



# PARADIGM SOFTWARE

Paradigm Software and Hosting is a proudly South African company that offers a global solution to your business operations.

## INTRODUCTION

Paradigm is a software development and distribution company building a productivity platform for Sage Accounting Software. The application is a highly customisable, operational front-end that is perfectly suited to extend the core functionality of Sage 50c Pastel Xpress, Sage 50c Pastel Partner, Sage Evolution 100 (Standard) and Sage Evolution 200 (Premium) to meet clients specific software requirements.

Company's often resort to using external applications for business processing, as their accounting software does not cater for their specific requirements, due to the nature of their business. The primary vision of Paradigm is to provide clients with a central operational platform, that removes the necessity of using external applications such as spreadsheets and word documents which do not integrate into their financial systems. In addition to building and customising software features that meets the clients industry-specific requirements, Paradigm Software also provides core productivity modules centered around real-time collaboration on tasks and activities to improve performance.

## CRM FEATURES

**All the tools needed to run a more productive enterprise.**

CRM consolidates customer information and documents into a single CRM database that users can easily access, manage and integrate with the businesses financial system. Nurture your relationships with leads and customers by tracking all tasks, interactions and documentation processed against their accounts.



### TASK MANAGEMENT

A team collaboration platform that puts conversations and tasks together, so that you can get more done with less effort. Setup activity templates, project plans and to-do lists with each task line assigned to the responsible person. The ability to attach files, have discussions and link documents to tasks keeps you updated with a real-time overview of the progress of all your active projects.



### PERFORMANCE DASHBOARDS

Easy-to-use software that makes it quick and easy to build real-time dashboards that show live progress towards goals to keep teams focused on improving their KPIs.



## REAL-TIME SCOREBOARDS

Monitoring your data sources and providing alerts and instant visibility of all outstanding tasks in your business. Each task assigned to the department, team and employee responsible for completing it, making everyone's to-do list an automated live feed. Setup unlimited scoreboard items to automate your workflow processes and improve internal team communication.



## CUSTOMISABLE DOCUMENT PROCESSING

Eliminate the use of excel spreadsheets to prepare quotations and other documents that are unable to integrate into your financial system. Our highly customisable framework allows you to take our platform and build a document processing workflow that meets your specific requirements, seamlessly integrated with your financial system. Process financial documents directly into Sage Accounting Software.

### **A document structure built for visibility and control**

1. Use Working Documents to tie related transactions together.
2. Shipping Documents for incoming and outgoing deliveries.
3. All sales documents for customer interactions.
4. All supplier documents for receiving stock.



## SAGE ACCOUNTING INTEGRATION

Real-time integration into the backend financial system of Sage 50c Pastel Xpress, Sage 50c Pastel Partner, Sage Evolution 100 (Standard) and Sage Evolution 200 (Premium). The integration includes full master file maintenance of customers, suppliers, contacts and inventory. Paradigm also monitors and interrogates the clients Sage Accounting ERP database to generate real-time scoreboards of all outstanding tasks across the entire organisation.



## OPEN-SOURCE STORED PROCEDURES

Instead of encrypted stored procedures, all necessary code remains open for on site customisation of calculations which allows consultants to build a solution that meets the end-user's specific software requirements.



## CUSTOMISABLE FRAMEWORK

### Customise the front-end with drag and drop functionality

1. Remove and/or rearrange menu items.
2. Remove and/or rearrange any field, with the ability to move to different tabs on current form.
3. Insert custom tabs, headers, labels, splitters and spaces.
4. Rename any field caption and the report writer will show the custom caption and not the database fieldname.
5. Convert any text field into a drop down with predefined values.

### Field Validations

1. Information Validation: Saves the record, shows operator which fields should be completed.
2. Warning Validation: Pop-up warning message, allows save and shows operator which fields should be completed.
3. Error Validation: Unable to save the record, shows operator which fields must be completed.

### Field Masking

Force the correct input values with specific field masking.

### Conditional Formatting

Use conditional formatting and highlight fields based on input.

### Calculated Fields

Easy-to-use expression editor to create calculated fields that update every time you edit one of the value fields.



## REPORTING

Reporting tools are extremely important to a business structure. Paradigm incorporates various elements that empower any business.

