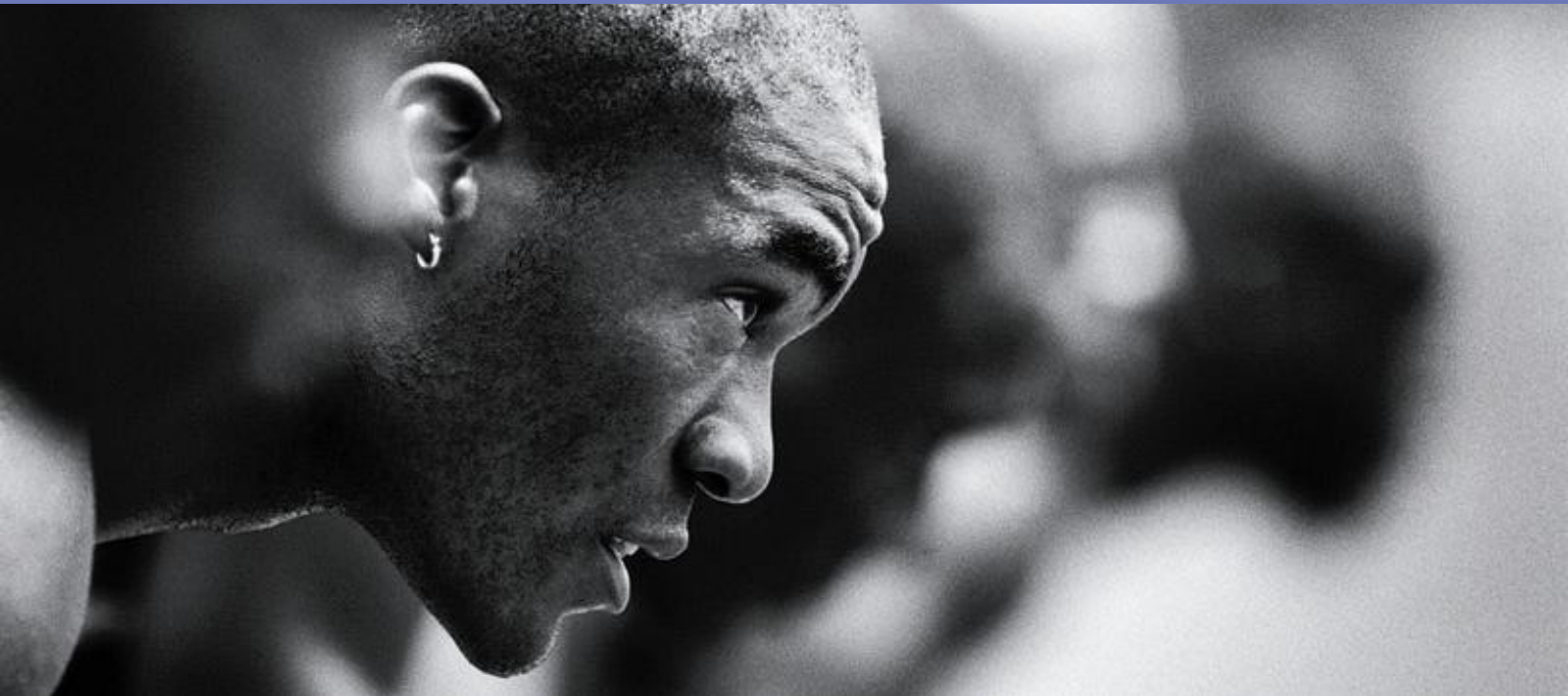


eDominer EXPAND smERP FAQ



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Frequently Asked Questions

1. What are the business challenges faced by SMEs?

The challenges faced by SMEs today are manifold. With ever rising competition at all levels, widening of free trade & globalization, it is only the tough that will stand the test of time & win the final race. Among the major hurdles that one usually encounters while striving for business excellence are: Business Process Automation, Real-time collaboration across departments, across locations, Disciplined and systematic business approach with best practices, Ensuring accountability & responsibility, Measuring business performance, Just-in-time inventory and many more.

2. What is smERP?

smERP (Small and Medium Enterprise Resource Planning) – a well packaged, no-frill, ready-to-use ERP solution, that understands the exact needs of your business. A best-of-the-breed package that integrates the core functions of a business unit like finance, sales, order processing, procurement, material requirement planning, inventory and resource management, etc while cutting out the unnecessary. Specific business needs met with alacrity, quality maintained at reduced costs, implementation on fixed timelines, a well defined user training and support strategy. No wonder, smERP is a customer's delight. Stay ahead in the race. As they say, well begun is half done.

