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HansaWorld confirms its industry leadership

While our competitors are struggling with delayed go live dates and costly overruns on most of their projects, HansaWorld has managed to polish its products and its installation methodology offering on time and on budget software installation almost every time.

Realizing the potential of having a stable and easy to install product we are now offering two new partnership programs for the sale of our products:



Karl Bohlin
Managing Director, HansaWorld

The HansaWorld Open Distribution Program

HansaWorld offers a partnership program for IT and service companies wanting to complement what they are providing their customers, by offering an accounting software or ERP system that matches the other products in their portfolio. Under this

program, staff members are not required to be trained in, or dedicated to, the HansaWorld products. HansaWorld will perform the installation and provide the support. The sales process will be a joint effort between the partner and HansaWorld, with our staff focusing on the product related issues.

(Read more on page 2)

Report Generator Module

HansaWorld software has always provided a variety of report tools. These include a wide range of standard reports, in-built user definable reports, and the possibility of customised reports which are tailored to your specific requirements. Each of these methods allows you to access the information you require at the touch of a button. However, with Version 4.2 of HansaWorld Enterprise a Report Generator module has been added so that you can create your own reports, without the requirement to get a complete understanding of the HAL reporting language.

Many of the advantages of this module are also shared by the other HansaWorld report generators:

- single application, single server - reports are run from within HansaWorld, so there is no need to link HansaWorld data to any other database. This ensures simplicity, and simpler management. For example, reports can be run by clients logging in from remote locations, whereas it is usually difficult

or impossible to achieve this when an accounting system is linked to an external data source and/or reporting tool.

- fast reporting engine/scalability - HansaWorld's underlying reporting engine is extremely fast, and written with a parallel reporting architecture that ensures other users are not noticeably affected by most reports that are run.
- drilldown - drilldown can be added to any report, simply by checking a box on a selected field.
- real-time - all reports are run on live data. Behind the scenes HansaWorld has powerful version control, to ensure that all data on a specific report is consistent at a given moment in time, regardless of how long the report is.
- quick to create - report definitions can be created immediately, and run at the click of a button.

(Read more on page 2)

HansaWorld cements its industry leadership (Starts on page 1)

Selling ERP has never been this easy!

The HansaWorld Private Network Sales Program

The Private Network Sales Program allows private individuals to help sell HansaWorld software to friends working in other companies. Typically, if one bookkeeper recommends our software to a colleague in another company, we will recognize the sales effort under this program. As a member of our Private Network Sales Program the individual will get finder's fee for the sale. The rules will vary per country, taking laws on private taxation into account.

The new HansaWorld partnership programs are described on our website under the Partners section, and you can sign up online.

Educating Your Staff And Improving The Return On Your ERP Investment

We are increasing our focus on existing customers to help you make full use of the system you have installed.

It is important for both new and existing employees to understand your HansaWorld system. Do not rely on employees automatically understanding all areas of the software and training new colleagues. Make sure all your staff receive annual training on how to make efficient use of your HansaWorld system. We will offer certifications and diplomas to those employees who have a deep understanding of the HansaWorld functionality.

By supplying you with training schedules, Key Account Management meetings and skilled consultants, we are ready to help you make your business more profitable by ensuring you get the very best out of your HansaWorld ERP and CRM solution.

I wish you all the best in reading this newsletter and I truly hope this will give you some new ideas for how we can help you in the future. Give us a call or wait for one.

Kind regards

Karl Bohlin

Managing Director, HansaWorld

Report Generator Module (Starts on page 1)

- reports can be run to screen, printer, file, queue, or clipboard.