### Data Warehouse

A data warehouse is a system used for reporting and data analysis, and is considered a core component of business intelligence. Data is accumulated from a wide range of sources within a company to one central point and used to guide management decisions. Paradigm is that central point merging all raw data from Sage 50 Pastel Xpress, Sage 50 Pastel Partner, Sage Evolution 100 (Standard) and Sage Evolution 200 (Premium).

### Dashboard Designer

The Dashboard Designer automatically provides the best data conception option where results are immediate, accurate and relevant to the current climate of your business. These results are insightful for executives and users across all platforms. The Dashboard Designer tool is flexible, interactive and customisable for a real-time analysis which provides data at any given time.

### Report Designer

Report Designer is a feature-rich reporting platform with an easy-to-use report designer and a powerful set of report controls, including pivot tables and charts so you can create reports of unique sophistication and simplicity of information.

### RAG

Paradigm uses RAG on Task and Work Tickets, referred to collectively as Tasks. Although there are many ways in which RAG can be used, Paradigm specifically uses it as a priority system to determine the next Task to be undertaken by an available resource.

## MANUFACTURING FEATURES

### **Inventory and production planning to get positive results.**

Material Requirements Planning (MRP) is a methodology which has been around for more than 30 years. It's one of the leading ways of organising inventory and production planning to get positive results by applying consistent discipline.

An Enterprise Resource Planning (ERP) system is important to a company as it helps improve business performance by simplifying operations and consolidating all your company's information in one convenient platform.

With Paradigm, you get a better visibility of business transactions and progress of operations saving many daily hours on stock counts, WIP reconciliations and data capturing compared to other complicated manufacturing systems. Paradigm provides all the data and key results required to manage operations with minimal human input.

### **Manufacturing Templates**

Build your Bill of Material recipes to manufacture your finished goods.

### **Work in Progress Input**

Track all of the raw materials and consumables that are issued into production.

### **Work in Progress Output**

Analyse all of the finished goods that are manufactured with each production run.

### **Reconciliations**

Effortlessly reconcile your production runs with minimal input.

### **Financial Integration**

Automatically post and update your financial system with the production results.

### **Tasks**

Manage the step-by-step tasks to be completed to manufacture the finished goods.

## PARADIGM SOFTWARE PRICING MODEL

### Monthly Subscription Fees

**Paradigm is a monthly subscription application, with a pricing model that works as follows**

- » Base Module (5 Users) - R3500 ex vat, per month
- » Additional data capturing users - R100 ex vat, per month
- » Additional Companies - R1000 ex vat, per month
- » Manufacturing and Material Resource Planning Module - R3500 ex vat, per month
- » Unlimited view only users - Free

No upfront capital, no credit application and no minimum contract period.

Maximum escalation of CPI.

Any Sage Accounting Software required is not included and must be purchased separately.

Additional modules may be required in the Sage Accounting Software for certain functionality.

Subject to terms and conditions.

## SOFTWARE SUPPORT-DESK SERVICES

**Paradigm support-desk includes**

- » Tickets submitted to [support@paradigmsoftware.co.za](mailto:support@paradigmsoftware.co.za) will receive helpful links to our public knowledge base articles
- » All public knowledge base articles are freely available on our help centre  
See : [support.paradigmsoftware.co.za](http://support.paradigmsoftware.co.za)

Should additional support/training be required a quotation can be requested.

Support for custom changes in Paradigm and custom knowledge base articles will be billable.

Subject to terms and conditions.

All support services are Monday to Thursday **08h30 - 16h30** and Friday **08h30 - 15h00**

## TRAINING AND IMPLEMENTATION SERVICES

Receive on-site training and consulting services from certified Sage and Paradigm Software value added resellers.

On-site consulting rates are billed as per the applicable resellers schedule of fees.

## DEVELOPMENT SERVICES

Paradigm is a highly customisable framework that can be edited onsite by a product specialist. In addition customers can request software features to be developed. Paradigm Software will evaluate the requested features and decide whether or not it is generic and applies to a wide variety of businesses. If it does then Paradigm will endeavour to develop the requested feature and it will be billable. These features will form part of the standard system and will be made available to all Paradigm customers.

