SystemhouseOne

The Complete Solution for Software and System Houses
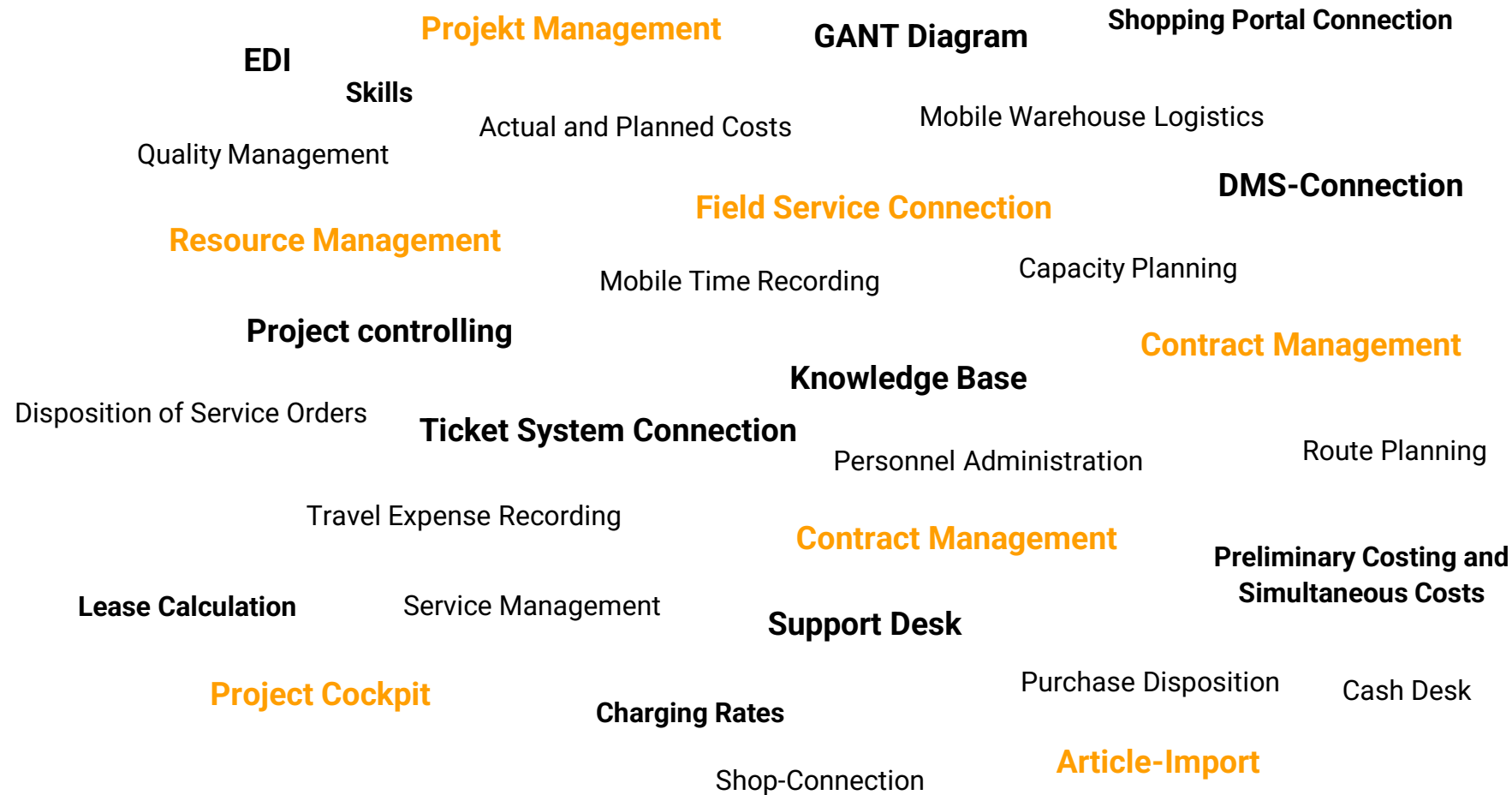
Your Business with SystemhouseOne

Tight schedules, complex requirements, constant personnel bottlenecks - flexibility is not a free program for software and system houses, but a must. Seamless interaction between all those involved, and the reduction of time-consuming manual activities are essential. SystemhouseOne serves as a holistic solution that comprehensively supports the day-to-day business of system houses.

In order to cover the current and specific requirements of IT companies, SystemhouseOne extends the functional scope of the ERP system SAP Business One by industry-specific functionalities. A good ticket system and mobile time recording are therefore essential. Use real-time tools and industry-standard overviews, as well as comprehensive merchandise management, CRM customer management, contract management, and much more to run your business efficiently and successfully. From order management and process optimization to payment processing.