Other advantages are more specifically relevant just to the Report Generator module:

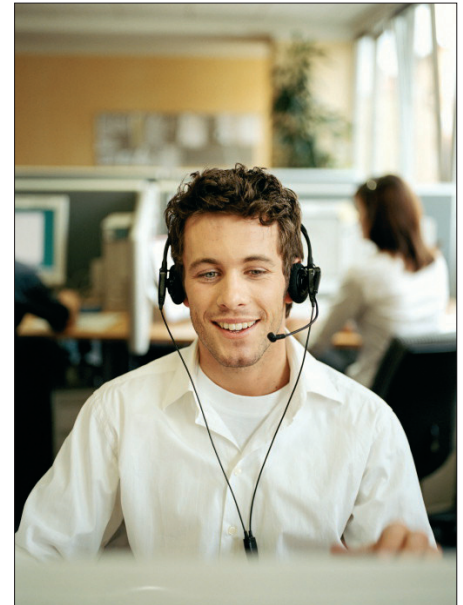
- Report definitions include the possibility of opening selection windows when run, to allow the user to select subsets of data.
- Report definitions are saved just like other records in HansaWorld, and can be run at any time.
- The Duplicate button allows an entire report definition to be copied, and the resulting record then edited, for fast and simple creation of a range of similar reports.
- The Report Generator module has a very fast methodology for creating reports that draw on data from multiple registers within HansaWorld Enterprise.
- Mathematical formulae can be applied to any of the data in reports.
- HAL programming code can be applied at various points in reports, to allow complex yet extremely flexible manipulation of data.
- The Report Generator module is supplied with sample reports, giving the user greater understanding of how to create reports, and also a ready-made base from which to develop similar reports.
- A text button allows plain text to be added anywhere on a report.
- Reports are split into different logical areas, such as headers, subheaders, body and footers. It is simple to position data and text in any part of the report.
- The Report Generator module is the fastest way within HansaWorld Enterprise to report on Settings, such as user-defined tables of Customers or Item Classifications, and Base Currency Exchange Rates.
- Data fields are positioned on reports with automatic snapping to position, making it fast to lay out your data.

Advantages of the Report Generator module over HAL Reports are:

- reports can be created without recourse to a HAL accredited programmer.
- summary reports can be created within seconds (for example the balance on the Sales Ledger, or Stock).
- wider reports can be created, and scaled back to the size of the paper printout (if it is necessary to output to paper at all).
- report definitions are held within the HansaWorld database, so are included in backups, are readily duplicated for creation of similar reports, and can be transferred simply to other HansaWorld databases. Report definitions are also automatically included in an upgrade.

*By Stephen Jay
International Sales Director, HansaWorld UK*

Support Advice Outside Working Hours



Customers in different time zones and markets have been the driving force behind the creation of a new service called "24/7", an International Call Centre for the support of HansaWorld Enterprise.

The International Call Centre, based in Estonia, offers professional support in English only. The centre is open Monday to Friday 17.00 - 22.00 Estonian time (CET + 1 hour) and Saturday and Sunday 11.30 -17.00 Estonian time. Although this is not a true '24/7' support centre at present, this is the first step towards HansaWorld offering a round the clock service for customers around the world.

Local support lines offering support in local languages are still in operation during the standard working day. However, if you are experiencing problems while working at the weekend or outside standard working hours, you can simply contact your normal support telephone number and the call will automatically be transferred to the International Call Centre.

Currently the International Call Centre service is available free of charge to all customers with a valid maintenance contract. For details of your local support hours and support contact details please contact your HansaWorld office.

HansaWorld Enterprise - a solution to match your needs!

HansaWorld offers a wide range of operating systems for both client and server machines. Choose from: Windows, Mac, Linux, Unix and Solaris. All operating systems can be used within the same, mixed network so you can choose the operating system(s) you feel comfortable using. If your system requirements change, you can quickly and easily swap to a new operating system.

HansaWorld systems are fully scalable. HansaWorld runs on a range of server machines, meaning that the software can cope with the demands of small, medium and large businesses. Server machines range from desktops up to mainframe and include PCs, Macs, IBM eServers (x, p, i and zSeries) and Sun.

New functionality in version 4.2 allows all modern operating systems, Windows, Mac OS X and Linux, to support databases of over 2 GB.

HansaWorld understands that your business requirements may change over time. For this reason, the software is continuously developed and improved to meet your needs or country specific requirements.

