



8Manage FAS: Integrated ERP

Designed for remote enterprise mgt. so that employees,
customers, suppliers and partners can all be online

8Manage FAS Integrated ERP

The architectural differences of 8Manage FAS from the other integrated ERP systems include:

- Automated end-to-end workflows across corporate function (module) boundary
- Same database schema and same database for all modules



8Manage FAS was designed for remote enterprise management. Using 8Manage FAS, employees, clients, suppliers, and partners all can be online to achieve full automation, full digitalization and remote working anytime anywhere.



The results are (i) automated workflows won't stop at the module boundary and (ii) real-time data exchange among different modules that speak directly to one another in the same language. To say this in layman's terms, our technology allows the executives to view the cause-and-effect relationships of any activity or result at any level of detail at any time. The zero delay of integrated information with the multi-level drill-down capability enables the executives to predict trends as well as detect performance discrepancies at the earliest possible time.

The same benefits apply to the business managers, line managers, project managers and teams. FAS provides different aspects of information and different levels of details for people of different responsibilities in the corporation. The zero delay of integrated information allows people to detect potential changes of their dependencies, shortfalls of their resources and deviations of their committed results in real-time and take actions accordingly at the earliest possible time. In today's corporate environments without FAS, many managers and workers have no choice but finger-pointing other than problem-solving because the delayed, scattered, non-representative and un-drillable information doesn't allow them to proactively solve problems but reactively defend themselves.

1 CRM

FAS has comprehensive client management, campaign management, sales force automation and service management functionality based on the latest technology and allows your clients to closely connect to your business and operations anywhere at any time. Using FAS, your clients can request and receive and your business and operations departments can generate quotations, sales orders, delivery notices and provide services at anywhere at any time.



FAS customer loyalty programs and BI allow membership clients receive special care, points and rewards and your business and operations departments to analyze customer buying patterns and behaviors and product performance.

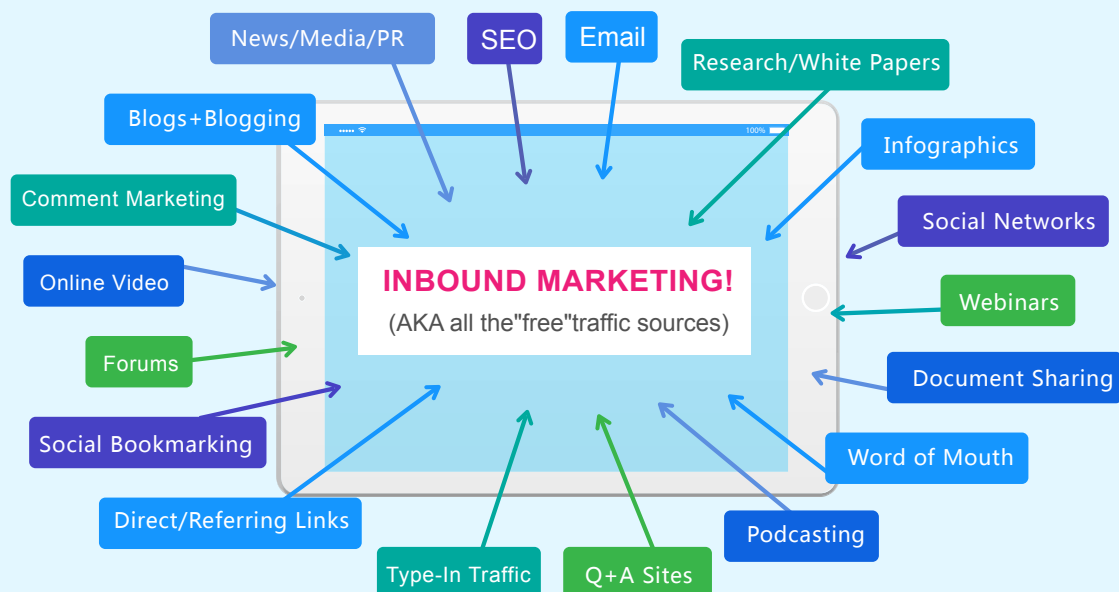
1、 Client Management



FAS allows your organization to automatically capture and maintain **contact**, **relational**, **interactional**, **behavioral**, **transactional** and **financial** information for each client in the central repository and provides different views of the information to different departments in real-time. 8Manage Full Automation also supports **global clients** with **multiple names** conducting businesses with **multiple organizations** in the enterprises.

2、 Campaign Management

FAS allows you to **define** (objectives, theme and target audience), **design**, **schedule** and **execute** marketing campaigns **through multiple** channels for product or brand name promotion and **track** their performance in terms of actual returns (e.g., leads, opportunities, revenue). 8Manage Full Automation also supports content creation and personalization for specific groups or individuals for one-to-many and one-on-one marketing.



3、 Sales Force Automation

As sales team members, you can count on FAS to help you look-up client and contact profile and value information, manage and track sales leads and opportunities, manage client appointments, activities and tasks, prepare quotations as well as create client interaction reports, sales performance reports and forecasts. As sales managers and executives, your business objectives are to guide the delivery of the planned revenue, profit and cash-flow on target and on-time and to grow the sales teams in skills, expertise and performance. FAS provides a holistic view of your business as a whole with links that you can drill down to any level of details for your sales opportunity reports and sales performance reports by sales rep, team or territory.



4、 Loyalty & Membership Management

Using FAS Membership Management, you can design your own membership and loyalty programs to retain customers and promote additional businesses. FAS Membership Management can help you get closer to your high value customers and more effectively influence their choices and behaviors.



FAS Membership Management allows you to design different types of memberships and privileges and it can automatically perform different levels of customer care, record membership points and notify members on special events, gifts and discounts. FAS Membership Management allows you to set promotion rules for different types of memberships in different geographical locations and manage membership-related gifts, coupons and discounts. FAS CRM Membership Management also provides mobile-app or web based member self-service to allow members to view their transaction and accumulated point summary and use their points to exchange the rewards that they want.

5. Customer Service Management

In FAS's Customer Service, your customer is set-up as an FAS external log-on user. The users from the customer may view a list of Service Tickets that they submitted previously. By clicking on links, they can view responses for individual Service Tickets.



Product
Configuration



Service Desk



Problem Mgmt



Onsite Mgmt

All active Service Tickets are being tracked automatically. In the event a response is not received by the customer within a preset period, an escalation email will be sent to the service reps manager. Additionally, if the customer is not satisfied with the service response, it has the option to initiate the escalation and an alert email will be sent to the service rep' s manager and the service rep.

