



Note from The Editor

Welcome to our first edition of *embraceTALK*, which we plan to publish on a regular basis, to help you "embrace" what is happening at ACS.

This edition will focus on some of the enhancements recently made to Embrace, as well as giving you ideas on how to maximise your use of Embrace in order to realise the full benefits of the system and help you maintain your competitive edge.

Our special focus module for this edition is "Output Management". There are also exciting enhancements to the U2 Database, with a new release to look forward to.

Take advantage of the "User Tips" included in this edition. Share them with your colleagues and if you have any useful tips of your own, please share them with me so that I can include them in future editions.

2010 has been a very busy and rewarding year for "Team Embrace". The team has pulled together, worked together and achieved a lot. But... "to give without reward has a special quality of its own." ACS has embarked on an outreach program. As a company, we have subsidised and managed many projects, but some special team members have certainly gone the extra mile! Our "Outreach Team" has embraced a number of projects and are to be commended on their extraordinary efforts.

I have enjoyed putting this edition of *embraceTALK* together, but enough TALK from me....for now.

If you have any ideas or input for future editions of *embraceTALK*, please contact me. I look forward to hearing from you:
talk@embrace.co.za

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From the desk of our Managing Director

This first edition of *embraceTALK* has been a long time coming and follows a number of previous attempts at launching an Embrace newsletter. There was never a shortage of people with vision for the project at ACS, but as can be expected, not many who volunteered to take on the extra work. So it is with great pleasure that I finally sit down to write my inaugural chapter for the newsletter and with no small degree of gratitude to Jeanette Teles, our executive editor, who was bold enough to step up to the plate and take on the important task.

This year marks the 25th anniversary of Associated Computer Solutions, which is quite a feat for a supplier of software solutions. Over the years, we have seen many software suppliers, both large and small, local and global, come and go. Therefore, we can really say we are very proud to be a survivor of the new millennium and are intent on continuing, not only to survive, but also to grow and flourish as a company.

Over the years, ACS has had several changes to its ownership and structure and has even had complimentary divisions and branches, but the one fundamental thing that has always focused us and dominated us is our software product, ACS-Embrace. We continue into the next 25 years with a firm belief in and a total commitment to Embrace. Our investment in research and development remains one of our highest priorities and this can be seen in the frequency and functional richness of our new releases. Not only are we constantly improving the business functionality of the software, we balance this by keeping abreast of the latest developments in technology so that our loyal clients can be assured of continuing to use an up-to-date, "best of breed" business solution.

Not only has ACS been around for 25 years, but also many of our staff has been with us for much of the journey. Our staff is the fabric of who we are as a company and their dedication and loyalty are second to none. We are a proudly South African company; a

staff owned company and a staff empowered company where all members of the staff are able to participate in direct ownership of the company. We believe that this involvement of staff has led to much of our success.

Our clients have also been extremely loyal to Embrace and to ACS and we owe our existence to their support and belief in us. Many of our clients have also been with us for over 20 years and have grown their businesses with us. Our first Embrace site started as a 40-user site in 1986 and is today still running Embrace but now has a 300-user licence.

On the home front, we welcome Viv Wright to the ACS board as Sales Director. Viv has been with ACS in the capacity of Sales Manager since May 1993 and we wish him every success in his new role. Other changes include a swapping of roles with Samantha Blignaut assuming the position of Business Development Director and Marcel Kitay taking the reigns as Projects Director.

Going forward and having just completed our 5-year strategic planning season, we look forward to launching a number of new initiatives. Shortly we will begin a series of User Forums that will give our users the opportunity to give input to our research and development plans. We also intend signing service level agreements with all our clients in the next 12 months. We believe this will assist in delivering the level of service our clients require and address the requirement contained in the Code of Governance Report compiled by the King III committee. In terms of increasing our market share, a fresh emphasis will be placed on bringing in new channel partners to our Value Added Reseller program.

We are pleased to welcome Prophecy Software Factory (Pty) Ltd, run by Vik Maharaj, to the ACS-Embrace fold. Prophecy have signed a Value Added Reseller agreement with ACS and have recently started attending the Embrace business and technical courses. They have been supporting U2

Did you know?

