

Continue your
journey beyond
ERP

Your partner for life

People often ask me; what makes Columbus different? For one thing, it's our people. With unrivalled passion and deep industry expertise, Columbians strive to use innovation and experience to help organisations work smarter and maximise value. But beyond our fiercely dedicated employees, what makes us different is our ability to take market leading business applications and make them applicable, extensible, and scalable for your organisation, at every step of your growth journey.

Columbus prides itself on taking the digitisation journey alongside you and we invest in the outcome and your success. We have researched and invested in offerings that will take you beyond process optimisation towards a holistic, innovative approach to help you deliver true value to your customers. We look forward to helping you overcome today's challenges and embrace tomorrow's opportunities with our solutions.

This brochure gives you a look at what Columbus offers its customers. We hope you find it aligns with the steps you are taking to maximise value creating in your organisation and that we will have the opportunity to work with you in the future.

Thomas Honoré
President and CEO



Beyond ERP

The next generation of 'cloud business applications' are replacing the 'classic ERP system' where we see a trend of cloud based platforms with distributed and connected business applications. This enables organisations to leverage a wider set of technologies creating a richer solution to support their specific business needs.

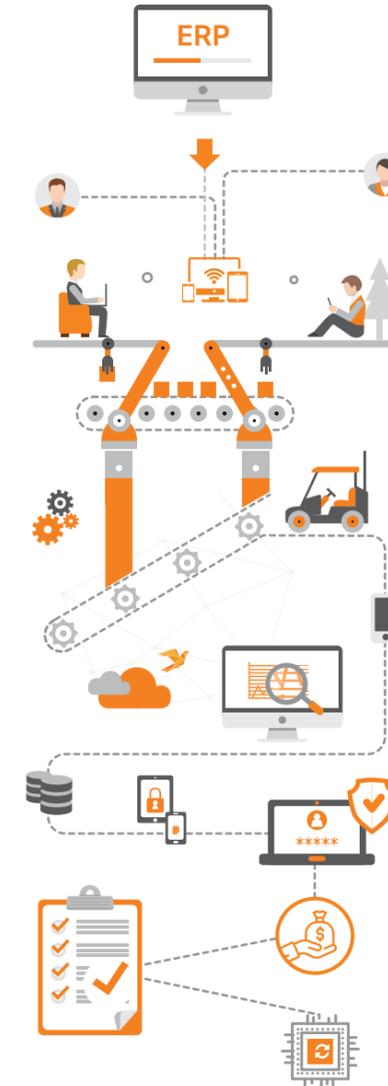
As companies move to become more flexible and mobile, these distributed business applications coupled with an agile approach, enable faster implementations with a higher ROI and reduced risk for greater responsiveness to your customers and independence from old-style IT organisations.

The use of a common application and data platform, incorporated with IoT and advanced analytics can provide real-time actionable insights to keep you ahead of your competition.

Columbus' experience and accelerated services approach can help quickly adopt the next generation line of business applications, whilst our system integration expertise will enable you to utilise the common data platform to build a harmonised solution from operations, to eCommerce to HR, to IoT, that will enable you to realise the full potential of your assets and enable you to digitally disrupt your market.



