



NEWSLETTER **New Website! - www.applieduk.com** **Winter 2008**

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After much anticipation, our new website is here and it will keep you up to date with our products and services and will provide you with much more functionality.

You can now

- View all our products in detail
- Download information sheets
- Log support calls
- Order stationery and consumables
- View upcoming training courses and content
- Reserve places on training courses

- View upcoming user groups, seminars and workshops
- Reserve places on upcoming user groups and workshops.
- Request a consultation
- Contact us
- Read about new products and events



Take a look at www.applieduk.com and please let us know your feedback or if there is anything else you would like to see on the site.

OPERA II 6.50 Upgrade Is Here



The latest release of Opera II builds on the success of their newest modules, Sales Pipeline Management (SPM), SPM Remote, Executive Dashboards and Document Management, and delivers three brand new applications:

Service and Helpdesk Management - enhance the quality of your service

The level and quality of service you offer your customers can be the differentiator between keeping or losing contracts and winning new ones. Having greater control over your service calls and service staff brings productivity gains, improved profitability and cost saving through streamlining processes.



Executive Dashboards Manager (EDM) - unlock key business information

Create your own dashboard items tailored to the responsibilities of the decision maker with the EDM. Dashboard items are easy to build and allow users to share information with the ability to export, import, preview and publish.



Advanced Document Management - helping businesses go green

Going green can actually save businesses money. With Document Management for Opera II, you can reduce paper waste and minimise your impact on the environment. To help you save more time and paper, Pegasus have expanded the indexing functionality of Document Management and introduced two new functions with Advanced Document Management: Content Indexing and Deferred indexing.

For further details visit our website www.applieduk.com/financial or email ask@applieduk.com

We are also holding V6.50 upgrade user groups in December - see our events diary for details of how to book a place.

KCPOS—Integrated ePOS Technology

Applied Business Solutions is proud to introduce the KCPOS range of products to our already extensive range of accountancy support packages. Electronic Point of Sale (ePOS) provides an affordable way of controlling your business and saving you time and money.

It has been designed with the small to medium enterprise in mind and enables you to manage stock and sales transactions, and to monitor and control multiple tills in multiple locations if required. With a range of versatile software modules you can customise the system to include table management, intelligent booking management, loyalty schemes, e-Commerce, plus flexible reporting options that allow managers to drill down into their business with ease.

The range of touch screen tills have been designed to compliment your interior design, and are supplied with co-ordinated receipt printers and bar code scanners, as well as integrated chip and pin devices that complete transactions over broadband rather than the standard dial up method currently in use. This allows greater speed of sale and because the handheld devices being attached to the till system, the opportunity to make errors in sale prices is dramatically reduced.

ABS is able to supply a complete solution from initial consultation, through the design process, the project management and the installation. We also supply training and on going support for the life of the contract. A complete solution costs from as little as £35 per week for a one till system, including the hardware and software required. We have the finest after sales support any client could ask for, which is why we have been given the unique opportunity to supply this range in the Southwest.

We are offering free consultations to show you how an ePOS solution may be beneficial to your business and give you more control, to arrange an appointment contact Becky on 01626 206297 or rmk@applieduk.com



Important Dates For Your Diary

Training Courses:

We hold regular training courses at both our Devon and Cornwall offices and also offer onsite training.

11th November :	St Agnes	: XRL
14th November :	St Agnes	: XRL
25th November :	Kingsteignton	: XRL
9th December :	Kingsteignton	: Reporter Training
14th December :	St Agnes	: Reporter Training

Please book early to avoid disappointment as places are limited. Contact Becky on 01626 206297 or email admin@applieduk.com to reserve your place (refresher courses are also available from £99 + VAT see website for details) or to get further details about onsite training You can now visit our new website to view training dates, course content and reserve places online www.applieduk.com/training

Events Diary:

The latest release of Opera II V6.5 deliver 3 brand new applications Service and Helpdesk Management, Executive Dashboards Manager and Advanced Document Management as well as enhancements to many Opera II features you are already using. We will be looking at these in more detail at our user group meetings

10th December :	St Agnes	: Pegasus V6.5 update
11th December :	Devon Hotel	: Pegasus V6.5 update

Following the positive feedback we received last year, we will again be holding payroll update workshops in both Devon and Cornwall including round the table discussions with Payroll only presentations. We will be holding events in both the morning and afternoon on the

28th January :	St Agnes	: Payroll Update
29th January :	Devon Hotel	: Payroll Update

Events are always popular so please book early to avoid disappointment as places are limited. Contact Becky on 01626 206297 or email on admin@applieduk.com for more information or to reserve places visit our website www.applieduk.com/events

Support Update



The team has grown We welcome Barry Cole, Pamela Luke and Lorraine Wills who all join our busy support team. If you have any issues you wish to discuss please feel free to call them on our support hotline 01626 206199

Call Logging We strive to make initial contact with the caller well within the 4 hour rule but if you feel that you are not getting the service you require we would rather know about it than have a frustrated caller at the end of the line.



WEBEX Some of you will be pleased to know that following a year's trial with the WEBEX support tool we are continuing to subscribe to it. This commitment from ABS gives you the benefit of our ability to dial into your machines to investigate problems rather than arranging time and cost constraining site visits.

Please feel free to contact us if you require an update on any outstanding call or if you have any other support issues to discuss support@applieduk.com or 01626 206199

Sage News



We're delighted to announce the most recent addition to the Sage 200 Suite; Sage 200 Business Intelligence (BI). The new Sage 200 BI module enables customers to extract real intelligence about their business from data accumulated every day in the normal course of operations.

You can now make critical management decisions on complete and accurate information that is easy to extract. The first phase of this exciting release delivers reporting and analysis on financial data within Sage 200. However, this is just the start. Sage 200 BI is a superior alternative to complex spreadsheet reporting with reports easy to create and automatically refreshed when the data is updated. It comes with time-saving pre-defined reports out-of-the-box, allowing you to analyse and understand information within Sage 200.

More information about the Sage 200 Suite is available on our website www.applieduk.com/financial including an online tour or email ask@applieduk.com for further details.



Suggestions

We are always open to your suggestions for user group meetings and workshops. So if there is a particular topic for which you would like us to arrange an event just let us know. It is a great chance to get together and discover new hints and tips and discuss best practice with other users and our experts. Send us your suggestions to admin@applieduk.com or call our Devon office on 01626 206290

Consumables

Have you visited our new orders section of the website? You are now able to place orders for your consumables such as pay slips on our website simply go to www.applieduk.com/orders and fill out the online form or you can still contact Terasa on 01626 206103 or email tch@applieduk.com to place your order



Welcome To

Welcome to Simon Jones as our senior ePOS consultant and Richard Phillips as our ePOS technical specialist; they will be specifically dealing with our new KCPOS solutions and if you would like to discuss this contact us sales@applieduk.com