2 Product Management

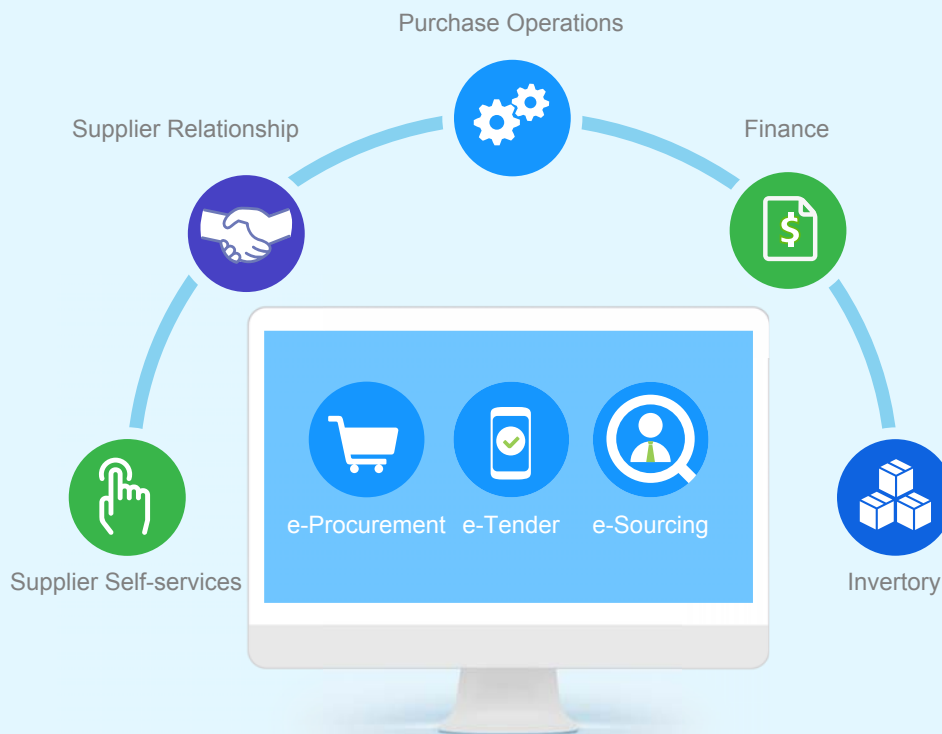
FAS helps you to deal with increasingly complex product requirements, channels and transactions. It supports end-to-end business processes of marketing, selling, purchasing and servicing products. It provides you 2-way tracking capability of product to clients, channels, suppliers, inventories, deliveries, acceptances, returns and services.



FAS product master includes all information such as cross-selling, up-selling pricing, packaging, shipping, inventory for the selling of products. It also includes all information such as historical price, manufacturer & supplier, UOM, minimum inventory, economic order and lead time for the purchasing of products. It allows you to have real-time information of all your sales channels and supply chains on one screen so that you can make timely decisions and take effective actions.

3 Procurement Management

FAS supports comprehensive supplier management, procurement planning, purchase requisition, purchase order, simple procurement contract, master-sub procurement contract, deliverable inspection and acceptance, received, goods inventory and goods return and credit note management based on the latest technology and allows your suppliers and contractors to closer connect to your business and operations at anywhere at any time. Using FAS, you can request and receive and your suppliers and contractors can generate quotations, sales orders, delivery notices and provide services anywhere at any time.



FAS also supports outsourcing management and allows you to manage the negotiation, contracting, performance and finance of your outsourcing projects.

1、 Supplier Management

One of the crucial steps in supplier management is the ability to locate the best supplier quickly and have complete transaction history to support decision making. Supplier & Procurement Management provides comprehensive supplier information in the following ways:

- Profile information including general information, organization information, contact information, legal information, financial information and credential information
- Products and services offerings
- Interaction records and action items, and opportunities
- Transaction information including revenue records, contract and order information



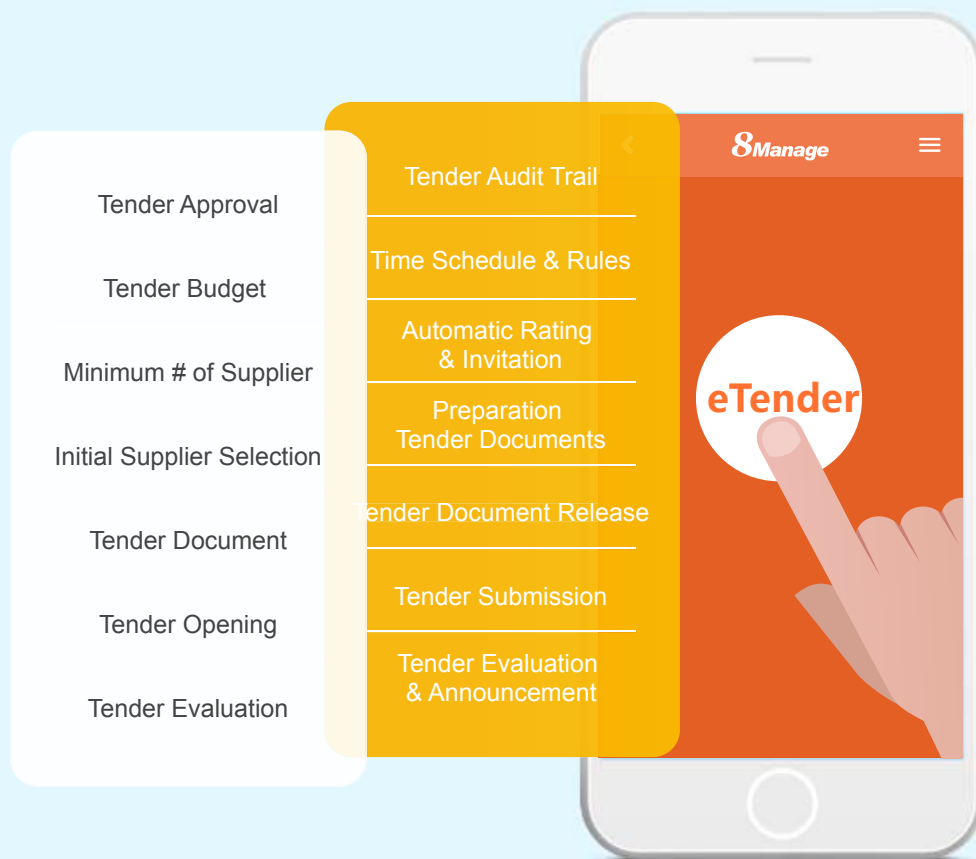
FAS provides qualification management for new suppliers and performance management for existing suppliers. The following information for each supplier is updated and displayed when each transaction occurs:

- Derivation from standard price
- Rejection rate
- Late frequency
- Discrepancy in service level

An easy-to-use e-Survey feature is also provided to allow quick solicitation of the opinions of different people in different departments about the performance of a particular supplier and the results will be automatically aggregated.

2、 e-Tender

e-Tender provides the highest efficiency, fairness and control in tendering. Control rules can be set up-front and the tender process will strictly follow the rules. Computer and network security is achieved via security token, one-time password, bidirectional communication encryption, role-based access control and audit trail.



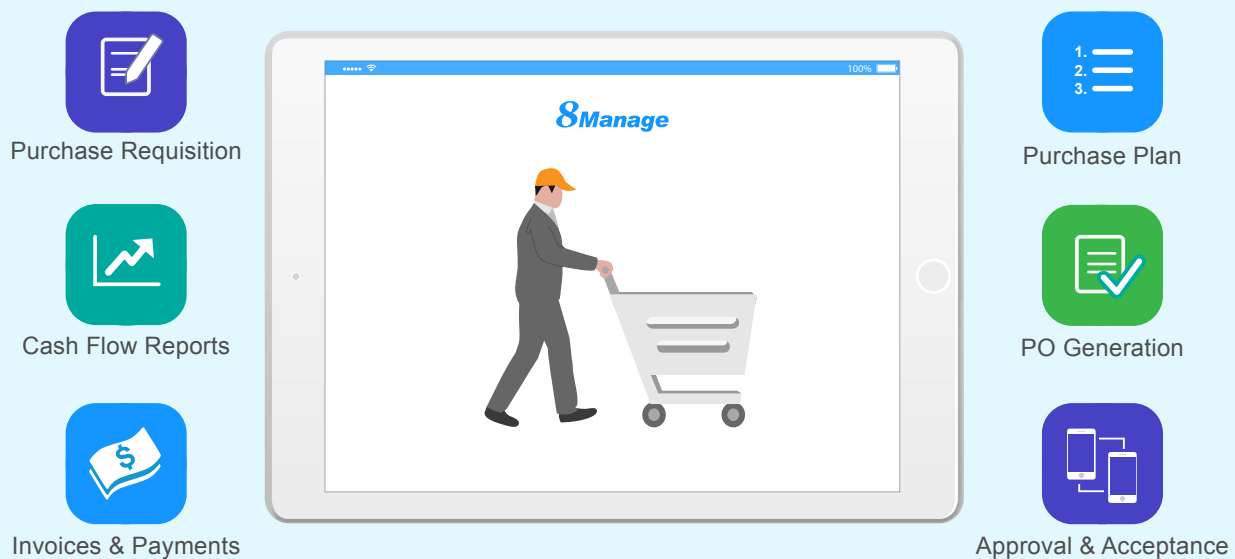
e-Tender provides you the following features:

