

InterACT

Activant Solutions Ltd
Autumn 2005

Activant delivers “positive change”



you abreast of all the latest developments in the ever-changing world of the automotive aftermarket and, secondly, to ensure you maximise the full potential of Activant products and the service and support available to you.

InterACT is shaped by you, the Activant customer. Throughout the newsletter, you'll find 'real life' examples of how Activant products are helping automotive businesses daily by increasing productivity, while at the same time reducing costs.

Activant continues to pioneer a number of 'never-before-seen' initiatives in the UK automotive aftermarket and bring about positive change to a business.

It is our vision to unite the Automotive industry supply chain in a show of connectivity, helping to ensure its future development, prosperity and growth.

I hope you enjoy the first edition of InterACT and, on behalf of the Activant team, wish you a prosperous future.

Jon Goodchild
Activant UK Managing Director

Latest News

130,000
transactions a day
for AConneX

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ACTIVANT™

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WELCOME TO THE FIRST edition of InterACT, a unique insight into the world of Activant Solutions and its activities in both the UK and Ireland.

InterACT is a quarterly newsletter, designed to keep

Activant offers 'training while you work' with Virtual Classroom launch

AT ACTIVANT Solutions, we are committed to continuing to “raise the bar” on the levels of customer support we provide for all our products. Our newest innovation is that of Virtual Classroom.

Virtual Classroom is designed to be cost-effective to businesses because every one of our customers – garage, motor factor or supplier – can do the training wherever is convenient, as it is

carried out in the business premises, over the internet.

Using Virtual Classroom is simple. Users log in via a weblink and then witness the classroom presenter demonstrate how a specific Activant product works and, the features it has available.

With no time delay thanks to 'real time' connectivity, Virtual Classroom is capable of one-to-one tuition or tutoring many pupils, as appropriate.

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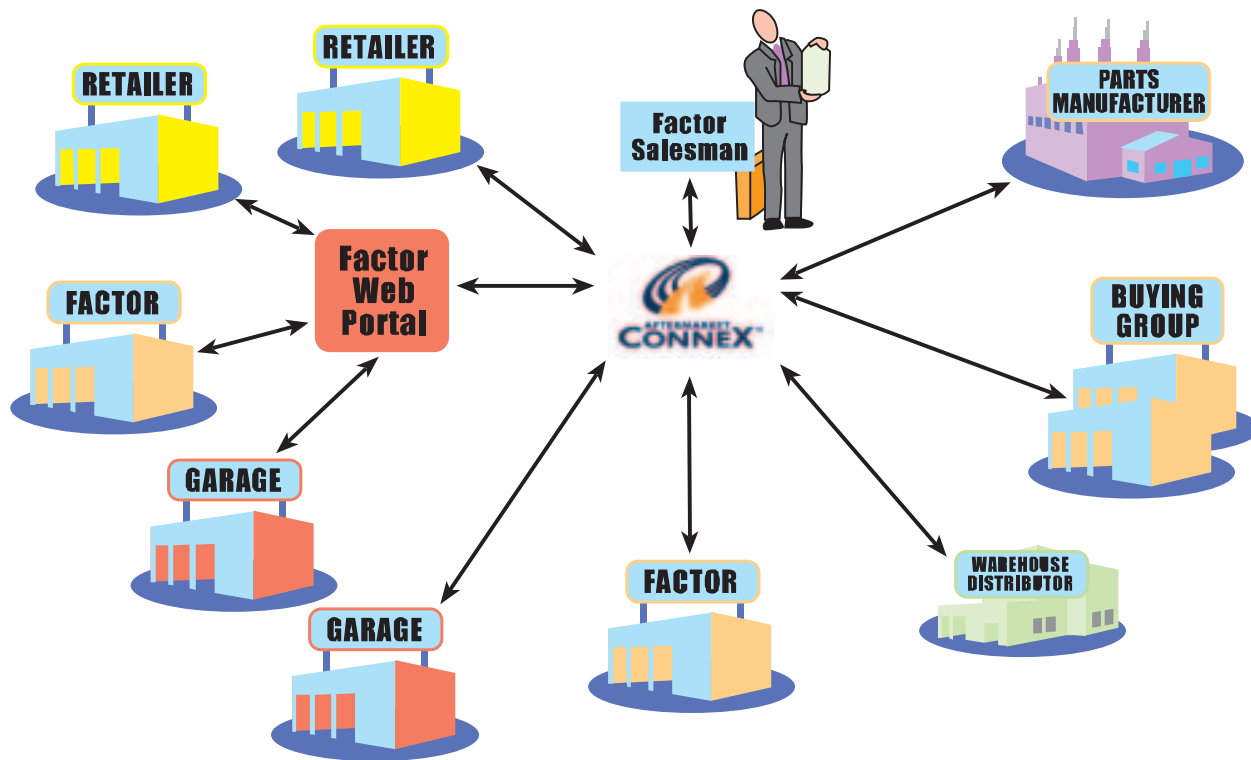


