

CUSTOMER RELATIONSHIP MANAGEMENT
SUPPLY CHAIN MANAGEMENT
SALES ORDERS
PURCHASE ORDERS
WAREHOUSE MANAGEMENT
ELECTRONIC DATA INTERCHANGE
RETAIL POINT OF SALE
FACILITIES MANAGEMENT
MANUFACTURING
CUSTOMER RELATIONSHIP MANAGEMENT
SUPPLY CHAIN MANAGEMENT

DELIVERING BUSINESS SOLUTIONS

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COMPANY PROFILE

PRONTO
Software

Pronto Software

Pronto Software provides businesses with a broad portfolio of software and services. Our integrated business solutions help our customers manage their growing enterprise - supporting their goals of maximising productivity, streamlining supply chains and delivering superior customer service.

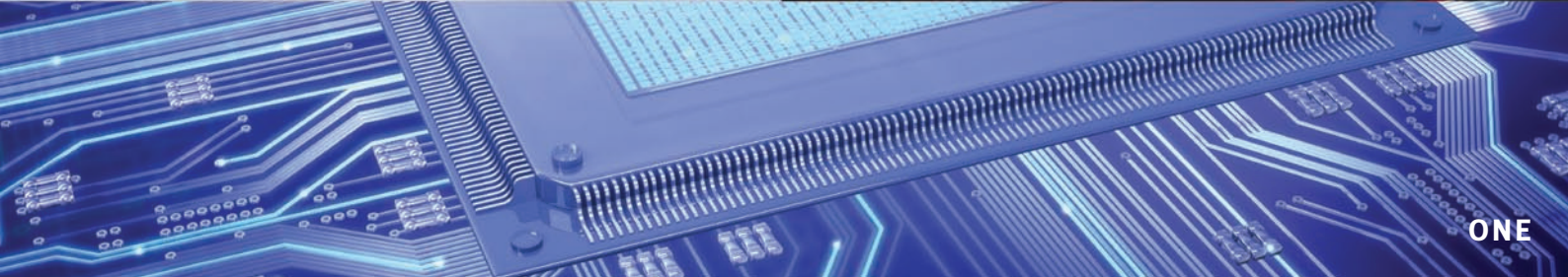
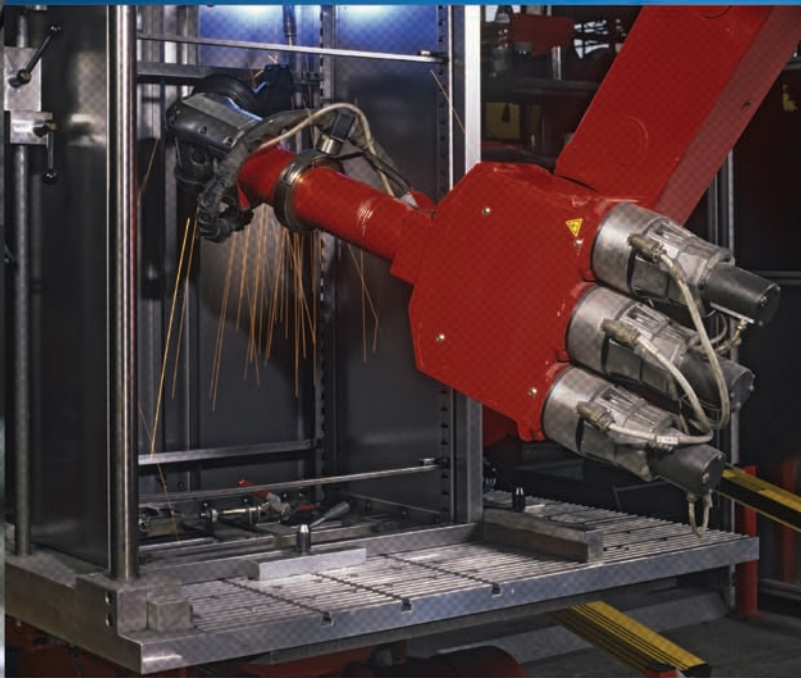
As one of the top privately-owned Enterprise Resource Planning (ERP) software companies in Australia, Pronto has an unwavering focus and passion for delivering value to our customers.

