VTT TIETOTEKNIIKKA

Toiminnanohjausjärjestelmät -tuoteselvitys

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VTT

Yhteystiedot

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Sisällysluettelo

1. Määritelmät

Application Service Provider (ASP). ASP on yritys, joka vuokraa asiakkaidensa käyttöön sovelluspalveluja.

Value Chain. Arvoketju osoittaa miten eri prosessit/toiminnot lisäävät lopputuotteen arvoa. Arvoketjun eri vaiheissa voi olla toteuttajina useita eri yrityksiä tai yksi yritys voi hallinnoida koko arvoketjua.

Business to business (B-to-B, B2B). Yritysten välinen kauppa.

Business to consumer (B-to-C, B2C). Kuluttajakauppa. Yritysten ja yksityishenkilöiden välinen kauppa.

Customer Relationship Management (CRM). CRM tarkoittaa asiakkuuden hallintaa sekä sitä tukevia tietojärjestelmiä.

Call/contact center. Yhteyskeskus sisältää kaikki asiakkaan käyttämät palvelukanavat kuten puhelintuen, vastaaja-automaatit, Internetin (sähköposti, WWW) ja faksit. Se voi olla palvelukeskus, joka hoitaa kontakteja.

Data mining. Termiä tiedonlouhinta on käytetty viittaamaan periaatteisiin ja tekniikoihin, joita käytetään hyvin suurien tietomäärien tutkimiseen. Tiedonlouhinta mahdollistaa esim. asiakastietojen analysoinnin. Tiedonlouhinnan oleellinen osa on tutkittavaa tietoa kuvaavan mallin rakentaminen. Mallin rakentamistekniikoita on useita, esim. päätöspuut (decision trees), geneettiset algoritmit (genetic algorithms), neuroverkot (neural networks) ja tilastolliset menetelmät. Tiedonlouhinnan tekniikat perustuvat tällä hetkellä mm. tekoälyn puolella kehitettyihin algoritmeihin. Esimerkkejä tiedonlouhinnan tekniikoista ovat mm. assosiaatio, klusterointi/ryvästys (clustering) ja luokittelu (classification).[1]

Document management (DM). Dokumenttien hallinta.
Enterprise document management (EDM). Organisaation dokumenttien hallinta.

Electronic Business (e-business). Elektroninen tai sähköinen liiketoiminta sisältää elektronisen kaupankäynnin lisäksi myös muita toimintatapoja, jotka perustuvat uuden teknologian tuomiin mahdollisuuksiin. Näitä ovat esimerkiksi tietoverkkojen avulla tapahtuva

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[1] Lisätietoja: http://www.vtt.fi/tte/datamining/

uusien asiakkaiden hankinta, sähköinen tiedonsiirto yhteistyökumppaneille sekä tuotanto- ja toimitusketjun hallinta käyttäen hyväksi elektronisia tiedonsiirtovälineitä.[2]

Electronic Commerce (e-commerce, e-com, EC). Elektroninen tai sähköinen kaupankäynti tarkoittaa hyödykkeiden ostamista tai myymistä tietoverkkojen välityksellä. Kaupankäynnin kohteena voivat olla tieto, tuotteet ja palvelut.

Electronic Customer Relationship Management (eCRM, e-CRM) tarkoittaa Internetin integroimista asiakkaiden palvelukanavaksi muiden kanavien joukkoon osaksi yrityksen CRM-toimintoja.

Electronic Data Interchange (EDI). Organisaatioiden välinen (määrämuotoinen) tiedonsiirto (OVT) tieto- ja teletekniikkaa käyttäen.

Enterprise Relationship Management (ERM) tarkoittaa laajemmin ottaen yrityksen kaikkien resurssien ja suhteiden hallintaa. Mäkelin[3] kuvaa ERM:n laajennukseksi muista työkaluista seuraavasti: ERM = E-COM + CRM + KM + ERP + SCM.

Enterprise Resource Planning (ERP). Toiminnanohjaus. Liiketoimintastrategia, joka integroi tuotannon, talouden ja jakelun toiminnot dynaamisesti tasapainoiseksi ja optimoi yrityksen resurssit. Integroitu ohjelmistopaketti, jota yrityksen eri osastot ja yksiköt käyttävät.

E-procurement. E-hankinta tarkoittaa tarjousten tekemistä sähköisesti sekä tuotteiden ja palveluiden ostamista sähköisiä kanavia käyttäen.

Knowledge Management (KM). Tietämyksen hallinta.

Logistics. Logistiikka on yritysten ja laitosten materiaalivirran fyysistä, tiedollista ja taloudellista hallintaa hankintalähteistä asiakkaille. Logistisia toimintoja ovat ostot, kuljetukset, varastointi, materiaalinkäsittely sekä logistisen ketjun hallintaan liittyvä tietohallinto.[4]

Material Requirements Planning (MRP). Materiaalin hallintajärjestelmä. MRP on materiaalin tarvelaskentaa, jossa raaka-aineet ja komponentit hankitaan valmiiden tuotteiden tuotanto-ohjelmasta johdettujen määrien ja aikataulujen perusteella.

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[2]Uuden tietotekniikan vaikutukset liiketoimintaan, VTT Automaatio ja Teollisuusautomaatio ETLA, Tekes Teknologiakatsaus 111/2001, ISBN 952-457-041-6.

[3] Matti Mäkelin, HM&V Research Oy, Verkottuneen liiketoiminnan hallinta (esitelmä), 1999.

[4] Suomen Logistiikkayhdistys

Manufacturing Resource Planning (MRP II). Tuotannon suunnittelujärjestelmä. MRP II on tietokoneavusteinen materiaalien- ja kapasiteetin ohjausjärjestelmä. Materiaalitarpeiden lisäksi lasketaan eri töiden vaatima kapasiteetti ja tehdään kuormitus työvaihe- ja kuormitusryhmätietojen perusteella.

Product Data Management (PDM). Tuotetiedon hallinta. PDM tarkoittaa tuotteeseen liittyvän tiedon hallintaa koko tuotteen elinkaaren ajan sekä tuotetietoa käyttäviä prosesseja. Aiemmin aihepiiristä käytettyjä termejä ovat mm. EDM (Engineering Data Management), PIM (Product Information Management), TDM (Technical Data Management), TIM (Technical Information Management) sekä Image Management.

Supply Chain (SC). Toimitusketju muodostuu yksittäisistä, yhteistyössä toimivista toimijoista. Toimitusketjussa materiaalia toimitetaan alkutuotannosta ja muilta raaka-ainetoimittajilta markkinoille ja loppukuluttajille. Toimitusketju sisältää kaikki logistiikkaketjun osapuolet, kuten asiakkaat (loppukäyttäjät ja ketjun sisäiset asiakkaat), myynnin, jakelun ja tuotannon, raaka-ainetoimittajat ja alkutuotannon.[5] Toimitusketjusta on käytetty myös kirjaimellisesti käännettynä nimitystä tarjontaketju ja asiakaslähtöisempää nimitystä kysyntäketju (demand chain) sekä toisinaan myös nimitystä hankintaketju.

Supply Chain Management (SCM). Toimitusketjun hallinta on materiaali-, tieto- ja rahavirtojen kokonaisvaltaista koordinoitua ohjausta koko arvoketjussa raaka-ainetoimittajalta lopulliselle käyttäjälle. SCM koostuu joukosta liiketoimintaprosesseja, joiden avulla liiketoimintasuhteessa olevat yritykset pyrkivät tyydyttämään lopullista käyttäjää. Toimitusketjun hallinta kattaa yrityksen resurssien hallinnan, valmistuksen, varastoinnin ja logistiikan sekä liiketoiminnallisen tiedon hallinnan ja analysoinnin.

Sales Force Automation (SFA). Myynnin automatisointi. SFA tarkoittaa sovelluksia, jotka on suunniteltu tukemaan myyntihenkilöstön toimintoja myös silloin kun he ovat liikkeellä myyntikentällä. Sovellukset asennetaan yleensä kannettavaan tietokoneeseen tai muuhun mobiililaitteeseen.

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[5] Kartoitus elektronisen liiketoiminnan logistiikasta, KARKeLO -projektin yhteenveto. VTT Rakennus ja Yhdyskuntatekniikka, TAI Tutkimuslaitos, Tekes 2001.

2. Johdanto

Päätöksentekoa tukevat järjestelmät jaetaan usein operatiivisiin toiminnanohjausjärjestelmiin ja taktisella tai strategisella tasolla käytettäviin analyyttisiin menetelmiin. Toiminnanohjausjärjestelmiä ovat mm. MRP (material requirements planning), MRP II (manufacturing resource planning) ja ERP (enterprise resource planning) -järjestelmät. Niiden avulla ohjataan päivittäistä toimintaa ja valvotaan toiminnan tehokkuutta. Analyyttisiin menetelmiin voidaan laskea esim. simulointimallit, tilastolliset menetelmät, strategisen päätöksenteon tukijärjestelmät sekä tietämyksen muodostamisen tai tiedonlouhinnan (data mining) menetelmät. Järjestelmät ovat kuitenkin viime vuosina laajentaneet sovellusaluettaan ja järjestelmien väliset rajat ovat hämärtyneet. Järjestelmissä, jotka tunnetaan esim. lyhenteillä CRM, ERM, ERP, e-business, PDM ja SCM, on paljon päällekkäisyyttä, eikä niitä voida määritellä sisältävän vain määrättyjä toimintoja.

Toiminnanohjausjärjestelmä (ERP) on integroitu tietojärjestelmä, jota yrityksen eri osastot ja yksiköt käyttävät. ERP-järjestelmät pyrkivät yhdistämään yrityksen eri toiminnot. ERP-järjestelmässä nämä toiminnot (esim. ostot, myynti, tuotannon suunnittelu ja seuranta, varastotoiminnot, laadunohjaus, henkilöstöhallinto ja taloushallinto) esiintyvät yleensä omina moduuleinaan, joiden integraatio tulee yhteisen tietokannan tai yhteisten tietokantojen kautta. Modulaarinen rakenne antaa asiakkaille mahdollisuuden edetä käyttöönotossa asteittain tai hankkia vain osan toiminnoista.

Asiakkuudenhallinta (Customer Relationship Management, CRM) on liiketoimintastrategia, jonka tavoitteena on organisoida toiminta asiakassegmenteittäin, edistää asiakaslähtöistä ajattelua ja integroida toisiinsa liiketoimintaprosessit asiakkaista toimittajiin. Sovellukset käsittävät myynnin, asiakaspalvelun ja tuen sekä markkinoinnin ratkaisuja. CRM tarkoittaa nimensä mukaisesti asiakkuuden kokonaisvaltaista hallintaa. Termiä CRM on kuitenkin usein käytetty käsiteltäessä vain yrityksen myynti- ja asiakastukipalveluja ja niiden tietojen keräämistä. CRM ei ole pelkästään tiedon keräämistä vaan tämän tiedon perusteellista analysointia, esim. asiakassegmenttien tunnistamista klusterointitekniikoilla. CRM-järjestelmien tavoitteena on auttaa luomaan pitkiä asiakassuhteita ymmärtämällä asiakkaan tarpeet ja mieltymykset. Myynti- ja markkinointijärjestelmissä CRM perustuu asiakkaan ja hänen ostoskäyttäytymisensä tunnistukseen sekä saatujen tietojen analysointiin. Yritys esim. tietää, ketkä ovat sen kannattavimmat asiakkaat ja voi kohdentaa markkinoinnin sen mukaisesti. Asiakastiedon määrä kasvaa sähköisen asioinnin myötä, ja tiedonhallinta ei onnistu enää perinteisin keinoin. Tarvitaan mm. tehokkaita tiedon analysointimenetelmiä ja näiden menetelmien tulosten hyödyntämistä CRM-järjestelmissä.

Tähän raporttiin on koottu tietoja ERP- ja CRM-tuotteista ja -palveluista. Tiedot on koottu www-sivuilta ja yritysten lähettämistä esitteistä tai yritysten ilmoittamista tiedoista. Tiedot

perustuvat siten saamiimme tietoihin ja dokumentteihin eikä omiin käyttökokemuksiimme, koska olemme käyttäneet vain osaa tuotteista. Tietoja kerättiin jo marras-joulukuussa 2001 erään asiakastoimeksiantomme yhteydessä ja keväällä 2002 tietoja vielä täydennettiin ja päivitettiin.

VTT ei vastaa yritysten ilmoittamissa tiedoissa tai muissa käytetyissä tietolähteissä mahdollisesti olevista virheistä.

3. Kenttien sisältö

Taulukon kenttien sisältö:

Company   Tuotteen/palvelun omistaja tai toimittaja. Kenttä sisältää myös toimittajan/tuotteen www-osoitteen ja muut yhteystiedot. Kentässä on mainittu myös ulkomaisen tuotteen/ palvelun suomalainen edustaja(t), jos siitä on saatu tieto.

Products   Lyhyt kuvaus tuotteen/palvelun ominaisuuksista ja käytettävyydestä.

Technical properties   Tuotteen tekniset ominaisuudet, esim. mille eri alustoille tuote on hankittavissa, tuotteen tietokantayhteydet, tuotteen skaalautuvuus, avoimuus jne.

References   Toimittajan/tuotteen referenssit.

Tuotetaulukossa on sekä englanninkielisiä että suomenkielisiä tietoja sen mukaan missä muodossa tiedot on saatu.

4. Toiminnanohjausjärjestelmiä

Taulukko. ERP- ja CRM-järjestelmiä.

	Company	Products	Technical properties	References
1	Abacus Data Systems, Inc. 3601 Algonquin Road, Rolling Meadows, IL 60008, USA Tel: 847 632 0303 Fax: 847 632 9991 http://www.abacusdatasystems.com/	**ADAMS** is an integrated enterprise system designed for manufacturers and distributors. ADAMS Enterprise Software is for accounting, wholesale distribution, and light manufacturing. It covers order processing, customer service, purchasing, inventory and financial management.	Software will run on a variety of hardware platforms including Unix and Windows NT. ADAMS is also available on an application service provider (ASP) basis.	
2	AddWise Oy Pitkämäenkatu 11 A 20250 Turku Tel: (02) 4808 0200 Fax: (02) 4808 0280 Stella Business Park Lars Sonckin kaari 14 02600 Espoo Yritys kuuluu Software Innovation -konserniin. http://www.software-innovation.no/fi/	**PROSPEKTI** palvelee organisaatiota eri tasoilla. Myyntitehtävissä ja asiakasrajapinnassa toimivat näkevät asiakkuuden kokonaiskuvan ja voivat suunnitella omaa asiakastyötään Prospektin avulla. Johtotehtävissä olevat näkevät myyntitoiminnan kokonaisaktiviteetit ja voivat tarvittaessa paneutua haluamalleen yksityiskohtaisuuden tasolle. Prospektin perusosat: asiakas- ja yhteyshenkilörekisteri, asiakkaiden organisaatiohierarkia, asiakasvastuutus, asiakkaiden ja yhteyshenkilöiden luokittelut, kontaktointi ja kontaktikalenteri, kampanjasuunnitteluominaisuudet, tuotetietokanta, tarjoustietokanta, dokumenttitietokanta, poiminnat ja tulostukset, valmius dokumenttipohjien käyttöön, valmius tietojen tuontiin ja vientiin, käyttäjä- ja käyttäjäryhmäkohtaiset oikeusmääritykset. Lisäosat: myyntitieto (tuodaan operatiivisesta järjestelmästä), projektit, laskutus ja yhteydet operatiivisiin järjestelmiin. **MedeaMed** on lääkealalle suunnattu CRM-ratkaisu, joka mahdollistaa myyntiaktiviteettien suunnittelun ja seurannan sekä tulosten ennustamisen. **Enterprise SalesMaker** on Windows-pohjainen CRM-tuote (Software Innovation ASA).	Asiakas/palvelin –arkkitehtuuri. Prospektin tietokannat: MS SQL Server, SOLID Server, Oracle, Sybase, Informix Verkkoprotokollat: Netbios, TCP/IP, IPX/SPX Käyttöjärjestelmät: Windows NT 4.0, Windows 2000, OS/2, Unix, Open VMS Käyttöliittymät: Windows 95, Windows 98, Windows NT, Windows 2000 Prospektiin tuodaan tietoa operatiivisista järjestelmistä, osoitepankeista ja muista tietovarastoista. Prospektilla viedään tietoa operatiivisiin järjestelmiin ja perussovelluksiin (esim. Word, Excel). Ohjelma keskustelee myös yleisimpien sähköposti- ja kalenteriohjelmistojen kanssa.	Alprint Oy, Amerpap Oy, Antilooppi Oy/Ilmarinen, BMW Suomi, Buildforum Oy, Edita Oy Ab Kirjankustannus, Ensto Building Technology, Etola Yhtiöt, Forcit Oy, Fuji Finland Oy, GEA Oy Ab, Geologian Tutkimuskeskus GTK, Havistra Oy, Hedengren Yhtiöt, Helsingin KTK Oy, HRM Partners Oy, Invalidiliitto, Jaakko Pöyry Consulting Oy, Kansiopalvelu Oy, Kiilto Oy, Labko Oy Ab, MDC Efector Oy, Merck Oy, Orion-yhtymä Oy Orion Diagnostica, Oy Bristol Myers Squipp (Finland), Oy Heltel Ab, Oy Turku Energia Ab, Rakennustieto Oy, Secgo Solutions Oy, Silja Line Oy, Teemuaho Oy, UCB Pharma Oy Finland, Uponor Oyj, VTT
3	Agresso Group ASA Nydalsveien 36, PO Box 4244 Nydalen N-0401 Oslo, Norway Tel: +47 22 58 85 00 Fax: +47 22 95 21 50 http://www.agresso.com/ Agresso AB http://www.agresso.se marketing.se@agresso.se Gustaf III:s Boulevard 18 Box 705, SE-169 27 Solna Sweden Tel: +46 85533 3100 Fax:+46 855 33 3101	**AGRESSO** Business World is a business system that provides full front and back office processing together with solutions for Internet, e-business and mobile users. AGRESSO Business World is a suite of products including AGRESSO Web Services, AGRESSO eCommerce Services and AGRESSO Office. AGRESSO Office contains Financials, Project Costing and Billing, Human Resources, Logistics, Information Tools, System Administration Tools, Development Tools. With integrated Financials as a foundation, the AGRESSO Office family supports international, cross-company, and multi-lingual requirements. AGRESSO Office's account structure creates a solution that can move in step with changing business environments. AGRESSO Logistics supports the supply chain from start to finish, controlling the purchasing, inventory, sales, and invoicing processes.	DBMS: MS SQL Server 2000 and Oracle. Clients: Win 95/98/NT/2000/ME/XP Web client: Internet Explorer The database server for AGRESSO can run on either Windows 2000 or Windows NT. It is also possible to run the database on a Unix computer or any other set-up. The AGRESSO DB library links to the DBMS net software only, not to the DBMS server installation directly. AGRESSO Business World suppors the XML based Microsoft BizTalk Framework. Remote users can use WAP mobile phones and Palm hand-held organisers to enter expense claims and timesheet entries.	Agresso has over 1 400 customers in 31 countries around the world, with a total of 80 000 installed seats.