Did you Know?? “Research found that 30 percent of parts stocked by a motor factor are never sold”

What do we mean by connectivity?

In a highly competitive aftermarket, the ability to offer a true competitive edge is critical. This coupled with the continual need to drive up efficiency and productivity whilst growing revenue remains the challenge for everyone in the aftermarket.

Activant AConneX provides this real business breakthrough by automating real time electronic trading between all players in the supply chain.



What Does AConneX Allow You to Do?

- Check inventory
- VOR Ordering
- Full Stock Orders
- Sell Parts
- Receive order confirmation
- Communicate in Real Time

When Is AConneX Available?

AConneX is available to any Activant customer now.

To find out more details please contact

Karen Middleton on 02476 233 770 or by email: uk@activant.com

"AConneX strengthens our customer service further, allowing motor factors to have complete access to their nearest FPS branch. In a matter of seconds, they will be able to check stock availability and place orders on their local and next day FPS branch."

Terry Wainwright

Managing Director, FPS  **AUTOMOTIVE PARTS DISTRIBUTION**

AConneX Hits Record 130,000 Orders A Day

MORE THAN 130,000 daily transactions are currently being placed through AConneX, Activant's market leading electronic trading solution, specifically designed for the automotive aftermarket.

The transactions – in the form parts orders – mean that AConneX has become a key trading tool for motor factors and suppliers in the automotive aftermarket.

With the support of suppliers, motor factors, warehouse distributor FPS and connectivity partners eparts and TecCom, AConneX continues to grow rapidly to the point where garages are now eager to join this expanding supply route and trade seamlessly with their suppliers.

AConneX is available to you right now. For more information please call 02476 233 770 or email: uk@activant.com

Virtual Classroom adds a new learning dimension

Activant's Virtual Classroom training offers real benefits:

- At your convenience onsite in your business
- Real time for interactive Q & A
- Cost effective
- Allows all key people in the business to participate
- A personalised and flexible approach to your training requirements
- Provided by Activant team members highly trained in the Classroom subject.

“Virtual Classroom is going really well, I’m very happy with it. I didn’t realise that T-2 I offered so much but now thanks to Virtual Classroom, I have the ability to take full advantage of these benefits”.

Avni Martin
C J Autos

Mark Holcombe, Activant's UK marketing manager, explains the thinking behind Virtual Classroom: “IT is an essential part of any aftermarket business and a key tool in remaining competitive. But, it is very difficult, especially for the owner/managed companies, to leave their business for the day and go on a training course.

“Therefore Activant customers require a solution that offers flexibility and the same high level of tuition.”

“Virtual Classroom allows UK automotive aftermarket companies to learn in their own environment, which is convenient, comfortable, extremely cost effective and highly productive, as early results have shown.”

Sign up to VC training today!

Minimum Requirements: A PC with Microsoft Windows XP or Windows 2003. Microsoft Internet Explorer 6, with Broadband internet connection, and a high resolution monitor.

What you need to do: Select the course, date and time you want to attend. Contact Yolanda, on 024 76 233 771 or via email: Yolanda.rickells@activant.com. Please give 2 days notice. Each course lasts approximately 1½ hours.

One day before the training session, log on to www.placeware.com live meeting and download Virtual classroom software. Once the download is complete you will receive an online invitation from Activant. Enter your name and you will automatically join the audience. If you require any assistance, contact the Advice Line 024 76 63 6666

Key:	Description:
INV	Invoicing Module
PUR	Purchasing Module
BSC	Basic Stock Control
ANA	Analysis and reporting Module
SLE	Sales Ledger Module
PLE	Purchasing Ledger Module

Book NOW! There are limited spaces available!!

