the e2b DIFFERENCE

your **SUCCESS** lies not in the products you **BUY** but in the **PARTNERS** you choose

thank you

Thank you for considering e2b teknologies as your partner of choice. We value every relationship and strive to exceed customer expectations in all aspects of our business – sales, consulting, engineering, support, and finance.

Perhaps that's why so many of our teammates have worked together across two decades.

We are very proud of our team but we are even more proud of the success we've shared with our customers as they've grown through their implementations to fully utilize their business systems to manage and grow their own businesses in an unpredictable, global economy.

On behalf of our entire team, I'd like to extend to you an invitation to visit or to contact us to learn more about our company and our people because we feel very strongly that it's the people and our relationships with our customers that make the difference, not the products you choose or the technologies they support.

-Bill Henslee, CEO

our history

e2b teknologies was founded in 2001 by several former Sage Software and Haitek Solutions employees but traces its roots to the original company - Haitek Solutions.

Haitek was formed in the early 1990s as a software development and business applications reseller. Back then we developed business basic applications for UNIX. In 1996 we saw an opportunity to redevelop our Shop-IV manufacturing software on a modern Windows platform leveraging Microsoft Visual Basic and Microsoft SQL Server technologies with Sage 500 ERP for core accounting and distribution. We partnered with Sage just as they released their distribution modules for Sage 500 ERP (then called Acuity Financials) and subsequently introduced Envision ERP through the Sage channel. Sage wholly-acquired Haitek Solutions and Envision ERP in March 2001. Envision ERP became the eight manufacturing modules that are still available today for Sage 500 ERP

e2b teknologies was formed after the Sage acquisition because we saw a need to continue providing business applications and services to our customers. Through the past decade we've experienced steady growth through development and sales of our e2b anytime apps products (Anytime Collect, Anytime Commerce, Anytime Supply Chain, Anytime 500, Anytime Docs, etc.) while continuing to build our ERP practice.

Our e2b enterprise business offers multiple ERP solutions to provide customers with choices and to match the right solution to their specific industry or business requirements. Our ERP solutions include Sage 100, Sage 500, Sage X3, and Epicor ERP.

We've also expanded to provide an extended portfolio of products including Customer Relationship Management (CRM), Human Resources Management (HRMS), Warehouse Management Systems (WMS), and other integrated business applications.

As technology evolves, so does our business. We utilize technology to better support the changing needs of our global customer base with online user communities, live chat for support, an online knowledgebase, and remote training and consulting services.

It's been a long and enjoyable journey – one that we've shared with many close friends we've grown to know through our business associations. We look forward to forging new relationships and continuing help companies realize their potential and to achieve their business objectives.

Gear Checklist

ERP – Enterprise Resources Planning

- ☑ Discrete Manufacturing
- ☑ Process Manufacturing
- ☑ Job Shop / Make To Order
- ☑ Professional Services Automation
- ☑ Service Management
- ☑ Wholesale Distribution
- ☑ Business Services
- ☑ Rental Management
- ☑ Finance & Accounting
- ☑ Other Industry Solutions

Integrated Solutions

- ☑ APS – Advanced Planning & Scheduling
- ☑ BI – Business Intelligence
- ☑ CCM – Credit & Collections Management
- ☑ COM – eCommerce Storefronts
- ☑ CRM – Customer Relationship Management
- ☑ EAM – Enterprise Asset Management
- ☑ EDI – Electronic Data Interchange
- ☑ ECM – Enterprise Content Management
- ☑ EPM – Enterprise Performance Management
- ☑ FSC – Financial Supply Chain
- ☑ HCM – Human Capital Management
- ☑ MES – Manufacturing Execution System
- ☑ MRP – Material Requirements Planning
- ☑ PLM – Product Lifecycle Management
- ☑ POS – Point of Sale / Retail
- ☑ SCM – Supply Chain Management
- ☑ WMS – Warehouse Management Systems

We absolutely love the services provided by your development, quality assurance, and support teams which as far exceeded our expectations.

starz®

the e2b teknologies experience

Purchasing and implementing business applications can be an adventure – exciting and rewarding but fraught with misguided steps and challenging ascents. You have many great business applications available to you – each with their own risks and rewards but each great in their own respect. What truly differentiates one business solution from another is the partner you choose for the journey – someone you can trust and count on to help you to your destination.