Our philosophy is simple: we service each customer as if they were our only customer. We strive to provide our customers with tangible benefits to help them excel in their business.



“The implementation of PRONTO-Xi has been used as an engine for change in the organisation.”

STUART MILLER, FINANCE DIRECTOR, TRANE AUSTRALIA





OUR CUSTOMERS

Pronto Software has over 1,200 customers worldwide - and the number continues to grow. Our customers rely on the solid performance of our flagship product PRONTO-Xi and the trusted services of our team. Ranging in size from small businesses to multinational enterprises, our customers operate across geographical boundaries in a diverse range of industry sectors.

We do what we say we'll do, helping us to build long-term relationships with our customers; supporting them through development, implementation and maintenance.

We are the IT partner for leading companies, including: Funtastic, Bollé, The Body Shop, Kathmandu, Citigold Corporation, Norfolk Limited and Hyne Timber.

THE FOUNDATIONS OF OUR SUCCESS

With our strong track record in successful ERP implementations, Pronto Software boasts outstanding financial performance with consistent double-digit growth. We are well poised to continue this winning momentum - with our financial success providing flexibility to invest in our future with zero borrowings.

With over 30 years in the business, Pronto Software is recognised as a great place to work, an innovator of practical technology and as a financially strong company. Our recent awards include:

- 2009 Australian Business Award for Enterprise
- 2008 The Age/D&B Business Award (IT)
- 2008 Australian Information Industry Association (AIIA) Applications and Infrastructure Tools iAward
- 2008 CeBIT.AU Platinum Award for Export Excellence
- 2007 Motorola Enterprise Mobility APAC Partner Ecosystem Award
- 2007 IBM Reseller of the Year Award
- 2006 The Age/D&B Victorian Business of the Year

DELIVERING VALUE

We know that implementing an ERP solution is a big step - requiring considerable planning and investment. It can change the way you do business and significantly improve profitability. Using a collaborative and robust approach, our number one focus is delivering expertise and business value to our customers.

Our 300 employees are inspired each day to demonstrate our core values of 'simplify and share' and being 'so easy to work with'. We pride ourselves on our ability to be flexible in delivering solutions that fit our customers' expectations.

We have three offices in Australia: Brisbane, Melbourne and Sydney plus a centralised local Research and Development facility.

Research and Development is a top priority for Pronto, and we invest more than 20% of our revenue into building relevant, industry-leading capabilities that will add value to your business demands year after year. Based in Melbourne, our Research and Development Centre has talented developers and specialists - all dedicated to identifying new trends in technology and improving our products for our customers.

Our proximity to our customers gives us the unique advantage and agility to design a solution to meet specific Australian requirements. Being 100% Australian-owned also provides close cultural synergies - an important element in successful ERP implementations.



OUR TECHNOLOGY ALLIANCES

To ensure our products comply with industry standards, and facilitate close integration with third party applications and multiple operating systems, Pronto has forged strong relationships with leading vendors such as IBM, Red Hat, Motorola and Microsoft. Pronto Software also takes the lead in standards compliance through its Strategic Alliance Partnership with standards body GS1.

FUTURE INNOVATION

Pronto Software has a proud history of providing practical innovations and cost effective solutions. Every day, our R&D teams analyse the new technologies and emerging concepts in our fast paced industry to deliver complex technologies in a simple, timely and effective way to our customers.

Some of our current projects include: SOA (Service Oriented Architecture), Applistructure, Green IT, personalisation and the expansion of our BPM (Business Process Management) suite. These innovations will provide tremendous flexibility and control, together with the ability to map your unique business processes without sacrificing Pronto's recognised reliability and scalability. Your employees will also enjoy the freedom to use PRONTO-Xi the way they want - enhancing their work environment.

Our agility and commitment to smart innovation supports our vision of building long-term and fruitful partnerships that deliver value to our customers.

“We chose Pronto because of the scalability of the product and Pronto's market position. Linked to this was company culture. There were a lot of synergies between the way we both operated in that we tend to roll up our sleeves and get on with it.”