	Company	Products	Technical properties	References
4	Aldata Solution Oyj Vetotie 3, 01610 Vantaa P.O. BOX 266 00101 Helsinki http://www.aldata.fi/	**G.O.L.D.** Retail is the family of integrated application modules which ensures the control and optimisation of merchandise management, sales outlet management and sales forecasting. G.O.L.D. Wholesale is the family of integrated application modules that ensures the control and optimisation of merchandise management, customer orders, consignment and duty control. G.O.L.D. Logistics & Distribution is the family of integrated application modules which ensures the control and optimisation of logistics operations for retailers, wholesalers, industrial groups and logistics service providers. G.O.L.D. Tools is a toolset for integrating the logistics chain.	Platforms: IBM, Compaq, HP Databases: Oracle, SQL Server Operating Systems: Unix, AS/400, Windows NT, Windows Client/server, web G.O.L.D. major advantages by Aldata: Scalability: modular and scalable software. Flexibility: functionality rich and fully parameterisable. Multiplicity: multi-organisation, multi-format, multi-segment and multi-national. Rapidity: speed of implementation.	More than 200 customers who have deployed more than 5000 sites worldwide. GOLD-tuotteeseen perustuvia asiakasratkaisuja on toimitettu mm. suurille vähittäiskaupan organisaatioille kuten Ahola, Tesco, Group Casino (Ranska), Carrefour ja Tradeka (Suomi).
5	Amdocs Limited 1390 Timberlake Manor Parkway, Chesterfield, MO 63017, USA Tel: 314 212 7000 Fax: 314 212 7500 http://www.amdocs.com/	The **Amdocs Clarify CRM** portfolio of customer-centric solutions integrate all customer-facing applications to deliver a single unified view of the customer and a single solution for service and support, sales and marketing, and business intelligence and customer analytics. Clarify eFrontOffice (Amdocs acqured Clarify from Nortel Networks in November 28, 2001) has been enriched with Amdocs CRM applications to form the new Amdocs Clarify CRM portfolio of solutions.		Customers in Europe: Airserve, Belgacom, BT, BT Global Mobile, Gablecom, Contactel, Czech Telecom, D2 Vodafone (Mannesmann), Deutsche Telekom, E-Plus, Eircom, Esat Digifone, Libertel-Vodafone, max.mobil, Mobilkom, NetCom, One2One, Oni Way, Orange, Pannon GSM, Saritel (Telecom Italia), Sonofon, T-Mobil, Talkline, TDC, tele.ring, Vodafone, Vimpelcom
6	American Software, Inc. 470 East Paces Ferry Road Atlanta, GA 30305, USA Tel: 404 264 5296 Fax: 404 264 5206 ask@amsoftware.com http://www.amsoftware.com/	American Software develops and supports a portfolio of supply chain and enterprise software applications designed to automate planning and operational functions in enterprise resource planning (ERP), supply chain management, flow manufacturing, warehouse management, and transportation operations. The company's primary products are American Software's suite of e-business solutions, **e-intelliprise** and **Flow Manufacturing**. All American Software products are available on an application service provider (ASP) basis.	IBM AS/400	
7	Applix, Inc. http://www.applix.com ID Application Oy Atomitie 5 B, 00370 Helsinki Tel: (09) 4391 450 Fax: (09) 4391 4550 http://www.idapplication.fi/	**Applix** offers two solution sets that can be used separately or be integrated to provide a holistic customer analytics solution: Applix iCRM and Applix iPlanning. **Applix iCRM** is a suite of collaborative, Internet-based CRM solutions that automate web-based marketing, sales, customer and partner service, quality assurance and internal helpdesks. With Applix iCRM, users throughout a global organisation can capture, access and analyze corporate information through their channel of choice anytime, anywhere. Applix iCRM is comprised of three modules: Applix iSales, Applix iService and Applix iHelpdesk. Applix iCustomerInsight is a integrated customer analytics capability. **Applix iPlanning** is an enterprise-wide solution for budgeting, planning & reporting, and analysis & forecasting. Applix iPlanning is renowned for its ability to perform "what-if" analyses that enable users to calculate and recalculate data on-the-fly. Using Applix iPlanning decision makers can continuously adapt their e-business models by leveraging real-time analyses of changing customer demands and other critical factors. Applix iCRM owes its adaptability to the robust **Applix iEnterprise** technology platform that powers it. Applix iEnterprise provides multi-tier, scalable architecture featuring an object-oriented, XML-compliant "Developer's Studio" development environment, a central data schema for all Applix iCRM modules, a wizard-driven business rule generator, and Applix Weblink 2000, an e-business extension that can deploy applications to employees, customers and partners via browser-based clients and wireless devices. **WinPharm Pro** is a tailor-made CRM product for the pharmaceutical industry.	Operating systems:Windows NT/2000, Solaris, IBM AIX Applix iEnterprise supports the following relational databases: MS SQL Server, Oracle, Informix, Sybase Supported clients include Windows 95 or NT, Microsoft Internet Explorer, Netscape Navigator or Communicator. iEnterprise includes a mobile client that provides real-time data resynchronisation and full application functionality from a mobile laptop PC. iEnterprise is designed so that very little processing is done on the client (a.k.a. iEnterprise's "thin" client architecture), and most processing is performed on one or more scaleable application servers. This means that iEnterprise can handle a growing user base or a growth in application processing without imposing additional stress on the individual clients. iEnterprise supports the ODBC specification. The iEnterprise universal API enables the creation and maintenance of site-specific interfaces with minimal programming resources. With both client-based and server-based telephony integration iEnterprise's universal API provides unparalleled support of both Windows- and Internet-based application users.	Applix iPlanning is used by 30 000 people in 70% of the Fortune-50 companies and 50% of the Fortune-500 companies. In Finland e.g. Nordea Suomi, Sanoma Osakeyhtiö, Kaukomarkkinat Oy, Thermo Labsystems Oy, Tilastokeskus, Osuuspankkien Keskuspankki Oyj, Handelsbanken Finland, Tecnomen Oyj

	Company	Products	Technical properties	References
8	Apprise Software, Inc. 3121 Route 22 Somerville, NJ 08876, USA Tel: 908 725 6000 Fax: 908 725 9555 http://www.apprise.com/	**Apprise** Distribution, Apprise Financials, Apprise Warehouse Management, Apprise.Net, Apprise Importing and Mass Merchant Management, Apprise Manufacturing, Apprise Care.	Client-Server, Windows based application for NT and Unix environments.	Customers: wholesale distributors and importers
9	Astea International, Inc. European Headquarter: Trent House, University Way, The Technology Park Cranfield, Bedfordshire UK MK43 0AN Tel: +44 1234 756 700 Fax: +44 1234 757 477 www.astea.com	The **AllianceEnterprise eCRM Suite** delivers modular front-office applications that address every customer relationship touch point. The products have out-of-box functionality for automating customer-facing business processes and managing: sales, service, contracts, projects, call centers. **AllianceEnterprise** integrates the following in one global database for better management of information, people, assets and cash flows: Sales Force Automation (iSFA), Field Service Automation (iFSA), Call Center Automation (iCCA), Professional Services Automation (iPSA).		
10	AtBusiness Communications Corp. Kaapeliaukio 1 00180 Helsinki Tel:+358 (0)9 2311 6600 Fax: +358 (0)9 2311 6601 http://www.atbusiness.com	AtBusiness **CRM Suite** integrates customers, suppliers, and employees into a value-adding business network through all touch points and channels. CRM Suite comprises the following components: Rapid Deployment and Improvement method, ready-to use CRM Industry Baseline Applications, AtBusiness Solution Framework with Visual Customiser tool for rapid customisation, AtBusiness Surveyor tool for customer feedback (optional). AtBusiness CRM integrates seamlessly to major analytical CRM and reporting tools, contact center solutions, document management solutions and e-CRM tools. **Infogate Suite** is a multimedia management and distribution system for displays and self-service information points. Infogate Suite is ideal for delivering information, advertising and entertainment in retail and public spaces.	The Solution Framework is based on an open technology architecture supporting leading databases, J2EE application servers, web & mobile clients, and providing a best-of-the-breed EAI platform.	Elisa Comm., Steveco, TeamLines, Radiolinja, Finland Post, Area, FinanssiData, OCTEL, Certall Finland, Verdandi Corp., LEL Pension Fund, CapMan, LVK, Tamro, Hansel Trading Company, Nokia, Myllykoski Corp., Myllykoski Paper Oyj, Martela, Mellano, Colombier Group, Vaasan& Vaasan, Honeywell, YLE, Otava, Avena, Ministry of Internal Affairs, Ministry of Trade and Industry, Ministry of Education, Ministry of Environment, Frontier Guard, Maritime Admin. Board
11	Baan Apeldoornsestraat 131 3781 PM Voorthuizen Netherlands Tel: +31 342 47 7500 Fax: +31 342 47 7576 Baan Nordic AB Sinikalliontie 18A 02630 Espoo Tel: +358 (0)9 887 0570 Fax: +358 (0)9 8870 5757 http://www.baan.com	**iBaan Solutions** for customer relationship management, for supply chain & logistics management, and for product lifecycle management. **iBaan Industry Solutions** for discrete manufacturing, project-driven, logistics & service-oriented companies. **Baan Process Solutions** for process manufacturing companies.	HP-UX, Digital Unix, Windows 95/NT, IBM AIX iBaan Technology consists of four fundamental iBaan solutions: iBaan Portal, iBaan Business Intelligence, iBaan OpenWorld (the integration framework), and iBaan DEM (graphical business modelling, business process management, and implementation).	Baan solutions power more than 15 000 customer sites all over the world. Barco Projection Systems, Donnelly Corporation, Flextronics International Ltd., Flowserve, Herman Miller Inc., Idab Wamac, Komatsu Mining Systems, LG-Philips Displays Brazil, MSL, PHI DATA, Volvo CE In Finland e.g. Elcoteq, Metso, Partek.
12	Bitmount Oy Mikonkatu 15 B 00100 Helsinki Tel. +358 (0)9 2535 0400 Fax +358 (0)9 2535 0480 http://www.bitmount.com	**Efecte** is a solution for echancing IT asset management and support functions. The solution supports leading, planning, maintenance of fixed assets, work flow and knowledge management. A typical user of Efecte is a person resposible for hardware and software purchase, help desk and development.	Efecte is built using Java 2 Enterprise Edition (J2EE) technology. Any Java Servlet container platform is suitable for Efecte-server. Platforms: Linux, Microsoft Windows NT server 4.0 SP 6a, Microsoft Windows NT server 2000 SP 2, Sun Solaris 7 Databases: Microsoft SQL Server 2000, Oracle 8i, PostgreSQL	Fujitsu Invia Oyj, Wärtsilä Finland Oy, Fortum IT Services, The City of Helsinki, Espoo, Lappeenranta, and Iisalmi, Valio Oy, A-lehdet Oy, The Geological Survey of Finland (GTK), PI-Group, MMM Logisware, Ilmarinen, Savon Sanomat, Lapit Oy, The Ministry of Agriculture and Forestry, The Ministry of Social Affairs and Health, Kymenlaakso Polytechnic, Tradeka Ltd.

	Company	Products	Technical properties	References
13	BRAIN International AG Software & Consulting Gerberstrasse 11 79206 Breisach am Rhein Gemany Tel: +49 7667 8309 0 Fax: +49 7667 8309 11 www.brainag.com	Within **BRAIN** International business solutions, products are differentiated using the terms "Front Office" and "Back Office". A Front Office product is a tool that has a user interface that can be used intuitively and can be customised. The "Back Office" components are behind them. These are function modules from the AS and X-line encapsulated within the BRAIN International architecture. BRAIN International offers a solution using the function areas: merchandise management system (MMS) and production planning and control (PPC) for medium-sized production and component supply industry. In addition, financial accounting, cost accounting and asset accounting are also integrated. The Front and Back Office architecture is supported by communication tools that organise the flow of information within the company and beyond the boundaries of the company.	AS/400 BRAIN International serves a number of various branches of industry with its products; the logistical procedure: supply chain management is a common factor in them all. The BRAIN International software is available several foreign languages and structured so that it supports production of a number of national and international locations using logistical chains.	References available on the web site.
14	BroadVision Inc. http://www.broadvision.com Future121 Oy http://www.future121.fi/ Stonesoft http://www.stonesoft.fi/	**BroadVision Business Commerce** is a B2B direct solution for online marketing, sales and service. With BroadVision Business Commerce, customers can buy in one of three ways: directly from the web site, through their own procurement software or through a public marketplace. **BroadVision Retail Commerce** provides the solution for empowering retailers to deepen relationships with and better understand customers; merchandising functions, offering the best service for the best customers; and conduct real-time, targeted transactions from any device—wireless, web, kiosk etc. **BroadVision MarketMaker** helps to create e-marketplaces. **BroadVision Billing** is an electronic bill presentment and payment (EBPP) application that allows to transform billing operations over the Internet. **BroadVision-Amadeus Travel Commerce** will help to meet traveler needs with personalisation. **BroadVision One-To-One Enterprise** enables organisations to deploy and manage enterprise self-service applications. **BroadVision Command Center** is a rule-based personalisation system for online businesses. **BroadVision Mobile Solution** personalises content for users and their devices. Its multichannel features, open architecture and use of Internet standards of XML, XSL, Java and JavaScript redefine the wireless web. **BroadVision InfoExchange Portal** provides personalised access to information along with a collaborative business process environment.	Sun Solaris, Hewlett-Packard HP-UX 11.0, Windows NT Oracle, MS SQL Server, Sybase, Informix	
15	Calico Commerce Inc. Tel: 408 975 7400 Fax: 408 975 7410 http://www.calico.com/ Calico Commerce UK Ltd., World Business Centre, Newall Road London Heathrow Airport TW6 2RJ Tel: +44 (0) 20-8263-1230 Fax: +44 (0) 20-8263-1231 PeopleSoft has acquired Calico's products.	**Calico** software is designed for sellers who need to understand and deliver against their customers' needs. Calico interactive selling applications combine interactive analysis of customer needs and real-time recommendation, with product configuration, pricing, and quoting.	A Java 2, Enterprise Edition (J2EE) application server-based architecture.	References available on the web page.
16	Cashline Oy Rälssintie 16 00720 Helsinki Tel: (09) 351 2326 Fax: (09) 351 2325 http://www.cashline.fi/	**K/2000** materiaali/taloushallinnonohjelmisto, KASSA-2000 kassajärjestelmän hallinta ja OSAMA autokaupan osamaksu/myynti ohjelmisto. K/2000 järjestelmä on tarkoitettu yleisesti myyntiä harjoittaville yrityksille, pääpainon ollessa kuitenkin kaupanjärjestelmissä. Ohjelmistosta on kolme erillistä pääversiota: tukku-tarvikekauppa, erikoistavarakauppa ja päivittäis-tavarakauppa.	DOS, Win 95/98/NT, Unix, Linux	

	Company	Products	Technical properties	References
17	Cedar Enterprise Solutions, Ltd. Global Headquarters Cedar House, 78 Portsmouth Road, Cobham, Surrey KT11 1HY, UK Tel: +44 (0) 1932 584 000 Fax: +44 (0) 1932 584 001 http://www.cedar.com/	**Cedar COI-BusinessFlow** is a solution for workflow and document management built on German industrial technology. Cedar COI-BusinessFlow can be integrated with existing in-house applications and the other Cedar product families to provide a high-function, component-based solution for workflow and document management. It is designed to integrate with existing legacy applications as well as new enterprise solution components from Cedar or from other suppliers. In particular, it enables organisations using ERP systems to make extract the value from their ERP investment in terms of improved efficiency, improved service and enhanced customer relationships.		Cedar COI-BusinessFlow has been adapted to the individual needs of over 250 enterprises including service companies like Lufthansa and Deutsche Telekom TMobil, as well as manufacturing enterprises like Mercedes Benz, Volkswagen and Opel, some of which have more than 15 000 users.
18	Cell Network AB Maria Skolgata 83, 2 tr, Box 175 40, 118 91 Stockholm Tel: +46 8 546 966 00 Fax: +46 8 675 95 10 http://www.cellnetwork.com/ Cell Network Oy Tallberginkatu 2 A, Helsinki Tel: +358 (0)50 301 0446 Fax: +358 (0)9 694 4030	Business development, design and technological solutions based on the Internet and integration technology. Also embedded/realtime, mobile and business solutions, telecom management, customer care in the telecommunications sector, communications solutions within interactive media, content services and operations in subsidiaries Journalistgruppen, Propello and Cell ITV, and simulators and modern training systems, solutions and methods within e-learning.		BG Bank (Denmark's third largest bank), Maxis (a predominant mobile phone operator in Malaysia), GE Capital Equipment Finance, Copenhagen Stock Exchange, Top-Toy, GE Capital Aviation Services, Kimoda, Agder Energi (Norway)
19	CMS Manufacturing Systems, Inc. 131 Belle Forest Circle, Suite 230, Nashville, TN, 37221, USA http://www.cms400.com/	CMS Manufacturing Systems is a provider of ERP and Supply Chain Management (SCM) solutions to small and midrange "customer-driven" manufacturers operating in tight supply-chain relationships.	IBM AS/400	
20	CODA Financials, Inc. Cardale Park, Beckwith Head Road, Harrogate, North Yorkshire, HG3 1RY, UK Tel +44 (0) 1423 509999 Fax +44 (0) 1423 530524 http://www.coda.com/ Nordic Region: info_coda-financials.com	**CODA** software: CODA-Financials, CODA-Intelligence, CODA e-Finance, CODA-Procurement, CODA e-Procurement, CODA-Retail, CODA-Sales Invoicing, and CODA-Assets.		CODA-Financials has won UK's prestigious Accountancy Age Award (Enterprise Software category) in the 2001. CODA-Financials was selected because of its comprehensive functionality, design quality, proven ease-of-use and proven protection of investment. More than 2 000 major companies worldwide use CODA solutions. Customers include IKEA, UUNet, Gerling Insurance, easyJet, Virgin V Shops, HSBC, P&O, Export Credits Guarantee Department and VIA NET.WORKS.
21	Cygnus Applications Solutions, 620 Hembree Pkwy., Suite 300 Roswell, GA 30076, USA Tel: 770 667 0300 Fax:770 667 6200 http://www.cygnusapp.com/	The **NEVIS** applications are written for the distributor and small manufacturer. NEVIS is a integrated application offering a solution including: Order Entry, Invoicing, Accounts Receivable, Accounts Payable, Purchasing, General Ledger, Inventory Control, Inventory Management, Sales Analysis, Multi-company, Multi-warehouse, Multi-pricing levels and schemes.	Runs on the rock solid IBM AS/400 as well as Windows NT/2000 & Unix operating platforms.	