- User-defined tender nature & rules
- Tender approval
- Supplier invitation & participation management
- Tender query management
- Tender evaluation management
- Tender selection management
- Auto generation of eContract
- Tender expert management
- Initial supplier selection & short-listing
- Tender document preparation & issuance management
- Tender opening management
- Tender negotiation management
- Supplier notice
- Tender analysis and intelligence

3、 Procurement Planning

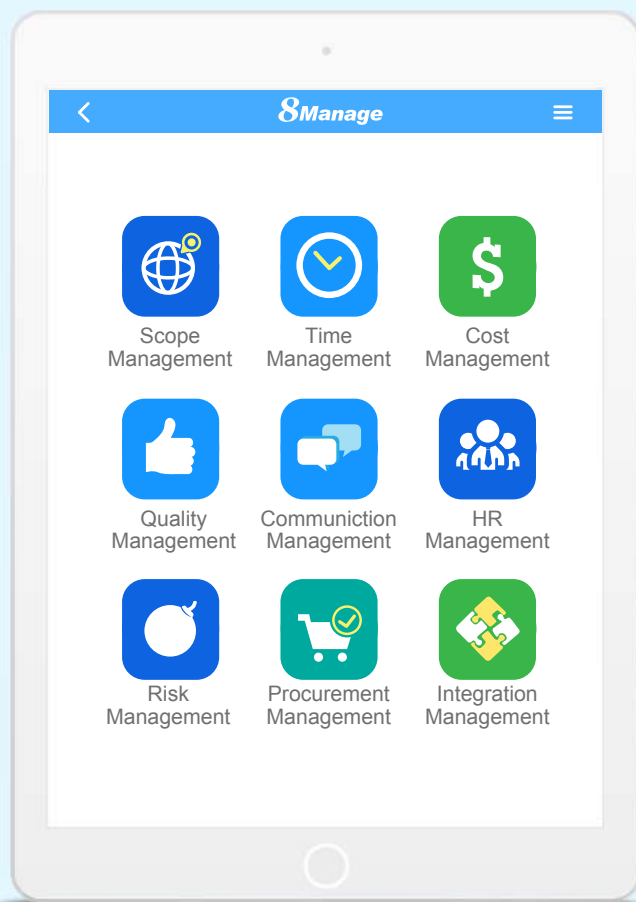
FAS provides tools for material planning, procurement planning and e-Procurement. Different departments can use the following features to formulate different plans for their different spending categories for :

- Identification of all items that need to be purchased and the ability to link items to a schedule for managing the timing of the purchases
- Integration with the product inventory function to effectively avoid overabundance
- Directly linkage with Purchase Orders to reduce manual input and errors
- Management of fulfillments according to the plan and tracking deviations
- Automatic alerts during the entire purchase planning and execution process



FAS allows purchase orders to be automatically generated from the purchase plan or manually on the fly. It also manages pick-pack-and-ship, delivery and return as well as keeps track of invoices and payments. The whole process has strong finance connectivity and purchase orders are link to the budget, invoices are linked to account payable and payments are linked to the actual expenditure of the department.

4 Project Management



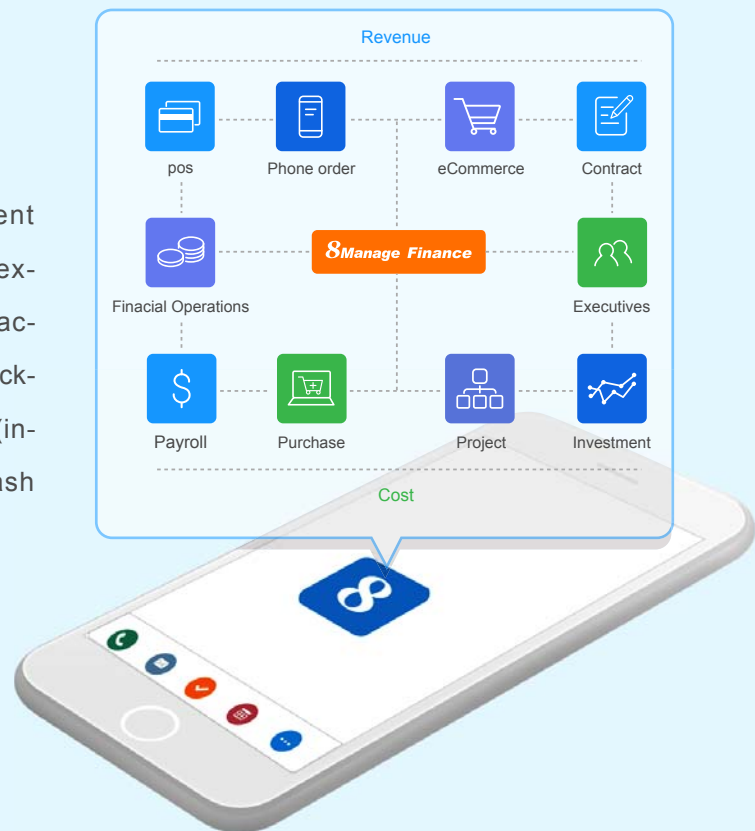
FAS supports all 9 areas of project management defined in PMI PMBOK® using modern technology on mobile internet. This allows the project manager to view the selective elements (activities, resources, deliverables, dependencies, cost items and change items) of the project on one screen in real-time. This also allows all project team members to view the most up-to-date project plan associated with the latest change and status update in real-time.

The project team members can submit their deliverables anywhere at any time and activity and project status will be updated automatically in real-time. The biggest benefit of the automatic status update based on deliverable submission isn't saving manual operation to update but the accuracy and timeliness of information for accountability management for the project.

The comprehensiveness of functionality, real-time project information and strong tracking of status and accountability make FAS ahead of a lot of project management tools on the market.

5 Financial Management

FAS supports full financial management functionality including budgeting and expenses, asset and liability accounting, account receivable and account payable tracking and financial statement generation (income statement, balance sheet and cash flow statement).

