



SOLUTION.

EVERY PROBLEM HAS ONE.

SOFTWARE SOLUTIONS:

- Customer Service, Help Desk and Support
- Sales & Marketing
- Accounting Systems
- Payroll

BUSINESS SOLUTIONS:

- Website Services
- ACCSCAN – Warehouse Barcoding Solutions
- Networking Services



When it comes to **Business**
Accolade has you covered

Software Solutions

Accounting Solutions

Accolade's accounting solutions are based on top-selling, proven software. Our accounting project teams include fully qualified accountants as well as financial software experts. This allows us to develop solutions that precisely meet the individual requirements of your business.

Our experience encompasses the spectrum of modern accounting problems including:

- warehousing
- stock management
- manufacturing
- importing and distribution
- e-commerce
- purchasing
- job and service management
- franchising and POS
- web-based reporting
- dynamic analysis and reporting

Identifying, installing and maintaining the right accounting solution is one of the foundation stones to good business management.

We know, we have been through it ourselves and have helped countless Australian companies do exactly this since 1996.

Accolade is certified to sell, implement and support a variety of accounting and financial software packages including Attache Software, JIWA Financials Software, MYOB Enterprise Solutions and MYOB AccountRight.

In addition to the supply and implementation of a variety of software suites, The Accolade Group is fully equipped to assist you throughout the implementation process.

Design:

- Business Analysis
- System Evaluation
- Project Consultation
- Workflow Design

Service:

- Software Integration & Customisation
- User Training
- Ecommerce Website
- Upgrades & Updates

Support:

- Software Support
- Network Support
- Hardware Support
- Remote Support

All accounting software solutions provided by Accolade offer a series of additional modules that can be purchased and integrated to form a complete business management solution.

Sales and Marketing Solutions

Our Sales and Marketing solutions focus on the principle of organising your business around your customer throughout the customer life cycle. This process is called Customer Relationship Management (CRM).

CRM is a highly challenging area of business growth however when executed well, the gains are impressive and immediately visible.

The major sales and marketing (CRM) requirements, we believe are:

- managing your customers
- information control
- time and task management
- business analysis
- sales cycle automation
- automated processes
- integration
- remote user support
- easy to use (GUI)

Accolade has over a decade of experience in delivering functional CRM solutions that create business impact and fast return on your investment (ROI). That makes us the most experienced provider of CRM solutions in Australia.

Service and Support

The call centre is one of the frontlines of your business. Effective support and efficient service response times can often mean the difference between retaining or losing a customer.

At Accolade, we understand the quality of information that your operators draw upon and their ability to answer customer queries quickly and easily are critical to your business relationships.

Our service and technical support software are leading ITIL (Information Technology Infrastructure Library) compliant solutions used in a variety of industries including:

- I.T. Help Desks
- Call Centres
- Consumer Help lines
- Customer-Focused Technical Support

Accolade consultants are ITIL certified, which ensures you only get the highest standard of service.



Business Solutions

Website Services

The Accolade Group brings a broad collection of web site development skills to each site that we work on. We are constantly in the process of modifying and updating our skills to adapt to changing standards and requirements.

A professional, well-designed website gives your clients confidence in your company. We offer a range of web site development services including:

Website Design & Development

If you want an interface with impressive visual effects, The Accolade Group will produce state-of-the-art page effects and develop the website to your expectations.

- Package by quotation
- Premium design
- Flash and other webpage effects

E-Shop Customization

We can help you build up your personalized Webshop to get started in selling physical and digital goods over the internet, from the catalogue frontend that is presented to your customers, to the Administration Tool backend that completely handles your products, customers, orders and online store data.

Ecommerce & Online Payment Solutions

Get your Webshop connected with a popular online payment solution such as PayPal to ensure that your customers purchase conveniently.

Other Website Services available

- Website Repair and maintenance
- Flash / action script programming
- Web Hosting
- Internet marketing
- CMS Customization
- Website localization
- Web-based programming
- Plus many many more



For most businesses, handling of inventory from the time it is received at the warehouse, to when it is packed and sent out to your customers – accuracy, timeliness and overall efficiency are paramount.

Most businesses who deal with inventory have the goal of using barcode scanning and other technologies to help them achieve these efficiencies.

Investigations are usually begun to look at either barcode scanning through keyboard wedge style scanners that do little more than basic automation of keyboard input, or high end Warehouse Management Systems (WMS) that do everything you need, but also much more than what is required. These systems tend to be complex, requiring expensive consultation and configuration – not to mention the integration required to your ERP / Inventory package.

This is where The Accolade Groups ACCSCAN Warehousing Module comes in. A seamless, fully integrated module that works with the current Accounting Software, delivering the seamless, flowing outcome of information, with no need for a third party.

Utilising a variety of handheld and portable barcode reading options and making use of the latest in networking, WIFI, 3G and web service technologies – the Warehousing Module facilitates real time processing of stock receipts and movements and other stock transactions wherever the user is.

COMPATIBLE WITH MOST ACCOUNTING SOFTWARE PACKAGES



Networking

The office network is the backbone of your business communication. It is also one of the most complex components of your I.T. infrastructure and is frequently the cause of many business headaches.

Every Accolade networking solution offers:

- Quality software and hardware at a competitive price
- Expert installation services delivered on time and on budget
- Reliable on-going support and enhancement services

Accolade helps to minimise your pain by developing a comprehensive checklist for your organisation, which incorporates everything, from the initial design and installation through to proactive, ongoing monitoring and support. We can even take on the role of an entire I.T. department thereby reducing the burden of managing one yourself.

Our goal is to create a secure, reliable network solution to not only meet your immediate business needs, but to allow for future growth. The result is that you and your staff get more time to concentrate on what you know best, running your business.

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History of The Accolade Group

Established in 1996, The Accolade Group have been at the forefront of the business solution market providing quality software solutions for Sydney-based business. Over the past decade, the company has grown in size through the adoption of new products and services, as well as our client base growing right across Queensland, ACT, South Australia and Victoria.

We know that our success relies on delivering and supporting world-class solutions that meet real business needs. That's why we have continued to provide only the best software solutions available on the market. Quality is built into our delivery, every solution is supported by a team of highly skilled analysts and qualified consultants who work closely with leading industry vendors to provide the best solutions and dependable services.

We take supporting our customers seriously. We pride ourselves on fast, efficient service that delivers results. That's why Accolade customers are happy to provide references for the services we provide.

Other Services

The Accolade Group is a Premium Partner certified to sell, implement, support and train in the suites of products supported. We have extensive skills and experience with Microsoft SQL Server, Crystal reports, web based reporting tools, Excel pivot tables and 3rd party integration tools. Accolade has integrated various tools and systems to many accounting systems, websites and intranet sites.



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