BRYAN MOORE, GENERAL MANAGER OF INFORMATION TECHNOLOGY, KATHMANDU

A large, vibrant yellow sunflower with a detailed brown center is the focal point, set against a clear blue sky. The background shows a field of similar sunflowers, slightly out of focus, creating a sense of depth and growth.

**TAKE YOUR
BUSINESS TO**

THE NEXT LEVEL.

**WITH DECADES OF EXPERTISE, PRONTO SOFTWARE DELIVERS
COMPREHENSIVE - AND COST-EFFECTIVE - BUSINESS SOLUTIONS
BACKED BY OUTSTANDING SERVICE AND SUPPORT**

MANAGE BUSINESS GROWTH

Pronto enables you to take control of key operational and financial performance indicators - helping you to manage growth. Our scalable and robust PRONTO-Xi system will increase your agility and sustain your success.

EXTENDED OPERATIONAL VISIBILITY

Pronto's ERP solution, PRONTO-Xi, offers broad business application and deep functionality. A fully integrated system, PRONTO-Xi will save you time and money with a consistent stream of information throughout your business.

Adding the advantages of mobile and internet technology to your existing operational systems, our solution helps you retain visibility over your extended enterprise - including field sales and technical staff - and closely manage your entire supply chain.

What's more, with our Business Intelligence Analytics tool, your employees are empowered to analyse data, interpret trends, and make decisions based on the most up-to-date information.

LOW TCO

With Pronto, you access a sophisticated, yet easy to manage, solution combining world-class ERP features and low total cost of ownership. Our multi-platform compatibility means you can choose the most suitable hardware and operating system for your business.

EXCEPTIONAL SERVICE AND SUPPORT

When you become a Pronto customer, you enter a mutually rewarding relationship. You are dealing directly with the developer of your mission-critical systems - we offer the expertise to professionally review your operations, ensuring our solutions offer you the flexibility and functionality needed to support your on-going success.

We have dedicated specialists available across a diverse array of technical and functional disciplines, including: Professional Services, Business Solutions, Customer Support, Technical Services and Software-as-a-Service.



PROFESSIONAL SERVICES - GET UP AND RUNNING FAST

Pronto Software has a proven track record for on-time and on-budget implementations, delivering you accelerated return on investment. Our experienced and local expert team will help simplify complex business processes, ensuring a smooth transition.

BUSINESS SOLUTIONS

Every day, our Business Solutions team demonstrates how flexible our solution is to meet the evolving needs of businesses today. Our Business Solutions Group focuses on delivering enhancements quickly to give you access to specific benefits as soon as possible.

CUSTOMER SUPPORT AND TECHNICAL SERVICES

Pronto's support team are well known for their level, and depth, of knowledge and willingness to get involved with our customers to solve their issues. Their responsiveness and willingness to go 'above and beyond' keep our customer satisfaction levels at record highs.

Technical Services stays on top of the ever-advancing world of hardware and operating systems to meet our customers changing needs.

SOFTWARE-AS-A-SERVICE (SaaS)

SaaS gives customers the option to outsource the maintenance and maximise the effectiveness of their ERP investment.