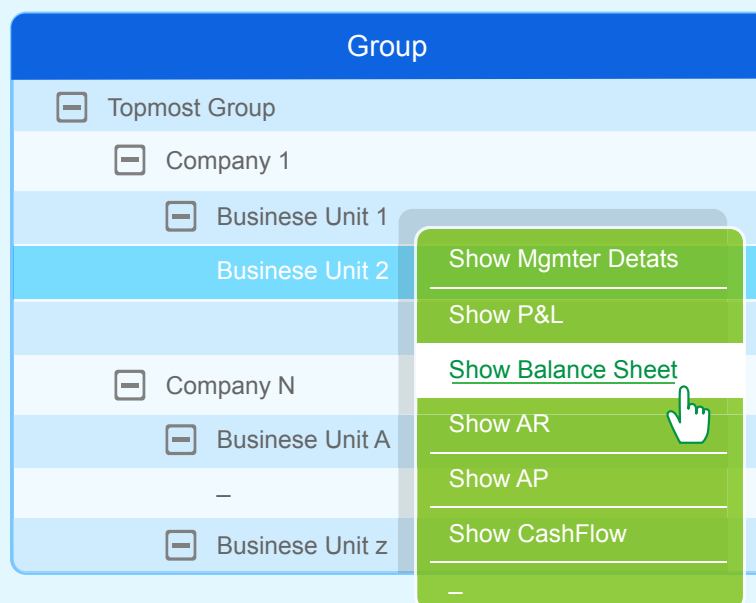


FAS directly connects to each revenue (POS, phone orders, e-Commerce and contract) and cost (payroll, expense report, purchase, project and investment) transaction and can instantly update income statement, balance sheet, cash flow statement and account receivable and account payable reports.

FAS can also trace each revenue or cost transaction with its associated campaign, opportunity, sales order, purchase order, contract or project and perform management accounting and allow the business managers to see the cause-and-effect relationship of each business event to the profit & loss, asset & liability and cash flow of the business unit and its lines of business or parent company.

1、 Income Statement, Balance Sheet & Cash Flow Report

Even low-end PC today has sufficient computing power to generate Income Statement, Account Receivable, Account Payable and Cash Flow reports for an enterprise every day or every hour. The only reason that an enterprise can't generate the up-to-date reports every day, week or even month because it lacks financial connectivity in its business and operational processes. The manual interaction model that people are accustomed to prohibits the financial connectivity even the modern computer hardware and software are geared to provide the level of connectivity needed for agile financial information.



Using the FAS Financial Connectivity model, an executive is allowed to view any of the financial reports mentioned above of any organization in real-time. The system will automatically aggregate from lowest organization to the top most organization in real-time and automatically eliminate inter-company transactions at the same time. Besides fast generation of financial information, the system also allows real-time drill down of information.

2、 Budget & Expense Management

FAS provides organizational Revenue & Cost Budgeting & Tracking capabilities to ensure the assembly and dissemination of information across organizational units and legal entities in real-time. An organizational unit's Revenue and Cost Budgeting and Tracking is linked to its sales orders and contracts, purchase orders, project accounting, staff planning and cost, invoices, expense reports and payments. The budgeted and actual numbers always reflect the latest reality and the user can click through the numbers and view the items that compose them in real-time.

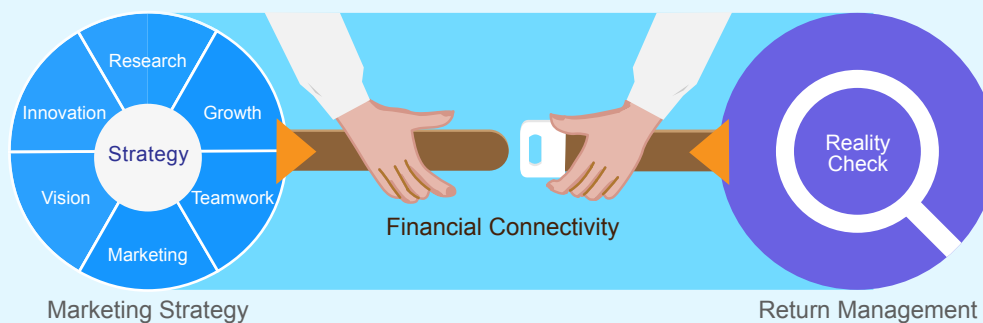


FAS supports the Total Budget Management concept and allows each line of business to perform its business volume, price and cost estimation based on the structure and granularity of its products, channels, operations and market segments. The budget can be further divided into high, medium and low versions and reforecast can be done each month (1+11, 2+10, 3+9, ...) after the original budget is done or approved.

3. Marketing Financial Management

Marketing strategies should be creative but must have built-in reality checks to guide their execution. Built-in reality checks can include things such as e-Survey and incremental return management. FAS embeds financial connectivity in its following marketing management models:

- Marketing budget planning & tracking
- Campaign (including eDM and eSurvey) management
- Marketing return management

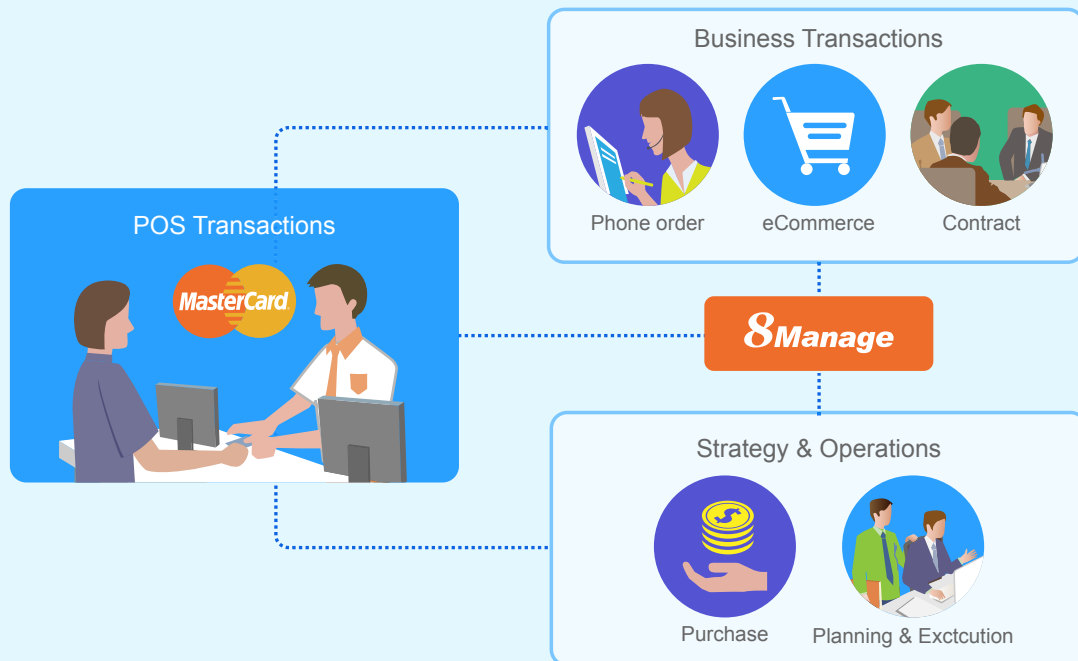


With embedded marketing finance connectivity, FAS can help executives and marketing managers to track detailed return in terms of leads, qualified leads, referrals, increased POS transaction amount, new order/contract revenue amount and improved brand name recognition based on before and after e-Surveys.