Date:	05-Sep	09-Sep	12-Sep	16-Sep	19-Sep	23-Sep	26-Sep	30-Sep	03-Oct	07-Oct	10-Oct
11:00AM	PUR	BSC	ANA	SLE	PLE	INV	PUR	BSC	ANA	SLE	PLE
16:00PM	PUR	BSC	ANA	SLE	PLE	INV	PUR	BSC	ANA	SLE	PLE

Did you Know?? It takes a person 1 minute to manually create and place a 10 line order with a supplier. It takes AConneX less than 8 seconds to do the same task.

Latest News: T-21 version 4 launched

THE LATEST VERSION OF Activant's T-21 distributor management system is now being made ready for release.

With new improved multi-branch functionality, AConneX integration, and

Advanced System Configuration, T-21 continues to set the pace for business management systems in the aftermarket.

These plus a host of other new features requested by

our customers, means that Version 4 delivers even more value and even more benefit.

Look out for your copy!



T-21 Casebook : Leyland Auto, Mafco & CCS

LEYLAND AUTO, MAFCO AND CCS have all been brought together as part of a new group of companies in the UK automotive industry, designed to bring about greater service and support to their customers.

Leyland Auto is a supplier of high quality parts and services to the car, bus, coach and commercial vehicle markets.

Mafco is a company that specialises in the supply of workshop consumables and accessories.

CCS is a highly successful regional distribution organisation supplying to motor factors and accessory retail outlets.



Synergies

In order for group synergies to be realised, Internal Services Director, Tina Norman, identified that the same computer system was required in order to bring the three companies immediately closer together and in the future, allow each company to exchange business information and check parts availability within the group.

Tina believes the T-21 system is an invaluable business tool and ensures

closer links with customers: "Previously, we had a computer system in place that helped manage accounting and track inventory. With T-21 we are really moving the business forward to meet the varying nature of the group's activities. We looked at a range of products, but only Activant's T-21 gave us the combined ability to understand our business model and provide us with a greater insight into our customer base."

Tailored

T-21 has been tailored to fit perfectly into the group's business model and provides the ability to manage sales and purchase ledger improve stock management by reducing overstocking and obsolete stocks; reduce time-consuming tasks such as statement runs, significantly enhance the retrieval of management information; and, allow direct and instant cash management.

Using Activant's T-21 system, many of the group's business processes are now automated, providing the company with fingertip information, allowing them to control growth and enabling the management team to make quick, informed decisions based on sound business analytics, thereby maintaining a high level of customer service.

Tina understands: "The integration of T-21 has helped bring the three businesses and their staff together at such an early stage in the group's life. The UK aftermarket is very competitive and although the companies trade as separate entities, T-21 has been key to eradicating the hassle and a conduit offering vital support and information to the entire group.

Tina added: "At anyone time, T-21 can inform us of the group's progress and analyse our strengths and the areas where we can grow the business – such information is invaluable in the aftermarket industry."

"With T-21 we are really moving the business forward"

**Tina Norman,
Leyland Auto's Internal
Services Director**



Anne Coleman,
Activant Customer Services Manager

THE FACE OF ACTIVANT SOLUTIONS and its customer service has changed in the past few years. Indeed, as our customer base and industry has evolved, so have we and tailored our approach accordingly.

In order for Activant to develop and service customers more effectively, we have to work in conjunction with our customer base. This notion is centred on long term relationships and our core belief is to look after existing customers ahead of recruiting new customers.

‘Cradle to grave’

Activant has a wide range of products to suit your business needs. The purpose of our customer service team is to ensure that you maximise the return on your investment in Activant. In addition, it is our aim to ensure smooth installation and training, helping customers fully exploit the potential of their new products.

Customer Services

This ‘cradle-to-grave’ approach is a key component of Activant’s customer service. The installation of a new computer system, or software touches every part of a business and therefore each scenario and pitfall needs to be taken into account to ensure minimum disruption.

The customer advice team is on hand Monday to Friday from 08:00 to 18:00. The team is available to all customers offering technical support on Activant products.

Working closely with the customer service team are Field Service Staff who are responsible for the installation of new products and software and training customer staff on using the new product.

Once the installation is complete, Activant’s tech support team monitor a product’s performance and provide customers with software updates, thereby continually adding functionality to a product.

Products for all

The speed of technological advancement is increasing and customers must embrace the opportunities presented by tools like the internet, thereby enhancing their current functionality and the ability to drive through more cost efficiencies. A more up-to-date management system maybe necessary if a customer wishes to fully exploit IT and its potential profit opportunities.