We've helped hundreds of small and large companies in many diverse industries cross the chasm to a breathtaking view of where your business is heading. Companies choose e2b because, like a control tower, we know the path well and have the right gear to assure a safe and successful landing.

Our staff includes only senior consultants, software engineers, project managers, and support technicians with an average of ten years experience guiding our customers as they navigate their way through sometimes very turbulent air.

the journey begins

where do you want to go and how do you want to get there?

Some companies know where they want to go with their business and they may even know how they want to get to their final destination. But many companies have no idea where they're at today and need a trusted and experienced guide to help them find their way.

Lynne Henslee
President

The e2b experience begins by identifying your destination and the preferred route to reach it. It culminates as we mark waypoints – all the time keeping a focus on our destination and the pace we need to set to reach our destination on time.

e2b understands that each customer is different and the journey we take together will depend on your specific needs. As such, we provide several options along the way so that you can choose the path that's the right pace for you.

The path you choose is completely up to you. So pack your bags and let's get flying.

Implementation & Consulting

I am writing to tell you how impressed I am with what e2b teknologies has done for us in the last few weeks.
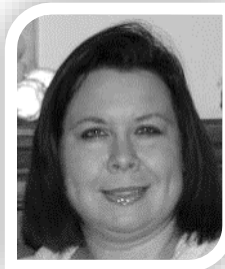
- *They have cleaned up our database issues that were caused by a previous reseller – this after we had paid another reseller to "correct" what was done.*

- *Within an extremely short time they determined the problem with our Short Stock Report. It turned out to be a 30 second fix and I think less than an hour was spent determining the cause of the negative inventory showing on our Short Stock Report.*

- *They have identified and have a fix that is being tested right now on the Integrity Check that runs every night. This utility had failed continuously for almost a year and no-one was able to get it working.*

- *Upon their initial review of our system they identified issues that we have had for years, and fixed them in record time.*

I could spend hours telling you all the things that have been corrected, and in such a short time, and with minimal business interruption, but I don't have the time and don't want to bore you with the details. All I can say is to quote what our IT department said to me today, "They are fixing things so fast, we can't keep track of all they have done, let alone keep up with all the fixes they have made!"

I have had employees tell me how much better the system is running since these fixes have been made. Instead of 6 screens, they can do their work using only 2 screens – because it is now working the way it should have been all along!

charting your course – implementation strategies

Mary Jo Mahood
ERP Practice Manager

Similar to the evaluation process, companies have different needs when it comes to implementing business applications. e2b teknologies is focused on your success with custom tailored implementation projects designed to your specific needs, experience level, budget, and timeframe.

Our consultants work as an extension of your team and collaborate to implement each functional area of the software based on your specifications with live and remote training so you know exactly what to do when you go live.

While our consultants have a strong general knowledge of specific business applications, most have areas of specialty such as financials, project accounting, supply chain management, business intelligence, and manufacturing.

As such, you will have access to the most knowledgeable and experienced consultants for the specific products and modules you deploy for your business.

a history of success

We are honored with so many awards and accolades bestowed upon us from our partners and industry peers. Our goal is to continue providing world class services to businesses to help them grow.

