companies rely heavily on their IT Infrastructure and that reliance is so significant that lost revenue from lost productivity number are massive to nearly all corporate executives. Of course when there are IT Infrastructure failures it's Murphy's Law that will make it happen at the most inopportune time amplifying your lose.

What 360 ESS Technical Services offers is an automated IT Infrastructure monitoring solution called EMS that monitors your IT Infrastructure to report on performance, vulnerabilities, utilization levels, and security. In addition it detects signs of oncoming failure as well as unapplied OS patches that are applicable to your environment. EMS is a Managed Service paid on a subscription per device basis. Email [Services@360-ESS.com](mailto:Services@360-ESS.com) for a free 2 week proof-of-concept and see just how well your own IT Infrastructure is performing and supporting your business demands.



# 360 Enterprise Solutions and Services (ESS)

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## Education/Training

- APICS Supply Chain Education
- X3 ERP User Training
- X3 Programming Training



360 ESS offers a range of education and training classes, this section provides a bit of detail on all that we have to offer.

**APICS Supply Chain Education:** Regardless of the scope of an enterprise's technology investment, its ultimate success rests with its people. They must be equipped with the abilities, knowledge and training in order to properly execute a project and manage it over the long-term.

360 ESS provides the foundations from which your people can embark on and sustain a successful ERP project. We have developed a full range of educational offerings based on the proven concepts of APICS and their CPIM program. These ERP courses encompass a wide range of skill levels and requirements and can be delivered on or off-site.

Our trainers are established manufacturing professionals with extensive hands-on experience in the industry. As such, they can transfer the required technology skills and principles needed to the members of your project team and those who support them.

Course	Basic Description	Topics Covered	Duration
<b>Basics of Supply Chain Management</b>	Basic concepts in managing the complete flow of material in the supply chain. Includes a complete overview of material flow, from internal and external suppliers, to and from your organization.	Elements of Supply Chain, Just-in-Time, Total Quality Management (TQM), Manufacturing Resources Planning (MRPII), Demand Planning and Basic Capacity Management.	10x 1/2 days
<b>Master Planning of Resources</b>	Covers the processes of developing a sales and operations plan, identifying and assessing internal and external demand and forecasting requirements.	Demand Management, Sales and Operations Planning, Master Scheduling and Performance Measurement. Focus is on producing realistic master schedules that are consistent with business policies, objectives & resource constraints.	9x 1/2 days
<b>Principles of Detailed Scheduling and Planning</b>	Focuses on the finite techniques for materials and capacity planning, inventory management principles and procurement and supplier planning.	Techniques and Practices of Inventory Management, Mechanics of Materials Planning, Planning to Support Priorities, Procurement Planning and External Supply.	9x 1/2 days
<b>Execution and Control of Operations</b>	Explains techniques for scheduling and controlling production processes, executing quality initiatives and continuous improvement, and inventory control.	Priority and Work Sequencing, Plan Execution and Control, Concepts and Measurement of 'Push/Pull', and Performance Tools and Feedback.	8x 1/2 days
<b>Strategic Management of Resources</b>	Addresses the alignment of existing and emerging processes with manufacturing strategy and supply chain.	Aligning Resources to the Strategic Plan, Configuration/Integration of Processes to Support the Plan, Implementing Change, Competitive Mkt Issues, Relationship of Facilities, Supply Chain IT & Organization Design, and Basic Project Management.	9x 1/2 days



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**X3 ERP User Training:** During the implementation users are trained to use the ERP X3 application, however in many cases users remember only a fraction of what they were presented, the rest is lost so users never leverage all of the functionality in the application. Worse yet they will often times interact with the application as best they can to match their old habits or their old application. We'll assure increased productivity from users as well as gain a better understanding of how to use the ERP X3 application as it applies to their tasks and role in the organization.

**X3 Programming Training:** This is a programming class that trains new developers on how to read and write X3 code as well as perform modifications to their ERP X3 application code. The class focuses on the language structure, syntax, and transaction processing components of the X3 language.

### **Summary**

If there are questions about our services or you would like more information please feel free to contact Anna Hix, ERP X3 Account Consultant at (770) 509-2337 or email [Services@360-ESS.com](mailto:Services@360-ESS.com).

*360 ESS wants to be your IT Service Provider and to do that we provide a full suite of services that fully support all of your IT needs. With Technical Services, Managed Services, APICS Education, Integration Services, Support, and a host of 3<sup>rd</sup> party solutions 360 can be your go-to company.*

*Of course core to your operations is the ERP X3 Application and our 360 ESS X3 Application Services Team will assist your efforts to get the most from your ERP X3 investment. Leverage all of the X3 features such as Process Flows, Workflows, Business Intelligence, and CRM to optimize your own operations.*

*The ERP X3 application is a significant investment and offers your company tremendous value. With services from 360 ESS we can help you realize that value.*

*Anna Hix, Account Executive*