10 reasons why your next Cloud ERP will be your last



1 Open platform
Easy to install new functions

2 User-friendly experience
Easy access to self-service portals with more interaction and collaboration

3 Mobility
Accessibility from any device with internet enables employees, customers, and suppliers to work from anywhere

4 Automation
Optimize business processes & minimize non-value adding tasks

5 Machine learning
Analyze company's historical data to support users decisions

6 Internet of Things (IoT)
Communication across platforms and units

7 Big data and data analysis
Support quick decision making through in-depth analysis of huge volumes of data

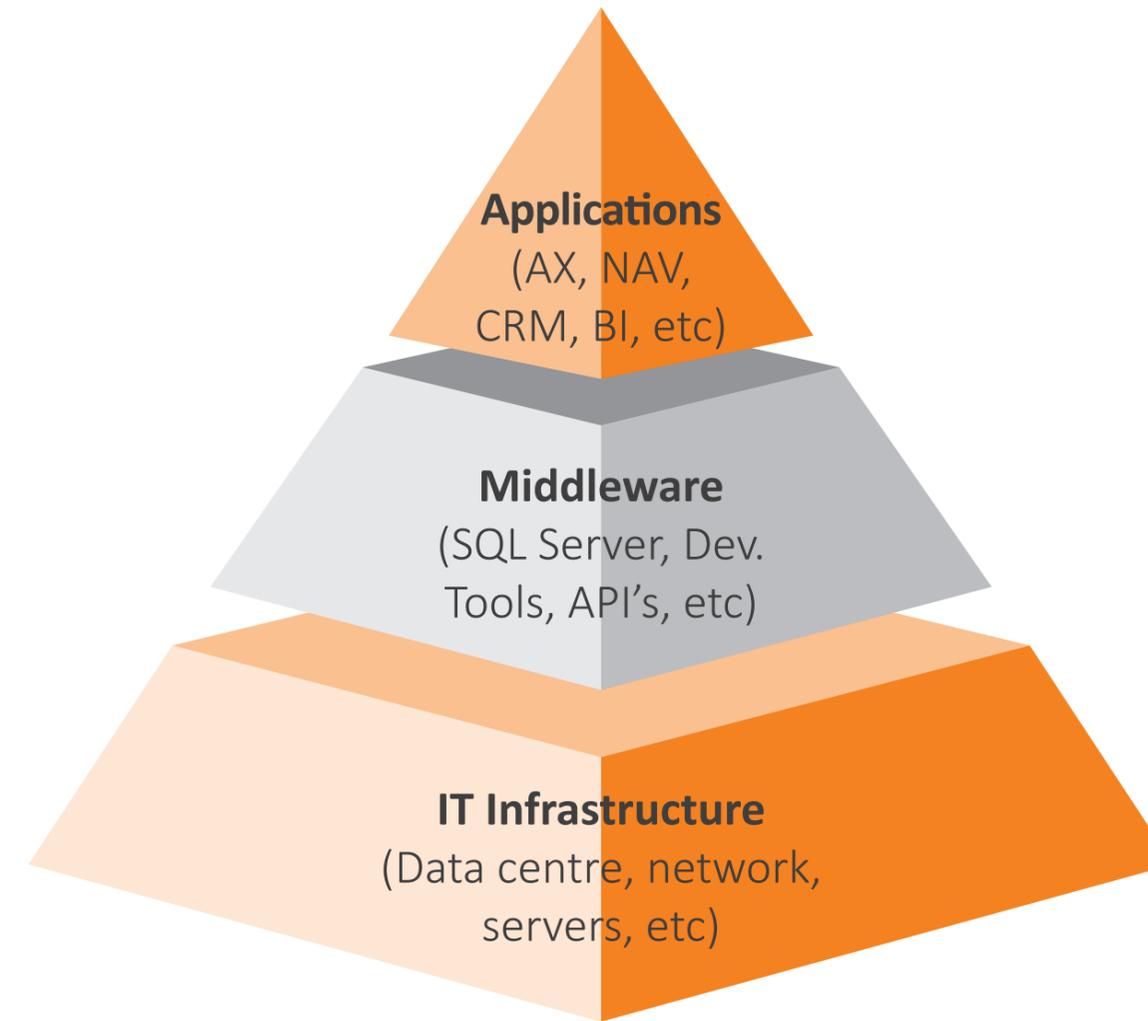
8 Security
Invest resources in complying with regulatory requirements and against security breaches

9 Cost tracking
Get a better view of the costs, economically

10 Update, test and fail faster
Stay updated with the latest version of the ERP system



ColumbusCare managed services - We do it all!



Monitor | Manage | Optimise

<p>25,000 cases solved every year</p>	<p>More than 400 customers</p>
<p>A dedicated team of 175 people</p>	<p>99.7% uptime</p>
<p>Columbus AMS consultants have on average 10 years experience in IT/Business</p>	
<p>Customers in more than 40 countries</p>	<p>24/7 Service provided</p>