Enabler Keys Directly into your Database

From version 4.2 and onwards getting an enabler key for your HansaWorld system is quicker and easier. A new function has been added to the software to allow you to get an Enabler key posted directly into your HansaWorld system via the internet.

To allow the Enabler key to be sent to your system automatically a new setting, called Internet Enabler, has been added to the Technics module. For the new function to work, you must enter your HansaWorld Customer Number and Contract Number into your installation, then click a button which connects your system to our HansaWorld server.

Once connected, the system will verify that the information about modules used, number of users, and valid until date is correct. If this is the case, an Enabler key will be generated and automatically transferred to your database.

Full instructions can be found on our website www.hansaworld.com under the "Support" link.

By *Barrie-John Butler*
International Support Manager, HansaWorld Sweden

Customer Experience: Rimpac Emballage AB

Rimpac Emballage AB is located an hour north of Stockholm. Since its foundation in 1977 it has become one of Scandinavia's largest manufacturers, as well as traders, of plastic containers and customised plastic bags. In 2004, Rimpac Emballage AB employed 46 people and had an annual turnover of some 13 million EUR. With its fast turnover growth (12% in 2003) Rimpac is quickly gaining market share across Sweden. Retail chains, such as ICA (Ahold) and Vivo, are some of the larger clients using Rimpac's plastic bag products. Rimpac is also a large supplier for catering companies and restaurants.

Rimpac has always been at the forefront of the technology race, constantly striving to meet their goal of "Customer oriented logistics and flexible production". Their strategy is to use the latest technologies to keep their business developing and to meet their customers' needs. One example of this is the webshop implemented in 1998, at a time when Rimpac was one of the first companies in Sweden using this distribution channel.

Choosing an ERP Solution

HansaWorld Enterprise was chosen to replace SPCS (local Swedish product) in 1998, to slim down the administrative process. In order to remain competitive, Rimpac also found that they had to handle larger volumes of sales with the same number of, or less staff. With the change of software they wanted an integrated solution that managed several areas of their business. The new software had to have a back-office system for accounting and financial control, a production system to oversee the manufacturing workflow, a logistics system to handle stock values and movements, and finally an internet based shop.

Pierre Nordin, CEO, and Pär Björkman, CIO, participated in the development of a new software solution. In close collaboration with HansaWorld, new functionality was added to the system, all designed from an industrial perspective.

Production

Before 2003 one branch of Rimpac used Axapta as their master production system. As



the two parts of the company merged into one unit, it was decided that HansaWorld would take over the production control as well. HansaWorld developed a new module in close collaboration with Rimpac and this module now runs the planning of resources and materials for their production.

The Production module is based on sales orders. From the stock of orders placed, HansaWorld creates the necessary production orders and schedules production on available machines. The machines and their jobs can be viewed graphically. "A powerful graphical interface that we didn't have before" says Pär Björkman.

Warehouse Management

Up until the change of software, Rimpac had several small warehouses which were all treated as one location in their system. The scattered storage created problems, making it difficult to find out if some items were actually in stock, and purchase orders were sometimes raised incorrectly. To solve this problem Rimpac decided to merge all storage into one single warehouse. In order to increase the storage volume without increasing the number of staff in the warehouse, an automated forklift system was included in the design.

A new Warehouse Management module was developed that would be suitable for warehouses, like Rimpac's, and integrate all the functionality necessary. The system can

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Customer EXPERIENCE: Rimpac Emballage AB (Starts on page 3)

now handle pallets, positioning at several levels (multiple bins in each warehouse), and automated communication with the forklifts. The software also keeps constant track of how much is left on a pallet and in what positions a specific item is stored. By using the Warehouse Management module Rimpac now has the possibility to increase sales volumes while maintaining the same staff level. Rimpac also has improved control over the stock, both in terms of quantity and location. In 2005 Rimpac will open the doors to its fully automated warehouse.

Finance

Rimpac uses most of HansaWorld's back-office modules, such as the Nominal Ledger, Sales Ledger, Purchase Ledger, Sales Orders, Quotations, Purchase Orders and CRM. The finance modules are the backbone of a fully integrated ERP system. Using these, Rimpac has reduced administration costs,

become more cost efficient and has a better overview of their business.

