



FIDELIO



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# FIDELIO

COMPREHENSIVE SUPPORT FOR FINANCE, DISTRIBUTION,  
MANUFACTURING AND SERVICES IN SMALL TO MEDIUM  
SCALE BUSINESSES

[Fidelio](#) offers all the advantages of a tried and tested solution with the outstanding performance and web capability that are essential for success in today's competitive business environment.

Whether you operate in manufacturing, production, distribution or business services, [Fidelio](#) provides the enterprise-wide business information and firm management control you need to balance increased profitability with delivering consistently high service levels.

[Fidelio](#) supports and consolidates activity across your expanding business.

## A COMPLETELY INTEGRATED BUSINESS MANAGEMENT SYSTEM

[Fidelio](#) seamlessly unifies information from your finance, distribution, manufacturing and service operations. It creates a wide-ranging business management system that can cover every aspect of your business – from the initial customer order to after-sales service, in the front and back office, on the shop floor and in the warehouse.

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## GET UP TO SPEED AS FAST AS POSSIBLE

Streamlined implementation, with new system, printer and database wizards and utilities, means your [Fidelio](#) system is installed and operational within very short timescales. As a result, you'll rapidly start gaining maximum return on investment.

Streamlined data conversion from us and other vendors makes it as easy as possible to move to your new [Fidelio](#) system.

## CUSTOMISABLE TO MATCH YOUR BUSINESS NEEDS EXACTLY - NOW AND IN THE FUTURE

[Fidelio](#) is both easy to scale up by adding new users and to extend into other areas of functionality. Integrating third-party products has been made as straightforward as possible, so you can add and deploy industry-leading applications from both [Commsoft Solutions](#) and other vendors. Adding market-leading applications, such as customer relationship management, substantially increases your competitive advantage.

## TAKE YOUR BUSINESS ONLINE WITHOUT OVER-STRETCHING YOUR BUDGET AND RESOURCES

Fidelio fully integrates with the eFidelio Web Enterprise product suite, so you can rapidly extend your business online when the time is right, without incurring huge expenditure. You'll be able to make the internet work for your business, to capitalise on the unprecedented opportunities it creates. Your eBusiness will integrate with your back-office systems so that your entire enterprise works as a seamless, unified entity, with your web-based business and your business management system completely aligned. By drawing on web technology, you will be able to give system users such as mobile employees and partners secure remote access to corporate resources.

## A FLEXIBLE SOLUTION FOR A CHANGING WORLD

At Commssoft Solutions, we are passionate about our software products. We continuously invest our resources and energies in developing the software solutions our customers need to solve real business problems.

In Fidelio, you have a solution that meets your needs today and supports your evolution in the years ahead. While the system is based on tried and tested technology, we are constantly looking for ways to support your business further and help you give the added value to your customers that is essential in today's competitive operating environment.

### KEY FEATURES OF FIDELIO

- Keeps you fully in control of your enterprise, across finance, distribution, manufacturing and service, with international support, control and consolidation
- Provides a single, integrated package, complemented by a wide range of standard Application Program Interfaces (APIs)
- Scales up easily to add more users and functionality to support your growing business, through a huge range of optional modules and links with third-party software
- Fully integrated with the Commssoft Web Enterprise product suite to support your eBusiness strategy
- Backed by the Commssoft Solutions investment in technology and experience of providing solutions for a rapidly changing world

# FIDELIO FINANCIALS





### CUT THE COST OF DOING BUSINESS

Fidelio Financials automates routine tasks and supports your users with a system that's easy to use and can be customised to suit their working style. Employees' productivity is increased, while your administrative costs are reduced.

### A GLOBAL SOLUTION FOR YOUR EXPANDING BUSINESS

As an integrated financial management system, Fidelio Financials gives you control over your business, while fully accommodating local markets and legal, accounting and taxation requirements. Fidelio carries out international reporting in both local and head-office reporting currencies, and at any level in the company hierarchy.

### OPERATIONAL AND STRATEGIC INFORMATION READILY AVAILABLE

Fast, accurate reporting and analysis are essential to responding rapidly to changes in the market and for long-term sustained success. Fidelio Financials ensures that your critical decisions are firmly based on solid and concise information, consolidated across your enterprise. Managers and staff have access to comprehensive integrated information, including attachments such as spreadsheets and eMails, with drill down to the required level of detail or history.

### CREDIT MANAGEMENT

Today's ever-faster-moving business cycle means your credit controllers need every help to manage customers' accounts. This module provides an integrated Call Logging and Transaction Enquiry facility, with features such as full customer details and easily generated reminder letters, customer statements, and reports.

### IN FINANCE, FIDELIO:

- Lowers your administrative costs by increasing user productivity
- Supports international business with multi-language, multicurrency, multicompany features
- Includes powerful reporting tools and evaluation of market trends to assist informed strategic decisions
- Manages your cash flow through close budget control and efficient purchase requisitioning
- Provides sophisticated project accounting and project management
- Includes extended support for your credit management teams



# FIDELIO DISTRIBUTION





## BUILD MARKET SHARE THROUGH EXCEPTIONAL - AND PROFITABLE - CUSTOMER SERVICE

Fidelio Distribution supports you in the drive to deliver levels of service that exceed customers' expectations, while closely managing your costs. It provides the necessary integrated processes and information flows to help you supply total quality in terms of products, service and after-sales support.

The order processing options within Fidelio Distribution give you maximum flexibility in fulfilling customers' individual requirements on ordering and payment methods, order size, delivery times, and packaging and labelling.

