



ERP
HRM
CRM

Challenges faced in Construction and Engineering Industries

- Complete Projects On Time Within Budget
- Effective Project Cost Planning and Control
- Financial Management by Project
- Regulations Compliance

- Project-based Human Resource Management
- Responsive Customer Services
- Faster Decision Making
- Strategies for Competition and Growth

Total Business Management Solutions Designed for Construction and Engineering Industries

Projects and Services Management

- Project and Job Costing
- Contract Management
- Services Management
- Timesheet and Expenses

Vendor and Supply Chain Management

- Inventory Control
- Purchasing
- Billing
- RMA

Finance / Accounting Management

- General Ledger
- Accounts Receivable
- Accounts Payable
- Cash Management
- Fixed Assets
- Budgeting and Allocations



Human Resource Management (HRM)

- Staff and Employment
- Contract Management
- Payroll and MPF
- Leave Management
- Attendance and Roster
- Taxation
- Staff Self-Service

Customer Relationship Management (CRM)

- Contact Management
- Sales Force Automation
- Marketing Management
- Customer Services
- Case Management
- Help Desk
- Knowledge Base

Powered by Sage 300 ERP (Accpac), Sage CRM and DW-iHR, our Total Business Management Solutions deliver full suite Enterprise Resources Planning (ERP), Human Resource Management (HRM) and Customer Relationship Management (CRM) solutions that are designed specifically for Construction and Engineering businesses to effectively manage Project and Job Costing, Billing and Purchasing, Inventory Controls, Accounting and Finance, Human Resource, and Customer Relationship. By connecting your entire operations from front-office to back-office and streamlining all of your business processes, our solutions help you improve collaboration and accelerate information exchange for a 360-degree view of your business and make faster, more effective decisions to meet your business challenges and demands.

ERP Solution

At the core of our total business management solutions, Sage 300 ERP (Accpac) is a complete, fully integrated ERP solution that empowers Construction and Engineering businesses to effectively manage Project Cost Planning and Controls, Billing and Purchasing, Inventory Controls, Accounting and Finance with a full set of powerful management tools. Making the estimating, tracking, costing and billing of projects easy and manageable, its project and job costing functions simplify project management processes for every job and every project type – simple to complex, and help you to complete your projects on time and within budget.

Challenges

- Complete projects on time and within budget
- Estimate and track project costs in detail
- Accurate and timely billing
- Optimize operation productivity
- Track and analyze financial data for each project
- Faster, more informed collaboration and decision-making

Powerful Project and Job Costing

Expertly manage every job with powerful, fully automated cost-control and planning

- Estimate, track and analyze project costs by business-critical categories (Material, Labor, Equipment, Subcontractor, Overhead)
- Budget and Actual Cost Comparison
- Flexible choice of accounting methods for costing and revenue recognition
- Employee Timecards and Expenses Input

Effective Billing, Purchasing and Inventory Control

Effectively manage Sales Order, Purchase Order and Inventory Control

- Flexible time and material costing and billing
- Purchase order commitment
- Single purchase for multiple projects/jobs
- Support both Direct Delivery of Purchase and Inventory Goods Receipt
- Purchasing Workflow
- Return Material Authorization

Comprehensive Accounting and Financial Management

Manage with complete, fully integrated accounting and financial tools

- General Ledger, Accounts Receivable, Accounts Payable
- Cash Book, Bank Reconciliation, Fixed Assets
- Advanced Budgeting and Allocations
- Informative dashboards for analytical reporting
- 360-degree view and analysis of financial and operational performance

Multi-company and Global Operations Management

Easily manage local or global commerce across multiple companies or subsidiaries

- Multiple Language and Localization Support
- Multi-company and Inter-company Transaction
- G/L Consolidations
- Multicurrency



Sage 300 ERP Portal – Financial Snapshots increase insight with secure access of key performance indicators (KPIs) with drill-down capabilities to underlying reports

Benefits:

Ensure Profitability
Plan and track costs carefully to ensure profitability with comprehensive analysis tools to determine if project actual costs are in line with budgets and resources are properly allocated as planned.

Accurate and timely Billing
Automatically create the customer invoices based on the transactions that are due to be billed to ensure accurate and timely billing.

Faster Decision-Making
Comprehensive set of business intelligence tools, reports and inquiry tools helps you increase insight into your business and make faster, more effective decisions.

Seamless Integration
One single, integrated ERP solution for you to effectively manage and streamline your business processes from project/job costing, billing and purchasing to inventory control and accounting/finance with seamless integration to Sage CRM and DW-iHR HRMS

Challenges

- Comply with labor law and employment regulations
- Manage and analyze employment and payroll by contract or project
- Time consuming to prepare, capture, input and maintain rosters and attendance records for field staff
- Automate payroll processes and calculations that fit business-specific HR practices and needs
- Generate accurate payroll for large number of employees within a very limited timeframe
- Renew or extend contracts for large number of employees

HRM Solution

DW-iHR is an end-to-end human resource management solution with specific designs for construction and engineering businesses and other project/contract-based businesses to effectively manage personnel, employment, contract, leave, attendance, roster, payroll, mandatory provident fund (MPF) and taxation in compliance with local employment regulations. Optimized to fit your business-specific HR demands and needs, DW-iHR empowers you to meet and respond to the HR management challenges you face every day.

