# XeBusiness

**Supply chain computer solutions for quick response and cost reduction - simply and economically**

## New Technology System from XeB is a World Beater

2002 has seen many clients adopt the new 32bit software, *Xe-ERP New Technology*.   They have all found the software a major advance on the older DOS version of the application.

Additional functionality continues to be incorporated to strengthen the product especially in the **off-shore sourcing and importation area.**

Powerful logistical tracking options are also now available to facilitate meeting delivery deadlines and to provide information early when a contracted deadline looks likely to be missed.

The product has also been strengthened in the costing area to provide full FOB costing analysis for financial management and pricing purposes.

The new software now deals effectively with the business requirements of all types of supplier from fashion wear to work wear including technical textiles.

All types of supply are also dealt with covering own brand, customer/retailer brand, telesales orders or contract call-offs involving in-house and/or external manufacture whether fully factored or CMT.

The software has been strengthened to include powerful CRM (Customer Relationship Management) functionality that allow each of a supplier's customers to be treated in a customised way covering pricing, payment terms, delivery instructions, electronic documentation compliance, special coding systems and specific replenishment requirements.

Each customer can be treated as though that customer is the only customer the supplier deals with.

The new software also facilitates the quick delivery response requirements that are now the norm in this highly competitive trading sector where accurate and timely response to small order quantities placed at short notice to reflect consumer demand is essential to retain retail customers and increase sales.

Both new and existing clients have commented on the quality and scope of the new software.

Xe-ERP New Technology effectively handles the increasing variability and 'right information, right time, right place' requirements of the successful textile business for competitive advantage.

## 2002  -  Sales Review – Tough But Getting Better

It has been widely reported that 2002 has been a particularly bleak year for the IT sector with IT investment continuing to remain at low levels following a difficult 2001.

Whereas XeBusiness found the early part of 2002 in line with this trend, the second half of the year has shown marked improvement with both existing clients investing in upgrades and new users coming on board.

Following the launch of the new technology 32bit Windows product, the majority of our existing clients have now committed to the new technology product. Do they miss the old DOS system?  Not likely! It's like coming in out of the rain!

A number of clients placed contracts to upgrade in the second half of 2002.  These have included Castleblair, O'Neills, H R Dennes, Fielding, Mikar Group, Horwich Sewing, Burberry, C J Marketing, The Locke Group and Joint Retail Logistics.

An increase in the number of new clients over 2001 has also been an encouraging feature of 2002.  These have included, N M Williams (Northern Ireland), JCB Works (London), Areca SA (Romania), Style Workwear (Sheffield) and Courtvance (Leeds).

Our sales prospect pipeline remains strong and we will publicise further sales successes during the course of 2003.

## A Face To The Name

**Brian Kilcoyne**

Projects &
Consultancy
Services
Manager

**John Perrett**

WMS
Development
& Support
Manager

# 2002 Survey Confirms High Level of Client Satisfaction

This survey has provided vital feedback on XeB's products and services. Most of our users completed the rating form supplied and provided valuable feedback on our operational activities now being used to drive an on-going performance improvement programme. Aggregating the results, the highlights of the survey are as follows:

**Applications Software** – 77% of our clients rated the software as either very good or good. A major R & D programme is underway and the software has already had substantial additional functionality incorporated in 2002, particularly in the off-shore sourcing and supply chain collaboration areas. This programme continues in 2003. Our aim, quite simply, is to ensure Xe-ERP remains a world beating product!

**Support & Maintenance Services including 'Help Desk'** – a staggering 86% of users rated this service as very good with the remainder of the respondents rating it as good. As this service is strategic to our operations and mission critical to our clients, it was gratifying to have it rated so highly. However, on-going improvements continue to be made and the service will be extended in 2003 to provide even better value for money.

**Other services-bespoke customisation, implementation, domain knowledge and experience of XeB consultants** – all these areas were highly rated – 91% very good or good. Again, we have an on-going improvement programme covering all these areas.

**Free form comments** – we also asked our clients to comment in general on our main operational activities. Some of the comments are:

**On the Software:** *"…is very stable – the business runs on it so it has to be!"* *"Functions as expected"* (we took this to mean that the software is largely defect/bug free!) *"Very user friendly and simple to operate"* *"Good functionality"*.

**On the Help Desk:** *"Customer support is exceptional"* *" First class"* *"Excellent"* *" Always manages to get us going again – even at weekends!"* *"Always someone (a knowledgeable consultant) there to take a call"*.

**Our knowledge of the industry sector (apparel and textiles) in which XeB operates**: *'Always good'* *'XeB does very well….to follow our ever changing business'* *' Good grasp of the fundamentals'* *'Keen to understand our business'*.

**General:** *Good support and software. Adopting a customer centric approach. If you have an issue, help is always available.*

**Despite the positive feedback, we have no intention of resting on our laurels! We continue to explore innovative ways of service improvement as a key factor in maintaining and increasing our competitive advantage.**

**Our thanks to all our clients who participated in the survey.**

## XeB Goes Global!

An increasing amount of interest in XeB's specialist manufacturing and production control software in particular from low labour cost regions where large scale textile manufacturing is taking place has meant that a significant amount of groundwork has been done in 2002 in responding to this opportunity.

We currently have a client in Malaysia using XeB's production control software to manage shop floor operations over two networked factory sites and pay 1000+ sewing machine and ancillary operatives.

A Malaysian IT Company – Alphamatic – has been appointed by XeB to re-sell and locally support its 'best of class' manufacturing software products.

Garment manufacture and export is strategic to the Malaysian economy and competitive issues like productivity, quick response and value added are receiving increasing attention, with specialist systems like XeB's seen as key enablers for performance improvement.

XeB also has overseas clients using our software or sharing its use with UK based clients in Turkey, Poland and Slovakia. We are about to commence two major real time production control system implementations in Morocco (Fruit of the Loom Inc) and Romania (Areca SA).

2003 will see us further increasing our marketing reach to India, Sri Lanka and Vietnam. We have already received many approaches from garment manufacturing companies in all these regions expressing interest in our software products.





## Support & Maintenance Service Extended for 2003

To provide even better value for money, this 'mission critical' service for XeBusiness clients has been extended to include additional features. This will ensure that our clients get the best possible use from their XeB applications software and maximum system uptime.

**Key standard features of the service include:**

- Unlimited consultancy advice on use of the software

- Unlimited support in resolving any issues that arise – fast!

- Maintenance correction of any software errors (bugs) reported and assistance with installing code fixes

- Software updates

- Documentation updates to reflect software changes as XeB deems appropriate

- Assistance with recovery in the event of systems failure.

**Inclusive new and additional features that are available from the second year following installation of the software include:**

- Systems audit and health check programme

- Escrow source code arrangement

- One or more days of professional time – dependent on how much XeB software you are using – that can be used for supplementary training, re-training or software customisation at no extra cost.

- An option to take-up a number of additional days of professional time at a discount of 60% of the XeB standard daily rate.

The new features of the service have been introduced to assist our clients with budgeting to ensure that members of their staff using the system do so effectively and that the software itself evolves to reflect the specific and ever changing nature of the client's business.