



Finance &  
Logistics  
Profession

# FLP<sup>®</sup> Enterprise Management System

for Backoffice,  
Accounting, Workflow and email

IBM. Lotus. software

Built on

IBM | EXPRESS  
PORTFOLIO<sup>™</sup>



FLP<sup>®</sup> anticipates your requirements.

## BACKGROUND

FLP<sup>®</sup> is an Enterprise Management System that provides the complete solution to support essential business requirements, enabling you to meet strategic goals, maintain operational control, acquire business analysis, improve administrative efficiency and uplift profitable. FLP<sup>®</sup> monitors business processes and lets you interact with staff, customers, partners and suppliers. With FLP<sup>®</sup> Enterprise Management System, you'll have better forecasting and planning, and more accurate insight into what's going on in the enterprise.



FLP<sup>®</sup> can be customized to offer tailor-made functionalities under a very short development time.

## FLP<sup>®</sup> FUNCTIONAL MANAGERS

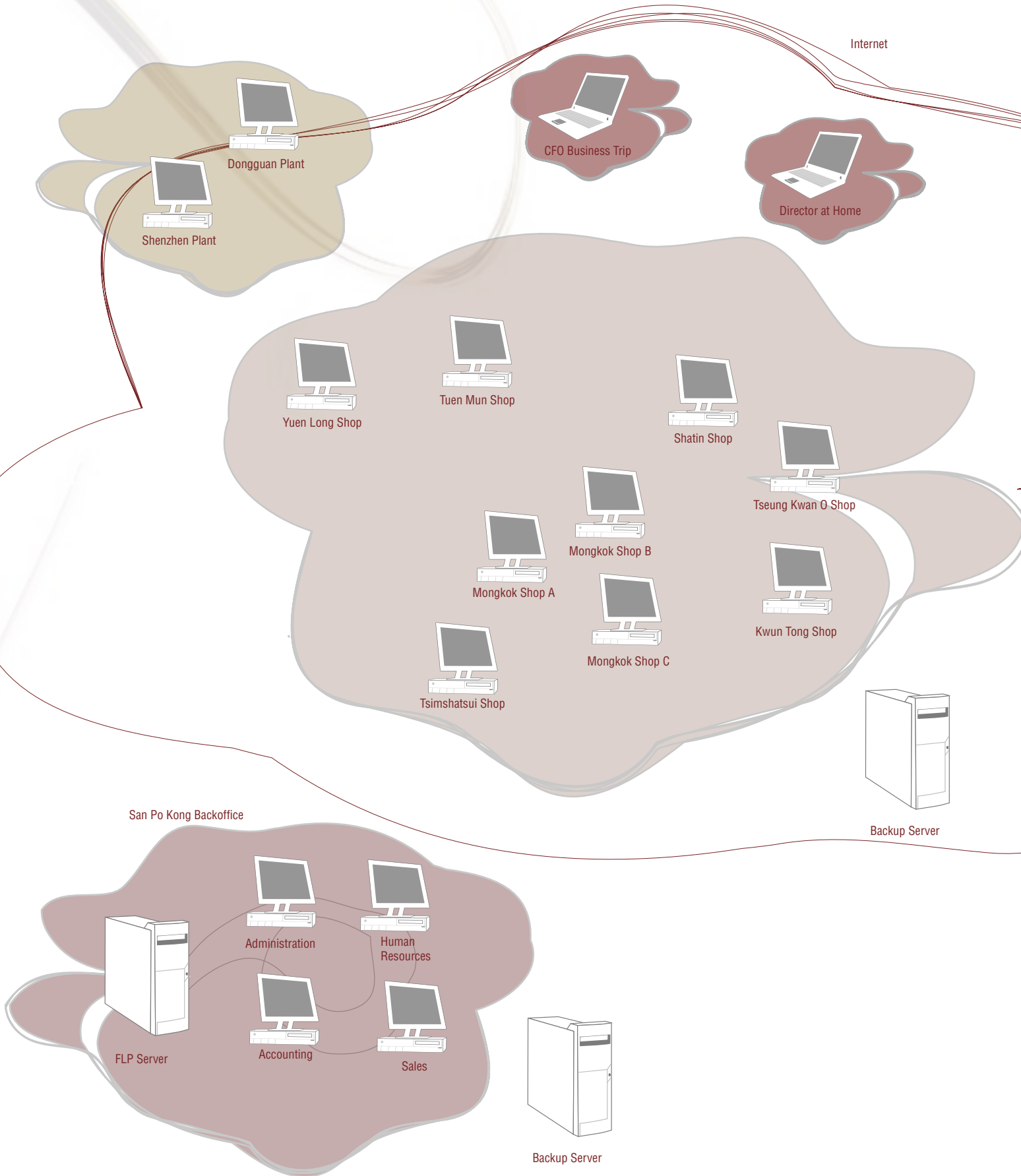
FLP<sup>®</sup> is structured on the foundation of functional managers and each of them integrates altogether. They don't carry a rigid design. In essence, every functional manager can be customized to your needs. Depending on requirements, a new functional manager can be tailor-made specifically for your business model.