Awards for company and sales growth are great but we are most proud of our Customer Satisfaction award from Epicor and our two Gold Development Partner of the Year awards from Sage which highlight our commitment to excellence in service to our customers.
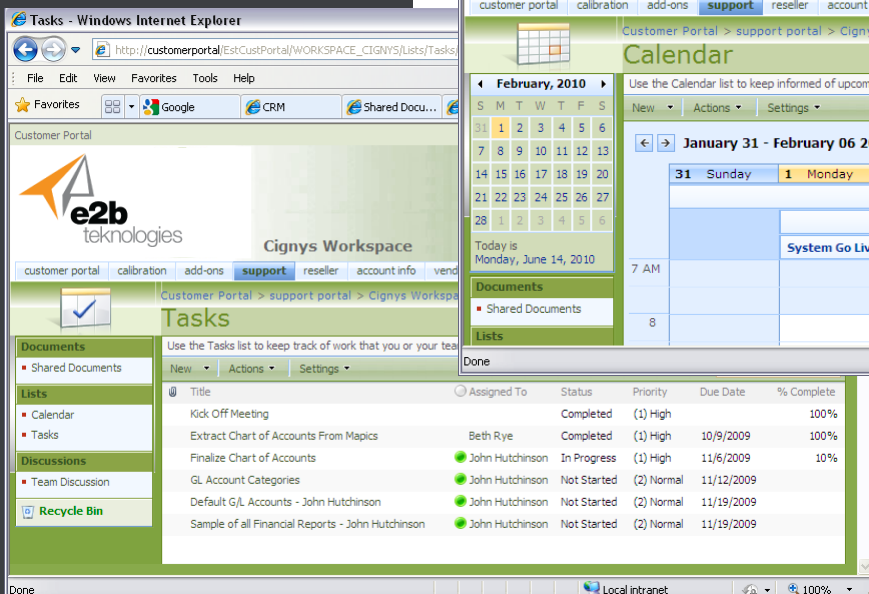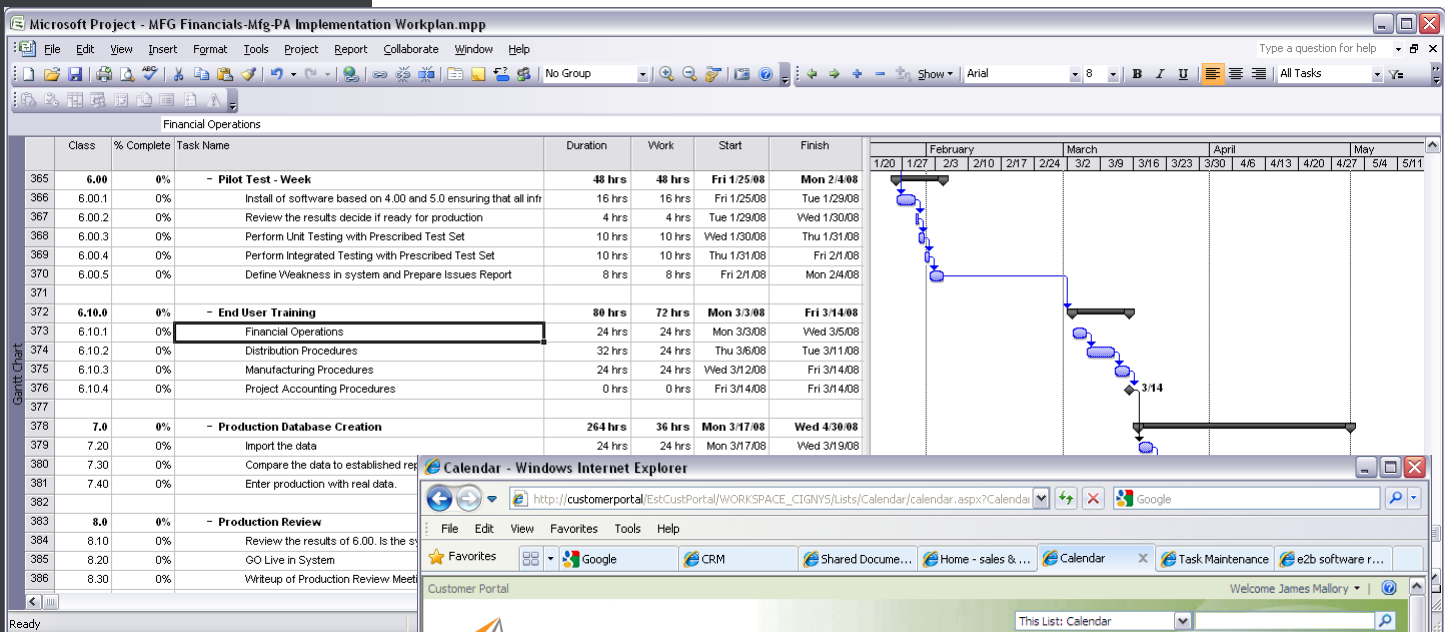
proven project management methodology

An experienced pilot can get you to your destination faster and safer than you can by yourself. Our project managers keep you on the right path and set the pace for your implementation projects. Project managers coordinate resource schedules and keep the project on track via periodic status meetings with your team and e2b consulting resources.