The Highlights of the Industry Solution

EDI

Projekt Management

GANT Diagram

Shopping Portal Connection

Skills

Actual and Planned Costs

Mobile Warehouse Logistics

Quality Management

Field Service Connection

DMS-Connection

Resource Management

Mobile Time Recording

Capacity Planning

Project controlling

Contract Management

Knowledge Base

Disposition of Service Orders

Ticket System Connection

Personnel Administration

Route Planning

Travel Expense Recording

Contract Management

Preliminary Costing and Simultaneous Costs

Lease Calculation

Service Management

Support Desk

Project Cockpit

Purchase Disposition

Cash Desk

Charging Rates

Article-Import

Shop-Connection

Your Business Performance in Real-time

Detailed and comprehensive reporting ensures constant transparency. You can evaluate all areas at the push of a button and get a comprehensive overview. Individual queries, alarm messages, or reports offer you extensive evaluation options for the current status of your projects. Connect the data from your financial accounting and compare planned budgets and current costs directly with each other. Have an overview of open or overdue service calls at any time. You can track and analyze each individual case.

- Central project management down to the detail level and graphical planning board

- Transparent project cockpit with access to all information, budget, plan/actual, documents, activities such as purchasing, production, customer interaction and service

- Quality management and Quality assurance

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Customer-Oriented Service Offers

Central administration and integrated processes improve productivity and reduce the risk of errors as well as time and costs. SystemhouseOne supports you, for example, in-service processing and administration of service contracts. Special customer requests, support, and warranty contracts or conditions can be set up quickly. The contracts contain start and end dates as well as contract terms, e.g. about agreed service levels and response times.

At the same time, the solution supports the documentation of customer interactions and direct customer support. Your service technicians always have all relevant information at hand, such as service contracts, serial numbers, manufacturers, replacement items, and the entire service history.

- Service processing

- Service management

- Individual contract management

- Activity management

- Document management

- Ticket management

- Support-Desk

- Disposition of Service orders
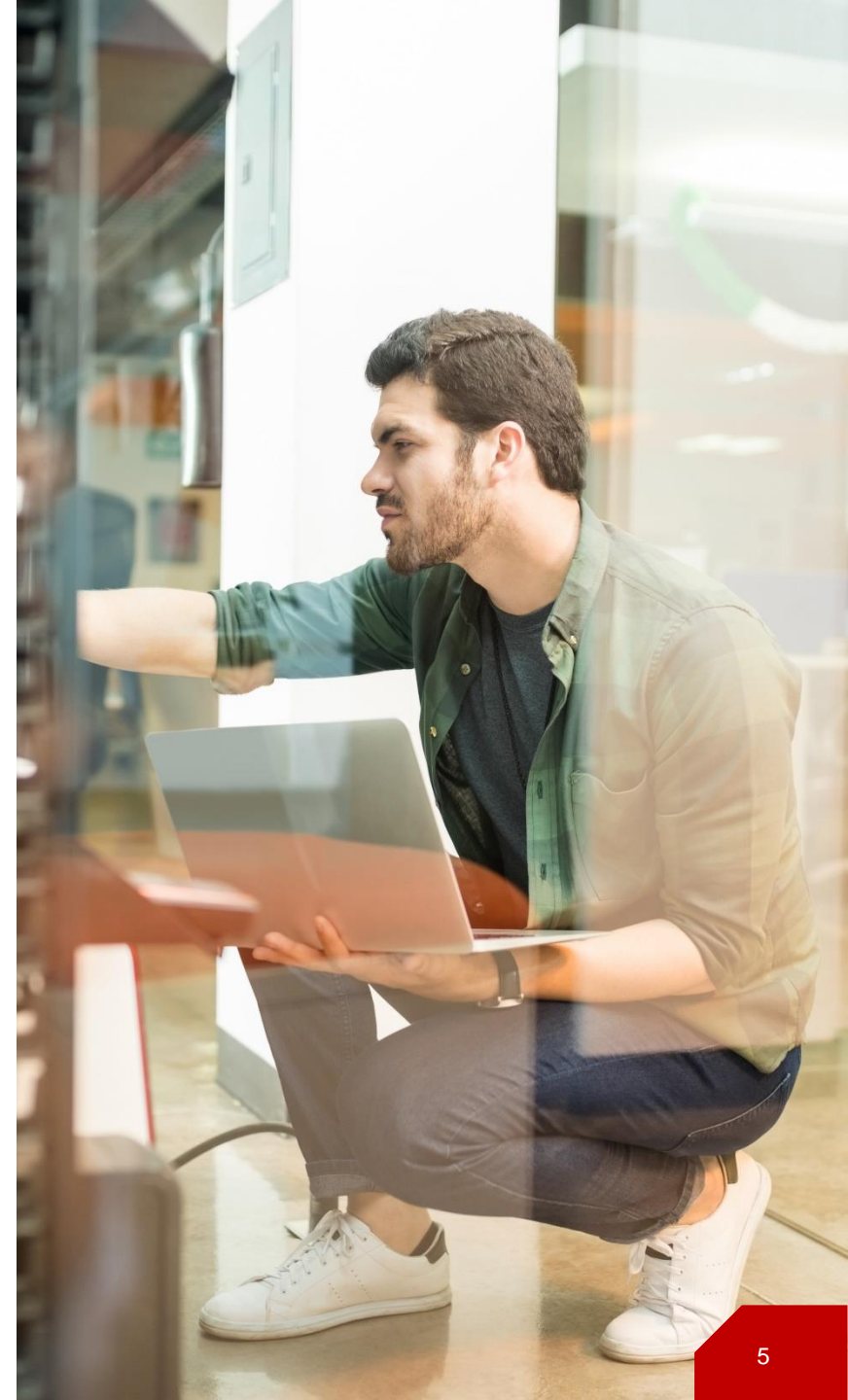
Revolutionize your Sales and Customer Management