**FLP<sup>®</sup>**  
**Enterprise**  
**Management**  
**System**

Finance &  
Logistics  
Profession

# FLP<sup>®</sup> CONNECTION INFRASTRUCTURE





## MAJOR FUNCTIONALITIES

- ▶ Email system ready
- ▶ Accounting system
- ▶ Financial management
- ▶ Human resources management
- ▶ Customer relationship management
- ▶ Document management
- ▶ Remote access and access from overseas
- ▶ Delivery management
- ▶ Salesman performance
- ▶ Profit performance
- ▶ Mail merge
- ▶ Built-in workflow mechanism
- ▶ Attendance management
- ▶ Leave application and annual appraisal
- ▶ Payroll
- ▶ Diary, planner and reminder
- ▶ Staff handbook
- ▶ Forum

## COLLABORATION, WORKFLOW AND SCALABILITY

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### Consistent

FLP<sup>®</sup> is built on IBM Express Portfolio and has delivered, and continues to deliver, a consistent and integrated collaboration platform, along with a cohesive vision, to improve the ability to work together, that evolves with technology, not for the sake of technology.

### Scalability

FLP<sup>®</sup> is highly scalable. An incremental number of servers and new applications can be added at any time should the environment grow to require so in the future.

### Collaboration and groupware

FLP<sup>®</sup> is working in a true groupware platform which provides messaging, calendaring, and scheduling tightly integrated with application development framework that enables people to communicate, collaborate, and coordinate irrespective of their locations. FLP<sup>®</sup> provides the environment and necessary tools for development and deployment of application that can be used to achieve business process and workflow automation in a secure and scalable way.

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FLP<sup>®</sup> provides solutions.

## ROLE-BASED ACCESS RIGHTS

FLP® caters for the needs of a wide range of people of different functions scattering around different locations using different languages. You can even grant rights to a manager to view information of a particular team, but not the information of the other teams.

Role of Role & Permissions	Role	Permissions
Admin	Admin	Not Allowed
Operator	Admin	Allowed
Viewer	Admin	Allowed
Service Administrator	Admin	Allowed
Service Administrator	Admin	Not Allowed
Additional User	Admin	Not Allowed
Viewer (Role)	Admin	Not Allowed
Viewer (Role)	Admin	Not Allowed

Role of Manager Permissions	Role	Permissions
Admin	Not Allowed	Not Allowed
Operator	Not Allowed	Allowed
Viewer	Not Allowed	Allowed
Service Administrator	Not Allowed	Allowed
Additional User	Not Allowed	Not Allowed
Viewer (Role)	Not Allowed	Not Allowed
Viewer (Role)	Not Allowed	Not Allowed

### Fingerprint Scanner

FLP® is offering a full series of fingerprint solution for fingerprint verification and authentication. The fingerprint scanner can identify the sales person who issues invoices and control the daily attendance. Senior management can easily monitor the performance of each sales person.