Embrace has the following fully Integrated Modules:

- General Ledger
- Debtors
- Multi Currency
- Creditors
- Cash Book
- Fixed Assets
- Sales
- Cashier Receipting
- Point-of-Sale
- CRM
- Service
- Service Contracts
- Deal Management
- Rental/Hire
- Purchasing
- Shipments (Imports)
- Auto Procurements
- Forecasting
- DRP (Distribution Requirements Planning)
- Inventory
- Price Book (Full Inventory Costing)
- Lot and Serial/Batch Control
- Warehouse Tracking
- Stock Reconfigures
- Engineering
- MRPII
- Output Management
- Utilities and Report Writer

based software products for many years and come with a wealth of business and technical skills. We look forward to many new Embrace clients coming from Prophecy in the days to come. On this note of triumph, I will end my missive and

leave space for the more exciting content to follow. I am quite sure you will find it a good read as well as being both informative and interesting.

Steve Wookey – Managing Director

Special Feature

New Module

Output Management Module

The Output Management Module is used to organise and distribute the various outputs from ACS-Embrace, in a simple, effective and flexible manner. With the advent of environmental awareness, paperless offices, web interfaces and customer self-service, ACS-Embrace has addressed the need to manage the distribution and archival of document and report outputs.

Standard documents and reports can be stored in a variety of formats, including

- CSV spreadsheet format
- PDF portable document format
- Raw text

Output Management allows for the distribution of reports and print documents to

- Printers
- Archive folders
- Email recipients
- a combination of these methods

Output Management can be configured to dynamically create archive folders on a shared network drive, hosted on a document server, according to a variety of user-defined options. These include sub-folders for branch, document date, user, period, document type, document number, customer or supplier.

Users can browse the folders, providing they have security access, either using Windows Explorer or from within the new Embrace Explorer and click on the document they wish to view on the screen or route to the printer.

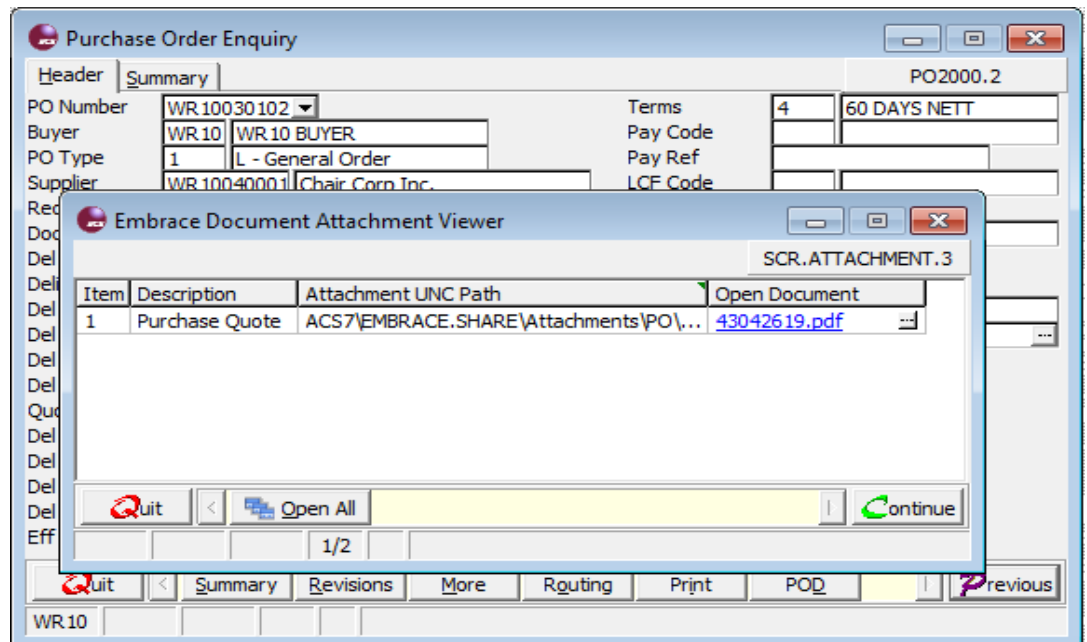
Documents can be configured for storage in PDF format, with a third party product, Lincoln PDF Converter, which is used to generate high quality, small footprint PDF documents.

