

Staying in Touch with Customers

- ✦ *Epicor First Quarter Highlights.*
- ✦ *New Release ... iScala CRM*
- ✦ *GBS Prospects' Event*
- ✦ *GBS Annual Clients' Day*
- ✦ *Nestle Waters and the Manufacturing Module*
- ✦ *WE GOT THE DEAL !!!*

*Epicor First
Quarter in Brief*

First Quarter Highlights

- Continued high customer retention rates of 94%
- Added 106 new name customers
- Demonstrated continued success in moving into upper end of midmarket with average size of Top 10 software license deals of \$440,000 for the quarter.
- Completed NSB Retail Systems acquisition and obtained targeted annual cost savings
- Rolled out retail product strategy roadmap to customers and industry analysts
- Named Thomas Kelly as the Company's new President and CEO

*Wandering About
Your Business*

iScala CRM 4.0

iScala CRM 4.0, is a customer relationship management (CRM) solution (offering Sales, Marketing and Customer Service processes as a single product) that provides the tools and capabilities your business needs to create and easily maintain a clear picture of your customers from first contact through enquiry to purchase to post-sales. With modules for sales and marketing, and customer service, iScala CRM offers a fast, flexible, and affordable solution that drives consistent, measurable improvements through your business processes. iScala CRM enables closer relationships to your customers, helping your company achieve new levels of profitability.

Features

The value of a CRM solution depends on how quickly it is embraced by your sales, and marketing, and customer service employees who will use it. iScala CRM was created specifically to ensure that all users can take full advantage of its features with minimal training. It supports a streamlined installation and seamless integration with your other systems across your company and beyond, with very high levels of reliability, scalability, and security to help your company improve productivity, control costs, and maximize return on investment.

Global Capabilities

- **Multitenancy** – This gives you the option to install multiple organizations a single Microsoft CRM Server (only available in the Enterprise edition) By centralizing onto a single server, this helps reduce your organization's carbon footprint through hardware optimization and can help you reduce your TCO support by running your CRM solution using Software as a Service (SaaS).
- **Multilanguage** – Your users or different business entities may operate in different territories or have staff that use different languages. This is fully supported with iScala CRM with the user interface and online help available in many different languages within the same installation. Users can define their own regional formats for date, time, currency, and numbers. Your business can install any of the Multilanguage User Interface (MUI) language packs to gain support for additional languages.
- **Multicurrency** – To further enable support for international trade, iScala CRM offers support for multiple currencies. Currencies and currency exchange rates can be defined for each organization setup. Each monetary entity is stored with the currency, conversion rate and base currency.

System Integration

iScala CRM 4.0 and iScala are closely integrated to enable your iScala customers, code files, warehouses, salesmen and stock items to be uploaded from iScala to your iScala CRM 4.0 solution seamlessly using Service Connect and the iScala CRM Application Integration Pack. The CRM Application Integration Pack offers predefined data import and export workflows to manage this process. This means that you can be assured the integration between iScala and CRM will work without the need for you to invest in a complex and costly integration project.

iScala CRM 4.0

Prospects Event

*An Impressive
Fruitful Event
held by GBS to
its Prospects.*

On April 16th, **GBS** organized one of the most successful and fruitful Prospects Event. Our target was to introduce iScala and GBS to a wide range of companies interested in the ERP and specially iScala. The event was held in Sonesta Hotel, it started at 9:00 am and ended at 16:00 pm.

The event was very informative and the attendees showed a lot of interest to the product.

The Agenda included:

- iScala Functional Features Presentation
- iScala Reporting and Business Intelligence
- iScala Manufacturing Module Presentation



Mr. Essam Emara, GBS Senior Sales Consultant



Some of the attendees

The companies attended were from different sectors like the Petroleum Services, Mining and Building Materials, Manufacturing of Vehicles Spare Parts, the Chemical Industries and the Electronic and Electrical Equipments.

GBS Annual Clients Day

As part of our strategy to introduce the new features and updates in iScala and in order to maintain our solid relationship with our esteemed clients, GBS held its annual clients day on the 28th of May at Intercontinental Citystars.

Our Agenda included:

- *The new Features in iScala 2.3 SR1*
- *DB Audit*
- *Cash Flow Analyzer*
- *Query Designer*
- *Epicor Portal*
- *ITSM*





Mr. Amr Al Azzouny
(GBS General Manager)



Mr. Ramy Essam
(GBS Operations Manager)



Mr. Mohamed Aly
(GBS Application Consultant)



Mr. Tamer Abdel Azim
(GBS Application Consultant)



Mr. Mohamed Fathy
(GBS Application Consultant)



Mr. Suresh Chandrasekharan
(Regional Systems Engineer-MENA& India)



Our Client

Nestle Waters

Nestle Waters Egypt, one of our most prestigious clients, has recently acquired the **Manufacturing Modules** of iScala 2.2 SR2.

WE GOT THE DEAL !!!

Orient Chemicals & Paints has recently joined GBS list of Clients. Orient is one of the leading paints manufacturers in Egypt. It was established in 1946. Orient is specialized in all decorative paints for interior and exterior use. With implementing iScala, Orient will have the Financials, Logistics, Manufacturing and Payroll Modules.





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Let's Communicate
GBS Team

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| Mr. Ramy Essam | Operations Manager |
| Mr. Mohamed Ali | Application Consultant |
| Mr. Tamer Abdel Azim | Application Consultant |
| Mr. Mohamed Ragab | Application Consultant |
| Mr. Tamer Taha | Application Consultant |
| Mr. Mohamed Fathy | Application Consultant |
| Mr. Abdel Hakim Mohamed | Application Consultant |
| Mr. Mohamed Mosaad | Application Consultant |
| Mr. Essam Emara | Senior Sales Consultant |
| Mr. Mohamed Abdel Hady | Sales Executive |
| Mr. Magdy Adawy | Accountant |
| Mrs. Asmaa Hazem | Office Manager |
| Ms. Dina Abdel Moneim | Telesales Executive |