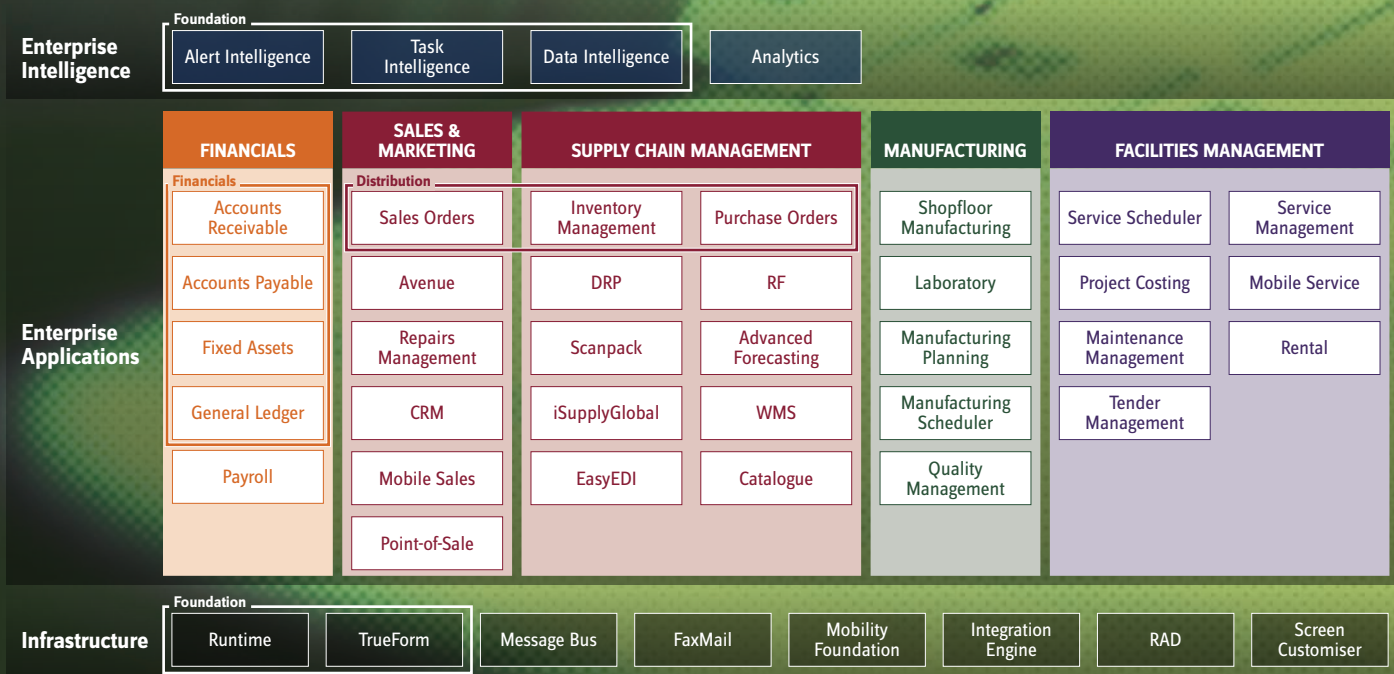
With the flexibility to select an expert SaaS solution from Pronto's suite of services, you no longer need to manage the maintenance of your IT infrastructure and critical applications, removing the need for in-house technical capability and the associated costs.

You will receive guaranteed levels of security and reliability, leaving you to focus on building your business and maintaining a competitive edge.

“As CFO, I've personally found the implementation of PRONTO-Xi to be a godsend. It was a smooth implementation with no time and budget overruns. PRONTO-Xi has greatly enhanced our ability to run the business.”

JONATHAN GABRIEL, CHIEF FINANCIAL OFFICER, CROXLEY LIMITED

OUR PRODUCTS



DELIVERING VALUE THROUGH BROAD, COST-EFFECTIVE BUSINESS APPLICATIONS WITH DEEP FUNCTIONALITY

PRONTO-XI

PRONTO-Xi delivers core operational systems to a wide range of industry sectors. It enables full integration of the wide range of applications which make up the PRONTO-Xi system, and ensures that transactions captured in one area of the software are fully accounted for in another. The benefit is a seamless flow of information within your business that saves you time and money.

“Our accounts get turned around more quickly - we’ve dramatically reduced the time it takes to produce a monthly profit report.”

JOSIE PANE, CHIEF FINANCIAL OFFICER, PEARL STREET LIMITED

FULL FINANCIAL VISIBILITY & CONTROL

FINANCIALS

Accounts Receivable
Accounts Payable
Fixed Assets
General Ledger
Payroll



Powerful and flexible, PRONTO-Xi Financials harness key business information for solid strategic decision support.

PRONTO-Xi Financials forms the basis of our ERP system, consolidating all the financial information at your fingertips. It offers a high level view of your Key Performance Indicators - giving you visibility of how your operations are contributing to your bottom line.

TAKE CONTROL

PRONTO-Xi ensures rigorous control over your Accounts Receivable, Accounts Payable, Fixed Assets Register, General Ledger and Payroll. Authority for purchases, payments and the release of goods is managed through strict adherence to business rules - minimising your financial exposure and time spent on reviews and audits.