Any customer requiring additional software functionality must keep in mind that the content and time frame of all new product feature developments will be determined entirely by Paradigm Software. Customisations of the system that falls outside the scope of standard Paradigm features will have to be done by onsite consultants and will be billable.

Customers wishing to replace current systems with Paradigm must do so based on existing Paradigm functionality. Paradigm cannot guarantee that new functionality will be available before the licence of a current system comes up for renewal.

## BILLABLE WORK

Any work performed by a Paradigm Consultant or an Authorised Reseller is billable, unless agreed otherwise. This constitutes all onsite consulting and in some cases completing work off-site where it is not possible to perform it onsite.

### Examples of billable work

- » Project meetings for process flow, proof of concept (POC) and system design
- » Training on all aspects of the system
  - Basic Navigational Training
  - Master File Maintenance
  - Activity and Task Management
  - Document Processing
  - Setting up necessary process data
  - How to edit the model for on-site customisation
  - Configuring roles and user access permissions
- » Report Writing/Design
- » Creating, cloning and customising of scoreboard items
- » Adding performance dashboards
- » All onsite setup and customisations of the system
- » Developing purpose-built modules per customer requirements
- » Customising document processing structures to suit requirements
- » Model Editing
- » Custom Knowledge Base Articles
- » Support for custom changes in Paradigm

## IT INFRASTRUCTURE REQUIREMENTS

It is our recommendation that Paradigm Software be installed and accessed on a central server.

### LAN Connection

Connect to Paradigm Software, hosted on an internal server via a LAN connection.

### Remote Connection

For remote connection to the server, we recommend using terminal service plus (TS Plus).

<http://www.terminalserviceplus.com/>

### Minimum and Recommended Requirements

	Workstation	Server (Less than 10 users)	Server (11 - 20 users)
<b>Hardware</b>			
Minimum	Single-core 1 Ghz	Dual-core 2 Ghz	Quad-core 2 Ghz
Recommended	Dual-core 2Ghz	Dual-core 3 Ghz	Quad-core 3 Ghz
<b>Operating System</b>			
Minimum	Microsoft Windows 8 .1 Professional Edition	Windows Server 2012 R2 Standard Edition	Windows Server 2012 R2 Standard Edition
Recommended	Microsoft Windows 10 Professional Edition	Windows Server 2014 R2 Standard Edition	Windows Server 2014 R2 Standard Edition
<b>RAM</b>			
Minimum	4 GB	12 GB	16 GB
Recommended	8 GB	16 GB	32 GB
<b>Screen Resolution</b>			
Minimum	1366 x 768	1366 x 768	1366x 768
Recommended	1920 x 1080	1920 x 1080	1920 x 1080



# PARADIGM HOSTING

Partner with Paradigm Hosting to securely migrate your business into the cloud.

## HOSTED SERVER SOLUTION AND MANAGEMENT

Our Cloud Hosted Business Solution gives you access to South Africa's most innovative enterprise software solutions, hosted on cloud servers that use the very best in virtual technology, hardware and software. Easily connecting you to the server from any device using remote access technology.

### Server management services include

- » Managing your server environment and permission settings
- » Server access and user management
- » Installation and Maintenance/Upgrades of Paradigm Software and Sage Accounting Software
- » Regular backups of your business data (SQL databases)
- » Protection of data
- » Disaster recovery

## HOSTED SERVER PRICING MODEL

### Monthly Subscription Fees

- vServer Hosting Sage 50c Pastel Partner & Xpress (5 User Server Access) - R2000 ex vat, per month
- vServer Hosting Sage 50c Pastel Partner & Xpress (10 User Server Access) - R3000 ex vat, per month
- vServer Hosting Sage 100 Evolution (5 User Server Access) - R2500 ex vat, per month
- vServer Hosting Sage 200 Evolution (10 User Server Access) - R3600 ex vat, per month

### Packages Include

- » Server access users
- » Server administration/support (telephonic and teamviewer)
- » Daily SQL database backups
- » Software installations and upgrades

All software must be purchased separately.  
Subject to terms and conditions.

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# GET IN TOUCH

We provide both on-site and remote software presentations.

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# WORK FASTER, BETTER, TOGETHER.



3rd Party Developer  
Sage Pastel