ColumbusCare managed services

Infrastructure Managed Services (IMS)	
	Your challenges
People and skills	24/7 support availability, user IT helpdesk becoming unmanageable
Security	Security protection for data/servers, malware, viruses and ransomware
Technology	ERP/Application uptime, server monitoring/routine patches process, old hardware/fear of the cloud
Solution: Columbus Infrastructure Managed Services	
Servers <ul style="list-style-type: none"> • Hosting • Management • Monitoring • Security • Backup 	Applications <ul style="list-style-type: none"> • Exchange • SharePoint • Cloud PBX • MS products
Databases <ul style="list-style-type: none"> • Monitoring (AX/NAV) • optimisation (AX/NAV) • SQL data warehouse 	Servicedesk <ul style="list-style-type: none"> • 1st line support (desktop) • 2nd line support (IT dep.)
Networks <ul style="list-style-type: none"> • Diagnostics • Monitoring • Optimisation • VPN 	D365 uptime <ul style="list-style-type: none"> • Guaranteed uptime • Routine package updates • 24/7 proactive monitoring
	Azure managment <ul style="list-style-type: none"> • Azure server management • Monitoring • Backups • Security
	IT security <ul style="list-style-type: none"> • Virus & malware prot. • Vulnerability scanning • Enterprise mobility suite • Hybrid identity and access management • Mobile device management





ColumbusCare managed services

Application Managed Services (AMS)	
	Your challenges
Process and governance	Short-term decisions, inefficiencies in processes
People and skills	Dependency on key personnel, less time for innovation
Technology	Use of outdated technologies, configuration issues
Solution: ColumbusCare Application Managed Services	
Transition management - Transition from development to production	
Application support - The users are getting the help they need - 24/7, 365 days a year	
Problem management - Root cause analysis and resolve repeated issues	
Change and release management - Capture, prepare and manage changes into production	
Application uptime - Proactive monitoring and event management to guarantee uptime	
Access management - Ensure correct access rights and security at all times	
Minor enhancements - Smaller changes and application maintenance	
Automated quality assurance - High quality and cost efficient automatics testing	



Internet of Things (IoT)

A lack of visibility in production operations provides several problems for businesses:

- Difficulty in lowering costs and improving efficiency of manufacturing
- No single version of the truth regarding production metrics to drive and measure change
- Unseen waste in processes
- Mismatch between ERP data and production reality can degrade performance
- Multiple vendor connectivity required for a disparate plant base

How can IoT help your business to expand and enhance?

- Reduce downtime through planned prediction driven maintenance
- Improve data accuracy in ERP and other operational systems
- Monitor performance against industry benchmarks
- Improve quality by detecting production anomalies
- Save energy and materials by monitoring and tighter management of consumption
- Integrate data into other applications

Advantages of the Internet of Things (IoT)

The digital journey and IoT adoption is not one size fits all and without a solution that works best for your organisation, it will fail. For this reason, we work closely with organisations to map goals, identify business process management gaps and address internal challenges through IoT adoption. Our IoT offering is unique to every organisations needs, goals and timeframes.

SpaceMax IoT	ShopFloor IoT	Predictive maintenance IoT
SpaceMax IoT utilises the power of the cloud and the internet of things to quickly deploy a digital time and motion study solution to your site. It simultaneously records valuable BIG data about the SMALL improvements that add up to MASSIVE savings in your business within hours.	The ShopFloor IoT service consumes device data and transforms that data into meaningful insights, which can provide a full breadth of plant analytics to operators and managers, and guide business improvement initiatives.	The predictive maintenance service consumes plant data and transforms that data into predictions of likely failures which allows your business to better plan maintenance across the production line and optimise uptime.





Customer engagement

Make it easy for everyone in your organisation to get the information needed to deliver great customer experiences.

Empower your sales and service employees to do their best work every time from virtually anywhere.

Get visibility into your organisation to make informed decisions and grow your business.