3. What is EXPAND smERP?

EXPAND smERP is a ready-to-use, no-frills, super efficient partner capable of putting an end to all your business blues.

Custom-created to suit Indian markets, work environs & other core requirements, EXPAND smERP is also inexpensive & easy-to-use. EXPAND's architecture enables fast & flexible implementation & deployment strategy. Being a highly configurable & scalable business solution, it delivers a powerful functionality needed to gain a sustainable competitive advantage. It also helps in transcending organizational barriers & extend business processes to partners, suppliers & customers.

4. How does smERP help my business?

There are enormous positive changes that you will notice in your organization after you implement EXPAND smERP. The key effective practical changes that can be noticed are:

Less error in workflow, Less time in completing a task, No Departmental Conflict due to reduction in repeat entry on the same data, key business Information on a

single mouse click, Quick decision making by the managers and business owners, Effective business planning with the help of real business data, Better Customer Response by your employees, overall financial control, less expenditure on holding inventory and managing material requirements, effective management of import-export documentation and many others, which you can observe over a period of time.

5. What is Business Intelligence?

Business Intelligence (BI) is a broad category of applications and technologies for gathering, storing, analyzing, and providing access to data to help enterprise users make better business decisions. BI systems provide historical, current, and predictive views of business operations, most often using data that has been gathered into a data warehouse or a data mart and occasionally working from operational data. Software elements support the use of this information by assisting in the extraction, analysis, and reporting of information. Applications tackle sales, production, financial, and many other sources of business data for better notability and business performance management. Information may be gathered on comparable companies to produce benchmarks.

eDominator's BI capabilities establishes the corporate context for how information is viewed by everyone at all levels of an organization. Little wonder that eDominator's BI solution is your best bet on the last stretch of achieving business excellence.

6. What are the key features of EXPAND?

The key features of EXPAND are mentioned below:

- EXPAND is a Web-based technology,
- It provides Real time centralized multi deployment module,
- EXPAND architecture is backed by Microsoft SQL Server, Quick and adoptable user interface,
- EXPAND is built upon .NET Technology platform,
- It also has Tasks and appointment management features
- Important SMS and eMail on important business checks and events

To know more about the detail features please [click here](#).

7. What are the different editions of EXPAND?

EXPAND's main editions that are being offered by eDominator are:

- EXPAND Standard Edition
- EXPAND smERP Manufacturing Edition
- EXPAND smERP EXIM Edition
- EXPAND smERP Retail Edition

8. Why shouldn't I go for traditional ERP?

Till now the regular, much-hyped ERP was the automatic choice. But with its expensive customization & never-ending implementation process, it is a proposition that affects the bottom line adversely.

Traditional ERP	EXPAND smERP
<ol style="list-style-type: none"> 1. SRS and GAP analysis followed by customizations are never ending and innovative extreme business risk. 2. Either the organization has to force the system or go in for costly and endless customization to fill gaps 3. Training resources on a customized solution is an additional expense and time consuming proposition 4. Need to hire technology specialists for a lifetime to maintain & support the system 5. Highly sophisticated and difficult to operate 6. Expensive and huge cost of maintenance - directly affects the bottom line 	<ol style="list-style-type: none"> 1. Pre-configured and pre-tested versions are more effective in terms of cost & time and involves no risk 2. Clearly addresses the business problems, working environment and literacy issues of SME segment 3. EXPAND smERP is equipped with a 2 week pre-defined learning model which is result oriented and cost effective 4. Relieves a small business of hiring a specialist and instead educate in house talents 5. Simple and user friendly powered by a human centered design 6. Cost-effective and affordable resulting in low Total Cost of Ownership

9. What about eDominator's support and training strategies?

eDominator's holistic support system is designed in a manner that companies get 360 degree support regardless of their size & budget. Remote desktop, telephonic support, online chat supports, backed by prompt & regular client visits ensure that help is available anywhere, anytime, 24/7.

A highly trained support team, specialized in interactive processes, covering wide issues like configuration, workflows, customization & development, ensure world-class service back-up during AMC and Hand Holding operations.

eDominator Systems, pioneers in specialized corporate training. Known for delivering top notch technology training worldwide, Peopleware India has trained more than 5000 professionals from top rank blue chip to mid-size companies. Some key clients include Siemens, Bosch, Royal Bank of Scotland, TATA, IBM, HP, Accenture, Wipro, Microsoft and Infosys.

10. How can I get in touch with an ERP expert?

To contact an ERP Expert, just send us an email or call at any of the information given below:

Call at +91 9007009020 / +91 9007009018

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