4. Sales Revenue Management

FAS can establish high connectivity to the real-life sales activities using the following transaction models:

- Retail transactions captured by Point of Sales (POS) systems
- Retail or wholesale transactions captured in sales orders (including phone & e-Commerce orders)
- Retail or wholesales transactions captured in sales contracts



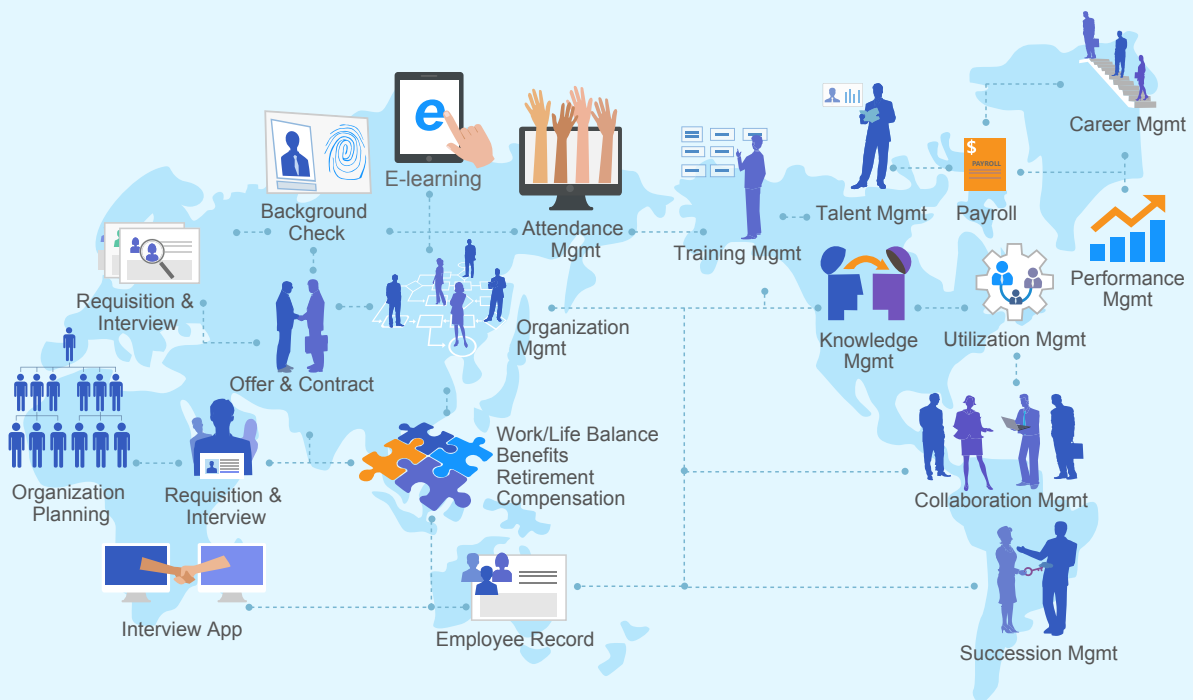
All sales transactions can be captured in real-time and information will be immediately available to financial operations and business departments for planning & execution purposes. The sales transaction information will be automatically linked to the sales finance management practices that the financial operations and business departments have chosen to use such as below:

- Revenue planning and quota management by individual group, sector/region and enterprise
- Opportunity finance and pipeline management
- Repeated revenue management

Re-forecasts (e.g., 2+10, 3+9, ... , 11+1) can be automatically done based on the formulas already setup.

6 HCM

FAS provides the tools necessary to meet and exceed your immediate HCM needs including Recruitment, Employee Records, Attendance & Utilization, Compensation & Payroll, Benefits, Training & Performance, Leave and Employee Self-services; the automation it provides gives you better efficiency and control. More importantly, FAS provides you the framework to manage Group Learning & Information Capital, Structured Collaboration, Process & Execution Discipline and KPI & Commitment Management. With FAS, your immediate needs will be met; your core competence will increase; and you will be able to manage and develop your human resources to their fullest potential. All of which will enable you to enjoy long-term competitive advantages.



1、 Recruitment Management

FAS provides a framework for analyzing and planning future human capital based on the organization's business strategies and plans, which also allows the HCM department to communicate with all other departments to assess their needs.



FAS helps formulate recruiting plans for each department. Hiring managers, HCM managers and recruiters can all see how the recruiting progress compares to the plan. All relevant parties will see the exact same information in real-time.

FAS provides a recruiting portal to allow departments to post jobs and to allow candidates to submit resumes electronically. It will help each department to build up its resume library, screen candidates and schedule interviews.

2、 Employee Record Management

FAS can capture comprehensive employee information. Flexible user-defined fields and pages are supported to supplement specific information. Different privileges are authorized for employees, managers and HCM staff to real-time update and search employee information.

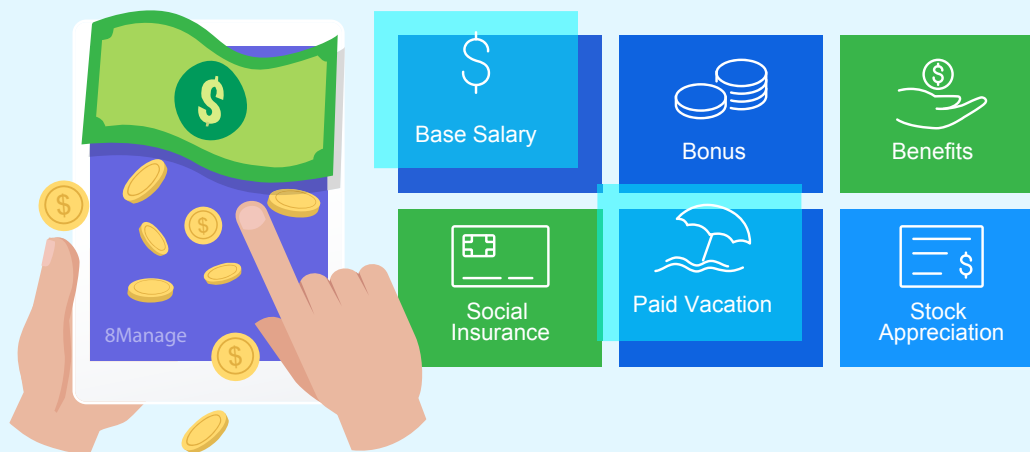


FAS helps to manage employees' skill set, workload, effectiveness and business values.

For the employee's career development, FAS records employees' previous employment information as well as their job functions, remunerations and promotions of their current employment.

3. Compensation & Payroll Management

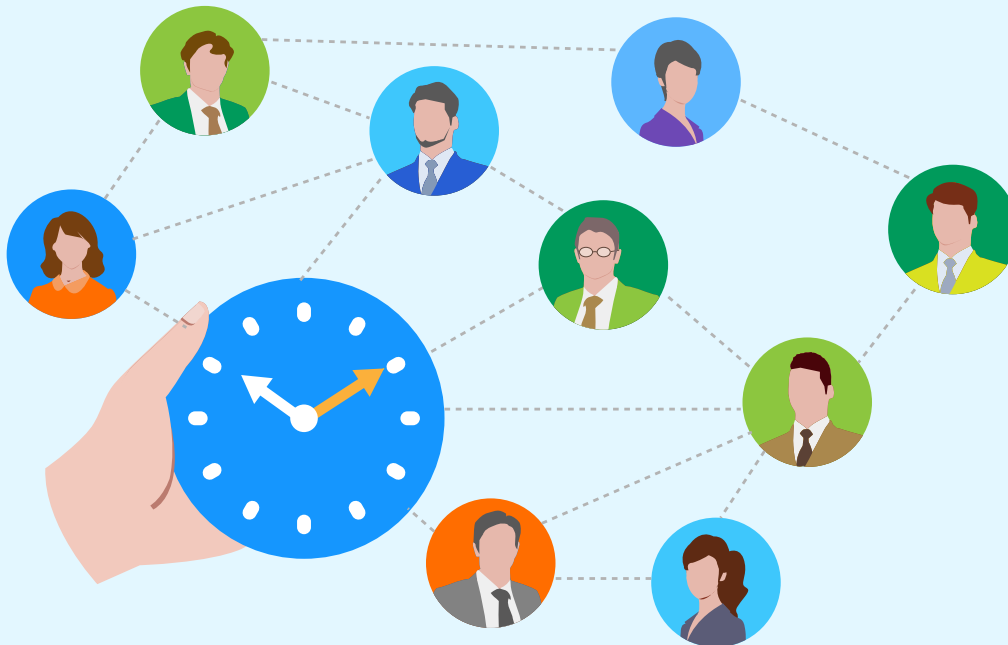
FAS establishes an overall and automated control mechanism to allow HCM to manage different methods of compensation including user-defining compensation types, automatic calculation for compensation change rate and linking with payroll calculation.