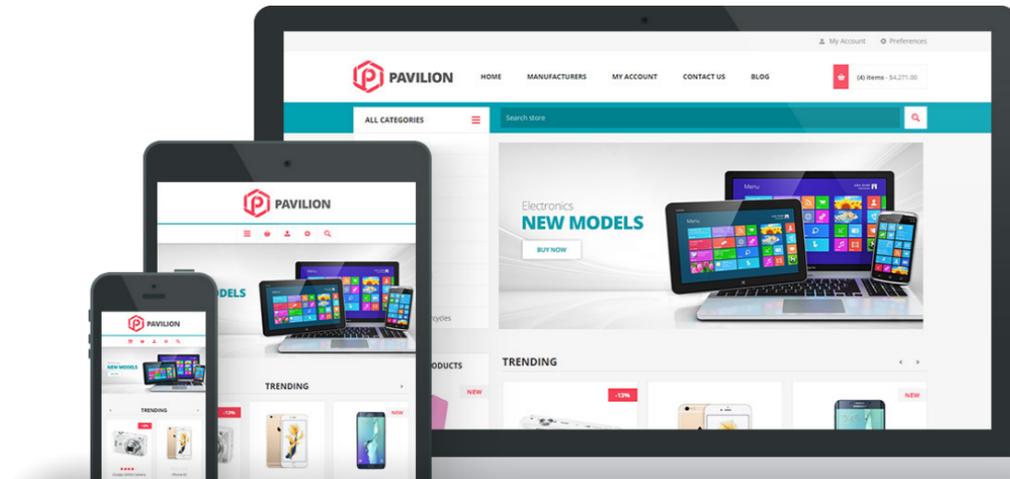


eCommerce

Today's customers expect to be connected to their supply chain at any time from any place. The only way to achieve this is to provide internet enabled best of class customer ordering and service functions via mobile and other devices.

A fully developed eCommerce strategy is more than a website, it is a connected network of customers, account managers, suppliers, logistics providers and other stakeholders in the supply chain. By exploiting modern analytics and artificial intelligence it enables your organisation to learn more about your customers needs and preferences, considering their feedback in your service offerings, product design and marketing.

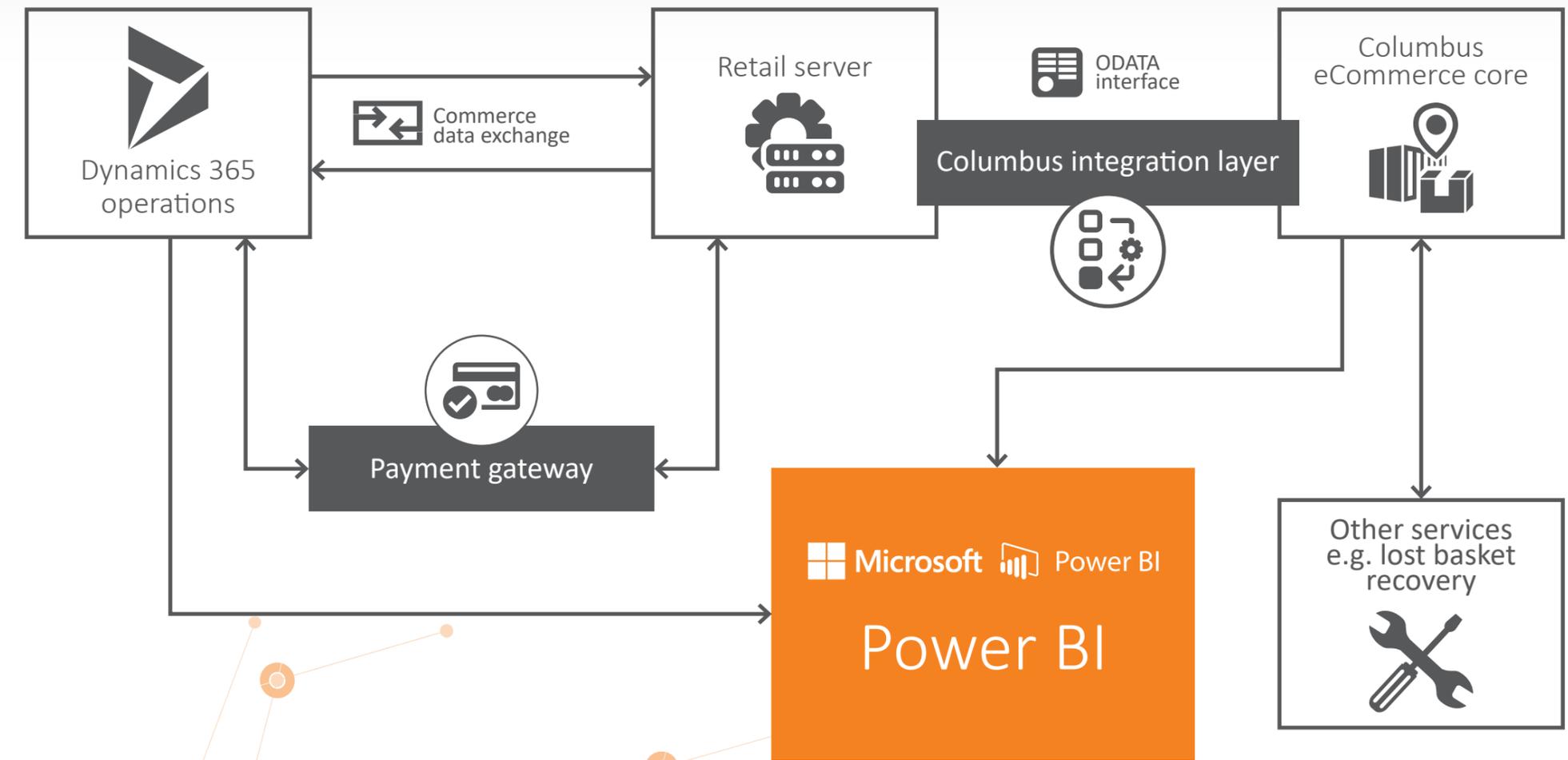
A progressive eCommerce strategy also highlights new markets by opening up new channels, territories and ways of doing business which will enable you to accelerate its growth.