Control the entire sales process and customer relationship cycle more efficiently. With SystemhouseOne, you get an integrated view of your prospects and customers, understand their needs better, and can meet them more accurately. With SystemhouseOne, you can track business opportunities and customer activities seamlessly - from initial contact to contract signing and support. Track all opportunities and lead activities and manage all-important customer data in one central location. Develop, manage and analyze marketing activities to attract prospects and increase revenue and profitability.

- Integrated CRM-System
- Campaign Management
- Opportunity and Lead Management

- Sales control
- Activity Management

Your Employees as a Core Resource

With a single application, you can effectively manage your workforce and identify exactly the talent your organization needs to grow. Seamless performance tracking is available to your employees on the move. For example, SystemhouseOne makes it easy to record travel expenses and activity reports. This gives you significantly more freedom.

- Personnel development planning

- Capacity planning

- Skill-management

- Knowledge base

- Field service connection

- Mobile time recording

- Travel expense recording

- Route planning

Streamlined Processes in Financial Management

Improve margins, reduce errors, and drive profitable decisions with a host of features to streamline financial operations. SystemhouseOne offers intelligent functions for financial management and simplifies all financial transactions in your company with a complete solution for accounting and payment transactions. Automate all essential accounting processes and bill services rendered in an uncomplicated manner. With SystemhouseOne you can control your cash flow, monitor your fixed assets, control budgets, and track project costs accurately and efficiently.

- Sales planning and forecasts
- Flexible Price and condition systems
- Fully automated billing management

- Standardized reports
- Payment and dunning management
- Contract billing and service-orient invoicing Framework agreements

Mobile Access to Data from ERP and CRM

With SystemhouseOne, technicians and consultants in the field can access the ERP application and CRM data from their mobile device. Thanks to accurate real-time information and functions, service tickets can be processed quickly. For example, they can create and display sales orders for service tickets or view customer addresses on maps. Your employees can also easily scan barcodes or QR codes to identify items and update information. Whether you're on the road or at a customer site, SystemhouseOne lets you manage support tickets effectively.

- Overview of open and closed service tickets

- Filter function according to assigned services tickets

- Processing of service orders directly via the app

- Access to current customer information (contact persons, service contracts, history)

- Creation of a ticket summary for signing

Connect your Entire Company

A fully flexible solution tailored to your needs is particularly important for your smooth business operations. This is because companies in the IT sector often require specific interfaces that are tailored to the processes. By integrating Microsoft Outlook and the ERP system, for example, all important information is centrally collected in the ERP system and enables interdepartmental cooperation.