We only employ seasoned consultants trained by the software publishers on each of the products we represent. Consultants have an average of more than 10 years ERP and business application implementation experience across countless industries. Companies choose e2b teknologies because they cannot afford to fail in their ERP implementations.

We plan each implementation down to the last detail like a flight crew would plan for a trip. Project plans are mapped out using Microsoft Projects and managed through our implementation portal where everyone can see assigned tasks, project status, assignments, timeline, and task schedules.

Jonathan Nisenboum

ERP Project Manager

Top: Implementation project plan. **Above:** Implementation calendar on e2b support portal. **Left:** implementation shared workspace for customers and consultants.

As a project manager, I know that you are only as good as the vendors you work with and I consider myself fortunate to have found e2b.

Church Hill Classics®

crossing the divide – engineering services

As an independent reseller, we can sell just about any business application that we want to represent. That's why we selected multiple leading enterprise resources planning products available for manufacturers, wholesale distributors, and business service companies.

However, very few companies find a perfect business solution that supports all of their critical requirements out-of-the-box without customizations. Our experience shows that most customers are lucky to find a solution that meets 80-90% of their needs. So what do you do to cover the remaining 10-20%? Some companies change their business processes, implement timely, manual work-arounds, or worse still – simply ignore the problems.
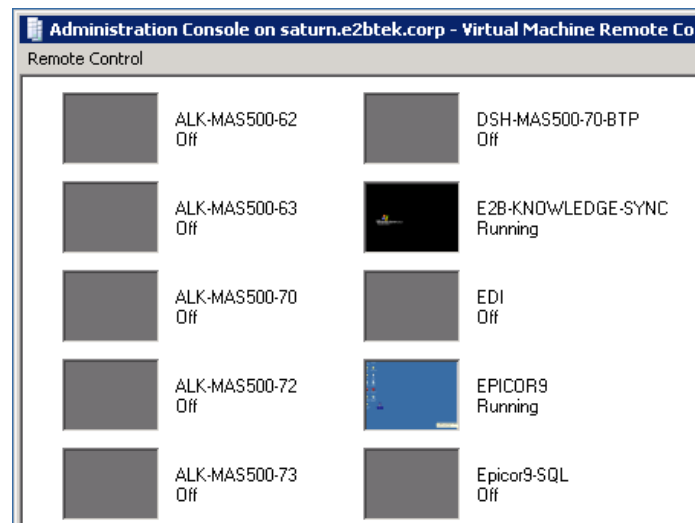
best practices in engineering and design

e2b teknologies has one of the largest and most experienced engineering teams of any business application partner in the Great Lakes region. With an average of nearly 20 years of development experience, our engineers have worked with major software publishers including Sage Software, Oracle (Datalogix), Intacct, SAP, Epicor, MAI Systems, Misys, and Thoroughbred Software (to name just a few).

We have made significant financial investments in our virtualized development environment which includes dedicated development servers, daily back-ups, disaster recovery procedures, and source safe to control changes made to customer applications.

securing your source code

Optional source code escrow services are available providing you with the assurance that your investment in custom programming is protected and portable to other service providers. Maintenance and support plans are available for larger customization projects so that you can rest assured that your system is fully supported and maintained for future versions and new database and operating system technologies.

ERP Consulting & Development

- Sage 100 ERP
- Sage 500 ERP
- Sage ERP X3
- Epicor ERP

Migration & Integration

- Legacy data migration / import
- Data cleansing and validation
- Custom integrations to existing business applications
- Custom software development

Technical Expertise

- Microsoft Azure Cloud
- Microsoft .NET
- Microsoft Visual Basic
- Microsoft SQL Server
- Microsoft SharePoint
- Microsoft Silverlight
- ASP.NET & HTML
- Java, C, C++
- Ajax
- Cobol
- Business Basic

Dom Dell'omo
Director, Engineering

One of many e2b teknologies virtualized development servers used for custom programming, quality assurance testing, and customer support.

zendesk®

Customer Support Portal

e2b is one of the few partners providing an online support portal. The portal is powered by ZenDesk providing 24x7 access to the same knowledgebase we use to support our ERP customers with extensive articles and tips for Sage 100, Sage 500, Sage X3, and Epicor as well as popular third party and e2b products such as Anytime 500, Anytime Docs, and more.