Columbus eCommerce solutions

We have a range of solutions and services available that take the pain out of implementing eCommerce systems. Our solutions are built on the proven Microsoft technology stack running in the cloud. We can, therefore, offer fully integrated systems which are scalable at the click of a mouse and provide good ROI due to our software as a service pricing model.

All of our solutions are designed with fully responsive pages and are, therefore, mobile ready out of the box.



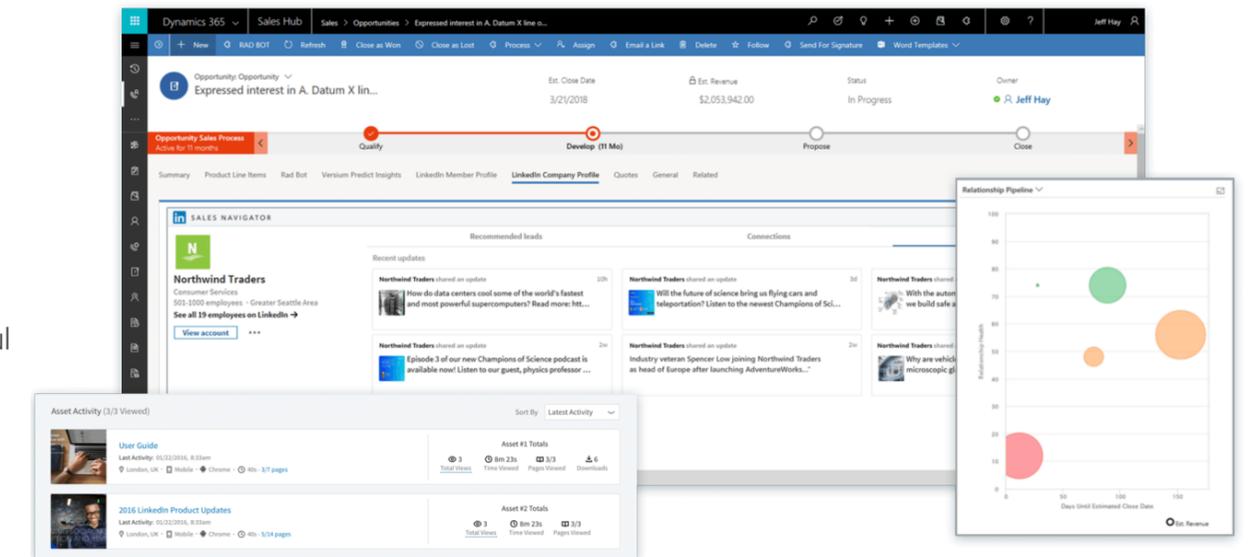


Talent

The world is changing and your workforce is too. With skills shortages becoming a massive challenge for organisations, your talent acquisition and human resource department may need an overhaul to prepare you for the future of business. It is time to get a seamless administration experience and complete visibility of your talent pool and employee base. Your HR transformation starts here.