- Synchronisation with Microsoft Outlook

- DATEV Connection

- DMS Connection

- Online Shop Connection

- Mailchimp Connection

- Ticket portal connection, z.B. Zendesk, Visoma, TANNS

One Solution for All Business Areas

Systemhouse **One**

Purchase

Finances

Sales

Controlling

Warehouse and Logistics

Reports and Evaluations

Production and Manufacturing

eCommerce

Service

Mobile Solution

CRM
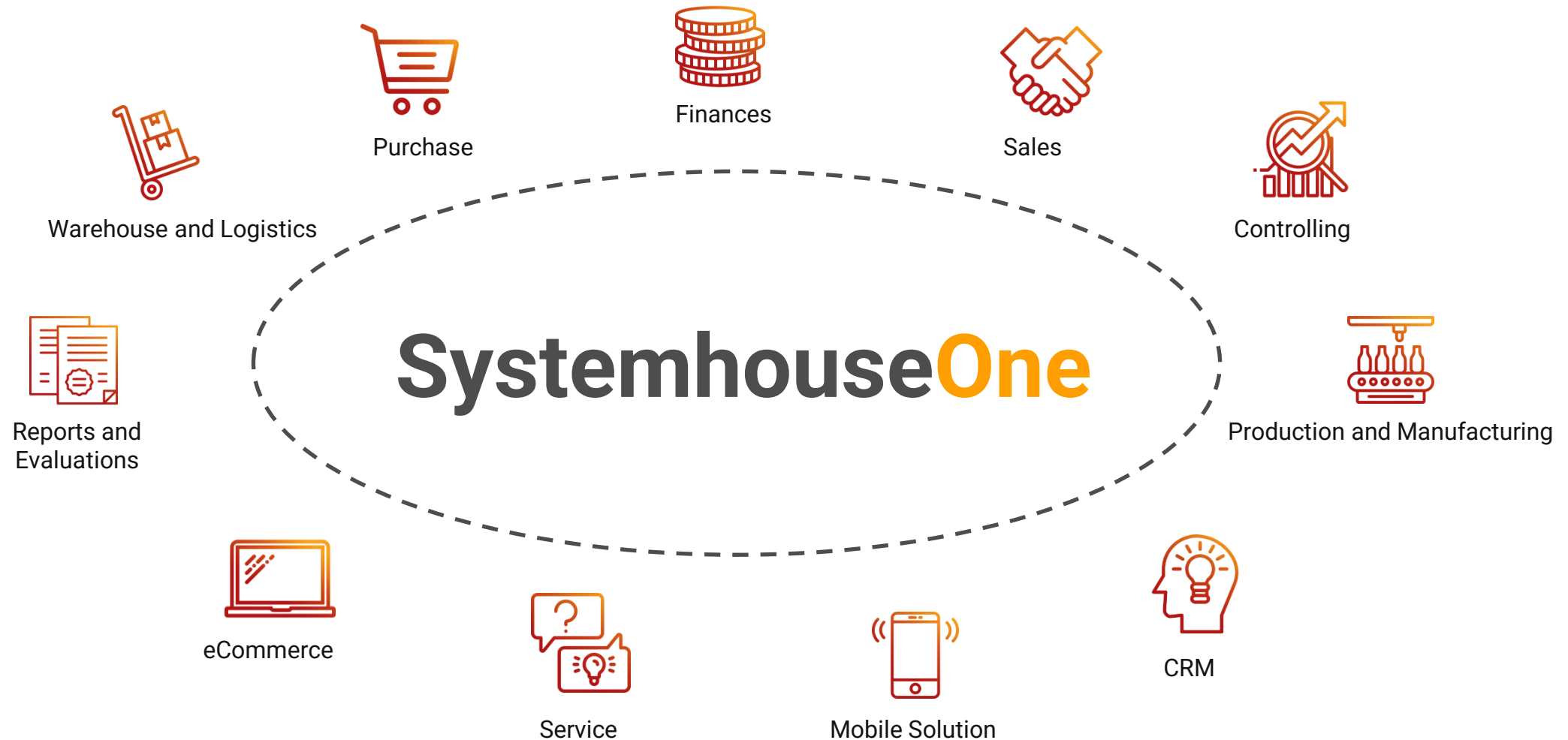
All Core Processes in One System

Master Data

- Customer management
- Stock maintenance
- Framework agreements
- Address management

Service

- Ticket system
- Returns management
- Service management
- Knowledge base
- Service contracts
- Customer equipment
- Service monitor

Purchase and Sales

- Purchase
- Article management
- Sales opportunities
- Activity management
- Campaign management
- Shop-connection

Goods and Warehouse

- Warehouse location management
- Barcode-usage
- Billing
- Picking and Packing
- Shipping processing

Production

- Resource management
- Material requirements planning
- Capacity planning
- Bill of material management
- Product cost calculation

Finances and Controlling

- Financial accounting
- Bank liquidation
- Evaluation
- Controlling
- Document archiving
- DATEV

Flexible and Scalable – Just as You Need it

Cloud

Use your industry solution from the cloud for monthly license fees. As your business grows, the solution simply grows with you.

Mobile

Control your business on the move and support your colleagues. Mobile apps let you in control anywhere, anytime on any device.

On-Premise

Would you prefer to implement SystemhouseOne directly on your premises? We offer different variants to suit your requirements.

Successful Control, Successful Growth

With over 25 years of experience, COMP.net GmbH advises small and medium-sized companies and communities on IT and SAP Business One solutions and supports them in their successful growth. Our consultants look back on numerous projects with well-known manufacturers and are familiar with the industry-specific requirements. On this basis, they implement your project quickly and reliably and show you individual development potentials.

We advise you individually and personally.

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