	Company	Products	Technical properties	References
22	Datart Finland Oy Rälssitie 7 01510 Vantaa Tel: +358 9 8259 0350 Fax: +358 9 8259 0366 http://www.datart.fi/	**SalesPositive** is a Customer Relationship Management application, based on Internet and mobile technologies. It is a tool to master the sales processes, the sales management, and the customer relationships. Ohjelmiston perustoiminnot: asiakastiedot, tehtävät ja ajankäyttö, resurssi-varaukset, tarjoukset ja sopimukset, tilaukset ja tuotteet, projektit, liidit, kampanjat, dokumentit ja raportit. Extranet ominaisuudet: tilausjärjestelmä, projektiseuranta, dokumenttiarkisto ja kuvapankki, tiedotuspalvelu, sähköiset lomakkeet, keskustelufoorumi, ulkoasun ja sisällön hallinta. **DaSite** WWW-sivujen päivittämiseen.	Internet browser (e.g. IE 5.0, Netscape 4.7), WebDAV compatible word-processing program (e.g. MS Word 2000) Operational environment: Intranet or ASP-service, Linux Red Hat 7.1+Apache or Windows NT+IIS, PHP 4.06, Database (MySQL, Sybase, Oracle,...), SSL protection Mobile: Nokia Communicator, Symbian EPOC, Palm Liitynnät sisäisiin tietojärjestelmiin: XML (HTTP, tiedostosiirto), SQL-tietokannat (esim. MySQL, Oracle, MS SQL, Access), tekstitiedostot (esim. MS Excel, Star Office), yleiset rajapinnat (Java, DCOM) No software installations are necessary (an Internet browser is only needed). Automatic reports for sales meetings, interfaces to external data sources, can be integrated into existing information systems.	DaSite: Arvopaperivälittäjien yhdistys ry, Finnish Hot Rod Association, Fosdec Oy, Kalustekarhut Oy, Lasmak Oy, Lexdata Printers & Supplies, Medisystema Oy, Pelika.net Oy, RR-Promotion Oy, Solanum Oy, Suomen Sijoitusrahastoyhdistys ry, WS-Expo Group Oy, Fides Rahastoyhtiö Oy, Ultravision Oy, Copterline Oy SalesPositive eCRM: Ascom Fintel, Eterra, Lanier Suomi Oy, Finnoffice
23	Datatex http://www.datatex-tim.com/uk/home.htm Datatex NV, Maaltecenter Blok G Derbystraat 197 Gent, Belgium Tel: +32 9 245 69 51 Fax: +32 9 245 69 52	ERP and SCM specialised solution for textile and apparel industries.	IBM AS/400	
24	DB-Manager Oy Teknologiakeskus Hermia, Hermiankatu 8 D, 33720 Tampere Tel:+358 (0)3 3599 600 Fax:+358 (0)3 3599 660 http://www.dbmanager.fi	Yritys valmistaa räätälöityjä suunnittelun, tarjouslaskennan, tuotannonohjauksen sekä materiaalitoimintojen ohjelmia ikkuna- ja oviteollisuuteen sekä keittiö- ja kalusteteollisuuteen. DB-Manager Oy edustaa myös asiakkuuden hallinta- ja taloushallinnon ohjelmistoja. **SuperOffice CRM5** (SuperOffice ASA) on asiakkuuden hallintajärjestelmä. **WinPlan** on Windows-pohjainen ikkuna- ja ovitehtaan atk-ohjausjärjestelmä. Sillä hoidetaan mm. laskenta, myynnin ohjaus, tuotannon ohjaus, lähetys, laskutus, raportointi, kuvalliset tarjoukset ja tilausvahvistukset asiakkaille sekä tilaukset tavarantoimittajille. **WinSales** on Windows-pohjainen ikkuna- ja ovimyyjän tarjouslaskentaohjelmisto. **Planit Millennium** on keittiösuunnitteluohjelma.		
25	Delphi Oy Sinikalliontie 12, 02630 Espoo Tel: +358 9 525 9040 Fax: +358 9 522 151 http://www.delphi.fi/	Delphi vastaa Peregrinen ratkaisujen myynnistä ja markkinoinnista Suomessa ja Baltian maissa. Infrastructure Management (IM) ja Employee Self Service (ESS) –ratkaisut: IM-ratkaisut hallinnoivat kaikkea, mitä organisaatio tarvitsee toimiakseen (IT- ja telekommunikaatiolaitteista kuljetuskalustoon ja kiinteistöihin); ESS-ratkaisut varmistavat henkilöstön tiedon, resurssien ja palveluiden saatavuuden.		Asiakkaina mm. kansainvälisiä organi-saatioita tietoliikenne-, energia-, pankki- ja vakuutusaloilta.
26	Deltek Systems http://www.deltek.com 8280 Greensboro Dr. McLean, VA 22102, USA Tel: 703 734 8606, 800 456 2009 Fax: 703 734 1146 European Headquarters: Hanover House 3 Hanover Square London W1S 1HD Tel:+44 (0) 20 7518-5010 Fax: +44 (0) 20 7518-5015	Accounting and Finance Solutions, Business Intelligence Solutions, Government Contracting Solutions, Human Resources & Payroll Solutions, Information Technology Solutions, and Project Management Solutions, e.g. **Deltek Advantage** enables to better manage projects and win more business. **Deltek Business Intelligence**...making information easily accessible to the staff and customers. **Deltek Corporate Planner** is a tool for planning, budgeting and forecasting. **Deltek Costpoint** is a enterprise software system for sophisticated project-based businesses. **Deltek CRM and Proposals**, client relationship management solution for professional services firms & project-based companies. **Deltek Employee Expense** is a Web-based employee expense processing solution. **Deltek GCS Premier** provides per-formance for accounting, job cost and financial reporting. **Deltek Project Planner** lets project managers budget, analyse and forecast at the project level. **Deltek Time Collection** is an Internet timesheet application.	E.g. Deltek CRM: Client/Server, Citrix or Microsoft Terminal Server on a WAN or a single user system.	More than 7 500 organisations use Deltek software applications worldwide.

	Company	Products	Technical properties	References
27	E.piphany, Inc. 1900 South Norfolk Street, Suite 310, San Mateo, CA 94403, USA Tel: 650 356 3800 http://www.epiphany.com/ 1320 Arlington Business, Park Theale Reading Berkshire RG7 4SU, UK Tel: 44 18 29 7700 Fax: 44 18 29 7701	CRM marketing automation; Epiphany Real Time Personalisation, Epiphany Enterprise Insight, Epiphany Service Center, Epiphany Service Portal, Epiphany Connected Sales, Epiphany Campaign Management, Epiphany Campaign Management for Ecommerce, Epiphany Campaign Management for Email.	Win NT	References available on the web page.
28	eGain Communications sales@egain.com Tel/Fax: 408 212 3500 www.egain.com	**eGain eService Enterprise** enables to improve the effectiveness of the Call Center, and extend those gains across multiple customer communication channels including Web self-service, email and live Web collaboration. eGain eService Enterprise is an integrated, enterprise-wide approach to customer care, scalable for serving companies with a global presence. It integrates customer care over multiple channels; and it also integrates the customer care function with CRM solutions, other business systems, and other knowledge sources within the enterprise.	Built on Internet-class architecture and available on multiple platforms. Multi-language support across service channels and user profiles for geographical regions.	With over 800 customers worldwide, including 24 of the 50 largest global corporations, eGain customers span a variety of industries including financial services, Internet, manufacturing, media, retail, technology, telecommunications, and utilities. References available on the web page.
29	Electronic Data Systems Corporation (EDS) http://www.eds.com EDS Finland Oy Metsänneidonkuja 12 02130 Espoo Tel: (09) 42 42 41 Fax: (09) 4242 4444 http://www.eds.fi	EDS helps clients manage the business and technology complexities of today's digital economy. EDS Finland Oy on palveluyhtiö, he implementoivat markkinoilla olevia ERP-paketteja, kuten SAP, Oracle ja Baan.		EDS Finland Oy:n asiakkaat ovat usealta eri toimialalta: tietoliikenne, pankit, julkishallinto ja palvelu, esim. Fimko, Hotelzon International, Museovirasto, Nokia, Kopiosto, Onninen, Otava, Ruutunelonen, Sonera, Suomen Pankki, Suomen Rehu, YIT. Yhteistyö tuotteiden kehittämisessä Nokia Oyj:lle on jatkunut jo vuosia.
30	Elma Electronic Trading Tel: (09) 478 555 Fax: (09) 4785 5600 Päiväntaite 8 02210 Espoo http://www.elma.fi	Elma Oyj Electronic Trading on yritysten välisen sähköisen kaupankäynnin service provider -toimintamallin mukaisiin tuotteisiin ja niihin liittyviin palveluihin erikoistunut IT-yhtiö. Elman service provider -toimintamalliin perustuvia tuotteita ovat asiakkaan toiminnanohjaus- ja taloushallintojärjestelmiin liitetyt sähköisen B2B-kaupan yhteydet, niiden ylläpito ja asiakkaan sähköistä liiketoimintaa tukevat ratkaisut.	Elman tuotteiden ytimenä on ohjelmistokohtainen Elma eCom Connection -asiakasliittymä. ERP-liittymät: Elma eCom Connection for R/3, for Movex, for Baan, for MFG/PRO Ohjelmistotalopartnereiden kanssa kehitetyt asiakasliittymät: Elma eCom Connection for e-Flow, for ASW, for Scala, for Solagem Enterprise, for Hansa, for Keybox, for Visio.	http://www.elma.fi/fi/asiakkaat/index.html
31	Epicor Software Corporation Tel: 888-937-4267 http://www.epicor.com/ Epicor's Nordic Headquarters Gamla Brogatan 23B S-111 20 Stockholm Sweden Tel: + 46 (0)8 555 170 00 Fax: + 46 (0)8 555 170 70	Global ERP vendor focused exclusively on the mid-market. **Epicor eFrontOffice** is an integrated, customer relationship management solution that enables companies to manage the entire customer lifecycle. **Epicor eBackOffice** brings financial management, distribution, warehouse management, manufacturing, and human resources management to the Internet. **Epicor ePortal** provides a highly personalised yet secure Web gateway to aggregated role-based information from the business and other valuable external sources. **Epicor eCommerce Suite** enables companies to participate in a variety of eCommerce activities, from publishing the product catalog online to linking the business with online marketplaces. **Epicor eIntelligence** lets strategically analyze the data available throughout Epicor's end-to-end applications. **Epicor eIndustry** provides solutions tailored to specific indutries.	Win NT, Microsoft .NET compatible Internet architecture	
32	ERP Competec Oy PL 1188 (Microkatu 1) 70211 Kuopio Tel: +358 17 289 2550 Fax: +358 17 289 2551 http://www.competec.com/	**PD Spiner** is a software product that allows the CAD system and ERP system to obtain a real-time connection. **PD Spector** program is used for reviewing, commenting and printing a certain design group (*.dwg or *.dxf –format). This group can be formed e.g. from all designs of one product and the group can be generated e.g. from a production control system. In **PD Label** the attribute information is being handled in selection lists, from which each represents a certain attribute.	The company acts as a solution partner with SolidWorks Corporation and as an authorized developer with AutoDesk. The software products are mainly working with SolidWorks and Inventor CAD-programs and most general ERP systems.	

	Company	Products	Technical properties	References
33	FirstWave Technologies Inc. Tel: 770 431 1200 Firstwave Technologies Ltd, The Pavilion 1 Atwell Place, Thames Ditton, Surrey, UK Tel: +44 020 8614 5300 Fax: +44 020 8614 5310 www.firstwave.net	**Firstwave eCRM Suite** is a 100% web-based CRM solution and has integrated marketing, sales and service applications. **Firstwave Takecontrol** was designed to help companies increase the effectiveness of their marketing, sales and customer support through a call center-based client-server application.	Firstwave eCRM Suite was developed with an open architecture for the Internet. Firstwave Takecontrol supports Oracle, Informix, Sybase and Microsoft SQL Server for the enterprise, and supports Access and Quadbase for remote, disconnected user access.	
34	Foresight Software, Inc. 6 Concourse Parkway Suite 2200, Atlanta, GA 30328, USA Tel: 770 206 1000 Fax: 770 206 1100 http://www.foresight-esp.com/	**FrameWORX** is a ERP solution including Financials, Distribution, Logistics, Manufacturing, Horizontal Technology (Horizontal Technology modules leverage both the application and technology to offer improved data collection input, superior access to data within the system and unmatched scalability by distributing processes and the database across multiple platforms, databases and locations.) **MXP**: Financials, Distribution, Manufacturing, Personnel, EDI **SMS**: Service Calls, Contract Admin, Help Desk, SiteWare, Repair Center, Service Inventory, Service Financials, Graphical Dispatch, Schedule Board **Accessories**: EnTelligence, Safari, Profit$, Warehouse Management	Foresight differentiates itself by providing: Fully integrated, functionally superior service management solution. Field application that provides complete visibility to the field technician. Service Management System that is integrated to a ERP solution.	Plestel, British Sky Broadcasting, C-MAC, CompUSA, Danka, Inchcape Marketing Ltd., Johnson & Johnson - Ortho Clinical Diagnostics, Philip Morris International, Silicon Valley Group, Telindus
35	Frontstep, Inc. (formerly Symix) 2800 Corporate Exchange Drive, Columbus, OH 43231, USA Tel: 614 523 7000 Fax: 614 895 2504 http://www.frontstep.com Launeenkatu, 15610 Lahti Kari Ilkkala Tel: +358 (0)40 570 2191 Fax: +358 (0)3 734 1461 E-mail: karilk@symix.com	**Frontstep Customer Center** - extend the sales process to the Web. Open a virtual store using the Internet to sell products and services. **Frontstep Channel Center** - collaborate with sales professionals and dealers via the Internet and improve sales and service with customer relationship management (CRM). **Frontstep Intelligence** - link data together from disparate systems, to analyse the information and create reports for well-informed decision making. **SyteLine**: enterprise management for manufacturers of industrial goods. **SyteDistribution**: enterprise management for distribution companies **Frontstep Active Link** provides the collaborative communication capabilities to let information flow freely between customers and suppliers via EDI, e-mail, fax and file transfer. **Frontstep Supply Chain Center** is a core application in the Frontstep Supply Chain Solutions suite that provides real-time, Internet-based synchronisation of manufacturing, distribution and external supply to customer demand.	The system is based on the Microsoft infrastructure.	Over 4 400 customer sites. BF Goodrich Aerospace, Brayton International, Corporate Express Promotional Marketing, Electro Sonic, Koch, OSG Tap and Die, Planex, Rapid-Line, The Gem Group
36	Fujitsu Invia Oyj Valimotie 16, 00380 Helsinki PL 100, 00012 INVIA Tel: +358 (0)9 567 3367 Fax: +358 (0)9 567 5346 http://www.iclinvia.fi	Fujitsu Invia toimittaa SAP- ja Scala-järjestelmiä. Fujitsu Invia on toimittanut SAP-järjestelmiä vuodesta 1995 lähtien. Scala-toimitukset alkoivat vuonna 1992.		SAP-asiakkaita mm. Kemira Chemicals, Fazer, Carrols, F-Secure, Sonera, HK Ruokatalo, Stora Enso, Veho, Hansel, Honka, Kesko, Nokia, SGN, Suomen Pankki, Tellabs, Tekla, Aventis, OPK, Valio, Würth. Scala asiakkaita mm. Merita, Nextrom, Kauppakaari, Joffe Marketing, Fiskars, Suunto, Masino, Partek, Fibox, Kemira, Oriola, Metso, John Nurminen, Maersk
37	Geac Computer Corporation Limited, Yonge Corporate Centre, 4100 Yonge St., 6th Floor, Toronto, Canada Tel: +1 416 642 1960 Fax: +1 416 642 1961 http://www.geac.com Geac Nordic A/S Troelsevej 211, 5491, Blommenslyst, Denmark Tel: +45 70 24 42 00 Fax: +45 65 96 78 64	**System21** offers the following solutions for the highly competitive mid market: Manufacturing, Financial, Customer Service and Logistics, and Service Management. As well as providing generic Business Solutions, System21 contains sector specific functionality to cater for the requirements of the following industries: Apparel and Footwear, Food, Beverage, Automotive. Integrating ERP, e-business and supply chain solutions.	IBM AS/400, Win NT	