Easy-to-use, Full-Featured, Secure HRM

- Deliver user-friendly, secure and complete HR management solution
- Fully comply with Hong Kong employment regulations
- Fully web-enabled with browser-based design
- Multi-company and multi-contract
- Multi-level security controls for maximum data security
- Staff Self-service Portal
- Recruitment and Training Management
- Integration to Sage 300 ERP (Accpac) or other accounting systems

Contract-based Employment and Payroll Management

- Expertly manage employment and payroll for each contract or project
- Support OCR for easy and convenient capture of employee's HKID particulars and other personnel information
- Support employment for multiple contracts, positions and shifts
- Employment termination and renewal by contract
- Long service payment and severance payment
- Multiple pay methods and pay periods
- Fully support Statutory Minimum Wages (SMW)
- Fully support 713 E(A)O 2007 (12 Months Average Wage)

Powerful Leave, Attendance and Roster Management

- Effectively manage leave, attendance and roster for all staff
- Unlimited user-defined leave plans/entitlements and leave types
- Handle annual leave, sick leave, compensation leave, statutory holiday, paid leave, no paid leave, paid rest day, injury leave and other leave types
- Keep track of employee's attendance information and records
- Handle employee's overtime and substitution
- Manage rosters by contract, working location, shift
- Support interface with various attendance systems or devices

Comprehensive MPF and Taxation Management

- Automate processes and calculations for MPF and Taxation
- Fully comply with Hong Kong MPF regulations
- Support different user-defined MPF policies for each company
- Generate HK Tax Return IR56B, E, F, G and M reports
- Support multiple taxation companies



Benefits:

Deliver Effective HR Management Anywhere, Anytime
Enable you to manage your HR anywhere at any time through internet or intranet, and allow your employees to access their own personnel records and apply leaves through our Staff Self-service Portal

Designed for Contract/Project-based Businesses
Fit the unique needs and practices of construction and engineering industries by streamlining and optimizing specific HR processes and workflows

Maximize Efficiency and Effectiveness
Simplify HR management processes and automate complex and complicated payroll calculations to increase data accuracy and reduce processing costs

Optimize Processing Performance
Designed to handle and process high volume of HR records and transactions for optimal processing performance

Attendance #	Name	Zone	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU
00000001-01	王錫洪/Kenneth King	2										
00000001-02	陳永祥/Alan Chan	2										

DW-iHR Attendance Management tracks employee's attendance information and supports transformation of rosters into attendance records.

CRM Solution

Powered by Sage CRM, our total business management solutions deliver a full suite of powerful and easy-to-use Customer Relationship Management (CRM) solution (comprising sales, marketing and customer service automation) that enables Construction and Engineering businesses to successfully manage relationships with customers, prospects, suppliers and partners. Sage CRM equips your sales, marketing and customer service teams with the tools they need to find new customers, close sales faster and build lasting, more profitable relationships across all channels.

Comprehensive Customer Relationship Management

Deliver full suite CRM solution for Sales, Marketing and Customer Service Management

- Fully web-enabled with cross-browser compatibility (IE, Firefox, Chrome, Safari)
- Fully customizable graphical workflow
- Fully customizable interactive dashboard
- Mobile solutions
- Support Web self-service
- Seamless Integration to Sage 300 ERP (Accpac)
- Integration to MS Exchange, Outlook and Social Media
- Leverage SMS for support services, marketing campaigns, and other communications

Responsive Customer Service Management

Promptly complete all actions required to make and keep customers satisfied

- Manage customer support, warranty and maintenance services
- Track and handle customer complaint, staff compensation, and other cases
- Track progress, status and associated communications of each service call or case
- Knowledge management capabilities

Optimized Sales Management

Manage and monitor their opportunities, pipeline, calendar and tasks

- Manage sales opportunities and pipeline for quotation and tendering
- Manage and action all sales activities from interactive dashboard
- Provide real-time sales opportunity analysis
- Provide single view of leads, opportunities, tasks and activities

Effective Marketing Management

Plan, Execute, and Measure the Success of Every Marketing Campaign

- Plan, track and manage activities, tasks, budgets and details for each marketing campaigns
- Produces highly targeted customer communications improving response rates
- Enable real-time marketing performance analysis and budget management
- Email marketing solution with pre-designed email templates



Challenges

- Manage to provide responsive, quality customer care and services
- Customers are satisfied with the level of service
- Ensure budgets are being tracked and managed effectively
- Target the most profitable customers
- Business leads and opportunities are being captured and followed up promptly and correctly



Benefits:

Grow and Ensure Customer Satisfaction and Loyalty
Manage your customer accounts with insight and collaboration, respond to customer cases quickly, reduce response times to customer service requests, and monitor service performance against service level agreements

Make Informed Business Decisions

Provide improved support for strategic decision-making, enable real-time corporate performance management and drive productivity across the entire organization

Empower Your Sales Teams to Sell Effectively

Maximize the value of every sales opportunity in your pipeline, eliminate unnecessary paperwork, optimize sales processes, and help you to identify latent sales opportunities

Deliver Highly Effective Marketing Campaigns

Ensure customers receive the right marketing message at the right time, improve marketing campaign response rate, enable marketing budget to be tracked and managed, and enable accurate measurement of marketing campaign ROI



Sage CRM Interactive Dashboard and Sales Opportunity Management



Data World Solutions Limited
Expert in Business Management Solutions



Premier
Partner



Platinum Partner



Microsoft Partner
Midmarket Solution Provider

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