

BRINGING NEW EDGE TO YOUR BUSINESS

SYSTRONICS



SYSTRONICS llc is a leading, multi award-winning IT solutions provider with 43 years of success in the UAE market. With over 200 customers in diverse industries, the company has an established reputation and today stands as one of the oldest and most successful business partners for Sage 300 in the Middle East. We pride ourselves as a forward thinking organization with a clear mission: to provide you with superior systems and dependable services that help your business leverage technology to compete, grow and succeed.

Supported by SystroTech llc, our software development center in Armenia, and OAT, Inc., our affiliated software company in Canada, SYSTRONICS today successfully brings together a diverse set of skills that deliver a host of specialized solutions to customers with individual IT and business needs. Additionally, our extensive experience in some of the world's leading technologies enables us to provide services that are backed by a proven set of methodologies which guarantee a rapid and smooth rollout of technology business systems.

What We Offer

SYSTRONICS focuses on three complementary business areas that enable us to provide you with a fully integrated IT solution which spans across your entire business infrastructure:

- **Business Solutions** – We specialize in providing services in a range of Sage 300 end-to-end business solutions; from accounting and Customer Relationship Management to mobile solutions and business intelligence.
- **Software Development** - We develop custom solutions that extend, integrate and improve your Sage 300 & Microsoft® systems to ensure they fully support your business objectives.
- **Systems Integration** - We provide you with services and solutions for all kinds of technology environments to ensure a healthy and secure IT foundation for your business.

Our Team

Our team is the foundation of our success. Through our rewarding workplace culture, we attract and retain outstanding and committed people made up of business consultants, systems engineers and software developers. Our highly-qualified teams of vendor-certified professionals are reputed as industry specialists who are committed to understanding your business and helping it grow.

What Makes Us Unique

Hundreds of companies have put their trust in SYSTRONICS to deliver the best tailored IT solutions that answer their business challenges today and empower them for greater success tomorrow. We have earned an unmatched reputation in the region for delivering superior services and cost effective solutions to our clients. What makes us different?

- **Value** – Providing value is the cornerstone of everything we do. We ensure that our entire sales, implementation and support processes are focused on providing you with solutions that deliver rapid return on investment and a lower cost of ownership.
- **End-to-End Solutions** – We provide our customers with a single point of contact for all their IT related business requirements. With a portfolio of best of breed world class products and services, we implement and integrate your IT infrastructure across your entire business.
- **Best Practices** – Our practical and transparent planning and implementation methodologies focus on rapid deployment of solutions with proven fundamentals every step of the way, including tight standards and procedures for quality control.
- **Knowledge and Expertise** – Our dedicated support team of consultants and engineers understand your solutions intimately and can address all your IT related business needs.

SYSTRONICS' achievements over the years have been recognized by some of the world's leading technology providers:



Sage Accpac™ – Development Partner of the Year International Achievement Award (Dubai, 2007)



Sage Accpac™ – Development Partner of the Year (Vancouver, 2005)

SYSTRONICS Business Solutions

SYSTRONICS provides a host of services for Sage 300 Extended Enterprise Suite (EES) business solutions that span:

- Accounts and Operations
- Project & Job Costing
- Customer Relationship Management (CRM)
- eBusiness and Portals
- Service Management
- Warehouse Management (WMS)
- Transportation & Distribution
- Mobile Solutions
- Business Intelligence
- Point-of-Sale (POS)

The SYSTRONICS Business Solutions team of certified consultants and system engineers will analyze, plan, deliver, train and support your staff in all the software and hardware elements of your IT infrastructure. Our services ensure that your business systems are fully integrated and are running in the most efficient possible way in order for you to maximize the return on your investment.

Consulting Services

Needs Analysis - Understanding and documenting your business needs is a service our vendor-certified consultant will provide at the outset, to define deliverables and set the right expectation.

Implementation Services - Our team of experts will plan and roll-out a successful implementation of your Sage 300 software as quickly and efficiently as possible, ensuring your requirements are addressed from both a business and IT perspective.

Project Management - With extensive experience in project management, our consultants monitor and manage the progress of your projects to ensure all work is completed on time and on budget, with the expected quality assurance.

Report Writing – Our report writing services include forms design, financial reports, and ad-hoc sales reports using report writing tools such as Crystal Reports, Microsoft® Excel and Sage Business Intelligence tools.

Data Migration, Protection & Recovery – We help you convert your existing data to your new Sage 300 business solution quickly and seamlessly. We also provide services that ensure data security and recovery.

Automating Processes – We create macros or custom programs for your Sage 300 business solution to help automate your daily processing procedures and the generation of reports.