	Company	Products	Technical properties	References
38	Glovia International (a Fujitsu company) http://www.glovia.com/ European Headquarter Glovia International LTD 960 Capability Green, Luton Bedfordshire LU1 3PE, UK Tel:+44 (0) 1582 635070 Fax: +44 (0) 1582 635270	**glovia.com**, Glovia's manufacturing and services ERP solutions can provide a competitive edge to companies utilizing software for mixed-mode manufacturing (Engineered-to-order through repetitive), projects and contract management, service management and integrated financials. **glovia.e**, global collaborative e-Commerce framework includes a Global Order Management system which is composed of eOrder, eStatus and eQuote. eConfigure solution is designed to allow the configuration and ordering complex engineered products. By using the eService product customer satisfaction is increased by delivering instant access to vital customer and product information anytime, anywhere. **glovia.ec**, closed-loop collaboration extends the "value chain" by enabling suppliers, partners and customers to create a private, secure trading network across multiple, disparate systems.		
39	Hansa Business Solutions http://www.hansaworld.com/ Hansa Business Solutions Oy Ab Piispanportti 7, 02240 Espoo Tel: +358 (0)201 55 1650 Fax: +358 (0)201 55 1651 FirstOffice Finland Oy RE Time Tracker Oy Mikonkatu 8 A, Helsinki Tel: +358 (0)9 621 3300 Fax: +358 (0)9 621 3378 http://www.rett.fi/	**Hansa Financials** is sold as a modular, enterprise-wide ERP and CRM system, originally intended for SMEs, but increasingly being utilised by mid-range companies. The number of modules is currently at around 35. Hansa Financials was originally conceived as a mere accounting system, but has since then been expanded significantly. First by adding accounting ledgers (Sales, Purchases and Nominal), then Order Processing and Stock. Other modules that have later been developed (which can be considered typical in the type of program Hansa Financials represents) include Cashbook, Expenses, Job Costing, Fixed Assets, Quotations and Sales Support (contact management). Hansa's financial software with graphical interface and multi-window technology was first implemented for Apple Macintosh computers in 1988. In 1994 Hansa launched its first version for the Windows operating system. **FinHansa Financials.** Suomessa Hansa Business Solutions -konsernin tytäryhtiöt Hansa Business Solutions Oy ja FirstOffice Finland Oy vastaavat ohjelmien kansallistamisesta Suomen oloihin ja asiakastuesta. RE Time Tracker Oy on jälleenmyyjä.	All Hansa products are written in modern ANSI-C programming language. Hansa products are available for Windows 95/98/2000, Windows NT, Mac OS, Linux, and Unix.	Software is used by about 50 000 companies in 45 different countries and is translated to over 19 languages.
40	IBM Laajalahdentie 23 00330 Helsinki Tel: +358 9 4591 http://www.ibm.com/fi/	IBM supports other ERP software, they support the various ERP packages from Baan, Intentia, JBA, J.D. Edwards, Oracle, PeopleSoft, SAP, SSA.		Pohjoismaissa IBM:llä on yli 200 asiakasta ja yli 600 konsulttia, jotka ovat erikoistuneet kaikkien toimialojen yritysten auttamiseen.
41	IBS AB Box 1350 S-171 26 Solna Sweden Tel: +46 8 627 23 00 Fax: +46 8 764 59 65 email: infoibs@ibs.se IBS, International Business Systems Laajalahdentie 23/Tietokuja 2, 00330 Helsinki Tel: 0201 333 11 Fax: 0201 333 476 http://www.ibs.fi	**ASW** is ready for e-business and customer relation management right from the start. It covers the entire fields of sales and procurement, order fulfilment, supply chain management, demand-driven manufacturing, inventory control, warehousing and after-sales service. Integrated tools for business analysis and control help customers maximise profits and focus on critical success factors. ASW, has a special focus on, among others, the following industry segments: consumer durables, electronics, automotive and spare parts, machinery and equipment, industrial supplies, sub-suppliers, chemicals, medical equipment, and pharmaceuticals. ASW-tuoteperheeseen sisältyvät mm: B2B -Internet-kaupankäynti, Toimitus-ketjun integrointi ja EDI, Asiakassuhteiden hallinta, Myyntiennusteet ja –ana-lyysit, Myyntitilausten käsittely, Myynti - toimittajan valinta - toimitus asiakkaalle, Asiakkaiden/tuotteiden nettokannattavuus, Huolto- ja korjaustoimintojen hallinta, Varaosien käsittely, Telesales-toimintojen hallinta, Varastopaikkaohjaus, Radiotaajuuslaitteet ja viivakoodit, Varasto-optimointi, DRP-suunnittelu (Distribution Requirements Planning), Laajennettu logistiikka ja tuott. saatavuus, Ostotilausten käsittely, ECR (Efficient Consumer Response), VMI (Vendor Managed Inventory), Ennustamis- ja täyd.toiminnot, Lisäarvoa tarj. kokoonpano ja tuotanto, Asiakaspalvelu ja takuut, Myynnin jälkeinen Hotline-tuki, Business Intelligence ja taloushallinto, Käyttöomaisuuskirjanpito, Euro valuuttana, Java-käyttöliittymä, Monivaluuttakäsittely, usean kielen käsittely, Lotus Notes –yhteys, suomalainen palkka- ja henkilöstöhallinto.	AS/400	ABB Service, Algol Oy, Aro-yhtymä Oy, Biolan Oy, Componenta Oyj, Constructor Finland, Helkama Forste Oy, Oy Johnson Metall Ab, Lemminkäinen Oyj, Lännen Tehtaat, Machinery Oy, Miele, Oy Nautor Ab, NCC Finland Oy, Oriola, Scribona, Tulikivi, Vierumäen teollisuus Oy

	Company	Products	Technical properties	References
42	Icode Chantilly, VA 5160 Parkstone Drive Suite 190 Chantilly VA- 20151 USA Tel: 703 961 8100 Fax: 703 961 8200 http://www.icode.com/	**Everest Enterprise**, designed for the global market. Contains: Accounting (GL, AR, AP, Bank Reconciliation, Billing, Budgets, Job Costing), Purchasing, US Payroll, Sales, Inventory Control, Return Authorizations, CRM, Reporting, Globalization, Manufacturing, and Distributed DB, Wireless, and Web Access options.	MS SQL Server based applications	
43	IFS Finland Oy Ab (Industrial and Financial Systems) Metsänneidonkuja 12 02130 Espoo Tel: +358 (0)9 8563 4100 Fax: +358 (0)9 8563 4101 http://www.ifsworld.com/	**IFS Applications** are component-based applications. **IFS eBusiness**, a suite of components for safe, easy, affordable, and stepwise transition to e-business. **IFS Front Office**, an integrated set of customer relationship management (CRM) modules. **IFS Financials**, a solution that supports the entire accounting process. **IFS Manufacturing**, a solution for managing the whole manufacturing process. **IFS Maintenance**, administration and planning tools for the total maintenance operations. **General components**, general components for managing projects, quality issues, documents and business information. **IFS Distribution**, a set of components for handling products in all parts of the supply chain. **IFS Human Resources**, a set of tools for handling both traditional and strategic HR issues. **IFS Engineering**, a system for linking a company's design and manufacturing processes. Etc.	E.g IBM RS/6000, Oracle Clients: Win NT or Unix IFS Applications voidaan kytkeä minkä tahansa toimittajan EDI-muuntimeen. Siirtokanava on looginen yhteys, jonka kautta tietoja voidaan siirtää IFS Applications -järjestelmästä toiseen Windows-sovel-lukseen. IFS Connect on rajapinta, jonka kautta voidaan liittää järjestelmään esimerkiksi uusia käyttöliittymiä, asiakaskohtaisia laajennuksia, muita järjestelmiä tai erilaisten laitteiden viestejä.	World-wide about 3000 companies, in Finland 40 companies using, e.g. Akzo Nobel Inks Oy, Oy Becker Acroma Ab, Bronto Skylift Oy Ab, Done Oyj, Finnscrew Oy, Gyproc Oy, Hackman Designor Oy Ab, Ilmailulaitos, KD-Tukku Oy, Lappset Group Oy, Levyosa Oy, Metorex Oy, Modultek Oy, NAF Oy, Nethawk Oy, Partek Oyj Abp, Partek Nordkalk Oy Ab, Paroc Oy Ab, Polarteknik PMC Oy Ab, Ponsse Oyj, Profec Engineering Oy, PRT Forest Oy, Pukkila Oy Ab, Satakunnan Kirjateollisuus Oy, Timberjack Oy, Toijala Works Oy, Uniglass Engineering Oy ja Yves Rocher Finlande Oy
44	iLogistix 48301 Lakeview Blvd. Fremont, California 94538, USA Tel: 510 656 8000 Fax: 510 438 9486 http://www.ilogistix.com	Supply Chain Design, Consulting and IT Services, eCommerce, eFulfillment and eCollaboration, Product Assembly, Configuration and Packaging, Computer OEM Products and Services, Supply Chain Management, Fulfillment and Logistics, Order Management and Customer Service.	SAP	
45	Industri-Matematik International (IMI) Industri-Matematik AB Stadsgården 10, Box 150 44 SE-104 65 Stockholm Sweden Tel: +46 8 676 50 00 Fax: +46 8 676 50 01 Email:masn@im.se http://www.im.se/	Order Fulfillment, Supply Chain Execution, Store Replenishment and Customer Service applications. IMI's **VIVALDI** software enables large manufacturers, distributors, wholesalers, and retailers to fulfill and service their customers' orders faster and more efficiently by combining and integrating best-of-class capabilities in Advanced Order Management, Supply Chain Execution, and Customer Relationship Management.	Unix, IBM MVS, Win NT Databases including Oracle, DB2 Universal Database.	British Airways, Campbell Soup, Canadian Tire, Canon, Carlton and United Breweries, Hartz Mountain, Kellogg's, Skyway Freight Systems, Starbucks, VWR and Warner/Elektra/Atlantic
46	Infinium Software 25 Communications Way, Hyannis, MA 02601, USA http://www.infinium.com/ EMEA Headquarters Office, The Netherlands Doesburgweg 7, 2803 PL Gouda Postbus 50, 2800 AB, Gouda Tel: 011 31 182 570166 Fax: 011 31 182 571755	The **Infinium** solutions include: Infinium Customer Relationship Management, Infinium Human Resources/Payroll, Infinium Financial Management, Infinium Supply Management, Infinium Process Manufacturing, Infinium Business Intelligence Analytics	Infinium applications are native to the IBM eServer iSeries. Infinium applications combine proven, sophisticated business logic with a true XML Web architecture.	E.g. Amsterdam Chamber of Commerce

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47	Information Builders http://www.ibi.com/ InfoBuild Oy Paciuksenkatu 21, 00270 Helsinki Tel: (09) 7250 2250 Fax: (09) 7250 2251 http://www.infobuild.fi/	**WebFOCUS**, a suite of integrated business intelligence products. **WebFOCUS ERP** Solutions (formerly known as SNAPpacks) provide reporting tools and packaged applications for specific functions. These solutions allow thousands of users to dynamically access large quantities of data from more than 80 sources and transform it into complex, custom, and parameterized reports. WebFOCUS ERP Solutions offer all the power and functionality of the standard WebFOCUS, but are customized and optimized to work seamlessly with ERP packages (like SAP, PeopleSoft, and J.D. Edwards). InfoBuild Oy on rakentanut mm. asiakastiedon hallinta- ja kannattavuusseurantajärjestelmiä (CRM-järjestelmiä) Information Buildersin Data Warehousing ja Business Intelligence -teknologiaan perustuen.		Yli 150 suomalaista InfoBuild-asiakasta, pääasiallisesti Information Buildersin WebFocus-tuotteen käyttäjiä, esim. Merita, Pohjola, Ilmarinen, Pohjoismai- den Investointipankki, A-lehdet, VV- Auto Oy, Finnair, Elisa Communications, VEHO, Borealis, L M Ericsson, Tikkurila, Ajoneuvohallintokeskus, Kirkkohallitus, Suomen Akatemia, Opetushallitus, Tulli, Lääninhallitukset, Tekes.
48	Intentia International AB Vendevägen 89 Box 596 SE-182 15 Danderyd Sweden Tel +46 8 555 25 000 Fax +46 8 555 25 999 http://www.intentia.com Intentia Oy Keilaranta 5, PL 33, 02151 Espoo Tel:+ 358 (0) 201 420 000 Fax: +358 (0) 201 420 001 http://www.intentia.com/Fi nland .	The **Movex Collaboration Applications** are organized into six application groups: Enterprise Management (ENM), Customer Relationship Management (CRM), Supply Chain Management (SCM), Business Performance Measurement (BPM), Value Chain Collaboration (VCC), and e-Business. **Movex ENM** contains a number of tools for managing enterprise resources such as human skills and resources, machinery and equipment, and financial status. Movex ENM includes dynamic solutions for integrating global multiunit organizations using different currencies, languages, business principles and legal aspects. Movex ENM consists of Project Management, Product Data Management, Financial Controlling, Financial Management, Human Resourcing, Payroll and Benefits, Manufacturing, Attribute Management, and Maintenance. The **Movex CRM** solution covers all activities ranging from marketing relations to common product development, distribution, and after- sales service and rental. The applications in **Movex BPM** include the Movex Business Performance Warehouse (Intentia's own data warehouse solution) predefined performance measurement models and graphic tools for analyzing and acting on business information.	Movex platforms: I-series (AS400), Sun or NT; Databases: DB2, Oracle or SQL Server. Applications are written 100 % in Java. Intentia follows the folllowing principles. **Configurability**: Technically, each business component is built so a user can easily change the behavior of each component. For instance, if an invoice needs French VAT or US sales tax, or does not need VAT at all. **Reusability**: Intentia has reduced the amount of code by basing their technical architecture on layered components with inheritance. One of the major benefits of sharing common code is, when introducing new functionality, only the differences need to be coded. **Portability**: The technical components behind the scenes are created using a layered architecture technique and in the JAVA virtual machine, which means you can transfer Movex from one operating system or hardware platform to another without any changes being required. Or by just changing a few components on one layer in Movex, you can also change from one database environment to an- other. **Scalability**: Intentia's scalable solution is based on Intentia's N-tier architecture. It will operate on huge multi-processor back-end server that can support several thousand users or an individual user working with a laptop and thin client.	In Finland e.g. Alcro-Beckers, Alfa Laval, Arizona Chemical, Arla Foods, Ashland Plastics, Astra Tech, Baxter, Beiersdorf, Bombardier-Nordtrack Oy, Canon, Cederroth, ESAB, ESSVE, Exide, FHP Freudenberg Household Products, Finnair Oy, FlexLinkAB, Gnosjö Konstmide AB, Indutrade Oy, Kinnarps, Kontino, Metsä Tissue, OEM, Perstorp, Pharmacia Corporation, Rehuraisio Oy, Saarioinen Oy, Semper, Tamro MedLab, Oy Tecalemit AB, Tarkett Sommer, Vaasan&Vaasan Oy, Wideyes.
49	interBiz, the eBusiness applications division of Computer Associates International, Inc. (CA) http://www.interbiz.com/ SSA Global Technologies acquires interBiz Supply Chain and Financial Application Product Lines from CA (April 2002)	eCommerce, eProcurement, work flow, business intelligence, key performance indicator reporting, and many other eBusiness utilities are available in **BizWorks**, the interBiz eBusiness intelligence suite, that is integrated to all interBiz and most popular ERP solutions. **Masterpiece/Net**, financial management solution and **Masterpiece/Net HRMS**, human resource management solution. The **eCommerce Suite** includes interBiz Store and interBiz Procure. **MK Manufacturing** is an ERP solution for organisations operating a mixed mode manufacturing environment (with configuration or project management needs). **KBM** stands for knowledge-based manufacturing. KBM is the solution for custom manufacturers, especially those working in the engineer-to-order mode. **PRMS** is an ERP solution with the ability to support process, discrete and repetitive manufacturing. The mainframe-based **CAS** solution comes in two versions, for the aerospace and defense industry and in a general manufacturing solution for high transaction volume environments. **MANMAN** solutions (for VAX/VMS and HP-3000) provide business solutions that are highly scaleable. The **MAXCIM** system is a fully integrated group of software products that is designed to provide the information necessary for planning, reporting, and control within the manufacturing environment.	Platforms e.g. NT, UNIX, Linux, AS/400, HP3000 or VAX/VMS, Mainframe,VAX, Alpha Databases e.g. Ingres, Oracle, Informix, SQL Server, DB2/400	

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50	J.D. Edwards & Company (J.D. Edwards & Co., JDE) One Technology Way Denver, CO 80237 http://www.jdedwards.com Major Blue Company Nuijamiestentie 3 C, 00400 Helsinki (3. kerros) Tel: 020 500 211 Fax: 020 500 2300 www.majorblue.fi	JD Edwards' ERP solutions include: Supply Chain Management (Advanced Planning, Fulfillment Management), Customer Relationship Management, Procurement Management, Project Management, Asset Management, Financial Management, Workforce Management, Implementation and Systems Management, Knowledge Management, Collaboration and Integration, Marketplace and Exchange Management, OneWorld Technology Foundation. JD Edwards' OneWorld XE software will let companies manage business processes across trading exchanges using "databots", Java-based applets with workflow management controls.	IBM AS/400	References available on the web page.
51	JDA Software Group, Inc. Tel: +1 480 308 3000 Fax: +1 480 308 3001 http://www.jda.com/ JDA Software Sweden Herserudsvägen 18 SE-181 25 Stockholm Tel: +46 (0) 8 636 2545 Fax: +46 (0) 8 636 2504 ID Application http://www.idapplication.com ID Application Oy Atomitie 5 B, 00370 Helsinki Tel: 09 4391 450 Fax: 09 4391 4550 http://www.idapplication.fi/	**JDA Portfolio** Host Systems: ODBMS for Open Systems, MMS and MMS.com for IBM iSeries 400, ProMax Trade Allowance Management, JDA Affinity for Open Systems, E3TRIM Warehouse & DC Forecasting & Replenishment, E3CRISP Vendor Managed Inventory for Suppliers & Wholesalers JDA Portfolio Store Systems: Win/DSS, Internet Portals, E3SLIM Store Level, Forecasting & Replenishment JDA Portfolio Analytic Systems: Retail IDEAS Data Warehouse, Arthur Enterprise Suite, Intactix Space Management, JDA Intellect Data Mining, E3 Analytic Solutions (data mining, seasonal profile assignments, executive decision support, demand forecasting, replenishment and promotional plans) The **Arthur Enterprise Suite** helps retailers, direct merchants (catalog, Internet, electronic) and manufacturers to effectively use inventory to achieve corporate and local objectives. Applications include Arthur Planning, Arthur Assortment Planning, Arthur Allocation, Arthur Performance Analysis, and the Arthur Information Manager (AIM) database. JDA has taken its years of successful experiences implementing planning applications worldwide and packaged them into turnkey RAPID applications.	The IBM AS/400-based retail headquarters solution, **MMS**, which features fully integrated merchandising, warehouse management and distribution, and financial applications. MMS is fully integrated with JDA's in-store, portals, e-commerce; multi-channel modules, decision support and collaborative planning solutions and can also interface with many third-party systems. JDA can also embed into MMS predictive and descriptive capabilities to support such competitive retail practices as demand forecasting, advanced replenishment, dynamic clustering and customer profiling in multiple channels. **MMS.com** is a commercial e-commerce application that provides a multi-channel solution to support a retailer's B2C and B2B requirements. Fully integrated with MMS and Retail IDEAS Data Warehouse, MMS.com transfers pricing, promotions, sales and tenders, order fulfillment and customer data between the commerce engine and merchandising, warehouse and accounts receivable modules.	More than 4 300 retail, wholesale, distribution and manufacturing clients in 60 countries. Over 350 retailers worldwide have licensed MMS.
52	Jeeves Information Systems AB , Kungsgatan 74, Box 1042, 101 38 Stockholm Tel + 46 8 587 099 00 Fax + 46 8 587 099 99 http://www.jeeves.se Hands Finland Oy Pakkalankuja 6, 01510 Vantaa Puh: (09) 351 821 Fax: (09) 3518 2599 http://www.handsfinland.fi/ Accountor Oy (a Proha company), Hämeenkatu 26A 332900 Tampere http://www.accountor.fi	**Jeeves Enterprise** software contains procedures from Accounting and Orders/ Inventory/Invoicing to Production, Service and Time & Project, all with a user interface that can be customised. Jeeves Enterprise has a built-in macro language that can be used for customer adaptations (to alter the user interface or other functions).	MS Windows and SQL Server form the technical platform.	E.g. in Sweden Golvabia AB, IVT Industrier in Tranås, Roxx Com. Group, Strand Interconnect in Norrköping, Farlo, Näsström System AB Hands' Jeeves Enterprise customers e.g. Academica, Amertronics, Artek, Brandt, Genimap Oy, Kopiosto, Mannerin Konepaja, Stokvis Oy Finland, Tervakoski