Document	Revision	Location	Date	Customer	Phone	Invoice Amount
1-250020218	1	Wales	2005-04-01	New Customer	94877281	6,350.00
1-250020219	1	Wales	2005-04-02	S.M. STEELING HOUSE LTD	95081339	1,897.00
1-250020220	1	Wales	2005-04-02	L. STEELING LTD	93302339	6,198.40
1-250020221	1	Wales	2005-04-02	L. STEELING LTD	94877281	4,340.00
1-250020222	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	41944913	25,351.00
1-250020223	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	440.00
1-250020224	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	12,309.00
1-250020225	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	890.00
1-250020226	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	14,389.50
1-250020227	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	12,643.00
1-250020228	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	890.00
1-250020229	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	3,143.00
1-250020230	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	1,897.00
1-250020231	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	2,800.00
1-250020232	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	2,800.00
1-250020233	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	95,200.00
1-250020234	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	95,200.00
1-250020235	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	170.00
1-250020236	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	5,450.00
1-250020237	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	2,390.00
1-250020238	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	190.00
1-250020239	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	4,690.00
1-250020240	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	95,643.00
1-250020241	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	0.00
1-250020242	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	2,800.00
1-250020243	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	1,897.00
1-250020244	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	1,897.00
1-250020245	1	Wales	2005-04-02	Steel Casting, Cast. Lmt	94877281	1,897.00



## MULTI-LANGUAGE SUPPORT

FLP<sup>®</sup> supports 中文繁體, 中文简体 and English.





## RAPID APPLICATION DEVELOPMENT (RAD)

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FLP<sup>®</sup> is using the rapid application development concept and the advantages are:

### Fast development

For an application of fair complexity, a prototype can be achieved in a month.

### Cost saving

The less the time required in development, the lower the cost.

### Less worry

Faster development time means less frustration caused by current imperfection.

### Efficiency

The early adoption of improved application means early improvement of efficiency.



## BENEFITS AND ADVANTAGES

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FLP<sup>®</sup> Enterprise Management System helps you transform your corporate management system to support your company's strategy in eliminating inefficiency and duplication. FLP<sup>®</sup> streamlines, standardizes and integrates your business operations. See how you can benefit from the FLP<sup>®</sup> solutions:

- ▶ Real-time enquiry of company information
- ▶ Information 7x24x365 and cross country
- ▶ Streamline accounting procedures
- ▶ Analyze up-to-date financial information and make sound decisions
- ▶ Email system ready and integration
- ▶ Enable fast communication among suppliers, customers and staff
- ▶ Incorporate business operations and processes into one solution
- ▶ Integrate people, applications and data into one platform
- ▶ Eliminate inefficient manual procedures
- ▶ Standardize work processes
- ▶ Top security using IBM advanced Public Key Infrastructure
- ▶ Complete IBM solution from hardware to software
- ▶ Increase document accuracy
- ▶ Reduce costs of error correction
- ▶ Shorten the time and prevent the delay of circulating document
- ▶ Integrate fragmented operations
- ▶ Eliminate redundant processes
- ▶ Overseas locations or non-productive time connect to backoffice in real time
- ▶ Easy backup plan
- ▶ User access right
- ▶ Support multiple languages
- ▶ Improve and centralize customer and supplier information
- ▶ Centralize all types of files, e.g. Excel, Word, autoCAD, TIF, Powerpoint and PDF
- ▶ Document version control and revision history
- ▶ Customizable to address your business needs, cost effectively within 3 months
- ▶ Support low cost Linux solution
- ▶ Simple hardware and software requirements

# SAMPLE SCREEN

## FLP® Accounting Manager

General Ledger

Account Name	Debit	Credit	Balance	Year
Accounts Payable	1,101,407.76	1,101,407.76	0.00	2006
Accounts Receivable	3,261,807.00	3,261,807.00	0.00	2006
... (many more rows) ...				

Accounting

Company: ABCDEF, Inc.  
Location: New York, NY

Account Name	Description	Local Dr/Cl	Local Cr/Dr	Base Dr/Cl	Base Cr/Dr	Base Bal	Base Tran
100000	Hourly Salary	15,000.00		15,000.00		15,000.00	
200000	Travel Expense	1,000.00		1,000.00		1,000.00	

Entry Details

Accounting Entry: [View]

Account Name: Hourly Salary  
Description: Hourly Salary  
Accounting Entry: [View]

Accounting Entry: [View]

Date: 25 Sep 2006  
Per: Hourly Salary  
Amount: 15,000.00  
Base Rate: 15,000.00