Installation, Training and Support Services

Installation – Our certified consultants install your systems on site, insuring highest operating standards.

Classroom Training – We run extensive product training courses at our in-house training facility to ensure that your staff is receiving the most mileage from your Sage 300 business solution, in an easy and informative way.

On-Site Training – Our certified consultants provide tailored training services to help your staff increase productivity, lower support costs and deliver quicker results.

Off-Site Support – We offer support services over phone, fax, email and through our website (www.systronics.ae). Our highly trained support consultants work together with you to assist you with your Sage 300 queries and are committed to a same day dependable response.

On-Site Support – Optionally, we offer you full on-site support services whereby an analyst or a consultant visits your business premises.

Support Call Center – Our Call Center can be accessed via a toll free hotline from 8:30am-5:30pm, Sunday through Thursday, or through the client portal on our website (www.systronics.ae).

Remote Assistance – Pending your approval and subject to secure access practices, our consultants can access your Sage 300 setup remotely for the purposes of new implementations, installation of updates or support services.

SYSTRONICS Software Development

Complementing our business solutions offering and with more than 19 years of expertise in the Sage 300 Extended Enterprise Suite (EES), as well as being a long-standing Microsoft Gold Certified Partner, we ensure that we will provide you with the highest level of competence and expertise around these technologies.

Our development team works closely with your organization to create tailored solutions that fit best in your business today, providing you with the ability to upgrade and modify your systems as your business expands in the future.

What Sage 300 Offers

Built on superior architecture and designed to fulfill stringent international standards, Sage 300 is an award-winning business management Extended Enterprise Suite that integrates with a complete set of end-to-end business solutions, including Customer Relationship Management, Human Resource Management, Point-of-Sale, Warehouse Management and more. From small office applications to enterprise systems, it offers the most comprehensive, scalable and cost-effective e-business solution in the industry - delivering unparalleled performance and functionality, cross-product integration and rock-solid stability. Sage 300 also offers the flexibility that allows you to choose features such as your system's database, network environment and operating system that helps you operate more efficiently and profitably.

Software Development Services

SYSTRONICS develops add-ons and utilities that integrate seamlessly with Sage 300 and enhance its functionality. Addressing specific industry needs, our tailored products today are sold and supported by Sage 300 partners worldwide.

1) Product Development

SYSTRONICS offers a host of Sage 300 modules and add-ons that are readily available online. These modules aim at enhancing the productivity of organizations in specific industries by addressing the complexities of their on-going business processes, including:

- Calculating job profitability margins for services and wholesale companies
- Simplifying the processing of post-dated checks
- Determining royalty fees for patent and copyright holders
- Streamlining sales, production and logistics processes for distribution companies
- Preparing cash flow forecasts
- Facilitating intercompany transactions

For details on all SYSTRONICS Sage 300 modules, please visit: www.systronics.com

2) Customization Services

SYSTRONICS provides you with highly customized development solutions that maximize the capabilities of your Sage 300 implementation according to your specific business needs:

- Requirements analysis
- Documentation
- Bespoke programming
- Customization of existing functionality
- Integration with existing systems and solutions
- Business process automation
- Quality Assurance

By further leveraging our customization services, SYSTRONICS also offers you a unique opportunity to co-own software. After developing a customized Sage 300 module or add-on, SYSTRONICS may provide you with the choice of sharing the copyright on the software sold to other organizations and Sage 300 business partners around the world.

SYSTRONICS Systems Integration

SYSTRONICS is recognized as a leading systems integrator with proven experience in analyzing, designing, delivering, managing and maintaining integrated enterprise technology solutions across different technology environments.

Working closely with your business and IT management team, we design and deploy superior technology infrastructures that align with your overall business objectives, today and tomorrow. Led by our team of solution architects and consultants, SYSTRONICS offers a comprehensive portfolio of strategy, architecture, project management, deployment, and support services around the following technology areas:

IT Infrastructure – Helping you increase IT availability and simplify management with integrated support for your multi-product, multi-vendor hardware and software environments.

Security - Assessing your current security and privacy policies as well as designing, implementing and managing measures that address both internal and external threats.

Networking - Designing, implementing and managing integrated communications and networking environments across your different business operations or branches to drive collaboration, business flexibility and growth.

Disaster Recovery – Building the infrastructure that allows you to maintain business continuity under virtually any condition; complying with industry and government regulations, and gaining the ability to recover from disasters.

Remote Access – Providing your branch offices and mobile workforce with the right technology that allows secure access to your networks; anytime, anywhere.

Internet and Hosting Solutions – Supporting your Internet business strategy with fast and secure web-based solutions and services.

For details on all
SYSTRONICS Solutions
and Services, please visit:
www.systronics.ae



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