The electronic delivery of output via email drastically reduces the costs associated with day-end and month-end reporting, cutting down on wastage and minimising environmental impact.

Archived documents can be linked directly to source transactions, using the new document attachments feature, delivering further benefits from Output Management.

From small to large enterprises, this scalable and flexible offering can be set up with minimal effort, allowing additional access to a vast array of information, whilst access to sensitive information remains controlled by the extensive security and other advanced features within the ACS-Embrace environment.

Do not miss our focus feature on Embrace Workflow in the next edition.



A “Quick Start” for BustQue



Embrace *QuickStart* was successfully implemented at Bustque, in March, this year. The implementation took all of one week. Yes, you read

this right – **One Week!**

“We reviewed our business needs, including kitting, distribution, sales, planning, purchasing, inventory and accounting. We soon realised that we needed more comprehensive software, with tighter controls. We looked at a number of different packages and made the decision to go with Embrace QuickStart, as it was the best fit for our business,” said Riaz Choonara, Managing Member of Bustque.

BustQue is a leading supplier of all networking equipment, networking cables as well as peripheral goods.

Having embraced change, BustQue are already enjoying the significant benefits of the system. *“We are far more efficient and can focus all our efforts on sales and customer service. Based on the accurate information I receive from Embrace, I am making informed decisions and initiating big changes in the business. Our Embrace Business Solution will have paid for itself by the end of this year.”*

According to Jasmin Schachtebeck – Financial and Buying Manager,

“Our previous system did not give us the controls we needed and we were losing a lot of money! Products were being sold below margin, or even below cost and customers were exceeding their credit limits. Our

Embrace software prevents this from happening as authorisation is required when customers reach or exceed credit limits or when a product is about to be sold below margin or cost. With Embrace, there is less exposure and less risk. Our administration tasks have decreased by 50%.”

“Embrace gives us full stock visibility and control,” added Riaz. *“For the first time, we can see at a glance, exactly what we have in stock and who booked it in. Shrinkage has reduced from 20% to 0%.”*

We procure bulk stock and then top up. We have stock sitting on the shelf for 2-3 months, costing the business a lot of money. Based on information received from Embrace, we have been able to reduce our stock holding by at least 25%.

“A small customisation is currently being implemented that will make us even more efficient, with a compelling, competitive edge,” added Riaz. *“We buy and sell cable in drum lengths. Embrace tells us exactly what lengths are on which drums and checks availability and quantity as well as the makeup of the reel sizes. Previously we had to physically go into the warehouse to check, do the necessary calculations and hours later call the customer back. Now, we can answer the query immediately as the information displays on the screen.*

Since implementing Embrace, we have recorded some interesting facts to give a clear view of its significant benefits and Return on Investment.”

FAQ (Frequently Asked Question)

Q How do I “copy and paste” from Embrace into an Excel Spreadsheet?

A As with any screen data, including the GL Account Enquiry, go to the Embrace **Edit** menu item at the top of the Embrace Desktop screen, choose **Select All** and then choose **Copy**. Then in your spreadsheet, select **Paste** and paste the data directly into Excel Spreadsheet.

An entire grid or selected columns from a grid may be copied to a document.

To copy the whole grid, click on the Grid Caption, if there is no grid caption, click on each column.

To copy selected columns, click on the columns to copy.

Q How do I import Embrace Reports into an Excel Spreadsheet?

A Any 6000 series report can be exported to a CSV file and then opened with Excel.

In Embrace 13.0 certain 5000 series reports, for example the Chart of Account Listing & Trial Balance reports, can be exported to a CSV file and then opened with Excel.

When printing a report to *Screen*, a screen/page at a time can be copied & pasted into Excel. All the data will be in one column but the Excel “Text to Columns” feature could be used to split the data to various columns.