There are many systems available to automotive aftermarket customers and on the face of it can appear very confusing. Activant believes in offering customers a menu of integrated complementary products – cataloguing (MasterCat), distributor management systems (T-21), connectivity (AConneX) and, internet-based ecommerce solutions – and works with customers to determine their exact requirements.

Support for all

On the page opposite you’ll find details of Activant’s new training initiative Virtual Classroom, which offers training and support to customers without them having to leave their business premises.

We offer a wide selection of support and ‘site visits’ remain an integral part of this. But, having researched our customer base thoroughly we have launched Virtual Classroom as it provides you with a high level of training potential, without disruption to daily business activities.

The Activant Customer Service Team is continually seeking out new methods of helping you the customer achieve the most from our products and to ensure that, when a problem arises, Activant are determined to correct it quickly.

We are specialists in change management and with our combined industry knowledge of the aftermarket and that of IT solutions, we see ourselves as a key part of a customer’s business, helping to achieve greater profitability

Remote Customer Access The alternative way to contact Activant 24/7 Log onto <http://activant.co.uk> and contact Activant with a click of a button

Our new customer based site enables our customers to:

- Log calls
- View existing call status
- Log PCR’s for our Product Development Team
- Contact our sales department
- View product information
- Catch up on Activant’s hot news
- View Activant Europe’s contacts page
- Talk online in Activant’s product forum
- View Entire Call Log, check status & Service reports

It’s Fast, It’s Easy, It’s Informative.

Firstly you need to register, once this is done then log in to the web address and, simply follow the fields and fill in the data required. Follow the on page instructions. Each one is set up to provide you with all of your company’s information.

Log new calls for the Advice line 24/7

To register online contact on Yolanda Rickells on 024 76 233 771
Or email: Yolanda.rickells@activant.com



2/5 Calls are logged via <http://activant.co.uk>

Ed Dourass

"IT's for me"



Name? Ed/Edward - Not Eddy!

Age? 24

Job Title? Advice Line Representative

What does your job entail? Customer support for Activant UK products. For example advising, troubleshooting and making the customer feel at ease.

Who else have you worked for? Birmingham Evening Mail newspaper, a Stella Artois taster - fitted in perfectly when I was a student! I have also volunteered for charities, including Victim Support & Promise Dreams.

Where do you see yourself in 10 years time? I see myself as a family man, living a completely different lifestyle. I think that I will have continued to make a steady progress in IT.

What's the best career move you've ever made? Going to University and leaving the media industry.

What's your favourite book? Hmm, it's been ages since I've read one, probably Birmingham City's greatest players! I have read a couple of the Harry Potter books too.

What's your favourite film? Current favourite would be War of the Worlds, amazing 3D effects. Fight Club is also a film I like.

What's your favourite Holiday destination? I hope I haven't been there yet! Ski-ing holidays are always good for a laugh. Flane in France was my first Winter holiday when I was 7 or 8 so that was the most memorable.

What's your favourite type of music? Anything as long as its not, Heavy Metal.

Who's your favourite artist? My current favourites are Coldplay, Gorillaz and Green Day.

What was your first car? A Fix It Again Tomorrow Punto and it lived up to its name.

What's the one luxury item you can't live without? T21 ;) Probably my phone, don't think I could run my life as efficiently without it.

Letter to the Editor

Activant would like to hear from **YOU!** on any subject that you feel may be of interest to our customers, whether it's business, social, awards or appointments. Please contact us and enclose a photograph where appropriate, email: Yolanda.rickells@activant.com or alternatively post the details for my attention to the Activant address. *We look forward to hearing from you*

Mailing List Request Form

Please include the following on the Activant Mailing List:

Name:

Company Name:

Company Address:

Email Address:

How would you prefer Activant to contact you: Email or Post

Dates for the diary

5-6 October 2005

Coach and Bus Live, NEC Birmingham.

13-18 October 2005

Equip Auto, Parc d'Expositions Paris-Nord.

23-24 November 2005

MechanEX, Sandown Racecourse.

8 December 2005

ADF Annual Dinner, Hilton Metropole. NEC Birmingham.

12-15 January 2006

The Aftermarket Show, NEC Birmingham

25-27 April 2006

Automotive Trade Show 2006 & The Commercial Vehicle Show 2006, NEC Birmingham

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System Hints & Tips

AConneX Boom

Virtual Classroom Update

MasterCat new version

Customer Spotlight

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