ELIMINATE DOUBLE HANDLING

Real-time integration throughout PRONTO-Xi eliminates unnecessary keyboard entry. Seamless data exchange with the most common standard desktop products further reduces double handling. High volume documents - such as invoices and statements - can be sent electronically, directly from PRONTO-Xi, reducing administrative overheads.

FINANCIAL CLARITY

Using PRONTO-Xi Financials allows your team to concentrate on the interpretation, rather than the processing, of financial data. Many PRONTO-Xi reports include XML hyperlinks so that you can drill down to the underlying transactional data providing easy access to the information required to make informed business decisions. Presenting your financial position in a coherent and comprehensive manner, PRONTO-Xi Financials provides the critical information that allows you to maximise your competitive advantage.

“PRONTO-Xi allows us to track the movement of products and view orders across all our warehouses in real time, allowing us to meet the expectations of our customers. This visibility extends to our importing control, where PRONTO-Xi provides an accurate assessment of landed costs. This is particularly important in the paint applicator division, as it's a high volume business where margin control is critical.”

PAUL CAMILLOS, MANAGER,
CORPORATE TECHNOLOGY SERVICES, OLDFIELDS

EFFICIENT, AGILE SUPPLY CHAINS

PRONTO-Xi Supply Chain Management ensures superior coordination and integration of your product, information and finance flows.

PRONTO-Xi Supply Chain Management includes integrated modules for the management of your inventory, sales orders, purchase orders, forecasting, online product data synchronisation and EDI transactions.

INCREASED BUSINESS AGILITY

PRONTO-Xi increases your business agility with rapid sales order entry and enhanced warehouse throughput. You will also enjoy the benefits of best practice inventory control, resource management and the ability to automate processes including inventory re-ordering, warehouse replenishment and product configuration to significantly reduce administrative overhead.

SUPPLY CHAIN CLARITY

By offering a real-time view of your sales, purchasing and inventory, PRONTO-Xi allows you to focus on customer service, scheduling staff efficiently, optimal warehouse utilisation and identifying your most effective suppliers.

EXTENDED SUPPLY CHAIN

PRONTO-Xi iSupply Global offers the ability to extend your Supply Chain beyond the boundaries of your business by adding collaboration to your ERP system - and share information upstream and downstream in your supply chain - to reduce costs and increase efficiency.

SUPPLY CHAIN MANAGEMENT

Inventory Management
DRP
Scanpack
iSupplyGlobal
EasyEDI
Purchase Orders
RF
Advanced Forecasting
WMS
Catalogue



IMPROVED SERVICE CAPABILITY

FACILITIES
MANAGEMENT

Service Scheduler
Project Costing
Maintenance Management
Tender Management
Service Management
Mobile Service
Rental



OPTIMISED MANUFACTURING

MANUFACTURING

Shopfloor Manufacturing
Laboratory
Manufacturing Planning
Manufacturing Scheduler
Quality Management



Easy to use and implement, PRONTO-Xi Manufacturing delivers a high degree of efficiency to your manufacturing operations.

PRONTO-Xi Manufacturing supports a wide range of industries and effectively manages most manufacturing processes including high volume production, lean manufacturing environments and mass customisation.

LEAN MANUFACTURING

A comprehensive range of flexible tools supports modern lean manufacturing methods - including traditional shopfloor control, planning and work order processes - as well as order-less production. PRONTO-Xi Manufacturing can be configured for traditional paper-based environments using work orders to coordinate the planning, execution and feedback of production results - or in a paperless environment, automatically backflushing raw materials.

MANUFACTURING CONTROL

PRONTO-Xi Product Configurator offers extraordinarily rich functionality to support and streamline manufacturing processes for Make-, Assemble- and Engineer-to-Order industries. With the Configurator, sales orders drive the generation of Bill of Materials (BOMs), simplifying BOM maintenance and inventory management, resulting in lower administrative costs.

Pronto's manufacturing scheduling tool is an electronic whiteboard scheduler offering visibility of workload versus available capacity - allowing you to manually or systematically manage, sequence and optimise work.

MANUFACTURING CLARITY

PRONTO-Xi seamlessly integrates within your entire supply chain from sales to operations, distribution to finance, providing an accurate view of the critical elements in your manufacturing operation. Materials availability, production results and financial performance are just keystrokes away, and are updated as manufacturing transactions are processed.