	Company	Products	Technical properties	References
53	KANA Inc. http://www.kana.com/ Kana Communications AB Stockholm Nordics (Denmark/Finland/Norway / Iceland/Sweden) Regional Director Peter Knapp Tel: +49 (0) 69 665 77334 Email: pknapp@kana.com	**Kana** CRM Marketing Automation: Kana Response, Kana Assist, Kana Advisor, Kana Service, Kana eBusiness Platform, Kana Commerce, Kana Chat, Kana Connect, Kana I Mail, Kana Phone. At the core of the Kana Solution is the eBusiness Platform, a Web-architected scalable platform that allows for rapid configuration, easy deployment and seamless integration with existing applications and databases. The Kana eBusiness Platform enables personal portals that offer customers, partners and the enterprise a global view of all customer interactions. Multiple communication channels, including e-mail, Web, chat, instant messaging, voice over the Internet, phone and person-to-person. Kana's e-business applications enable customers to do business when, where and how they want, whether that means web contact, web collaboration, e-mail, or telephone.	Web-architected J2EE and COM applications designed to scale and adapt with the business as it grows.	European customers include Shell, KLM, MAN Truck & Bus, QXL, Lastminute.com, British Airways Travelshops, and Telewest, and strategic alliances with IBM, Accenture, and KPMG, amongst others.
54	Kewill Systems Cedar Court Guildford Road Fetcham, Leatherhead Surrey, KT22 9RX, UK Tel: +44 (0) 1372 366 500 Fax: +44 (0) 1372 366 400 http://www.kewill.com/	**B2B E-Commerce**: Kewill's B2B applications bring together buyers, suppliers and carriers enabling trading communities to exchange business-critical information such as orders, invoices, quotes and ASNs via Kewill's B2B portal, Kewill.NetSM. Shipping Automation: Kewill's integrated shipping solutions manage multi-carrier compliance for all major carriers, expedite the shipping process, and reduce costs. Kewill's wide range of solutions supply more than 70% of the multi-carrier systems in the U.S. **ERP/Manufacturing**: Kewill provides a scalable suite of manufacturing solutions, based on the Windows NT platform, for small to mid-sized job shops, mixed-mode and discrete manufacturers. **Receiving Automation**: Kewill receiving solutions expedite receiving processes by improving visibility of anticipated and received goods. Users can import Carton Level Detail (CLD) in various formats, as well as manage the internal delivery of accountable items. **Integration Tools**: Kewill integration tools enable the smooth exchange of data between Kewill applications and other vital business applications for increased automation, reporting and efficiency. These tools are unique in that they provide integration capabilities that are not embedded or attached to an existing application. **Professional Services**: Kewill's global professional services group delivers an array of e-business supply chain solutions. Kewill leverages its 28 years of experience to provide successful solutions for community management and e-manufacturing.		More than 75 000 businesses, including Federal Express, Siemens, Marks and Spencer, Verizon, and the U.S. Postal Service.
55	Lawson Software 380 St. Peter Street St. Paul, MN 55102, USA Tel: (651) 767 7000, 1 800 477 1357 www.lawson.com	Lawson ERP solutions; key features by Lawson Software: Comprehensive, industry-focused solutions, highly scalable software that meets your current and future needs, secure products that can be personalized to meet the preferences, flexible tools to easily integrate with Lawson and non-Lawson systems, key advantages: Comprehensive, automated and integrated front-to-back-office solutions, web-deployable, XML-architected technology that works with the platform, database, application and user interface of your choice, data can be sorted and packaged according to the needs, outstanding return on investment and low cost of ownership.		
56	Lexel Corporation 540 Smith Street, Farmingdale, NY USA 11735 Tel: 631 501 0700 Fax: 631 501 1930 http://www.lexel.com	Lexel Corporation specialises in information systems for the manufacturing industry. Lexel is one of the support/service/education organisations for the ERP system MAPICS (Manufacturing Accounting Production Information Control System).	IBM AS/400	

	Company	Products	Technical properties	References
57	Maconomy Vordingborggade 18-22 DK - 2100 Copenhagen Denmark Phone: +45 35 27 79 00 Fax: +45 35 27 79 10 http://www.maconomy.com/ Maconomy Sverige AB Pyramidvägen 7 S - 169 56 Solna Tel: +46 (0)8 587 077 00 Fax: +46 (0)8 587 077 99	**Maconomy** automates processes of the extended service enterprise, integrating all core business functions of any service- and project-based business. It is a e-business solution that combines front- and back-office processes, and manages the entire services supply chain of employees, suppliers, and customers. It delivers functionality in all main areas of professional services business including Service Delivery, E-commerce, Relationship Management and, Finance & Asset Management.		More than 600 customers across 25 countries, e.g. American Express (Creative Media Dept.), AVIS/Cendant International, Avnet Enterprise Solutions, Bates Group, BBDO, Cable & Wireless Business Networks, Copenhagen County, Deloitte & Touche, First Connect, IBM Research Lab, Interbrand, KPMG, Leo Burnett, Millward Brown, Norconsult Telematics Ltd., NRK Parkman, Peter Justesen Company ,Philips Design, RAMBOLL, Research Intl. , Scandiaconsult , TBWA, Xerox Industry Solutions and Services (XISS)
58	Major Blue Company Nuijamiestentie 3 C, 00400 Helsinki (3. kerros) Tel: 020 500 211 Fax: 020 500 2300 http://www.majorblue.fi Major Blue on osa Resco-konsernia.	Kokonaisvaltaiset ratkaisut toiminnanohjaukseen, sähköiseen liiketoimintaan ja tuotetiedonhallintaan; ERP- ja PDM-konsultointi, pukeutumisen ja tekstiilialan kokonaisjärjestelmät, edustustuotteet Axapta, J.D. Edwards ja Gerber WebPDM. Kokonaisvaltaiset ratkaisut asiakkuudenhallintaan; CRM-konsultointi, toimialariippumattomat työkalut operatiiviseen ja analyyttiseen asiakkuudenhallintaan, asiakastyytyväisyysjärjestelmät, modulaaristen tuotteiden konfigurointi ja tarjouslaskenta, toimialakohtaiset CRM-ohjelmistot mm. autokauppaan, päivittäis- ja erikoistavarakauppaan sekä koulutukseen ja järjestöille. Kokonaisvaltaiset ratkaisut palkka- ja henkilöstöhallintoon.		Major Blue CRM: Finpro, Suomen Rehu, Veho, Mercuri International, Teleste; Major Blue HRM: Metsäliitto-Yhtymä, Skanska, Lillbacka, Yliopiston Apteekki; Major Blue ERP: Marimekko, Turo Tailor, Tamro, Electrolux; Major Blue Data Collection: Vaasan & Vaasan, Leaf, Lapuan patruunatehdas; Major Blue Customized Services: UPM Kymmene, Wärtsilä-Finland, ISS Suomi; Major Blue Management Consulting: Finpro, Onninen, Oulun Autohallinto, Suomen Messut
59	Manufacturing Channel Europe Oy Veikkointie 4 03100 Nummela Tel +358 9 5655 180 Fax +358 9 5655 1850 http://www.mc-europe.com/	**Manufacturing Channel** is a solution for both traditional and collaborative-based manufacturing companies. It is an integrated solution where both sales and purchasing are integrated directly to the status of production and purchased resources. Production managers can plan and administer activities in both their own factory and those of their subcontract partners. Manufacturing Channel is based on Internet technologies and is completely accessible with mobile devices (PDA's). **Business Channel** is a fully featured internet service for companies that buy and sell goods. Business Channel is an integrated solution where sales forecasts and sales orders are linked through stock control to purchasing and pre-purchasing activities. Business Channel is Internet-based and also fully mobile enabled. Business Channel has all the benefits of Manufacturing Channel, but without the complexity of managing a manufacturing plant. Thus Business Channel is more economical and easier to implement.	Platforms: Microsoft Windows 2000/Windows XP Server Database: Microsoft SQL Server Clients require a normal internet connection, a PC or PDA that can run Microsoft Internet Explorer (version 5.5 or greater recommended) and an email program. Minimum recommended internet connection speed is 28,8 kbs. To view reports the free viewers for Microsoft Excel and Snapshot or Adobe Acrobat are required. ASP-service (on-line) from service center or installed in a customer's own server (intranet) and managed through remote processing.	Manufacturing Channel was awarded Microsoft's partner product award in 2000. Customers are typically electronics, metals and other high tech batch manufacturers.
60	MAPICS, Inc. Alpharetta, Georgia USA http://www.mapics.com/	**MAPICS** provides manufacturers solutions that address business processes specific to their environments: Customer Relationship Management, Supply Chain Management, Manufacturing Execution, Product Lifecycle Management, Financial & Business Analytics, Maintenance & Calibration Management, Collaborative Process Management. For mid-market manufacturers.	NT, Unix, Linux, iSeries	Thousands of customers in nearly 70 countries. Customers e.g. Anaren Microwave, Inc., Ashley Furniture Industries, Inc., Bayer Corp., Dirona SP, Dukane Corp., Goodrich Corporation, Hartzell Propeller, Inc., Honda Motor Co., Ltd., SmithKline Beecham, Volvo Corp., and YORK International Corp.

	Company	Products	Technical properties	References
61	Merlin Systems Oy Sinimäentie 10 A 02630 Espoo Tel: (09) 525 770 Fax: 010 525 7718 http://www.merlin.fi	**CRM DataStore** on erityisesti kvalitatiivisen tiedon hallintaan suunniteltu tietokantaratkaisu. **SalesPower** on Windows-ympäristöön suunniteltu käyttöliittymä CRM DataStore -tietokannan käyttöön. **WebOffice** on web-kyttöliittymä, joka mahdollistaa Merlin CRM DataStore -tietokannan selailun ja muokkauksen. **Feedback** web-palautekanavan avulla asiakkaat voivat itse ylläpitää tietojaan ja lisäksi asiakkailta voidaan esim. tehdä vapaamuotoisia kyselyjä, vastaanottaa ilmoittaumisia, reklamaatioita jne. Palautteet ja ylläpitotiedot voidaan vastaanottaa jatkokäsittelyä varten suoraan tieto-kantaan. **WebOrder** on web-tilauskanava. Tilauskanavasta tehdyt tilaukset voivat linkittyä suoraan mm. CRM DataStore tietokantaan. **Web Agents** on käyttöliittymätyökalu, jolla voi toteuttaa selainpohjaisia käyttöliittymiä. **RepliSync**-ohjelmiston avulla CRM DataStore -tietokanta voidaan hajauttaa (esim. kannettavaan.). **Phone Integration** -puhelinagentin avulla voidaan tunnistaa puhelu ja hakea soittajan tiedot ruudulle automaattisesti. **Calendar Integration** -moduulin avulla voidaan kytkeä MS Schedule+ tai Outlook -ohjelmistoilla tehdyt varaukset CRM-järjestelmään ja **E-mail Integration** -moduulilla voidaan kytkeä valitut sähköpostiviestit CRM-järjestelmään. **Passage Integration** mahdollistaa kulunvalvontajärjestelmän liittämisen CRM-järjestelmään.	Server: Win NT/2000 Client: Win 3.x/95/98/NT/2000 ODBC	Merlin Systems Oy:llä on Suomessa yli 200 asiakasyritystä, esim. Aktia, Amiedu, Analyste, AstraZeneca, Boehringer-Ingelheim, Dynexco, Efore, Electrolux, Espoon Sähkö, Fincoil-teollisuus, Fortum Engineering, Hejco, Helsingin Energia, Helsinki Media, HEX, Vahinkovakuutusyhtiö if, Ilmatieteenlaitos, Ilta-Sanomat lehti, Indata, Janssen-Cilag, Leiras, Kapiteeli, MatkaKaleva, OP Kotipankki, Optiroc, Matkahuolto, Pfizer, RTK-Palvelu, Schering, StickTech, Skanska, Suomen Asiakastieto, Suomen Posti, Tamglass, ToCoMan, Vakuutusyhtiö Garantia, Valio, Varma-Sampo, VVO, YIT
62	Modultek Oy Lars Sonckin kaari 14 02600 Espoo Tel: +358 201 610 400 Fax: +358 201 610 410 http://www.modultek.com/	**Aton** facilitates the exchange of product information, and other business knowledge to members in the extended enterprise. By keeping members in the customer supply chain (after sales, sales, customers, and customer's customers) synchronized with fast changing product and lifecycle information, Aton not only streamlines service but also boosts sales. Modultek is devoted to providing solutions that denote real business benefits. When developing Aton one of the basic ideas was to develop easy-to-use interfaces, which are dependent on the user profiles. One of the outcomes was the definition of three user profiles that became the foundation of the **Aton Front End** solution. In the heart of **Aton Back End** there is a business-ready Product Data and Configuration Management solution that allows for management and collaboration of product information throughout the extended enterprise. This is the core solution of Aton, it manages all product information such as documents, items/parts, Bills-of-Materials (BOM), drawings etc.	Aton solution is built using 100% pure Java, it allows Aton to be used over the intra-, extra-, or Internet.	More than 250 implementations in manufacturing, telecom., and Hi-tech., e.g.Valtra, Metso, Fujitsu Siemens Computers, Stork, Scott Health & Safety, Rocla, Patria Finavitec, Ponsse, Hackman Metos, Outokumpu, Abloy, Vaisala, and Metsä-Serla.
63	Navision a/s (NavisionDamgaard a/s) Frydenlunds Allé 6 2950 Vedbæk, Denmark Tel: +45 45 67 80 00 http://www.navision.com Navision Software Finland Oy Kappelitie 6 A, 02200 Espoo Tel: +358 9 452 0000 Microsoft on tehnyt tarjouksen (toukokuu 2002) ostaa Navision. http://www.navision.com/fi/ Hands Finland Oy Pakkalankj 6, 01510 Vantaa Tel: (09) 351 821 Fax: (09) 3518 2599 http://www.handsfinland.fi/	Navision Solutions provides Financials, Enterprise Resource Planning, Manufacturing and Distribution integrated systems to manage the processes that drive business. **Navision Axapta**: Enterprise Resource Planning, Supply Chain Management, Human Resource Management, E-Business, Navision Axapta CRM, Knowledge Management **Navision Attain**: Financial Management, Supply Chain Collaboration, CRM, eCommerce **Navision Financials**: Financial Management, Navision Analyst, User Portal, Manufacturing, Advanced Distribution, CRM, eCommerce **Navision XAL**: Functionality, Technology, Availability, Euro	Navision Axapta : Server OS: Windows 95/98, Windows NT, Windows 2000 Desktop OS: Windows 95/98, Windows 2000, Windows NT, ASP-Web Interface Navision Financials: Server OS: Windows 95/98, Windows NT, Windows 2000, Unix Desktop OS: Windows 95/98, Windows 2000, Windows NT	http://www.futurelink.net/products_services/regional_service/erp.asp Hands' Axapta customers in Skandinavia e.g. Aarhus Lufthavn, ABB Gas Technol-ogy, Aftenposten, Akva Smart, Brunata, Computer Store, Elektromekan, Elmag Instruments, Ernst&Young, Flensborg, Hackås Precisionsgjuteri, Inbodan, Kinnevik, Maskinhandler Indköpring, Norrlands Miljövård, Piab, Prima Sweden Foods, Sector Alarm, Skeidar DnM Engros, PA Segenmark Oy, Steel Vision, Vink Finland Oy, Vivo, Widex

	Company	Products	Technical properties	References
64	Nestix Oy Teknologiantie 12, 90570 Oulu Tel: +358 8 551 4221 Fax: +358 8 551 4230 http://www.nestix.fi	**NESTIX2** on ohjelmistoperhe, joka tukee materiaalin esikäsittelyverstaiden tuotantoprosessien erityisiä tarpeita aina myynnistä lähetykseen asti. NESTIX2 tukee kaikkia tärkeimpiä tuotantoprosessin osia (kuten leikkaus, sahaus, kelan leikkaus jne.) levy-, kanki- ja kelaosien tuottamiseksi. **NC-CONSULT** on tuoteperhe koneistusverstaille. Se tukee verstaan tietojen hallintaa (NC-ohjelmat ja niiden versiot, työkalut jne.). NC-CONSULT sisältää ohjelmiston, jolla voidaan automaattisesti analysoida NC-ohjelmien sisältämä tieto tietokantaan.		NESTIX:illä on yli 400 asiakasta noin 20 eri maassa. Asiakkaita ovat mm. materiaalin esikäsittelykeskukset, konepajateollisuus ja telakkateollisuus. Referenssejä yrityksen www-sivulla.
65	Nisamest Oy Old Mill Ruukinkatu 2-4 20540 Turku Tel: +358 2 469 3105 Fax: +358 2 469 3011 http://www.nisamest.fi/	The **VENTUS/32** system is divided into the following application modules: Sales, Material Processing, Financial Administration, Personnel, Project Management, Production Management **VENTUS Lite** is a lightweight version of VENTUS/32 and is primarily targeted at small-sized companies.	Windows 95/98/NT/2000 VENTUS/32 is a modular client/server -solution which is based on a SQL database such as InterBase, Oracle or SyBase. VENTUS/32 allows networking with both Internet and Intranet techniques, and also includes mobile communications with WAP capable mobile phones. Sales and purchases can be completed with EDI-technology, and a variety of functions are accessible via a mobile WAP-phone.	
66	Novo Group Oyj Novo-konserni PL 38, Valimotie 17 00381 Helsinki Tel: 0205 6686 Fax: 0205 66 2370 http://www.novogroup.com/ Net To Systems Oy (Sonet) http://www.nettosystems.fi	**Sonet**-sovelluksia ovat Talouden ohjaus: kirjanpito ja kohdelaskenta, myynti-reskontra, ostoreskontra, käyttöomaisuus, laitehallinta, sisäinen laskenta; Myynti- ja materiaalitoimi: tilausten ja tarjousten käsittely, laskutus, varastot, ostotilausten käsittely, asiakaspalaute, tuotannonohjaus; Henkilöstötoimi: palkkalaskenta, henkilöstöhallinto, matkalaskut. **Powered** on toiminnan- ja materiaalinohjausjärjestelmä. **Pro Economica** tarjoaa ratkaisun talousprosessien ohjaamiseen ja hallintaan. **Fenix** on ohjelmistokonaisuus talouden, henkilöstön ja toiminnan ohjaukseen. **Aromi** on ruokatuotannon kokonaisjärjestelmä.	Sonet on laitteistoriippumaton relaatiotietokantapohjainen yritysohjelmisto. Ohjelmisto on suunniteltu ja toteutettu Client/Server-arkkitehtuurin mukaisesti. Käyttöönotto voidaan suunnitella ja toteuttaa yritykselle parhaiten sopivassa järjestyksessä ja laajuudessa. Tuote voidaan liittää myös muihin ohjelmistoihin. Sonet -ratkaisussa voidaan hyödyntää kaikille Sonet-ohjelmilla yhteistä tietokantaa, jolloin tallennetut tiedot ovat koko järjestelmän käytettävissä.	Asiakkaita ovat mm. Carlson, Meira, Muoviserres, Rainex, RTV-Yhtymä, Suomen Posti ja Teknikum, Kokkolan kaupunki, Tiirismaan kansanterveystyön kuntayhtymä, Oikeusministeriö, Rajavartiolaitos, Tiirismaan ja Kyrönmaan kansanterveystyön kuntayhtymät.
67	Onyx Software 3180 139th Ave SE, Suite 500, Bellevue, WA 98005-4091, USA Tel: 425 451 8060 Fax: 425 990 3343 www.onyx.com TietoEnator Oyj http://www.rm.tietoenator.com/ Kalkkipellontie 6, PL 101, 02601 Espoo Tel: (09) 3290 7000 Fax: (09) 3290 7001	**Onyx Enterprise** is a Customer Relationship Management suite that provides large organisations with the technology and functionality needed to optimise revenue, increase shareholder value and establish a competitive advantage. The Onyx suite of products, including the Onyx Employee Portal, the Onyx Customer Portal and the Onyx Partner Portal, are built on the Onyx e-Business Engine. These CRM tools help businesses manage customers with scalable, enterprise-wide capabilities that integrate with existing applications.	The Onyx product suite is a 100% Web-based solution. A component-based Internet architecture, a native XML-based integration platform and a customisation framework. The applications support all major European and Asian languages (single- and double-byte characters), multiple time zones, multiple currencies, and EMU triangulation. Onyx provides a security framework allowing for the vertical and horizontal segmentation of features, business rules, and customer information across departments and geographies. The services of the open platform are accessible to non-Onyx application, whether they are LAN-based, internet-based, or wireless.	References available on the web page.
68	Open Market, Inc. One Wayside Road Burlington, MA 01803 Tel: 781-359-3000, USA http://www.openmarket.com Divine Inc. has acquired Open Market http://www.divine.com/	Open Market Transact, LiveCommerce, Open Market Catalog Centre, Open Market Content Centre, Open Market Content Server, Open Market Content Server Enterprise Edition, Open Market Integration Centre, Open Market Marketing Studio, Open Market Personalization Centre, Open Market Satellite Server, Open Market Transact, Open Market XML Exchange Server, ShopSite, Transact. Suite of products for content management, personalisation, catalog management, marketing, business systems integration, and high performance dynamic content delivery. Modules include Marketing Studio, Content Server, Content Centre, Catalog Centre, Personalization Centre, Integration Centre and Satellite Server.	Open Market Content Server Enterprise Edition: Sun Solaris, IBM, BEA and NT LiveCommerce: HP-UX; Digital UNIX; Sun Solaris; IBM AIX; MS Windows NT Open Market Content Server: Linux; HP-UX; Digital UNIX; Sun Solaris; IBM AIX; IRIX; MS Windows NT, 2000 ShopSite: Linux; Sun Solaris; IRIX; MS Windows NT Transact: Linux; HP-UX; Digital UNIX; Sun Solaris; IBM AIX; IRIX; MS Windows NT	