FAS Payroll comes with pre-set payroll settings for immediate use and with visual payroll settings for future modifications. If the labor or tax rules change, the payroll manager is able to change the payroll calculation formulas. The visual payroll settings, version control and the audit trail allow the payroll manager to make changes in the deduction formulas in a controlled setting without the involvement of IT.

4. Attendance & Utilization Management

FAS provides a powerful out-of-the-box timesheet facility to allow the recording and tracking of employee's attendance. It also provides the user with a framework to create a clock-in /out device, if any is necessary in your environment. The attendance data from your clock in/out device can go automatically and directly into the FAS database without the risk of human manipulation of the data.

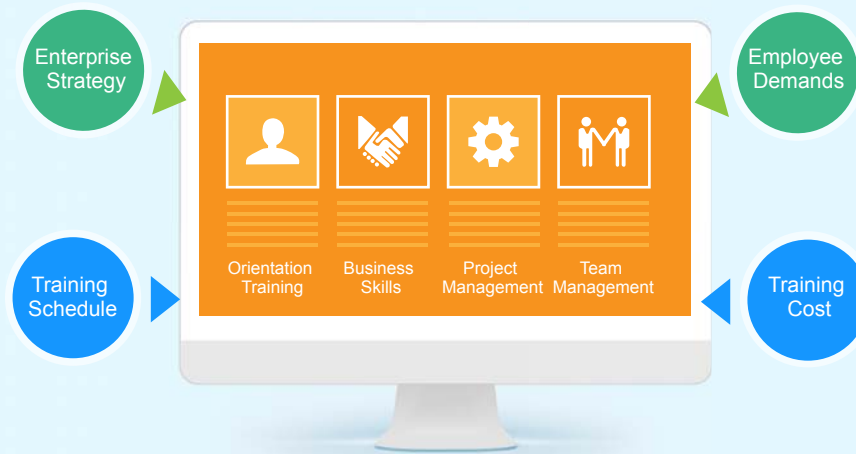


FAS helps to manage employees' time for operation and project work. Employees' planned workload can be easily seen during resource allocation or at anytime. Resource utilization reports include:

- Resource time and cost
- Program and project resource histogram
- Program and project skill set gaps
- Resource allocation and actual utilization
- Program and project FTE analysis

5. Training Management

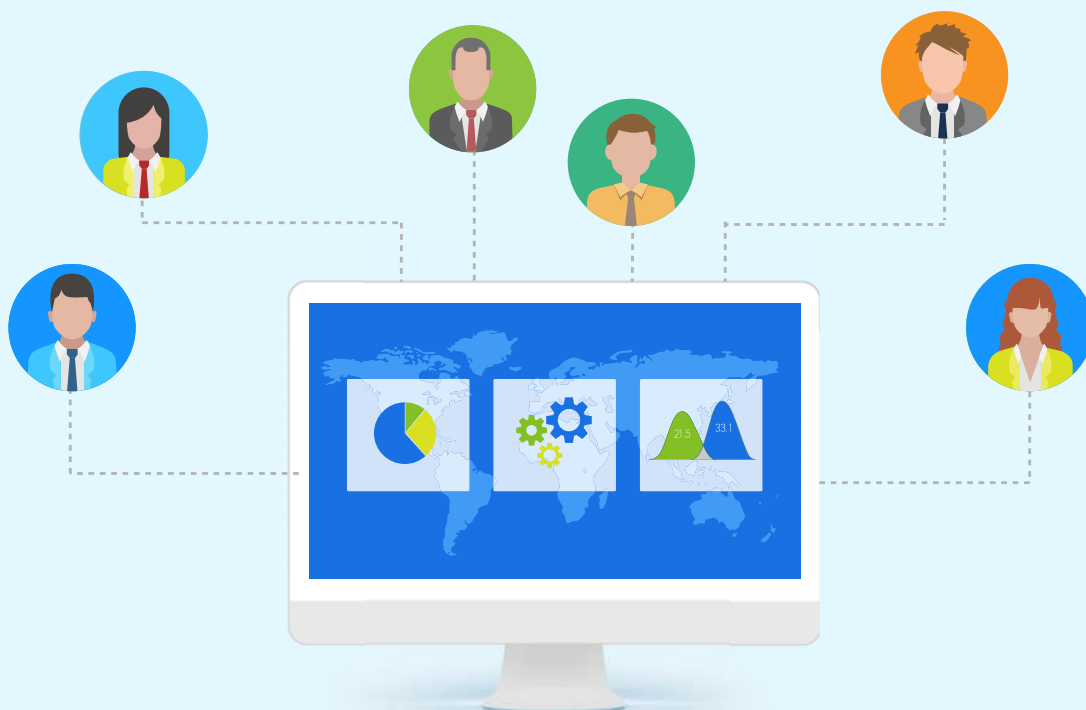
FAS catalogues employees' skills information, identifies their skill set gaps and develops training and development plans. It helps to manage training requests and approvals, tracks the training activities, costs and results, even links the training results as an object in employee performance.



FAS also provides a verification mechanism to ensure that the training activities are properly performed and that the training results are truly achieved. After the verification is complete, the employee's skill set information will be updated and the training record will become part of the employee's permanent record.

6. E-learning Management

FAS E-learning allows your organization to put training courses online and your HR department and your managers to set different categories of employees mandatorily and/or discretionarily to take different online courses for the pre-defined periods.



FAS e-learning provides your organization the following features:

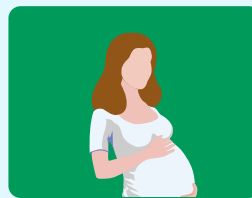
- e-learning training plan development
- Online exam development
- Employee request for e-learning
- Employee online exam
- Automatic scoring of exam
- Re-exam management
- e-course content management and upload
- Course schedule (to entitled employees) announcement
- Individual e-learning progress management
- Randomly selection of questions from question pool
- Present exam result
- Drop-out management

7、 Leave Management

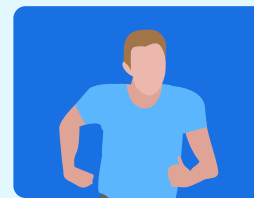
HCM administrator can define and redefine different leave types as needed in FAS. Each leave type contains user-defined calculation methods for allocated or accrued amounts, carryover allowance and advance allowance based on corporate levels and/or services time.



