

QURIUS DISTRIBUTION

CREATE
SUSTAINABLE
SUCCESS

qurius*

Based on Microsoft Dynamics, designed for Distributors



Qurius Distribution software is designed to manage every aspect of a distributor's business, from order entry and procurement to sophisticated inventory and shipment management. This range of integrated solutions can be deployed quickly reducing risk to your business and enabling a fast return on your investment.



Distributors are under extreme pressure from many different directions. They are facing reducing margins, yet are expected to fulfil orders quicker, on time, in full and provide more advanced customer service. Microsoft Dynamics based systems from Qurius can ease this pressure by delivering advanced solutions designed to optimise the day-to-day operations of distributors across many industries.

Qurius Distribution helps you create sustainable success through:

- Net profitability
- Customer service
- e-Business also known as multi channel
- Supply chain efficiency

As a distributor, the need to implement more advanced management solutions to cope with these challenges is exactly where Qurius Distribution software makes the difference.



It is widely recognised that order fulfilment rates of 98% on time, in full, are unacceptable in today's market

Net Profitability

Finite resources in terms of people, products and services are being thinly spread due to demanding customers who find it difficult to understand your value. Transaction costs and net profitability become blurred as inventory grows - usually for the wrong product mix. Staff costs and staff turns increase and selling opportunities are missed as order volume increase, yet average values reduce. This means your most profitable customers leave, inventories increase and net profit is impacted.

Distributors must constantly measure, analyse and adapt their customer service delivery performance. Customer preferences evolve and can go in unexpected directions, influenced by competitors' products and services as well as advanced technology and purchasing behaviour. Loyalties can change fast, and distributors, without a finger on the pulse can be left behind. Your top seller today could become the worst overnight. Without measurement, a single point does not mean a trend.

Customer Service

Corporate statements and the mechanics to support them must be the pre-requisite before anyone should process an order. The transactions impacting customers are order cycle times, stock availability, order tracking and a sustainable and reliable delivery. It is only after this first experience that warranty, after sales, and issue resolution such as complaint handling ensures customer service meet expectations for the customer.

e-Business or Integrating multiple channels

End to end collaboration is transacted securely on the web. Systems must be integrated with real-time visibility especially with the aim to deliver customer service across all channels: internet portals, catalog (mail), trade counter, field staff, trade shows and telesales. Typically, distributors do not focus on integrating these areas as a strategy but are led by their customers, suppliers and competition. Multi Channel can reduce cost, increase customer service and enable you, the distributor, to focus your energies on relationships, product availability and increasing order size.



Supply chain efficiency

Distributors often face challenging transaction volumes and need to optimise the warehouse, reducing order entry and picking errors and improving delivery performance. It is vital that your warehouse operates with efficient workflow routines, pick and replenishment accuracy, and integrated data capture through Voice or RF. You need the right tools to help reduce operating and capital costs, making the most of space, without jeopardising customer deliveries and keeping a day's work in a days' time. Tracking overseas manufacture and progressing your goods to dock at the right time, cost and quality to meet customers' demands, hits bottom line profitability. If delivery dates are missed, returns or cancelled orders are the result.



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Qurius Distribution will:

Streamline your net profitability by:

- Automating critical business processes through workflow and alerts.
- Enabling customer self-service through integrated Multi Channel capabilities
- Providing best practice KPI reporting with Business Intelligence tools for:
 - » Customer / product / supplier ranking
 - » Pick / ship / fulfillment analysis
 - » On-time / in full analysis
 - » Cash and aged debt analysis

Enhance your customer relationships by:

- Seeing a full 360 degree view of your customer relationships
- Helping to ensure accurate and on-time delivery
- Responding rapidly to unique customer demands.
- Managing customers across multiple communication channels
- Creating advanced pricing options to maintain customer loyalty and retention
- Enhancing customer relations with detailed warranty, service and issue management

Automate your e-Business and Multi channel management by:

- Utilising Microsoft technology for a secure and trusted operation
- Integrating Trade counter, trade show, Web shop, Portals, Mobile, Telesales and Mail Order channels
- Enabling full visibility of order status and delivery statistics integrated with returns and warranty management

Improve your supply chain, warehousing and inventory management by:

- Using a comprehensive warehouse management system
- Accurately tracking shipping and delivery of parts across the supply chain
- Providing sophisticated order cycle management and status tracking
- Optimising time to delivery and reducing transport costs
- Shortening the order to cash cycle for improved cashflow

Qurius provides technology answers: design, architecture, infrastructure, deployment and systems management of Microsoft-based business and IT solutions. Headquartered in Zaltbommel, the Netherlands, we serve customers across Europe, including Belgium, Germany and Austria, the Netherlands, Spain, the United Kingdom and the Czech Republic. In 2010, we openly declared a target of 100 per cent sustainability by 2014. A bold objective, designed to drive the company to European leadership in the field of sustainable ICT. We aim to be the number one choice for customers with the same ambition and the same sustainability goals. Qurius has been publicly quoted on Euronext Amsterdam since 1998.

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