	Company	Products	Technical properties	References
69	Oracle http://www.oracle.com/ Oracle Finland Oy Piispanportti 10 PL 47, 02201 Espoo Tel: (09) 804 661 Fax: (09) 804 66200 http://www.oracle.com/fi/	Oracle's **E-Business Suite** is the suite of internet business applications - finance, human resources, supply chain managment, sales, service, marketing, project management, and business intelligence. Oracle's **Business Intelligence** offering includes: Profitability - applications to assess profitability of customers, products, and distribution channels; Planning - applications for business modeling, budgeting and forecasting; Performance Management - applications for setting performance targets and monitoring exceptions. Oracle **CRM**, part of the Oracle E-Business Suite, offers applications for marketing, sales, service and contracts that work over the web, phone, in the field and with partners. Oracle **Financials** is an integrated set of industry leading financial management and accounting applications for today's e-business. Oracle Financials consists of: General Ledger, Assets, Payable, Receivable, Cash Management, Treasury, Property Manager, Self Service Financials, Financial Intelligence, and Mobile Financials. Oracle **Human Resources Management System** (HRMS) is an integrated set of human resource management applications for today's e-business. Oracle's HRMS offering includes: Core HR, Advanced Benefits, HR Intelligence, Payroll, Time & Labor, Training Administration, Self-Service HR, and Oracle iLearning. Oracle's **PSA** offering is an integrated set of applications for improving the performance and profitability of Professional Services Organisations. It is global, web-based and integrated with all other relevant areas of your business. Oracle's PSA offering includes: Project Costing, Project Billing, Project Resource Management, Project Contracts, Internet Time, Internet Expenses, and HRMS. Oracle **Supply Chain Management** is a complete offering, spanning Product Development, Planning, Procurement, Manufacturing and Order Fulfillment.Oracle **Projects** is an integrated set of applications for managing any type of project, anywhere in the world.	E.g. AIX , HP-UX, Solaris, Compaq Tru64 Unix, HP 9000 Series HP-UX, Windows NT, Sun SPARC Solaris	Teknologia-asiakkaita Suomessa: Aina.fi, Duodecim Suomalainen Lääkäri-seura, EQ Online Oyj, Mandatum, Metsä-hallitus Sovellusasiakkaita Suomessa: Filtronic LK Oy, Keski-Suomen Sairaanhoitopiiri, Nokian Renkaat Oyj, Suomen puolustus-voimat, Yleisradio Oy
70	Oy Softema Ab Mikonkatu 8 00100 Helsinki Tel: (09) 6689 230 Fax: (09) 6689 2323 http://www.softema.fi/	**Innova Open 2000** tietojenkäsittelyjärjestelmä on sovellusohjelmistoperhe, joka kattaa henkilöstö-, talous-, ja materiaalihallinnon ohjelmistot sekä toiminnanohjaus- ja projektiseuranta järjestelmät. Innova Open 2000 sisältää seuraavat osa-alueet: pankkiyhteys, tilausten käsittely, laskutus, varastovalvonta, myyntireskontra, ostoreskontra, palkkalaskenta, kirjanpito, kustannuslaskenta, käyttöomaisuuskirjanpito, kassakladi, työvuorosuunnittelu.	Unix (IBM, ICL, HP, Unisys...), Windows NT	Asiakkaita mm. Merita Henkivakuutus, Sampo, Leonia-vakuutus, GE-vakuutus, Valtiokonttori, Aurum, yli 30 kuntaa sekä vanhustyön eri yksikköjä ja sairaan-hoitopiirejä.
71	Pegasystems 101 Main Street Cambridge, MA 02142-1590 USA Tel: 617-374-9600 Fax: 617-374-9620 http://www.pegasystems.com/	The PegaCRM solution suite includes: PegaCRM Retail Banking, PegaCRM Private Banking, PegaCRM Payments, Investigations, PegaCRM Securities Investigations, PegaCRM Healthcare, PegaCRM Member Services Pegasystems's rules-driven process automation and management technology (driven by Pegasystems' patented rules engine) integrates an organization's best practices for service, sales and marketing, and consolidates them into enterprise business rules. Spanning the Web, contact center and across the enterprise, the PegaCRM Template provides a starter-kit of easy-to-deploy rules-based functions that work in synergy with all existing legacy systems and databases.		
72	PeopleSoft Pleasanton, California, USA http://www.peoplesoft.com/ PeopleSoft Nordic Sweden Infra City, Kanalvägen 10c 194 61 Upplands Väsby Tel: +46 8 5091 4420 Fax: +46 8 5900 4110	**PeopleSoft** Financial Management, PeopleSoft Payroll, PeopleSoft Human Resources, PeopleSoft Pension Administration, PeopleSoft Payroll Interface, PeopleSoft Stock Administration, PeopleSoft Risk Management, PeopleSoft Deal Management, PeopleSoft Benefits Administration, PeopleSoft Global Payroll, PeopleSoft Collaborative Applications for HRMS, PeopleSoft Product Configurator, PeopleSoft Production Planning, PeopleSoft Manufacturing, PeopleSoft Portal Solutions.	PeopleSoft solutions run on a variety of hardware and database platforms, including Compaq, Hewlett-Packard, IBM, Sun Microsystems, Microsoft SQL Server, Sybase, DB2 and others.	PeopleSoftin pohjoismaisia asiakkaita ovat muun muassa: Danske Bank, Det Norske Veritas, Jyske Bank, Pfizer, Pharmacia, Skanska, Volvo

	Company	Products	Technical properties	References
73	Peregrine Systems, Inc. 3611 Valley Centre Drive San Diego, CA 92130, USA Tel: 800 638 5231 Fax: 858 481 1751 http://www.peregrine.com Peregrine Systems Oy Metsänneidonkuja 8 02130 Espoo Tel: + 358 9 251 24 440 Fax: +358 9 251 24 263 Delphi Oy Tel: +358 9 525 9040 Fax: +358 9 522 151 http://www.delphi.fi/	Peregrine provides solutions that enable companies to manage infrastructure and achieve a state of frictionless business. Peregrine's Infrastructure Management solutions manage the entire lifecycle of an organization's assets, from IT equipment and fleets of vehicles to telecom and facility assets. Peregrine's Employee Self Service solutions empower employees with anytime/anywhere access to these enterprise resources, services and knowledge. Peregrine's Supply Chain Enablement solutions help customers realize the promise of 24-hours-a-day, always-connected e-Business using Peregrine's Get2ConnectSM global trading network.		Peregrinen pohjoismaisia asiakkaita ovat mm. Merkantildata, Fujitsu Invia, Handelsbanken, Stora Enso, UPM Kymmene, Sonera ja Telia.
74	Pivotal Corp. 224 West Esplanade Suite 300 North Vancouver, BC Canada www.pivotal.com Denmark, Tel: 80 88 03 57 Sweden, Tel: 020 790574	CRM features: Pivotal Marketing, Pivotal Sales, and Pivotal Service Through Pivotal eSelling, virtually any sales process can be recreated online - even sophisticated sales processes involving: A high level of interaction with customers, including coordination with sales, marketing, or customer service specialists; Variable pricing structures, discounts, and rebates; Multi-stage quoting processes involving direct sales reps and channel partners; and Regional practices, languages, currencies etc.	Oracle 8i or Microsoft SQL Server 2000	References available on the web page.
75	printCafe Systems, Inc. Forty 24th Street, Pittsburgh, PA 15222 USA Tel: 412 456 1141 Fax: 412 456 1151 http://www.zlogic.com/ printCafe Europe Ltd. UK 281A St. Leonard's Road Windsor,Berkshire SL4 3DR Tel: +44 (0)1753 622606 Fax: +44 (0)1753 854339 europe@printcafe.com	Business management systems for printing and the graphic arts. Provide integrated estimating, scheduling, production control, cost accounting, inventory and all related functions. **EnterpriseSite**, Printcafe's web solution for print buyers. **FastTrack**, a mid-market web product for buyers. **Impresse**, an Internet service for the collaborative procurement of marketing materials. **PrintIQ**, helps print buyers determine their Return On Integration (ROI) of an Internet-enabled print procurement system. **Proteus**, buyer-side production software for publications.		References available on the web page.
76	Procomp Solutions Oy Elektroniikkatie 8 90570 Oulu Tel: +358 8 551 3100 Fax: +358 8 551 3110 http://www.procomp.fi/	**Rahti**-toiminnanohjausjärjestelmä on kuljetusliikkeiden käyttöön suunniteltu ohjelmisto. Järjestelmän osia ovat: Tilauksen hallinta, Ajojärjestely, Rahtikirjaus, Tilitys, Ajoneuvojärjestelmät, Varastohotelli ja Varaosa- ja korjaamosovellus. Tuoteperheen osat toimivat sekä itsenäisesti että kokonaisuutena. Rahti soveltuu yhtäläisesti säiliö-, kontti- tai kappaletavaran kuljetukseen sekä lähijakelutoimintaan. **RahtiLite** on pienten ja keskisuurten kuljetus- ja maarakennusyritysten ohjelmisto. RahtiLite-järjestelmä koostuu yhteenliitettävistä osista, joista kootaan yrityksen koon ja tarpeiden mukainen kokonaisuus. **Aikajana** on päällekkäisiä ja rutiininomaisia työvaiheita järkeistävä työkalu työajan suunnitteluun ja hallintaan.	Järjestelmiä toteutetaan Client/Server- ympäristöihin, SQL- ja Lotus Notes -tietokantoihin. Myös ASP-periaatteella Internetin välityksellä.	Asiakkaita mm, Atria, Kuljetusliike ADR Haanpää, Oulun Autokuljetus, Osuus-kauppa Arina, Polar Electro

	Company	Products	Technical properties	References
77	QAD Inc. http://www.qad.com/ QAD Europe B.V. Neptunusstraat 23-29 2132 JA Hoofddorp The Netherlands Tel: +31 23 569 5295 Fax: +31 23 562 3446 Email: emea@qad.com http://www.qad.nl	**MFG/PRO**, a software suite that includes components for manufacturing, distribution, financial, supply chain, and service-support management. On/Q is QAD's supply-chain planning and management suite. On/Q applications include Order Management, Transportation, Procurement, Inventory Management, and Contracts, taking the applications from strategic planning down to the execution level. QAD solutions can help to automate MRO purchasing, do collaboration forecasting with supply chain partner, manage complex and frequently changing relationships with customers/trading partners/suppliers, perform real-time Available-to-Promise (ATP) calculations between multiple locations, enter single-order for multiple products from multiple locations, synchronize master files (customer, suppliers, bill of materials), do Internet bidding for procurement, sell to end consumers via Internet, sell to other businesses via Internet, use EDI, establish real-time collaboration between different applications inside or outside the enterprise, equip sales reps to configure my products, outsource manufacturing, use MFG/PRO with another ERP solution, manage multi-national sites.	MFG/PRO software supports most Unix and Win NT environments and is available for Oracle and Progress databases on more than 25 hardware platforms.	
78	Retek USA 950 Nicollet Mall, Minneapolis, MN 55403 USA London: Tel: +44 (0) 20 7563 46 46 Fax: +44 (0) 20 7563 46 10 http://www.retek.com/	A supplier of predictive, enterprise-wide retail management solutions that are totally Web architected. Retek solutions address the four broad business processes required by today's multi-channel retailers: Retail CRM, Merchandising, Supply Chain Management, and Logistics.		
79	Rissa Solutions Oyj Stella Business Park (Luna building) Lars Sonckin kaari 14 02600 Espoo Tel: +358 (0)424 2533 1 Fax: +358 (0)424 2533 69 http://www.rissasolutions.com Rissa Solutions is a company in a Dutch-based Vanenburg Group BV	**Rissa Suite** is a application package for service and sales operations through a mobile device and the Internet. Rissa software supports mobile devices (Symbian, Palm, Pocket PC) and has an application level online integration to ERP systems (SAP, Baan, MFG/PRO, Scala). Rissa products are available as two packages: Rissa Suite 4.1 is a mobile beyond ERP application package for manufacturing industry and project based industry companies, which are looking for a new customer service channel and savings in service and after sales operations. Rissa Mobile Internet Transaction Platform is targeted to mobile application service providers, which are looking for a new service product platform for their business to business customers. **Rissa MITP** (Rissa Mobile Internet Transaction Platform) is an online sales and service system with strong integration to ERP systems (e.g. SAP R/3 and Baan) and CRM systems. The MITP provides online mobile product portfolio, inventory, prices, ordering, intelligent forms and customer reports. MITP is targeted to mobile application service providers, e.g. GSM, GPRS and UMTS network service providers, which are looking for new innovative b-to-b service products.	Operating Systems:Windows NT, Windows 2000, Sun Solaris Databases: Oracle 8, Microsoft SQL Server 7, Microsoft SQL Server 2000 Java application servers: Any J2SE compatibe Java server Enterprise monitoring agents: HP OpenView, IBM Tivoli	E.g. Kalmar Industries, Partek Forest, Oras, Sisu Auto, Oriola
80	SalesLogix Corp. 8800 N. Gainey Center Drive, Suite 200 Scottsdale, AZ 85258 USA Tel: 480 368 3700 Fax: 480 368 3799 www.saleslogix.com	**SalesLogix Sales**: Manage, forecast, and report sales throughout all phases of the customer lifecycle. **SalesLogix Marketing**: Manage campaigns from start to finish, improve customer loyalty, and learn the secrets of your success. **SalesLogix Support**: Track, manage, and resolve issues quickly to strengthen support relationships with the customers. **SalesLogix eCommerce**: Create web storefronts, process transactions, reduce quote and proposal time, etc. **SalesLogix for Web Phones**: With anytime, anywhere access to SalesLogix. **SalesLogix for Wireless Palm Powered Handhelds**.	Supports the following relational database management systems: InterBase (version 5.6), Microsoft SQL Server (version 6.5 and 7.0), Oracle (version 7.3.4, 8.0.5, and 8i (8.1.5))	More than 3500 customers worldwide.