Vacation



Maternity



Personal Day



Floating Holiday



Disability



Sickness

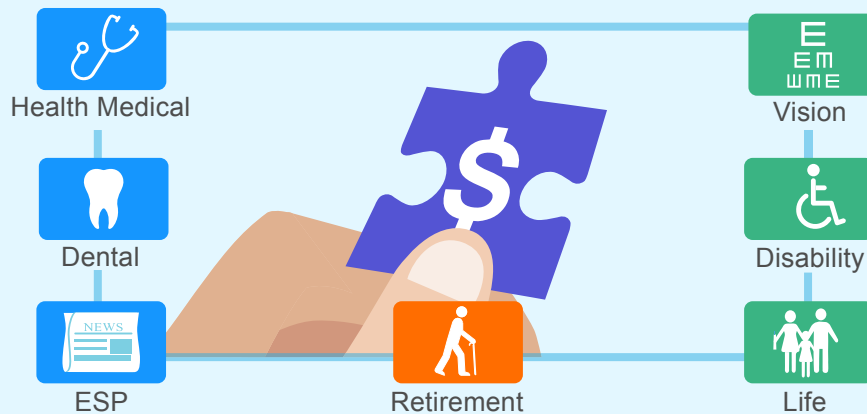
A leave workflow is organized for HCM administrator, employees, and managers. Leave balance information and individual leave calendar are also provided to allow employees to manage their work during their absence.

Various bulk actions is allowed to adjust employee leave data in large quantities. It also provides group leave calendars and leave reports in real-time. HCM and line managers can easily access the most up-to-date leave information in their group at any time.

8、 Benefit Management

FAS provides a framework for managing employee benefit plans, with the ability to handle increasingly complex benefit plans.

The plan manager can define different types of benefit plans for different jurisdictions. User can access the details of benefit plans including pictures and brochures. An estimation tool allows the plan manager to calculate the costs to both the employer and the employee over time.

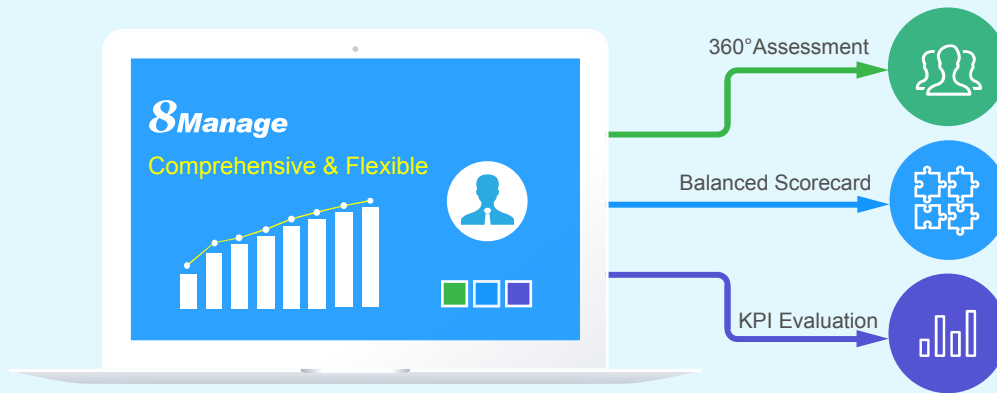


Additionally, its enrollment component allows the plan manager to record enrollment and manage terminations and renewals. The payment section allows the plan manager to record pay-in and pay-out information.

9、 Performance Management

FAS provides a framework for setting performance objectives, incremental measures and feedback and conducting final appraisals. It supports the following major features:

- Management By Objectives (MBO)
- Multiple review cycles
- Automated performance scoring
- Approval flow and verification
- Balance Score Card (BSC)
- Real-time performance feedback
- Single or multi-reviewers or 360 degree review process



FAS can automatically provide incremental feedback to help both the reviewer and employee see the gap between the objectives and the actual incremental results and develop strategies at the earliest possible time to improve the final results.

10、 Employee Self-service Management

FAS provides a customizable Personal Workbench facility and a My Attention facility to help each employee track work items that require actions.

The E-Calendar are also provided for each employee to plan and follow-up their working schedule.

FAS provides employees with the following types of self-services:



- Organization Information Lookup
- Expense Report
- E-learning
- Leave Request
- Review Benefits, Leave, Performance and Payroll
- Delegation Management
- Announcement Receipt
- Timesheet Submission
- Training Request
- Benefit Enrollment
- Equipment Request
- Discussion Forum
- Update Employee' s Personal Info

7 Office Automation & EDMS



FAS has the new generation office automation functionality which automatically connects to CRM, HCM and PM enabling the underlying data to interlink with each other.

FAS provides a generic form and user-defined workflow facility to allow users to create different notification and request forms for reviews, comments and approvals. It also provides the Employee Portal for each employee. In the Employee Portal, the employee can access to different facilities such as:

- Office Equipment Request
- Off Hour Building Entry Request
- Parking Permit Request
- Transportation Request
- Facility Request
- Book Borrowing & Returning
- Award Nomination

FAS also provides a powerful [Electronic Document Management system](#) which supports the following:

- Folder management
- Intra-department & inter-department approval flow
- Inter-company approval flow
- Document library template
- Version management
- Concurrent authoring control
- Full text search
- User-defined navigation flow
- App-and-browser-based access

1、 My Attention

FAS allows each employee to define his workbench with which he can select real-time display components that are related to his work area.



- [To Define Workbench](#)

FAS allows each employee to define his workbench and its components so that they can directly carry out their work in the workbench after log-in.

- [Work Task Assignment, Calendar and Alert](#)

FAS allows each employee to assign the task. When the work plan is arranged on the personal e-calendar, the system will accordingly inform you by sending alert or notification to make sure that each task will not be missed.

- [Real-time Assignment Condition \(my subordinates and me\)](#)

FAS allows employees to track how the assignment is run by the work calendar in real-time and the supervisor can check how the assignment and performance status of the subordinates.

- [Problem Management](#)

FAS provides an issue management mechanism, supporting the whole process from employee' s raising the issue, accepting the issue assignment, submitting a proposal to resolve the issue to closing the issue. FAS has clear issue mgmt steps to promote efficiency and encourage the employees to put up their issues and solve them as soon as possible.