LiveChat

Chat live with our support agents and share your screen for live support sessions. Log new support requests and review the status of existing requests.
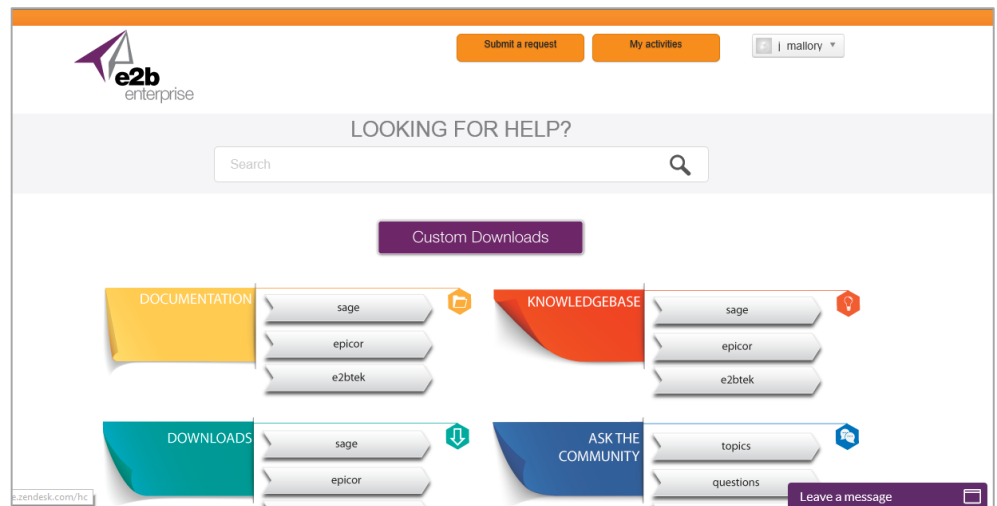
You can also access to installers for customizations and product documentation.

Participate in the exclusive e2b online user community where you can ask questions, post suggestions, and follow discussions related to your ERP product or topics related to general business issues.

Our team does everything possible to support your mission critical business applications. It's our job and it's our privilege.

Kate Mullen
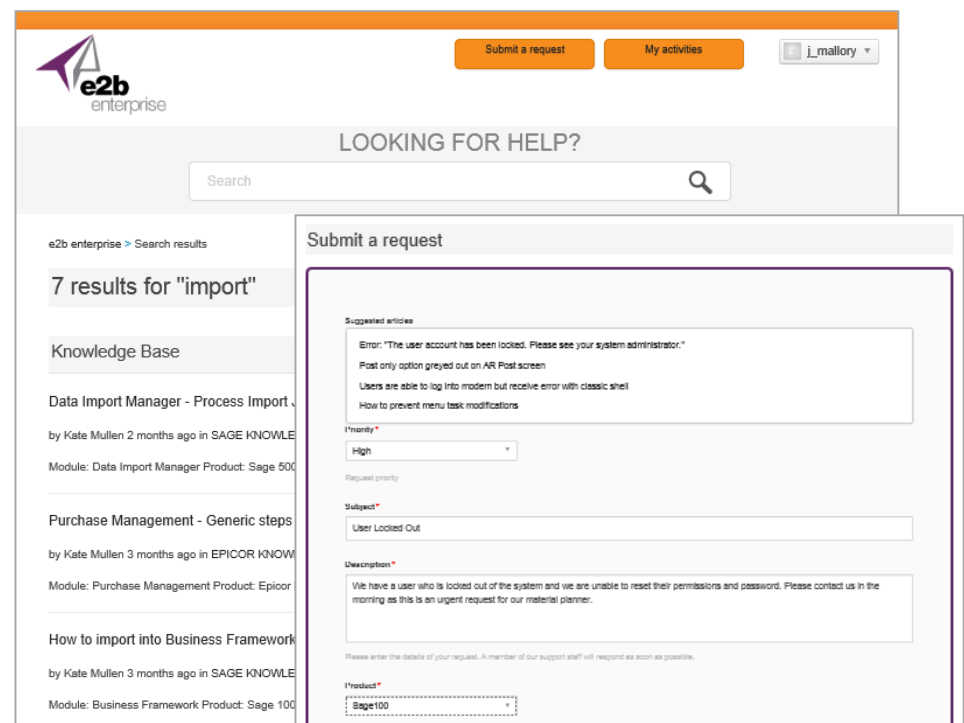Director, Support

search and rescue for your business system

If you're ever lost, a search and rescue team would come to your aid. When you seem lost with your business software you can rest assured that help is just a quick phone call away.

e2b teknologies is committed to helping customers manage and grow their businesses by providing exceptional service supported by an experienced team of technology and application professionals. Our objective is to do everything in our power to ensure that you are completely satisfied with every service interaction you have with our team.