	Company	Products	Technical properties	References
81	SAP AG. http://www.sap.com/ SAP Finland Oy Valkjärventie 2 02130 ESPOO Tel: (09) 2536 4400 Fax: (09) 2536 4444 www.sap.com/finland/	**mySAP.com**, enterprise software solutions which provide a customer centric, open collaborative business environment and capitalises upon the Internet. From employee portals to mobile business solutions, the mySAP.com e-business platform provides the solutions and services companies need to eliminate enterprise boundaries and participate in a global marketplace. mySAP.com delivers a e-business platform designed to help companies collaborate and succeed (regardless of their industry or network environment). mySAP.com solutions include: Industry Solutions, mySAP Enterprise Portals, mySAP Supply Chain Management., mySAP Customer Relationship Management., mySAP E-Procurement, mySAP Product Lifecycle Managementt., mySAP Business Intelligence, mySAP Financials, mySAP Human Resources, mySAP Mobile Business, mySAP Exchanges, mySAP Hosted Solutions.	SAP provides a component-based open integration infra-structure. Provides technologies to integrate with third-party components of any vendor in any technology environment. Supports unified access for users to all types of resources coming from SAP and third party applications. Supports native Internet technology, such as HTTP, XML, and J2EE as well as ABAP. Delivers clearly defined business objects and business application programming interfaces (BAPIs) available through XML and other technologies. Provides an open Web devel-opment environment. Delivers leading security technologies for e-business solutions. Supports global e-business in multiple languages, currencies, and time zones. Supports a wide range of mobile devices with multiple connectivity options and underlying networking infra-structure. Provides dedicated technologies supporting specific requirements such as replication and realignment of laptops for mySAP CRM and high-performance, memory-based computing for mySAP SCM.	SAP customers in Finland e.g. ABB, F-Secure, Gustav Paulig, Halton, HK Ruokatalo, Kauppatalo Hansel, Kesko, Metsä-Serla, Nokia, Osuuspankkiryhmä, RAY, Sonera, Stora Enso, Säkkiväline ja UPM-Kymmene. 10 million users, 36 000 installations, 1000 partners, 21 industry solutions.
82	Saratoga Systems, Inc. http://www.saratogasystems.com/	**Avenue** is a integrated suite of CRM business solutions for managing sales, marketing, customer service and operation processes.	Win 95/98/NT, Unix MS SQL Server, Oracle, Sybase SQL Server, DB2, Informix, SQL Anywhere	
83	Savcor IT Oy Insinöörinkatu 8 50100 Mikkeli Tel: +358 15 760 400 Fax: +358 15 760 4211 http://www.dlc.fi/~scltd-1/index.htm	**MEKA** ERP enterprise resource planning system for mechanical forest industry. It covers the entire value chain from raw material purchasing to sales and distribution of end products. MEKA CRM customer relationship management, MEKA SCM supply chain management, MEKA SCP supply chain planning, MEKA ECM e-commerce management, MEKA MTM mobile transaction manager.		
84	Scala Business Solutions http://www.scala.se/ Scala Finland Oy Ab Linnoitustie 2 B 02600 Espoo Tel: +358 9 525 98 10 Fujitsu Invia Oyj Valimotie 16, 00380, Hki Tel: +358 9 567 3367 Fax: +358 9 567 5346 http://www.iclinvia.fi	**Scala** on taloushallinnon ja toiminnanohjauksen valmisohjelmisto. Scala sisältää osiot ostoon, myyntiin, logistiikkaan, kirjanpitoon, huoltohallintoon, tuotannonohjaukseen ja projektihallintoon. Scalan verkko-ominaisuuksien avulla Scala voidaan liittää osaksi kauppapaikkaa tai kumppaniverkkoa. XML:ää käyttävän iScala DES:n avulla voidaan automatisoida ostoon ja myyntiin liittyvien dokumenttien siirto. DES:n avulla Scala voidaan yhdistää myös muihin ERP- tai CRM–järjestelmiin.	Windows NT/2000, SQL	Scala on tuettu yli 60 maassa ja käännetty 30 kielelle. Fujitsu Invia on vastannut vuoden 2001 loppuun mennessä yli 500 Scala-järjestelmän toimituksesta 30 eri maahan.
85	Servinet Communication Oy Ristiinantie 1 50100 Mikkeli Tel: +358 15 338 820 Fax: +358 15 338 830 http://www.svncom.net	**ServiNet e-kanava** tarjoaa käyttöliittymät ja järjestelmäpalvelut kauppakumppanien välisiin toimitusketjujen hallintaan sekä yhteydet ja liittymät yritysten omiin toiminnanohjaus- tai muihin järjestelmiin. **Servinet M-kanava** tarjoaa mobiilien hyötyviestien välityksen eri tilaajien ja toimittajien (palvelut, tavarat) välille (b-to-b, b-to-c, c-to-b). Viestiliikennettä välitetään päätelaite- ja operaattoririippumattomasti, monikanavaisesti useilla langattomilla vaihtoehdoilla (SMS, WAP, PDA, i-Mode) eri käyttäjäryhmiä ja käyttötarpeita varten. **ServiNet i-kanava** on sähköinen ratkaisu automatisoida eri sovellusten välinen tiedonsiirto. ServiNet -tuotteet voidaan integroida suoraan yrityksen operatiivisiin tietojärjestelmiin - sovelluksista, laiteympäristöistä ja tietoliikenneratkaisuista riippumatta.		

	Company	Products	Technical properties	References
86	Siebel Systems, Inc. http://www.siebel.com Siebel Suomi Oy Tietäjäntie 2 02310 Espoo Tel: +358 9 2510 5142 Fax: +358 9 2510 6893 http://www.siebel.com/fi/	**Siebel eBusiness applications** allow organisations to create a single source of customer information that makes it easier to sell to, market to, and service customers across multiple channels, including the Web, call centers, field, resellers, retail, and dealer networks. Includes: **Siebel Personalization**. The multichannel personalisation engine, allowing organisations to tailor the presentation of content, information, and business processes based on customer profiles. **Siebel Remote**. The scalable data synchronisation solution for mobile clients and for server-to-server replication. **Siebel Workflow**. A workflow engine that allows organisations to visually model business processes and apply workflow automation rules across all channels of distribution. **Siebel Tools**. A tool suite that allows organisations to customise the user interface, business rules, and captured data without compromising the support or upgrades of Siebel eBusiness applications. **Siebel EAI**. A integration solution.	Siebel eBusiness Applications operate on all major computing platforms used by organisations, including mobile clients, connected clients, thin clients, and handheld clients. The Siebel eBusiness Architecture supports WAP and voice recognition.	E.g. Helsingin Sanomat
87	Solagem Oy Mäkelänkatu 91, PL 3 00601 Helsinki Tel: +358 9 7257 8700 Fax: +358 9 7257 8790 http://www.solagem.fi/	**Solagem Enterprise** is a web-enabled ERP business solution for manufacturing, assembly and wholesale companies. **Solagem InFusion** is a Enterprise Application Integration (EAI) solution that plays a crucial role in the development of a successful e- and m-business strategy. **Solagem eEngine** is an intelligent device independent portal solution for electronic commerce. **Solagem Messenger** is a mobile solution. **Solagem Tools** is a rapid application development (RAD) environment that can create programs directly from the database schema. **Solagem @Hand** is a PDA solution that extends the functionality of the corporate applications to the latest mobile devices.	The Solagem Enterprise system can be accessed by thousands of users in a multi-location environment supporting any number of languages. Technically, Solagem Enterprise has been designed so that the system can be used with many different user interfaces, thereby enabling it to function as a platform for e-business solutions. eEngine is based on object architecture and Java message server technology.	Aika, Anglo-Nordic, Asoma, Bauer Vaihdemoottorit, Balteco, Bella-boats, Benefon, Biotie Therapies, Cygate Networks, Delhi Police, Delhi Traffic Police, Edita, Exel, Fast-It, Fujitsu Siemens Computers, Globe Ground Finland, Gust. Ranin, Hackman Designor, Inter Marketing, Karto, Kemira Agro, Kohiwood, Koskisen, Labquality, Laukamo Teollisuus, Lignell & Piispanen, LPM Eesti As., LPM Group, Mateko, Medix Biochemica, Metorex Security Products, MS Balti-Trafo, Nextrom, OPK bank, Pakkaus Piippo, Perlos CEP Plastics, Perlos Technical Plastics, Radiolinja, Raisio, Rapala, Rauta-Kirja, Satel, Scancoming Services, Senator Inc., Sinituote, Suomen Jäähdytintehdas, Turun TV-tehdas, Tuko Logistics, Vaisala, Vallox, Vapo, VR, Wihuri
88	Solteq Oyj (entinen Tiedonhallinta) Eteläpuisto 2 C 33200 Tampere Tel: +358 (0)20 1444 200 Fax: +358 (0)20 1444 222 esko.heinola@solteq.com http://www.solteq.com Tietokuja 2, Helsinki Tel: +358 (0)20 14444 500 Fax: +358 (0)20 14444 555	Solteq on kehittänyt tukku- ja vähittäiskaupan, autokaupan ja teollisuuden toimialoille toimialaratkaisut, joissa operatiiviset järjestelmät ja e-business komponentit on integroitu yhdeksi kokonaisuudeksi. Toimialaratkaisut kattavat toiminnanohjauksen, toimitusketjun hallinnan, taloushallinnon, henkilöstö- ja palkkahallinnon, asiakassuhdemarkkinoinnin sekä e-busineksen sovellukset. Solteq tarjoaa asiakkailleen kokonaisratkaisuja, jotka sisältävät tietojärjestelmän lisäksi myös konsultointi- ja käyttöönottopalvelut, laitteistot ja tekniset palvelut sekä jatkuvan helpdesk- ja kehittämispalvelun. Teollisuuden **Solteq Oscar** toimialaratkaisu on kokonaisjärjestelmä yritysten toiminnanohjaukseen. Solteq Oscar-modulit: Myynti, varaston hallinta, ostot; Tuotannonohjaus, materiaalinohjaus, kapasiteetinohjaus; Jälkilaskenta, tiedonkeruu, alkanlaskenta; Henkilöstöhallinto, budjetointi, asiakkaat; Toimittajat, laskutus, myynti- ja ostoreskontra; Kirjanpito, sisäinen laskenta; eCRM, eSales. **Solteq Merx** on tukku-ja maahantuontiliikkeiden kokonaisjärjestelmä. Autokaupan toimialaratkaisu on **Solteq CD**, joka sisältää toiminnanohjauksen, e-busineksen ja johdon informaation osa-alueet integroituna kokonaisuutena. CDe-toiminnanohjaus on autoliikkeen operatiiviset toiminnot kattava, keskitetty järjestelmä, joka tukee monitoimipiste- ja monivarastoympäristöjä. **Solteq NaviGate** on sähköisen kommunikaation ja järjestelmien väliseen tiedonsiirtoon tarkoitettu sovellusalusta.	AS/400, Oracle Solteq Oscar tietokantana on Oracle ja sovelluskehittimenä Sybasen Power Builder. Solteq Oscar on pakettiohjelmisto, joka rakentuu toisiinsa integroiduista moduuleista ja niiden sisällä olevista optioista. Ratkaisu skaalautuu eri kokoisten asiakkaiden tarpeisiin sekä prosessi- että kokoonpanoteollisuudessa. Solteq Oscar sisältää eri laitealustoilla toimivia ratkaisuja. Solteq Oscar soveltuu myös asiakkaiden kansainväliseen käyttöön muun muassa käännös- ja lokalisointitekniikan ansioista.	Airiston Auto, Autokeskus, Automarkku, Autosalpa, Bilia, Inchcape Motors Finland, Keskusautohalli, Länsiauto, Mazda, Mäkelän Kone, Nissan, Opel, Oulun Autohallinto, Metro-Auto, Putkola, Pörhön Autoliike, Raskone, Seinäjoen Käyttöauto, Stockmann Autokaupan ryhmä, Toyota, Varsinais-Suomen Autocenter, Wetteri, Volvo, Aleksi 13, Amerpap, Andiamo, CJ Hartman, Elmosport, Fotoyks, Hankkija-Maatalous, Intersport, Isku, Jim & Jill, Kesport, K-Kenkä, Klinkmann, Koivunen, Laatukoru-ketju, Laitosto, Linda Pesupalv., Luhta, Makita, Marimekko, Onninen, Starkki, TukoSpar, Pukumies, Schetelig, Starckjohann Steel, Tekmanni, Topsport, Wulff, Danisco Sweeteners, Finnforest, Finnish Chemicals, Formica IKI, Koskisen, Lahden Polttimo, Leiras, Noviant, Olavi Räsänen, OMG Kokkola Chemicals, Puhos Board, Raisio, Saarioinen, Santen, Seicon, Soraseula, UPM Schauman Wood, Woikoski, Wärtsilä NSD

	Company	Products	Technical properties	References
89	SSA Global Technologies, Inc. 500 West Madison Suite 1600 Chicago, IL 60661 USA Tel:+1 312 258 6000 Fax:+1 312 474 7500 http://www.ssagt.com/ Frimley, United Kingdom Tel:+44 1276 692 111 Paris, France Tel: +33 1 47 17 03 60 Duesseldorf, Germany Tel: +49 211 68 88 0	**BPCS Business Planning and Control Software** (ERP) is a comprehensive set of integrated client/server applications that address the coresystem needs of industrial sector enterprises on a global scale, including: Multi-Mode Manufacturing, Supply Chain Management, and Configurable Enterprise Financials. BPCS meets the key regulatory, financial and business practices requirements in every industrialised country worldwide and is available in 20 languages. BPCS offering is fully European currency (euro). **SSA GT Process Manager** is a set of applications, methodologies, process models and procedures that allows to capture information – such as definitions, goals, objectives, procedures and project outlines; to integrate the processes and project methodologies; and to align them to the business goals. **BPCS Plant Maintenance** is a solution for enhancing end-user productivity and for streamlining business processes to achieve superior business performance. **BPCS Collaborative Commerce**, powered by Logility, is a suite of software solutions designed to help SSA GT customers develop collaborative communities with internal and external business partners and more effectively manage supply chain operations. It provides the necessary tools that enable companies to balance, optimize, forecast and plan at a detailed level. **BPCS CRM**, powered by Applix, is a suite of collaborative CRM and analytics solutions that automate and optimize web-based marketing, sales, service (customer and partner), quality assurance and helpdesks.	BPCS can be deployed on multiple platforms (i.e., IBM eServer iSeries, AS/400, Hewlett Packard UNIX, and Microsoft Windows NT/Windows 2000) allowing the enterprise strategic flexibility — be it centralized globally, partially decentralized in smaller, emerging regions, or used to ease integration of assets acquired through merger or acquisition.	SSA GT Process Manager has about 6 500 client implementations. BPCS Plant Maintenance has over 2 800 installations worldwide. References available on the web page.
90	SuperOffice ASA Drammensveien 211 0213 Oslo, Norway Tel: +47 22 51 70 00 Fax: 047 22 51 70 01 http://www.superoffice.com/ DB-Manager Oy Teknologiakeskus Hermia, Hermiankatu 8 D, Tampere Tel:+358 (0)3 3599 600 Fax:+358 (0)3 3599 660 http://www.dbmanager.fi	**SuperOffice CRM 5** provides access to customer data to everyone within an organisation, so that staff can maintain close contact with customers. Clear access to information for everyone from the receptionist to management allows companies to maintain more effective contact with their customers. SuperOffice CRM 5 offers: Fully automated Sales Force Automation functionality. Generate proposals. Opportunity tracking. Sales forecasting and reporting. Tools for segmenting customers and prospects, lead generation and follow-up. Track direct marketing activities and marketing campaigns. Sales and marketing reporting. SuperOffice CRM 5 Development Kit (SDK) adds functionality to the existing SuperOffice.	SuperOffice CRM 5 is available for Windows 95/98/2000/NT/ME, operates on a database technology MS-SQL server, Oracle or Sybase.	E.g. in Sweden: ABS Pump AB, Deloitte & Touche Management, Fujifilm Sverige AB, GE Capital Bank AB, IMS Data AB, Observer Sverige AB, SKF Multitec AB, Toshiba DM Sverige, Vattenfall AB Intenational, WM-data Ellips AB. More references available on the web page.
91	System Profes Oy Sinikalliontie 18 A, 02630 Espoo Tel: (09) 502 4110 Fax: (09) 502 1504 www.profes.fi System Profes Oy on myynnin, markkinoinnin ja asiakassuhteen hallinnan Informaatiojärjestelmiin sekä web-toteutuksiin ja sovellusintegrointeihin erikoistunut järjestelmätoimittaja.	CRM-ratkaisut perutuvat **Profi**-tuoteperheeseen: - PerusProfi = asiakastietojen hallinta, kontakti- ja tapahtumatietojen hallinta, kohderyhmä-/segmentti-/luokitushallinta, kampanjahallinta - Kanta-asiakasProfi = PerusProfi + kassahallinta, taloushallintoliittymä, osto-käyttäytymisen mukaisen luokituksen hallinta (ostomäärät, markat, kate, tiheys, asiakasuskollisuus) - PalauteProfi = PerusProfi + asiakaspalautteen hallinta, palautteen luokittelu, palautteiden analysointi, raportoinnit, vertailut (mm. ajallinen seuranta) Web-ratkaisut perustuvat kahteen tuoteperheeseen: - Profi WebSuite: ProfiCMS - sisällön tuottamisen, ylläpidon ja julkistamisen hallinta; ProfiFORUM - keskustelufoorumi ja dokumenttipankki; ProfiCALENDAR – selainpohjainen kalenteripalvelu; ProfiMAIL - selainpohjainen sähköpostipalvelu - Profi Enterprise Platform: ProfiPORTAL - portaalipalvelu, käyttöoikeuksien ja personoinnin hallinta; Profi Content Server - sisällön hallinta ja julkaisu XML:nä; Profi Business Objects - liiketoimintakomponentisto (mm. asiakas- ja tuote-/palvelutiedon hallinta ja integroinnit)	Em. asiakas/palvelin-pohjaiset ratkaisut on toteutettu Sybasen PowerBuilder -kehittimellä. Toteuttamistapa on olio-ajattelu, jolloin ratkaisut koostuvat selkeistä komponenteista. Web-pohjaiset ratkaisut on toteutettu J2EE-arkkitehtuurille (Java 2 Enterprise Edition). Kolmitaso-arkkitehtuurissa on eroteltu toisistaan tiedon esittämisen ja käyttöliittymän, businesslogiikan ja tiedon tallentamisen. Näin toteutetut ratkaisut ovat skaalautuvia ja ylläpidettäviä.	Bang & Olufsen, Esso, Lohja Abetoni, Lohja Rudus, Osuuspankkikeskus, Sähkö-taso, Sybase Finland, TEKES, VR Henkilöliikenne, Merita. SähköProfi useille sähkölaitoksille ja mm. seuraavia toimiala- ja asiakaskohtaisia CRM-ratkaisuja: - MessuProfi (Helsingin Messut, Lahden Messut, Turun Messukeskus, Tampereen Messut, Riihimäen Messut) - Rakennustuoteteollisuuden (Lohja Abetoni, Lohja Rudus) ratkaisut - Vuokra-, asumisoikeus-, osaomistus- ja omistusasuntojen markkinoinnin, myynnin ja sopimushallinnan ratkaisu ml. integrointi vuokrareskonta-järjestelmiin (mm. Tarveasunnot) - Pankkien CRM-ratkaisut perustuen segmentointiin ja kampanjointiin (mm. OKO ja Nordea)