PRONTO-Xi Facilities Management provides a better way of controlling and reporting on day-to-day service delivery.

Whether the management of property or equipment assets is your core business, or an essential component of managing your own operations, PRONTO-Xi's Facilities Management provides the tools to optimise people, process, assets and the work environment. PRONTO-Xi Facilities Management is easy to use, fast to implement and cost effective to run. It provides you with a powerful tool for total business management that delivers superior customer service and an accelerated return on your investment.

SAVE TIME AND MONEY

PRONTO-Xi ensures that you can seamlessly integrate Fixed Assets, Project Costing, Preventative Maintenance and Service. Allowing you to eliminate error prone re-keying and manual data entry tasks, our Facilities Management solution enables you to redeploy your staff to more profitable activities, ensuring that you operate with optimal efficiency.

CONTROL COSTS

With PRONTO-Xi, you can monitor projects from quotation right through to completion and analyse their profitability. With the ability to maintain facilities by tracking asset movement, you can use Facilities Management to plan both predictive and preventative maintenance activity to optimise your cash flow.

INCREASE EFFICIENCY

Pronto's engineer scheduling tool ensures that the most effective allocation of resources are identified to increase productivity. Facilities Management also features a mobile service application that keeps your service teams up-to-date when they are on the road, improving your communication channels and minimising loss of labour.

"It seems like a small thing, but knowing which products are discounted in which regions, allows us to proactively work with the sales teams and either reprice items to customer expectations, or improve our sales techniques to reduce the level of dis-counting. In this way PRONTO-Xi is adding considerable value to the business beyond the big ticket items we expected, such as the warehouse and distribution side."

KEN WARREN, WAREHOUSE MANAGER, TELBIX AUSTRALIA

PROGRESSIVE RETAILING

SALES & MARKETING

Point-of-Sale
Sales Orders
Avenue
Repairs Management
CRM
Mobile Sales



Our sophisticated retail solutions help you deliver outstanding customer service results.

PRONTO-Xi Retail manages your customer, supplier and prospect interactions, from marketing and sales to service and logistics, increasing your business opportunities and customer satisfaction.

ENHANCE STAFF PRODUCTIVITY

PRONTO-Xi benefits retailers by not only creating outstanding customer experiences, but by being the reliable engine that drives all of the inner workings of your business. PRONTO-Xi allows store, sales and administrative staff to focus on what really matters and not get bogged down in administration. For example, PRONTO-Xi can automatically assure stock coverage at both company and franchise stores using a single process, saving resources and increasing your stock turns.

'BARK' AND 'BITE'

PRONTO-Xi's highly functional, integrated Easy POS system speaks volumes to your customers through sharp presentation and efficient operation. Validated refunds, real time tender tracking and over 60 audit vectors ensure both your staff and customers 'know you care' about the speed and integrity of their transactions.

CUSTOMER INTELLIGENCE

Our Customer Relationship Management (CRM) module is designed to harness an organisation's key information to assist in activities such as sales force automation, customer service and support and marketing opportunities. Sales people can manage their opportunity pipeline with ease, tracking progress through definable stages from initial contact to sales order conversion. CRM's powerful data mining tool allows you to get the most from your database - making sure your next campaign can target the right prospects, reactivate infrequent customers or foster loyalty with your frequent buyers.

SEAMLESS CHANNELS TO MARKET

Importantly, PRONTO-Xi provides retailers with solutions in all functional areas, from mobile sales in the field to real time internet sales. PRONTO-Xi Point-of-Sale, Web Commerce, Mobile Sales and Customer Relationship Management tie together to ensure that your customers are presented with a seamless view of your business.

"To stay ahead of our competitors we service the export market at both ends of the quality spectrum and develop new market leading products, but it is imperative that we focus on efficiency and PRONTO-Xi provides us with the data required to concentrate on this."

GRAEME THOMAS, CHIEF INFORMATION OFFICER,
HYNE TIMBER

For more information or to arrange a business review with our experts, please call 1300 PRONTO (1300 77 66 86) or email info@pronto.com.au



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