Embrace User Tips

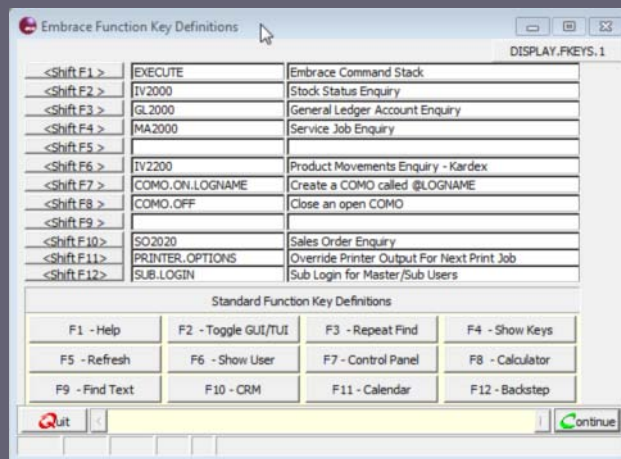
Function Keys are used to gain quick access to Embrace enquiries and can be activated from anywhere in Embrace, including from a menu and from within a program.

User defined function keys are F1 to F10 and are used together with the Shift Key. Example: Shift+F3 might be programmed to activate the Stock Status Enquiry.

F4 displays your Function Key setup.

Some Important Standard Function Keys

- F1 Help
- F2 Show TUI Screen
- F4 To display the Function keys
- F5 Refresh
- F7 Control Panel
- F10 CRM
- F11 Calendar



Training Academy TALK

ACS has a fully equipped "ISETT SETA Accredited" training academy to meet all your training requirements. The Academy offers both Custom and Generic courses.

The following generic courses are planned for September:

Financial Modules, including Debtors, Creditors, General Ledger, Fixed Assets and Cash Book.

October Generic Courses include Purchasing, Shipping, Inventory, Reconfigures and Sales.

For a full course schedule and details visit our website at: www.embrace.co.za.

ACS also offers "tailor-made courses" for individual clients in which training will be given on your data, based on your business model.

Please contact Julie Suddaby at ACS, to TALK about all your training requirements.

Last Word

Do more than is required. What is the distance between someone who achieves their goals consistently and those who spend their lives and careers merely following? The extra mile.

Gary Ryan Blair

embrace TALK

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U2 Update

We are awaiting the much-anticipated new release of UniVerse version 11.1. This will be a 64-bit version and is going to be released on HP-UX at the end of this month. The Windows release will follow later this year. Version 11.1 will be a major release, with exciting new features, which include:

- A new generic system
- External Database Access, which will allow you to access a table in another database, as if it were a native UniVerse file
- XAdmin, the new administrative tool that allows you to add some of your own tools

and take some of the U2 tools away

- A new tool for mapping U2 data into a normalized format, as well as the new ODBC driver

Another exciting feature soon to be released is the U2DataVu. This is a reporting/BI tool, which has a native interface into U2 and enables you to:

- Draw standard query reports
- Deliver enhanced reports with graphics
- Create dashboards with drill down ability
- Output to Excel and PDF

Embrace Outreach TALK



As part of our outreach program, ACS has adopted **Iklwezilokusa Home**. The home is situated in De Deur, between Walkerville and Roshnee. Iklwezilokusa ("bright morning star") home cares for and supports children, youths and adults with disabilities – both mental and physical. They provide protection, safety and rehabilitation. Most of these people have been dumped or abandoned here. The dedicated staff takes care of these special people with love and compassion. But, they desperately need help...The Department of Health stipulated the need for the erection of a fence to separate the children. Without this fence, the continued existence of the home would have been in jeopardy. ACS

stepped in and donated a sum of money for the fence (seen above), which separates the buildings. Other projects we have been involved in include repairs to the roof, starting a vegetable garden, purchasing new duvet inners, pillows and covers; donating soft toys, Easter eggs and non-perishable food and drink. Our extraordinary team of volunteers have embraced these special people with their generosity, their hearts and their time. They visit regularly to hand over our gifts and assist with playing, feeding, bathing, dressing, changing beds and anywhere else that they can be of assistance. They drive away, heartsore and counting their blessings!



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