	Company	Products	Technical properties	References
92	Systems Union Inc. Suite 700, NW 19th Street Miami FL 33126, USA Tel: +1 305 594 8000 Fax:+1 305 594 8001 Systems Union Ltd. Hampshire, UK Tel: +44 (0)1252 556000 Fax: +44(0)1252 556001 www.systemsunion.com/homepage/	**SunSystems** financial and business management software offers the software tools with the multi-currency, multi-lingual, flexible and seamless processes. **Vision**: A comprehensive suite of business intelligence tools, Vision products offer a multi-dimensional view of the business, enabling full analysis and reporting capabilities. Vision meets the rigorous requirements of international business. **Professional Services Automation**: PSA extends the range of functionality of the SunSystems suite, delivering the rapid data capture necessary for professional services organizations to maximize profitability and process efficiencies. **The eBusiness Gateway** integrates SunSystems into the ebusiness environment. Sun Systems eBusiness Edition enhances the flow of information throughout the organization, delivering the power to manage a global enterprise.	Global– delivers multi-currency, multi-lingual support and local statutory requirements. Scalable – deployed on multiple platforms and databases. Flexibility– the ability to map to different organizations' processes, functional requirements and deployment needs. Integration – the ability to integrate the core with specific vertical market products via standard interfaces including XML. Standard package – a robust, out-of-the-box, parameter-driven package delivering stability and ease of support. Service deliverables – consultancy, global implementation and after-sales services including education.	
93	The Sage Group plc http://www.sage.com	**Sage Enterprise Suite** is a robust and integrated series of applications covering all areas of enterprise e-business, including accounting, budgeting, distribution, manufacturing, human resources, payroll, financial reporting and electronic commerce.	Natively created on Microsoft compatible tools, technology and architecture, Sage Enterprise Suite is flexible, scalable and full-featured to deliver a total e-business management solution.	
94	TietoEnator Oyj TietoEnator Applications Kalkkipellontie 6 02600 Espoo www.rm.tietoenator.com TietoEnator Oyj Lean System Niittymäentie 7 02200 Espoo Tel. +358 9 3486 4000 Fax +358 9 3486 4499 http://www1.tietoenator.com/teollisuus/leansystem/eng/index.htm	**Lean System** is an adaptable ERP software suite developed to meet the requirements of industrial environments and project control. **Lean System LoadTool** is a solution for scheduling and loading finite capacity in projects and manufacturing jobs. **Lean System ServeTool** is a software toolkit for the creation and maintenance of production programmes for recurring production in production lines. To cover the entire scope of a company's operations, Lean System can be integrated with software packages from TietoEnator's **Tieto Economa** financial management (Economa Meritt, Economa Intime, Economa Wintime, Economa Tikon, Economa Laskuhotelli, Economa Workflow, Economa Konserni, Economa Käyttöomaisuus, Economa Arkisto, Economa Fakta, Economa Travel, Economa SSC, Economa Linkki, Economa eTilinpäätös) and **Tieto Persona** human resource management product families (Persona Wintime, Persona Intime, Persona Fortime, Persona Master, Persona SSC-palvelu, Persona HR, Persona Aika, Persona Fortime Työaika, Persona Linkki, Persona Travel).	Windows NT or Unix Oracle	Companies using Lean System include: ABB Azipod, ABB Industry, Alprint, Atkos Printmail, Borealis, DiverseyLever, Elomatic, Fastems, Fortum Oil & Gas, Foster Wheeler, Larox, Marli, Neste Engineering, Nokia Networks, Otava, Planmeca, Outokumpu Poricopper, Primalco, Puolustusvoimat, Rapid Product, Innovations, Raumaster, Sandvik Tamrock, Santasalo Engineering, Santasalo Gears, Santasalo Hydraulics, SEW-Componenta, Sinebrychoff, Suomen Sokeri, Talgo-Transtech, TietoEnator, Trafotek, VM Group Metalbros, VTI Hamlin, Zeofinn
95	TJ Group Oyj Itämerenkatu 5 00180 Helsinki Tel: +358 205 5151 Fax: +358 205 515 200 http://www.tjgroup.fi/	TJ Group tarjoaa ratkaisuja asiakkuudenhallintaan, sisällönhallintaan ja digitaaliseen viestintään, sähköiseen kauppaan ja rahoitustoimintaan. **TJ Group CRM Suite** is comprised of applications for Sales automation, Marketing automation, Service automation, Mobile CRM, and Information delivery.	Servers: Win NT/2000, Linux, Unix AIX, AS Client: Windows NT/2000, Win 95/98	TJ Groupilla on Suomessa noin 400 asiakasta, mm: Puolustusvoimat, UPM-Kymmene, Tapiola, Mandatum Pankki, Nokia, Sonera, Elisa Communications, SanomaWSOY, Metso, Metsähallitus, Valtra, Valio, Assa Abloy, CAE Forestry systems, Canon, YIT Tietotekniikka, EL-EX Sähköpörssi, Hartwall, TTKK
96	Tricons Oy Maapallonkuja 1 A, 02210 Espoo Tel: (09) 867 6030 Fax: (09) 8676 0333 http://www.tricons.fi	TC-FA taloushallinto, TC-ASSETS käyttöomaisuus, TC-STAT data warehouse, tilastointi, TC-SALES tilaus, toimitus, varastot, laskutus, TC-MAT hankinta ja materiaalihallinto, TC-PAYROLL henkilöstöhallinto, TC-CLAIM tuotevalitusten käsittely, TC-PPL tuotannon suunnittelu, TC-MATU markkinoinnin tuki, TC-LAB kliiniset laboratoriot, TC-KUNLAS terveydenhuollon kuntalaskutus, TC-RES terveydenhuollon ajan-/resurssin varaus, TC-HETI terveydenhuollon henkilöstöhallinto ja palkkalaskenta, TC-NET internetsovellukset	Toteutettu PowerHouse 4GL -sovelluskehittimellä.	Ahlström, Amer, Amerpap, Boreline, Botnia -Wood, Dun & Bradstreet Finland, Elcoteq, Fexima, Finlux (Nokia Kulutuselektr.), Finn Filter, Fintelcom, Helsingin kaupungin liikennelaitos, Int. Thompson Information/ RPT, Lohja Caravans, Lohja/Keskushallinto, Maanmittauslaitos, Metsä-Botnia, Oikeusperintä, OKO-Investointipankki, OPRahoituskeskus, Orion-Yhtymä, Osuuspankkien Keskuspankki, Oulun Puhelin, Planar Systems, Inc., Pohjois-Karjalan Sairaanhoitopiirin Ky, PTL/ TELE, Pyhännän Rakennustuote, Raflatac, Rettig Yhtymä, Sinebrychoff, Suomen Lääkäriliitto, Vaasan Sairaanhoitopiirin Ky

	Company	Products	Technical properties	References
97	Turun Tietoaika Oy Linnankatu 64, 20100 Turku Tel: (02) 273 2200 Fax: (02) 251 4112 http://www.tietoaika.fi	**Tellus**-toiminnanohjausjärjestelmä kattaa: markkinointirekisteri, postitusrekisteri, tilausten käsittely, myymälämyynti-toiminnot, ostotilausten käsittely, varastonvalvonta, laskutus, myyntireskontra, ostoreskontra, kirjanpito ja kustannuslaskenta, käyttöomaisuuskirjanpito, palkanlaskenta, pankkiyhteydet, tuoterakenteet, tarvelaskenta, materiaalimääräimet, työmääräimet, tarjouslaskenta, kuormitusseuranta. Windows **MaatilaMikko** on Suomen maatiloille kehitetty ohjelmisto. MaatilaMikko -järjestelmään kuuluvat mm. seuraavat toiminnot: laskujen ja tilitysten käsittely, jossa alv-kirjaukset syntyvät automaattisesti, laskujen maksu, liitynnät pankkiyhteysohjelmiin (laskut käsitellään vain kerran), maksuvalmiuden seuranta, verokirjanpito, metsäverokirjanpito, arvonlisäverolaskenta, tilinpäätössimulointi, toimittajaseuranta, budjetointi, tuloslaskelmat, tuotantopaikkaseuranta, kustannus- ja katelaskenta tuotantopaikoittain. Windows **Mtkp-ohjelmisto** on tarkoitettu maataloustilitoimistojen ammattikäyttöön. **Domus**-isännöintijärjestelmä.	Tellus on kehitetty Progress-sovelluskehittimellä ja se noudattaa client/server arkkitehtuuria.	Mtkp-ohjelmiston versioita (Windows, Dos, Xenix/Unix) on käytössä noin 150:ssä tilitoimistossa eri puolilla Suomea.
98	Unify Corporation 2101 Arena Blvd., Suite 100 Sacramento, CA 95834 Unify Corporation Limited, Runnymede Malthouse, off Hummer Road, Egham, Surrey, TW20 9BD, UK Tel: +44 (0)1784 487 940 Fax: +44 (0)1784 487 941 http://www.unify.com/	**Unify eWave Commerce** - Enterprise-level storefronts with pre-built components, including a shopping cart, order management, payment processing, merchandise management, and more. **Unify VISION** - Unify VISION contains a comprehensive 4GL Internet application server and a component builder that contains pre-built components that enable developers to focus on the business processes of their applications. Unify's Vision product suite includes Vision AppServer, an open, standards-based application server you can use to provide a common framework on which to build applications and control information distribution. Integrated into this product is Vision AppBuilder, which provides the object-oriented framework on which you can build these applications.	Unify VISION AppServer and AppBuilder support Microsoft Windows NT, Windows 95, Windows 98, and all leading Unix server platforms. Client support includes leading Web browsers running HTML or Java, and standard desktop applications. Unify VISION AppServer supports native database connectivity to all major RDBMS products.	
99	Unitas Software 2000 http://www.unitasoft.com/	All **Software 2000** deployments contain the following integrated modules: Accounts Recv., Sales Management, Accounts Payable, Purchase Management, Executive Sales and Purchase Analysis, General Ledger, Cash Book /Bank Accounts/Reconciliation, Stock and Warehouse Management, including flexible valuation, Lot/Batch Control, Product and Recipe Cost, and Works Order Management.	Windows-based Client Server, Mid-Range ERP Multi-lingual, multi-company, multi-industry, process by weight/length/ volume as well as quantity, specialist modules for food/pharmaceutical industries.	
100	Vineyard International Oy Itämerentori 2 00180 Helsinki Tel: +358 9 4135 4500 Fax: +358 9 4135 4501 http://www.vineyard.fi/	**Vineyard Vintage** is the core client application in the Vineyard system. Hiding all technical details behind a graphical easy-to-use interface, Vintage makes it possible for an end user to work with intuitively clear concepts such as persons, companies, projects, events and organize them with the help of various natural tools such as the Calendar, Workspace, Report and so on. **Vineyard Market** is a targeting tool for marketing professionals. It provides a user-friendly interface for creating and executing sophisticated database queries. Query results can be grouped and further used for targeting sales policy. The user can view detailed bar or pie charts of query results distributions across object field values (visual analysis). Nice mailing labels can be easily created and then used for printing out the results of a database query. A query's results can be exported to a specially formatted text file for use in spreadsheet applications or word processors. **Administrator tools**, such as Vineyard Manager, Vineyard Object Manager, allow the administrator or developers to maintain and customize the Vineyard Server Database.	Vineyard software is organized around Vineyard Open Server. The server works under Oracle and serves as the main repository of all Vineyard data. The major Vineyard end-user applications use client/server technology to access the Vineyard server database through the Oracle SQL*Net connection. The Vineyard client applications are independent from each other, forming modular and open system architecture. Each separate component can be physically located on any computer connected to the Internet. Another way to access the database is to use a Web browser from any platform. Vineyard supports a whole range of different mobile devices that users can use to access the database data when working out of the office. The set of nine standard objects supported by Vineyard Vintage can be supplemented with additional custom objects. The functionality of Vineyard Vintage can be customized and enhanced to suit additional demands. Using ActiveX technology, it is possible to write a plug-in application that would communicate with Vintage's Automation Server and would be able to accomplish almost any task. The Vineyard Web can also be customized.	Merkittävimpiä Vineyard-asiakkaita Suomessa ovat TietoEnator, Nokia Networks, Trainers House, Hewlett Packard, Engel-yhtymä ja WM-Data. Kansainvälisistä referensseistä tunnetuin on investointipankki Morgan Stanley Dean Witter. Käyttäjäorganisaatioita on Suomessa, Euroopassa ja Yhdysvalloissa yhteensä yli 500. Vineyard-ohjelmistoja käyttää noin 10 000 ihmistä.

	Company	Products	Technical properties	References
101	Visma ASA Biskop Gunnerusgt. 6 N-0106 Oslo Tel: +47 23 15 80 00 Fax:+47 23 15 81 58 http://www.visma.com/	**Visma Business** is a integrated business solution. Visma business has created a dynamic platform that meets the needs of companies today and tomorrow by combining the flexibility in a modern information system and the strength in a futuristic administrative system. **Visma e-Business** is business to Business electronic trading solution is fully integrated with Visma Business system and works on live data from the system's database. Visma Business separates into three main modules: Finance and accounting, ordering and logistics, and finally CRM. Each module can work separately, but together they give business systems a whole new meaning. All the information can be bound together. You decide how you want to work. You can separate operations of different parts of the company by the use of organisational units such as departments, and projects.	Windows 95 / 98 / ME / NT / 2000 – SQL IBM AS/400 –DB2	Visma Business has more than 15 000 site installations throughout the world, serving clients from a variety of trade types, and companies varied in size.
102	Visma Software Oyj (aikaisemmin Liinos Oyj) PL 24 (Ylistönmäentie 24) 40101 Jyväskylä Tel: + 358 14 4450 511 Fax: + 358 14 4450 512 http://www.vismasoftware.fi/ Sinikalliontie 12 02630 Espoo Tel: +358 14 4450 511 Fax:+ 358 14 4450 301 Suomen Visma Software on osa norjalaista Vismaa.	**Liinos6** system is an integrated ERP system developed to support business activity processes. ERP systems standardised for special requirements of wholesale and specialised trade customers. Industry Contracting and energy, Property management, Wholesale and specialised sale, Financial administration, Materials administration, etc.		
103	Vormittag Associates Inc. (VAI) 120 Comac Street Ronkonkoma, NY 11779 USA http://www.vai-software.com/	VAI's **System 2000** ERP Software offers a suite of dynamic business applications for the Wholesale Distribution, Manufacturing, and Retail industries. VAI's System 2000 for the Web provides integrated e-business and e-commerce capabilities for business-to-business (B2B) or business-to-consumer (B2C) environments. VAI's SalesLinx application provides Sales Force Automation (SFA) and Customer Relationship Management (CRM) capabilities. System 2000 Applications: Customer Sales Orders, Inventory Management, Purchase Orders, Accounts Receivable, Accounts Payable, General Ledger, Sales Management, Contact Management, Job Costing, Manufacturing Work Orders, Retail Point of Sale, Shop Floor Control, Production Planning, Payroll, e-business	IBM AS/400	http://www.vai-software.com/about/success/success.htm
104	Wisetime Oy (aikaisemmin ATK-konsultointi J Martti) Teknologiantie 10 A 90570 Oulu Tel: (08) 551 5433 Fax: (08) 551 5428 http://www.jmartti.com	**Wise**-toiminnanohjausjärjestelmä on Oracle-tietokantaan pohjautuva graafinen ja reaaliaikainen monen käyttäjän järjestelmä, joka on laajennettavissa. Wise kattaa myynnin ja markkinoinnin, tuotannonohjauksen, materiaalihallinnon, taloushallinnon, kustannuslaskennan ja raportoinnin ja EDI/OVY -liittymät. Wise hallitsee myös konserniympäristön ja eri yksiköiden välisten liiketapahtumien automaattisen käsittelyn.	Oracle-tietokantaan pohjautuva järjestelmä. Tietokanta-palvelin voi olla Windows NT, Unix tai joku Oraclen tukemista keskustietokoneista.	Aspocomp Group Oyj, Electroplast Oy, Ensto Audel Oy, JOT Automation Group Oyj, Jutron Group Oy, Ocotec Oy, PKC Group Oyj, Rannikon Konetekniikka Oy

	Company	Products	Technical properties	References
105	WM-data Consulting Oy Heikkiläntie 6, 00210 Helsinki Tel: (09) 6136 7111 Fax: (09) 3487 3777 http://www.wmdata.fi/ Olarinluoma 20, 02200 Espoo http://www.tyokalupakki.fi/	**GD-Win** -toiminnanohjausjärjestelmä on tarkoitettu keskisuurille ja suurille graafisen- ja pakkausalan yrityksille. Järjestelmä kattaa laajimmillaan tarjous-laskennan, tilausten käsittelyn, tuotannon suunnittelun, laskutuksen, lähetystoiminnot, varaston valvonnan, ostot, jälkilaskennan, tilastot ja reaaliaikaisen tiedonkeruun. **Työkalupakki**: Myynti, Osto, Varasto, Tuotanto, Lähetys, Projektit **Talouspakki**: Ostoreskontra, Myyntireskontra, Kirjanpito **Populus** on palkka- ja henkilöstöhallinnon kokonaisjärjestelmä, joka kattaa tiedonkeruun, palkkahallinnon ja henkilöstöhallinnon sekä HR-järjestelmän. Työkalupakki **Business Intelligence Concept** perustuu tietoa jalostavaan tietovarastoon (TKP Business Intelligence Warehouse, TKP/BIW). **iActivate** on portaaliratkaisu. **Dedemas** on tiedonvälitysjärjestelmä (XML-ratkaisu) jakeluketjun hallintaan ja/tai hajautettujen järjestelmien integroimiseen.	CRM-toteutuksissa hyödynnetään mm. Siebelin, SAPin ja Vineyard Internationalin järjestelmäratkaisuja.	Toimitettujen GD-Win -järjestelmien käyttäjämäärä on tyypillisesti 10-40, suurimmat useita satoja. Työkalupakki- ja Populus- asiakkaita: Aker Finnyards Oy, Espoon sähkö, Finndomo, Harvia Oy, Ingman Foods, Kvaerner Masa-Yards, Metso, Nokian Jalkineet Oy, Oy Närko Ab, Patria Indus-tries, Pilkington Lamino Oy, Plastiroll Primatel, Rautaruukki, Rocla Oyj, Satatuote Oy, Volvo
106	Xchange, Inc. Sales@xchange.com http://www.xchange.com	**Xchange** for CRM marketing automation; an analytical approach for more effective customer targeting.		http://www.xchange.com/us/about/client/index.asp
107	XOR Geijersgatan 2 B 216 18 Malmö, Sverige Tel: 040 664 22 00 http://www.xor.se/ XOR Softlane Oy (aiemmin Softlane Oy) Latokartanontie 7 A 7 00700 Helsinki Tel: +358 (0)9 2243 0126 Fax: +358 (0)9 2243 0128 http://www.xor.fi	**Nova-standard** on ohjelmisto, joka soveltuu pienille yrityksille, yhdistyksille ja ammatinharjoittajille. Se on tarkoitettu yrityksen perustason taloushallintotoimintojen hoitamiseen. **Nova-Pro** -ohjelmisto on tarkoitettu pk-yrityksille, jotka tarvitsevat järjestelmältään enemmän ominaisuuksia. Nova-Pro -ohjelmistosta yrityksellä on valittavanaan moduuleita, joilla voi hoitaa talousseurantaa ja materiaaliprosesseja. **C/S Pro** on tarkoitettu keskisuurille yrityksille, joiden järjestelmältä vaaditaan enemmän kapasi-teettia. Se soveltuu ominaisuuksiltaan tuotantoyrityksiin ja taloushallintopro-sessien ylläpitämiseen ja raportointiin. Ohjelmisto tukee mm. sähköistä tiedonsiirtoa ja etätyöskentelyä. **XOR Compact** on integroitu taloushallinnon ohjelma pk-yrityksille.	Microsoft SQL Server	Pohjoismaissa XOR-ohjelmilla yli 75000 käyttäjää.