We provide support that is both appropriate to the issue and in the best interest of your business needs. While there are many topics that fall within the legitimate scope of our services, there are also topics which are best handled by other parties. Analysts help determine the appropriate resource to handle each support case, whether they are in-house or from the software publishers themselves.

Analysts document the question or problem, troubleshoot it, and work to rapidly resolve the problem within a reasonable timeframe (typically within one hour). We have a goal of resolving 75% or more of these cases on this first contact.

Customer Support Process

Our customer support is staffed by a minimum of three support agents at any point in time.

It's our goal to increase call center efficiency while providing you with the absolute best possible support experience. In order to do this, we've implemented best practices from award-winning support centers.

Support incidents are logged into our project system. The incident is assigned to an analyst who contacts the customer for more information.

Most support incidents are resolved on the first contact but occasionally incidents require escalation to engineering or our consulting team. Your support agent remains your single point of contact until the issue is fully resolved to your satisfaction.

Contact Information

Our support center is open Monday through Friday (except recognized holidays) from 8 AM to 5 PM EST. The customer portal is available 24/7 by visiting www.e2benterprise.com. Contact support via phone at 440.352.4700 (Option 1) for urgent support cases.

Account Management

Our account management team helps you when you don't know who to call. They assist with consulting and training quotes and coordinate demos for new modules and third party products.

Jill Livengood
Account Manager

" I can say that, so far, this is the best support experience I've had. I submitted some questions and issues after hours last night and they are already working on them. I look forward to completing this upgrade and moving on to other projects."
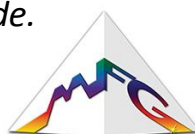
experience counts

When you call e2b teknologies, you can do so with the confidence of knowing you're calling one of the most respected customer support centers in the industry. We are able to maintain our world-class standards for customer service by recruiting the highest caliber individuals available. Our analysts come to us with experience in various areas of enterprise resources planning (ERP) and system administration. In addition, all personnel work in our quality assurance department so they are familiar with many of the products that you use to manage your business.

customer and reseller support

We provide support to our direct customers using Sage 100, Sage 500, Sage X3, and Epicor products, to resellers who sell our Anytime brand products, and to customers using our products who work with other partners. Customers typically contact the software publisher for first level support if they are on a maintenance and support plan. Our direct customers may also contact our support center for standard product support or for support related to modifications that we've made to their system.

e2b teknologies is very special. They are much more than a supplier to MFG – they are a strategic partner and we know that our business can continue to grow and to adapt to the ever-changing needs of our customers, suppliers, and our business partners because we have them on our side.

Molded Fiber Glass Corporation

e2b anytime apps

We've always been software developers – it's in our blood. In the early 1990s we developed Shop-IV, a manufacturing system integrated with Thoroughbred Software's Solution IV accounting software. We later rewrote the application in Microsoft SQL and Visual Basic and launched the new product as Envision ERP developed in the Sage 500 ERP software development tool kit. Sage wholly acquired Haitek and Envision ERP in 2001.

e2b teknologies was founded soon after to further the development of Sage 500 ERP with dozens of new products and modules that are now part of our Anytime 500 Supply Chain Suite available exclusively for Sage 500 ERP customers.

Through all the years of working with multiple ERP systems none of us had ever seen a credit and collections module to extend the ERP accounts receivable system. The idea for Anytime Collect was born from those early conversations.

The initial collections software was called A/R Collections Management (ARM for short) and developed exclusively for Sage 500 ERP. Having found so much success with the product, e2b rewrote the software from scratch making it available to businesses running other ERP systems.