2. Form and Flow Management

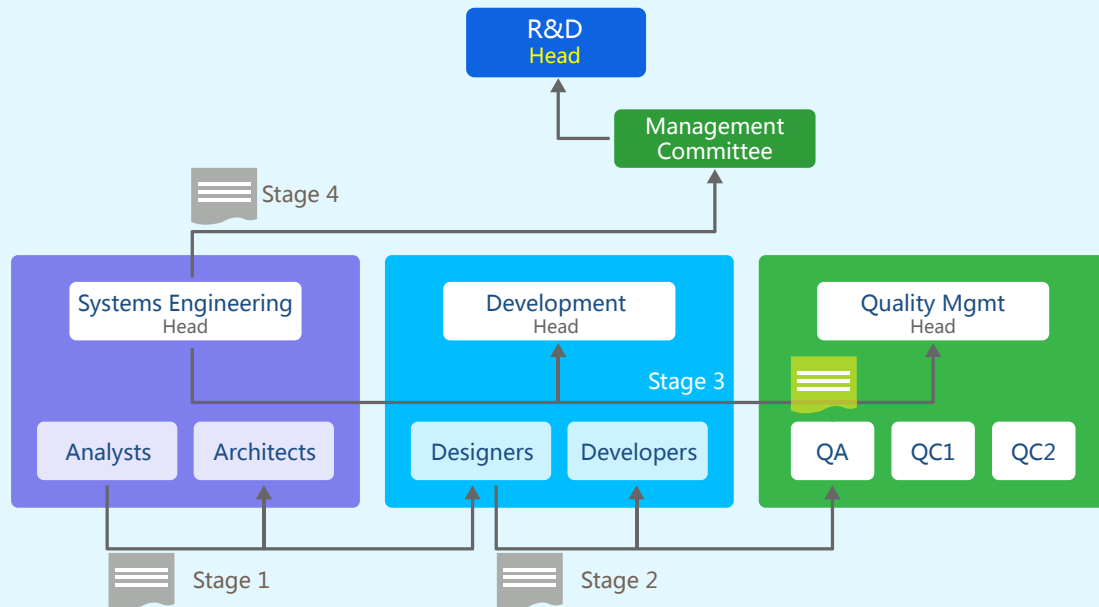
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- Office Equipment Request
- Service Request
- Parking Permit Request
- Facility Request
- Award Nomination
- Office Change Request
- Special Interest Group Registration
- Visitor Registration
- Material Request
- Off Hour Building Entry Request
- Transportation Request
- Book Borrowing & Returning
- Internship Request
- Mail Stop Change Request
- Lost & Found Registration
- Complain & Suggestion



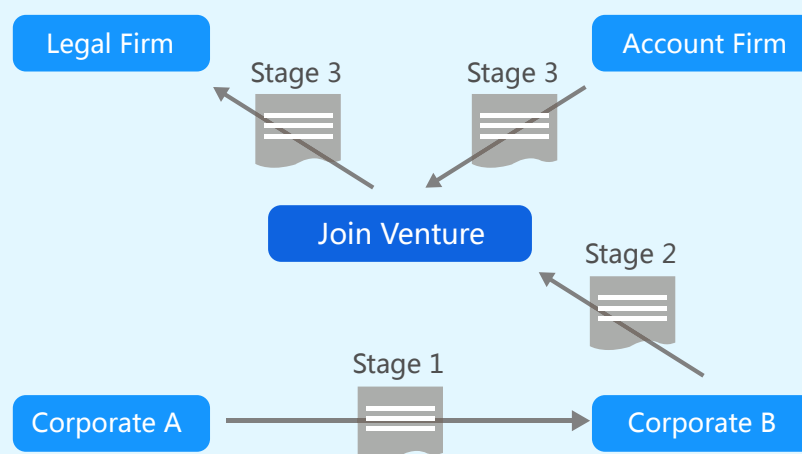
FAS also can search and account the form by its type, requestor, and/or request time. FAS can also calculate the sum, average, max and min of the form values.

3、 Intra-department Document Approval Flow



FAS allows the user to define multi-stage document approval flow and with multiple steps in each stage. FAS also allows the user to specify what stages and steps will be executing in parallel and what stages and steps will be executing in serial. The user can also define when an approver rejects the document, the re-approval will start from the beginning or the rejection point.

4、 Inter-department and Inter-company Document Approval Flow



Similar to the intra-department document approval flow, the user can define inter-department and inter-company document approval flow. Users from different departments and companies can do approval via login, email or smart phone.

5、 Document and Knowledge Management

FAS provides a thorough system to manage documents by putting them in different libraries and files, allowing users to keep files in order and compile them into indices. FAS also offers a mechanism for the users to check in, check out and control document versions. This document management system can be used both as a separate module and as a joint one connected with other modules. For example, it allows a connected library to be created automatically when adding a new contract or a new project by relevant policy settings, further continuing to use the same file settings of the pre-defined library templates. Moreover, it supports to instantly move the documents from any contract or any project into a library and the relevant document link of the contract or the project will automatically be updated.



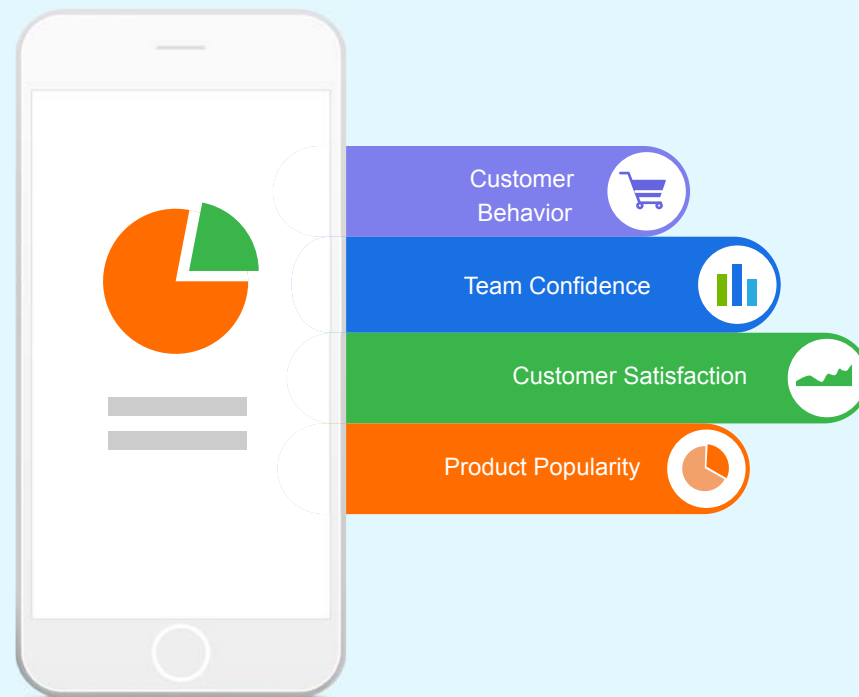
FAS also supports the function of classifying knowledge, allowing users to compile documents into indices and search for them by knowledge classifications, which can be pre-defined in enterprise policies.

6、 Online Survey

FAS supports customized content and scope of online e-Survey, and to support the automatic analysis and query as well. FAS online e-Survey can be used for customer behavior survey, to collect employee comments and the confidence of project members.

FAS online e-Survey may be used for the following tasks:

- Investigation of customer behavior
- Investigation of customer satisfaction
- To collect feedback of clients on any market activities
- To collect feedback of clients on new products or services
- Collection of employees' views on the (new) management system
- Collection of the annual evaluation on other employees or departments
- Collection of the learning and training needs of employees
- Survey the evaluation of project members on plan completeness and operability
- Survey the confidence of project members on task schedule
- Survey the appraisal of project members on project management



FAS also provides many other convenient features of online survey , including the maintenance of enterprise survey database, anonymous surveys, repeatability investigation, automatic investigation, investigation of reminder message and so on. These functions help users handle the e-Survey easier.

8Manage can provide best combination of standard products & redevelopment services for enterprise management and over 500 corporations in Asia are using our following modules on-premises or SaaS:

8Manage PPM : Project and Portfolio Management

8Manage Timesheet : Resource Time and Cost Management

8Manage SRM : Supplier Management, e-Procurement and e-Tender

8Manage ERP : Enterprise Full Automation

8Manage CRM : Corporate Client CRM and Consumer CRM

8Manage ITSM : Service Management

8Manage HCM : Human Capital Management

8Manage OA : Office Automation

8Manage EDMS : Electronic Document Management System

8Manage Kanban : Visual Agile and Lean