Webshop

In 1998 Rimpac was one of the first companies in Sweden to open a webshop. The webshop was developed by HansaWorld and over time has been upgraded to meet new technical demands. Currently the webshop is fully integrated with Rimpac's administration, production and warehouse functions. Today 30% of purchases and orders are done through the webshop with this figure constantly increasing. Using the webshop, Rimpac's customers can place orders quicker and more easily than before, and they receive better information about their order status. They can also see their own purchase statistics and invoice history.

Sales and Technology

Sales staff access HansaWorld over the internet, using a laptop and a mobile phone, placing orders directly into the system.

Starting in March 2005, Rimpac's suppliers will connect to the HansaWorld Enterprise database to get their own purchase orders, moving the responsibility of the ordering process to the suppliers.

Rimpac runs HansaWorld 4.2 on an IBM iSeries 400. Rimpac uses thin clients to a large extent, to simplify the technical administration.

An Integrated Solution

The close integration of logistics, production, finance, administration and sales has placed Rimpac in an excellent position to meet future demands. It is a long-term investment in a modern IT solution. As Rimpac puts it: "Because of our IT strategy we can offer our customers a quick, safe and economical journey from order to delivery"

*By Wiveka Olsson
Product Manager, HansaWorld Sweden*

Customer Experience:

ICEE Expands 110-User HansaWorld System to Include PocketHansa

In 1999 ICEE Ltd, a service provider to the communication industry, selected HansaWorld Enterprise as their fully integrated financials, job costing, stock management and CRM solution.

HansaWorld Enterprise was chosen in a bid to run the business more efficiently, enabling a much tighter control of operational costs, and ensuring that the company is always able to meet the quality standards required for ISO 9000 certification. This is a key requirement for ICEE because it installs, commissions and provides product solutions for a number of Network Providers and blue-chip companies on an international basis.

In 2003 the HansaWorld system was expanded to 110 users in order to allow all staff to use the system, with varying degrees of access. Using HansaWorld's easy Wide-Area Networking, all staff enter timesheets on a day-by-day (Monday to Sunday) basis, with the relevant project leader and supervisor signing off (OKing) these timesheets. This operation is currently being converted to run on a hand-held Personal Digital Assistant (PDA) using PocketHansa.

ICEE already tracks clients' equipment that is used in each project using PDAs running PocketHansa. The client's items are brought into the ICEE storage facility and are barcoded. ICEE use a handheld barcode reader and PocketHansa software to scan items received and delivered. In addition, the Position in the storage facility is recorded using the hand held device, which is linked in real-time with the HansaWorld server. This means that all items are individually tracked and their Position can be ascertained by the system at any time (this is a key requirement for all ICEE's clients).

ICEE has engineers out in the field. Further customisation work has been done to allow the stock-on-hand in each engineer's van to be recorded, and issued to a job on a specially designed screen (the screen lists only the items that are in the van and the user only has to enter the number of items issued - this is very fast and simple to use). This feature is also being transferred to run on a hand-held PDA at present.

Finally ICEE are also using the system for Site Tracking. ICEE wanted a checklist for each project, with stages completed along the way. The system brings together details from the Job Costing modules, as

well as from the Invoicing module, and combines it with information like dates of activities, type of job, quotations, document movements, etc., in order to present a complete picture of all the activities against the project. This is important for ICEE since it replaces a number of MS-Access databases that were performing this function previously, thereby reducing data duplication and associated costs.

Paul Harris, Founder and Managing Director of ICEE, comments, "Being able to demonstrate our ability to consistently provide services that meet our customer's requirements and our own industry regulations ensures that we enhance customer satisfaction and secure further business."

He concludes, "HansaWorld has really improved the way we manage our business information and ensures that we can meet the ISO 9000 quality standard. As an integrated product it has the scope and flexibility to suit our future requirements as we continue to expand."

*By Kevin Lief,
Director, HansaWorld UK*



Any comments or suggestions should be directed to: nicole@hansaworld.com.