The new version was renamed e2b collect in 2009 and then rewritten for web deployment and renamed Anytime Collect in 2010. The desktop software was redesigned in HTML 5 in 2013 representing our first 100% browser-based application.

With customers in 12 countries on 6 continents, Anytime Collect is now the leading accounts receivable management software helping businesses manage every aspect of their credit and collections processes with integration to accounting systems from Sage Software, Microsoft Dynamics, Intuit QuickBooks, and other popular ERP and accounting applications.

Anytime Collect

Anytime Collect accounts receivable management software helps businesses get paid faster through automated customer communication, streamlined activities, and centralized information. Our flagship product, Anytime Collect is available in multiple languages and sold through a global distributor, reseller, and private label channel.

www.anytimecollect.com

Anytime Commerce

Anytime Commerce online storefront software is designed specifically for business to business (B2B) online sales.

www.anytimecommerce.com

Anytime Supply Chain

Anytime Supply Chain sales forecasting and material requirements planning (MRP) software helps distributors and manufacturers to plan for inventory, purchasing, and manufacturing supply and demand.

www.anytimesupplychain.com

Anytime 500

Anytime 500 products represent hundreds of enhancements to Sage 500 ERP represented by nearly a dozen new modules including Enhanced MRP, Sales Forecasting & MPS, Enhanced Inventory, Quality Control, Engineering Change Orders, Cost Modeling, Sub Work Orders, Work Order Splitting, and much more.

your flight crew

We are here to ensure that your journey is an enjoyable one and that you make it safely to your destination on time – every time. Join the hundreds of customers who've succeeded in their business software projects and implementations. Customer references are available upon request for any of our customers so that you can rest-assured that you're in good hands with e2b teknologies.

customer success – we can help you

e2b enterprise

Action Benefits	Liberty Oilfield Services
Adfilm LLC / ACPO	Mama Mary's / Mystic Pizza
Applied Home Health	Mar Cor Purification
American Electric Technologies	MCR Oil Tools
AMES Tools	Metal Exchange Corporation
Bass-Mollet	Milco Manufacturing
Best Lighting	Millennium Steel
Biofire Defense	Mill Rose Company
Bison Gear & Engineering	Molded Fiber Glass
Brand Muscle	MT Business Technologies
Church Hill Classics	Nanofilms
Clausing Industrial	New Horizons Computer Learning
Cignys Products	Oncology Nursing Society
Consoliplex	Origami Owl
CorporateOne FCU	PDI Ground Support
Creative Flavor Concepts	Premier Physicians Centers
Eagle Mark IV	Projects Unlimited
Express Packaging	Richardson Cooling Packages
Flavor Infusion	Rosenbauer America
Foundations Worldwide	Soulbrain MI
GLT Companies	Tartan Yachts
GMP Friction Products	The Kish Company
Graffiti, Inc	Tiedemann-Bevs Industries
Helical Products	Torsion Control Products
Highmark Technologies	Transcon, Inc.
Indmar Marine Engines	Transportation Research Center
Ironrock Capital	ViSalus Sciences
Kanawha Scales & Systems	United Surgical
Kolbus America	Vincent Lighting
J Sterling Industries	White Hat Management
Katherine's Collection	Wing Enterprises (Little Giant Ladder)
Lectronix	World Shipping

e2b anytime apps

180s, LLC	Kemper Valve
Albaugh	Malleys Chocolates
Airetech	Metrolina Greenhouses
Basic Research	Medical Data Systems
Bega US	Meritus Payment Solutions
Bilfinger	mSpark
Bioworld Merchandising	N-Line Traffic Maintenance
Books Are Fun (ImagineNation)	PCT International
Brock & Scott PLLC	Reliable Hydraulics
Cole Information	RSI Climate
CU Direct	Seven Up Bottling Co.
eClinicalWorks	Snyder Industries
eResearch Technology	Specific Media (MySpace)
Evans Delivery	Stream-Flo Industries Ltd.
FAIP North America	Superior Beverage
Genesee Scientific	Surface Mount Technologies
HealthDay (ScoutNews)	Tagua Gun Leather
Ibis Tek	Telamon
Industries of the Blind	Trak Sports Canada
Jolly Farmer Products	Versacold Logistics
Kalmbach Feeds	Virginia Diner

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