

### Digital Image Processing

The integrated Electronic Document Storage and Retrieval feature dispenses with the need for filing key documents such as customer orders, picking lists, receipt documents or any other document you require. These are scanned as a batch to server files, using a standard digital photocopier. The Document Image files are automatically processed by a PC-based "scanning engine" which reads the document type and reference and stores the file in a manner so that it can be found very quickly when needed, making the process easy and quick, with little user involvement.

Commonly, queries are most prevalent the day after despatch. These can be covered quickly and efficiently by sales personnel with instant access to the original customer order, picking list or despatch note on screen.

### RF/Voice Recognition Warehousing

Radio frequency (RF) technology provides a real time link to your IT system, offering a range of benefits which can create significant improvements in both performance and accuracy. Even within a well run business RF can be used to improve efficiency and profitability across a wide range of warehouse functions including stock receiving, picking, replenishment, stock control and data entry. RF requires the use of a simple to use hand held device which communicates directly with the **QX** system via a wireless network.

Voice recognition technology offers excellent benefits, particularly in terms of accuracy and productivity. Information is sent straight to the user, by voice, via a wearable computer and headset and fed back via the user's headset microphone, leaving staff with both hands free, to work more efficiently, comfortably and safely.



### Remote Sales Notes

The sales notes module allows remote sales staff to update and maintain the **QX** system with their valuable information. Sales staff can readily view and enter details offline on their laptop, detailing sales calls whilst at the same time tasking inside sales/technical personnel with actions to be completed.

On synchronising with the central system they are then able to see any quotations sent out, as well as responses to the tasks they have previously requested.

### E-business/E-commerce

The modern day business needs to become a 24 hour operation as customers are wanting both instant access to both information and the ability to purchase goods from anywhere around the world. If your company doesn't offer this essential service the potential customer will go elsewhere. The **QX** E-commerce solution gives customers the ability to check stock availability and pricing, as well as place and progress orders online.

The website based ordering system is designed to be flexibly configured, meeting any company's needs. Orders are loaded to the system automatically and the relevant staff alerted. Orders will be processed seamlessly through to despatch dependant on all pre set criteria being met and approved. This gives greater efficiency, a much faster turn around of your orders and added value for your customers.

### Disaster Recovery

Disaster Recovery is the ability to respond to an interruption in services by implementing a plan to restore a company's critical business functions. In order to recover from an incident as quickly as possible and to ensure the minimum disruption to customers and the lowest possible financial loss, a disaster recovery plan should be in place to restore the **QX** system to full operation enabling the business to continue functioning.

Statistics show that 90% of businesses that lose data from a disaster go out of business within 2 years and 80% of all company's, that undergo a major fire, never actually recover (UK Audit Office).

In light of the ever increasing business continuity risks being faced by businesses and the necessity to ensure business critical systems remain operational with minimum downtime, **Openda** offers two business continuity and disaster recovery services for customers: standard and premium. These two options are designed to leave you secure in the knowledge that in the event of the unfortunate occurring your future is secure.

### Touch Screen Warehouse

Touch screen technology within Warehouse environment can be highly beneficial for several reasons. Firstly it overcome the issues related to new users having a fear of using a key board; secondly it cuts the time taken to learn a new system by reducing key strokes and increasing the speed of operation.

Touch screen technology suites many environments were the wearing of gloves or other forms of PPE (personal protective equipment) is required. These environments make it very difficult to use a traditional key board. Touch screens allow easy input of information that would normally be awkward. And most importantly provide a low cost solution.

### Address Locator (Post Address Finder)

With over 27 million addresses across the UK, the potential for minor errors when entering a new company or contact address is high. The Address Locator module ensures accuracy and efficiency by capturing full address details from a valid Postcode and populating the appropriate field on the **QX** system, reducing potential errors and improving efficiency and above all, customer service.

Generally run annually an additional option "Relocator" is available to scan all existing customer and supplier addresses, checking for amendments or entry errors and giving full control to amend where required.