5 benefits of talent

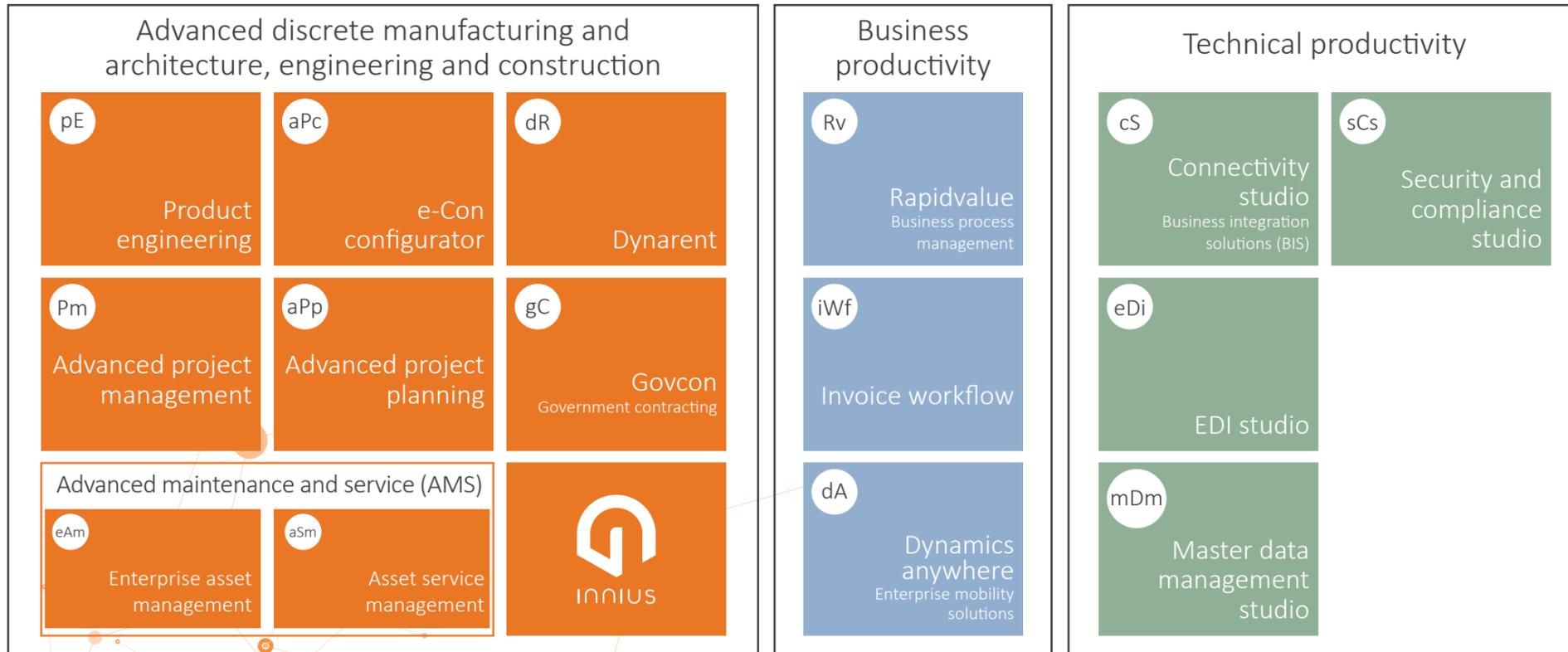
1. Hire the right people faster by attracting highly skilled people with a compelling recruitment process, utilising the power of LinkedIn.
2. Set up employees for success by ensuring new employees are productive and impactful through the first few months with a personalised onboarding experience.
3. Foster a culture of excellence by inspiring people to do their best with continuous feedback and appraisal tools.
4. Enable development and growth in an environment that provides a personalised career route, continuous learning and development guides.
5. Improve operation excellence and drive of high-performance culture with automated HR tasks and connected initiatives.



To-Increase

Maximise the ROI of your market leading out-of-the-box business applications with industry specific extensions. To-Increase's additional modules and functionality automate and optimise your most complex processes and operations while addressing your industry specific pain points for a more holistic, comprehensive solution.

Solutions Domains for D365FOEE



Customers for life

At Columbus our success is dependent on your success. We recognise the blood, sweat and tears that has gone into making your business a unique success. We strive to use our passion and expertise to act as the facilitator between the market and your business, helping you adapt to change across your organisation.

We have put mechanisms in place to ensure that you get the value you need from doing business with us. We use NPS (Net Promoter Score) to measure and respond to your satisfaction. We continually train and develop our customer support and services employees to be your best assets possible. We aspire to be partners with you for life. Help us help you by engaging with us frequently.

Provide feedback. Ask us questions. Let us try to help you solve your pressing business problems and pressures.

Striving to drive change across your business for continued success? Start the conversation with us and we will work to make sure you stay ahead of the competition and continue to differentiate yourself from the rest.



Want to know more?
For more information on
Columbus, including case studies,
videos and
whitepaper, visit
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