At the same time, comprehensive reporting and evaluation of market trends, analysed by product, market sector and geography, give you a clear picture of where your best opportunities for profit lie.

## FOCUS YOUR SUPPLY CHAIN AND YOUR RESOURCES ON CUSTOMER SATISFACTION

Supplying excellence in service demands strong partner networks that are concentrated on continuous improvement in customer service.

Fidelio Distribution helps you manage a seamless flow of information and goods from supplier to end consumer. You will reduce inventory and manage stock to satisfy your customers in a cost-effective way.

Fidelio Distribution keeps you fully in control, even in multiwarehouse environments, with real-time multisite views of current and expected stock and extensive inventory management features.

## CREATE AN EFFECTIVE PURCHASING STRATEGY TO REDUCE YOUR FINANCIAL COMMITMENT

An efficient purchasing strategy balances high customer service levels with minimal commitment. Through its extensive support for purchase requisitioning, Fidelio Distribution helps you create a centrally managed, flexible purchasing operation that keeps you fully in control.

### IN DISTRIBUTION, FIDELIO:

- Helps you develop and maintain market share by offering telesales support, enhancing service levels and providing flexible ordering/payment options
- Maximises the value of your supply chain and supports you in building strong partner networks
- Cuts costs by minimising your investment in inventory, improving stock management, and optimising transport resources
- Keeps your finger on the pulse with business alerts



# FIDELIO MANUFACTURING



BILLS OF MATERIAL



WORK IN PROGRESS



WORKS ORDER PROCESSING



SUB CONTRACT CONTROL



### SUPPORTS YOU IN MEETING THE REQUIREMENTS OF BROAD MARKETS OR INDIVIDUAL CUSTOMERS

Whether you require support for an agile manufacturing organisation, or for a batch engineering machine shop, **Fidelio** Manufacturing gives you tight financial control of your associated material and processing costs and real-time valuations of both completed operations and Work in Progress. You receive every help in managing the complexity of resources involved in manufacturing, encompassing both your own shop floor and subcontractors.

### MAINTAIN MAXIMUM PRODUCTIVITY, WITH EFFICIENT SHOP-FLOOR MANAGEMENT

**Fidelio** Manufacturing monitors and reports in real time on issues and events on the shop floor that could affect your productivity. You benefit from readily available detailed, focused information on work in progress and on predefined events, such as the frequency of machine breakdowns or absenteeism.

### COST-EFFECTIVE LOGISTICS MANAGEMENT

**Fidelio** Distribution incorporate best-of-breed Route Planning software. This means you can take a sales order, manage it through the manufacturing, pick and despatch processes, even across multiple locations, and have a cost-effective delivery route planned for it that makes optimal use of your own or third-party transport resources.

### BE FULLY ALERT TO SIGNIFICANT EVENTS

Being able to react quickly to occurrences or conditions that could potentially affect – or harm – your profitability or service levels is vital for sustained success. **Fidelio** sounds the alarm by alerting your nominated person to respond to predefined business events, by your choice of eMail, phone, pager, fax, or over the web.

### IN MANUFACTURING, FIDELIO:

- Supports configure-to-order, manufacture-to-order and batch engineering
- Eases the complexity of managing your own resources and subcontractors
- Controls associated material, inventory and processing costs
- Monitors and reports on issues and events on the shop floor to maintain maximum productivity



# FIDELIO SERVICE



CLAIM MANAGEMENT



INTEGRATED WORK  
ORDERS



SERVICE CALLS



MAINTENANCE PLAN  
MANAGEMENT



### KEEP ON TOP OF MULTIPLE PROJECTS

Fidelio delivers sophisticated control in managing and accounting on a project basis, for both internal and external projects. You have full visibility of costs committed before expenditure is incurred, validation of expense against budgets, and close tracking of costs. In the same way, you have the flexibility to bill by staged invoices or cost plus.

### END-TO-END CONTRACT MANAGEMENT

Fidelio provides an effective maintenance and revenue billing solution for all aspects of after-sales service. It delivers a framework for managing complex, high-value equipment with structured billing requirements for recurring charges such as rental, lease, service/maintenance, or support. You have the flexibility to bill in advance, in arrears, and/or with consolidated invoicing.

### IN SERVICE, FIDELIO:

- Delivers sophisticated control in managing and accounting on a project basis
- Provides tight financial control with full visibility of costs committed before expenditure is incurred
- Supports a range of billing scenarios, including cost plus and staged payments
- Helps you manage and bill for after-sales service



## COMMSOFT SOLUTIONS:

### A LONG-TERM COMMITMENT

Commsoft Solutions is a market leader in developing web-enabled financial, distribution and manufacturing software solutions for small to mid-range businesses.

### EXPERT HELP AND ADVICE

Commsoft Solutions products are recommended, installed and maintained by our very own professional staff and through a network of accredited reseller partners. With in-depth industry knowledge and outstanding technical expertise, Commsoft Solutions partners provide consultancy and support to customers before, during and after implementation, and can ensure your [Fidelio](#) system meets the unique demands of your business.

### MAKING CONTACT

If you'd like to know how Commsoft Solutions can help you to develop a successful business management system, please contact us or a Solution Partner.

Alternatively, for further information, please visit the Commsoft Solutions website on [www.commsoft.ca](http://www.commsoft.ca), call the customer information hotline number on 1.866.937.4519 or 514.937.4519 or eMail us at [commsoft@commsoft.ca](mailto:commsoft@commsoft.ca).

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