



# The Top-10 Reasons to Select eXtend On-Demand (SaaS Model) for Equipment Dealers and Rental Firms

A Guide for Smart Software Selection

## Abstract

This white paper explores the overriding arguments for moving to “eXtend on-Demand”, and running, managing, and improving your business process efficiencies via Software-as-a-Service.



## The Top Ten Reasons to Select eXtend On-Demand



### **Simplification**

We make it easy.

With eXtend On-Demand, there is no hardware, software, middleware, databases, or business intelligence tools to buy, install, maintain and upgrade. In our true "Software as a Service" (SaaS) model, customers use a single hosted eXtend solution without ever seeing each other's data, making upgrades a breeze. Based on authorization, every user gets access to a simplified menu with intuitive functions and features relevant to their job function. eXtend is built to unleash the power of your entire organization. eXtend's user-friendly environment is as easy and intuitive to navigate as today's consumer web sites. We've provided a unique business process repository to create a role-based experience for every type of user. We've also integrated the latest desktop functionality such as e-mail, fax, PDF and mobile devices directly into your working environment.



### **Economical**

**Predictable cost, with reductions of up to 30% of Operational & 70% of IT Support expenses.**

With eXtend On-Demand, there's no need to buy hardware, software, middleware, databases or business intelligence tools. This reduces both your initial investment and ongoing operating expenses by up to 70%. At the same time, your IT resources can focus on core business innovation, rather than getting bogged down in the daily routine of system maintenance, updates, backups and disaster recovery, etc.

Beyond saving money, with eXtend On-Demand you can expect efficiency and productivity improvements of up to 50%. Built-in Business Intelligence, employee scheduling, advanced parts planning, CRM and sophisticated asset tracking tools provide a 360° view of your business, without the technical hassles.



#3

## Rapid Deployment

Repository of industries best business practices.

No two dealerships are completely alike. Over the past four years, we've worked with dealerships and rental companies of varying sizes to develop a repository of best business practices for the industry. eXtend On-Demand comes with the eXtend Business Modeler, a unique business process modeling (BPM) tool, and our pre-built repository of best practices. This BPM tool and repository not only facilitates quick and easy deployment and training, but also enables dealers to either maintain their unique business processes, or adopt industry best business practices. Our customers also use this award-winning BPM tool to document business processes and use it for future training of new recruits or temporary help. The true SaaS architecture of eXtend On-Demand allows our customers to change/configure their business processes, even though they share a common environment.

#4

## Agility

No customization, pure configurations.

eXtend On-Demand is built on a modern ERP (Enterprise Resource Planning) architecture. It comes with comprehensive functionality specifically designed to meet your business needs and avoid the messy customizations that require an army of IT support. Workflow can be flexibly configured to address the needs of your individual users, small and large branches, departments and divisions, or even multiple countries using multiple currencies and languages.

#5

## No upgrades, always on latest version.

Competitive advantage through innovation.

With eXtend On-Demand, all system updates and upgrades are made by e-Emphasys on an ongoing basis. That means our customers always benefit from being on the most current version of our service and can



take advantage of the innovative new capabilities that we deliver on a regular basis. This also eliminates the extra costs associated with upgrading, migrating and testing from previous to current versions. We have a large pool of R&D resources with industry expertise who constantly innovate to provide the most competitive advantage for our customers.

## #6

### Integration

From price tapes to GPS mapping, we take total responsibility, 24X7.

e-Emphasys completely understands the importance of integration with manufacturers, suppliers and customers. The web service-based framework within eXtend On-Demand facilitates seamless integration with absolutely any other application - new or old and within or outside your environment. e-Emphasys takes total responsibility for integration with your business partners, whether you choose eXtend On-Demand, or on-premise.

## #7

### Domain Expertise

Industry knowledge is the key.

eXtend ERP is the first application specifically developed for the dealership industry using a modern ERP architecture. Derived from Infor's Baan ERP LN, the same platform used by more than 7,000 equipment manufacturers, e-Emphasys added more than 670 person-years of industry-specific development to maximize the benefit for equipment dealers and rental companies.

Today, e-Emphasys has more than 120 dedicated domain experts and technical engineers working to develop and deploy eXtend ERP to our customers. With thousands of live users, eXtend ERP is the proven solution for equipment dealers and rental companies.



## Technology

Built on modern technology to last longer.

Even though the eXtend On-Demand delivery model insulates you from the technology we use to deliver our solution, it's important to know that we have built our product on a next-generation architecture that enables us to deliver new services faster. In the last 10 years, technology has advanced rapidly. From internet-based integration to IP telephony, everything is more stable and affordable. eXtend's modern architecture leverages this new technology while providing a simple and efficient interface to users. eXtend is the first product using a modern and proven ERP architecture specifically designed for equipment dealerships and rental companies.



## Business Continuity

Fast, secured and reliable environment for 24X7.

eXtend On-Demand is hosted in a state-of-the-art data center environment equipped with redundant power, internet and even cooling systems. Rock-solid security processes ensure the confidentiality and security of your data. Users from any branch or even on the road are provided with fast access to eXtend On-Demand over the internet in a highly secured environment 24X7. The SAS 70 Type II-certified hosted environment of eXtend ensures compliance with SOX. You can also opt for a mirroring or disaster recovery model to ensure 100% business continuity.



## Trust

We're in this together.

We believe our success is dependent on the success of our customers. With eXtend On-Demand, we take complete responsibility 24X7 to ensure the smoothest and most efficient functioning of each of our customer's businesses, from order to cash. Being customer-focused is fused into our core DNA. eXtend On-Demand is not a one-time sales event. We work hand-in-hand on a daily basis with our customers to meet their every expectation and enable them to leverage the enterprise power of eXtend for maximum competitive advantage.

### About e-Emphasys Technologies Inc.

e-Emphasys Technologies Inc., a global enterprise software provider for the equipment and rental industries with locations in Cary, NC, Tokyo, Japan, Mumbai, India and Apeldoorn, Netherlands, recently celebrated its 10th year in business. e-Emphasys is the exclusive Infor strategic partner providing specific vertical capabilities for this critical segment of the Industrial Machinery and Equipment (IM&E) domain. e-Emphasys has been a Microsoft Gold Business Partner for the past 5 years. The company is part of the Associated Equipment Distributors (AED), Material Handling Equipment Distributors Association (MHEDA), American Rental Association (ARA) and European Rental Association (ERA) organizations. For more information on e-Emphasys and its comprehensive software designed specifically for the equipment dealer and rental company market, visit [www.e-emphasys.com](http://www.e-emphasys.com).