

## KnowledgeSync Discovery Document – ERP

This document can be used to help ascertain the need for KnowledgeSync in your organization. It contains a list of questions based on how KnowledgeSync has delivered operational and financial benefits to customers (of all sizes) using it with an Accounting/ERP application. These questions are not listed in any particular order but are grouped into categories to demonstrate where KnowledgeSync can deliver value. Not all questions will apply to every organization but provides you with a guideline to identify opportunities for using KnowledgeSync. Some of these questions, when answered with hard numbers, can provide you with a strong business case and ROI basis when presenting or evaluating KnowledgeSync as a solution. EVERY organization can benefit from KnowledgeSync and it only takes a little creativity to find out where it can add value.

### Revenue Enhancement

1. Does your organization have time-sensitive stock that will be written off if not sold promptly?

**(If answer is yes)** Would it help if you were alerted about such stock, and could then offer customers a discount if they purchased within a certain timeframe?

2. Does your sales staff generate customer quotations that expire within a certain timeframe?

**(If answer is yes)** What if you could save a certain number of sales opportunities simply by automatically checking for expiring quotes?

3. Do you – or would you like to – offer repeat customers sales incentives based on their past sales activity?

**(If answer is yes)** How much revenue do you think this would add annually?

4. Have you ever had a client who stopped buying from you – or dramatically changed their buying habits – and you didn't know about it for weeks or even months?

**(If answer is yes)** How much more revenue would you gain from these clients if you were automatically notified about changes in their buying habits as soon as they occurred?

5. If you could automatically remind customers of upcoming payments due and include outstanding invoices, would that improve your cash flow?

**(If answer is yes)** If you could reduce the number of days it takes for your customers to pay by "x" days, how would that impact your cash flow?

## Operational & Productivity Improvements

1. How much time every week do you spend reviewing stock levels and issuing purchase orders to your suppliers?

**(If answer is anything but '0')** Consider how much money you would save by automatically monitoring stock levels and auto-delivering purchase orders to your vendors.

2. How much time every week does your staff spend generating and delivering invoices and statements to your clients?

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How much do you spend monthly/annually on postage to deliver these invoices?

**(If answer is anything but '0')** How much money would you save by automating the generation and delivery of these forms and documents?

3. Do you write-off bad debt because of uncollected receivables? How much are you writing off every quarter/year? What is your average amount due over 90/120 days past due?

**(If answer is yes and anything but '0')** How much would you reduce your 'bad debt' by and how much time would you save if customers were automatically reminded (and sent AR aging reports and dunning notices) about their overdue payments?

4. Have you ever experienced where one warehouse (or store) is out of a particular stock item when another warehouse has plenty on-hand?

**(If answer is yes)** How much time and money would you save if you were automatically notified about shortages in one location that could be addressed by surpluses in another?

5. How much time does your staff spend every week running analytical reports, such as A/R aging reports & Stock Status reports?

**(If answer is anything but '0')** Think about how much time and money would be saved if all of your reports could be auto-generated and auto-delivered exactly when your staff needs them.

## Cost Savings

1. Does your organization ever process orders with excessive freight costs or abnormally high miscellaneous charges?

**(If answer is yes)** How much money would you save every month if you were able to catch and prevent such orders from going through?

2. Do you ever have a sales rep work for hours or days on a potential sale only to have the sale denied – at the last moment – because the client has overdue receivables, or is nearing their credit limit?

**(If answer is yes)** How much time – and therefore money – would your organization save if sales reps knew ahead-of-time which of their clients were experiencing financial difficulties?

3. Does your organization ever miss out on early-pay discounts on your Accounts Payable invoices?

**(If answer is yes)** How much money would your organization save every month if your staff was auto-reminded about every early payment discount?

4. Do you and your staff ever get surprised – after the fact – by purchase orders in which your supplier has drastically increased an item's price?

**(If answer is yes)** How much would your organization save if you were notified whenever a new PO had an item whose latest cost was an increase of more than 'x' percent over its last cost?

5. Have you ever experienced perpetually late shipments from vendors or shipments with a high number of damaged items?

**(If answer is yes)** How much money would you save by auto-identifying problematic vendors, putting them on notice, or perhaps even switching to a more reliable supplier?

6. Does your Finance department ever get surprised by staff asking for additional funds because a project overran its budget?

**(If answer is yes)** How much better would you control and anticipate expenses if budget variations were continuously tracked and triggered alerts whenever a job was projected to go over budget?

### **Visibility into the Bottom-Line ("What's going on in my business?")**

1. Have you ever had orders go through with incorrect pricing, missing components, or just plain errors?

**(If answer is yes)** How much time and money would you save if errors and oversights such as these were auto-detected and communicated before the order goes through?

2. Has your organization ever had to deal with potential illegalities, such as missing product, financial irregularities, and the like?

**(If answer is yes)** What would be the financial results if you had a way to automatically monitor for – and send alerts about – potentially illegal activities?

3. Have you ever had an order go through with an unapproved discount or reduced-cost item which dropped your profit margin to an unacceptable level?

**(If answer is yes)** How much money would you save monthly by preventing such orders from being processed?

4. Does your organization have multi-step business processes (such as a purchase order approval) that often get delayed while waiting for one or more people to sign-off on the process?

**(If answer is yes)** How much time – and thus money – would it save your organization if automated review & approval alerts were instantly delivered to the people involved?

5. Do you ever have shipments to customers that arrive either before or after their desired delivery date?

**(If answer is yes)** Would the ability to auto-notify customers about the status of their shipment – especially if it's going to arrive earlier or later than expected – improve your clients' satisfaction with your organization?