SAMPLE SCREEN

FLP® Customer Manager



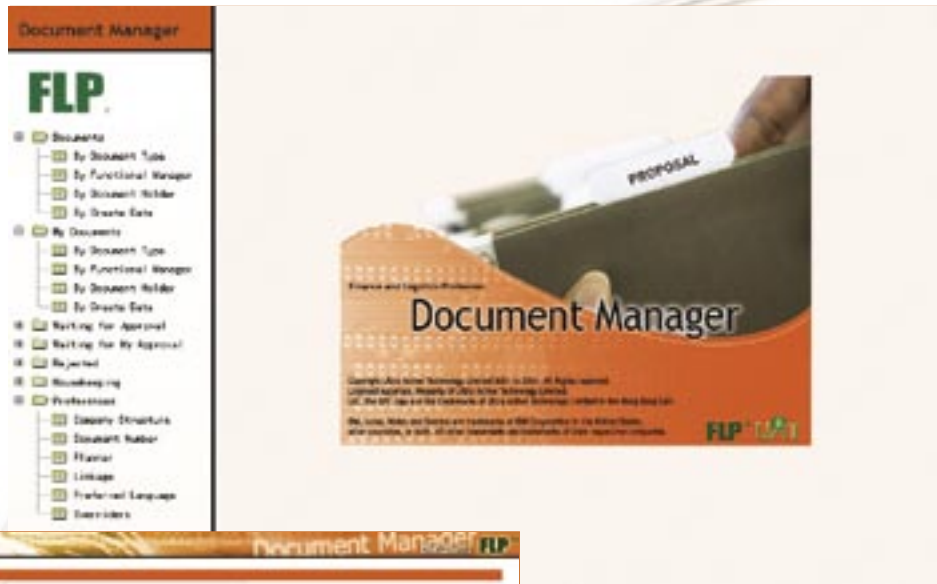
This screenshot displays a detailed view of the Customer Manager software. At the top, it shows the date 'Monday, May 2005'. Below this is a table with multiple columns. The main table has the following columns: 'First Name', 'Last Name', 'Position', 'Mobile', 'Email', and 'Phone'. The data rows include:

First Name	Last Name	Position	Mobile	Email	Phone
John	Lee	Technical Support	0522 7542 1234	john.lee@flp.com	0522 7542 1234
John	Wong	Marketing Executive	0522 7542 1234	john.wong@flp.com	0522 7542 1234
John	Chen	Product Manager	0522 7542 1234	john.chen@flp.com	0522 7542 1234
John	Chen	Product Manager	0522 7542 1234	john.chen@flp.com	0522 7542 1234
John	Chen	Product Manager	0522 7542 1234	john.chen@flp.com	0522 7542 1234
John	Chen	Product Manager	0522 7542 1234	john.chen@flp.com	0522 7542 1234
John	Chen	Product Manager	0522 7542 1234	john.chen@flp.com	0522 7542 1234
John	Chen	Product Manager	0522 7542 1234	john.chen@flp.com	0522 7542 1234
John	Chen	Product Manager	0522 7542 1234	john.chen@flp.com	0522 7542 1234
John	Chen	Product Manager	0522 7542 1234	john.chen@flp.com	0522 7542 1234

Below the table, there are several tabs: 'Address', 'Business', 'Account', 'Financial', 'Sales', and 'Marketing'. The 'Business' tab is selected, showing fields for 'Company Name', 'Address', 'Phone', 'Fax', 'Mobile', 'Email', and 'Website'. Below this is a 'Business Details' section with a table of business information.

# SAMPLE SCREEN

## FLP® Document Manager



Document Type	Functional Manager	Document Holder	Create Date
Design of Architecture Room 0	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 1	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 2	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 3	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 4	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 5	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 6	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 7	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 8	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 9	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 10	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 11	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 12	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 13	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 14	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 15	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 16	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 17	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 18	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 19	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 20	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 21	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 22	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 23	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 24	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 25	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 26	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 27	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 28	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 29	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 30	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 31	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 32	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 33	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 34	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 35	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 36	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 37	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 38	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 39	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 40	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 41	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 42	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 43	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 44	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 45	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 46	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 47	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 48	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 49	Architectural International Ltd	Customer Manager	2009-10-09
Design of Architecture Room 50	Architectural International Ltd	Customer Manager	2009-10-09

# SAMPLE SCREEN

## FLP® Human Resources Manager



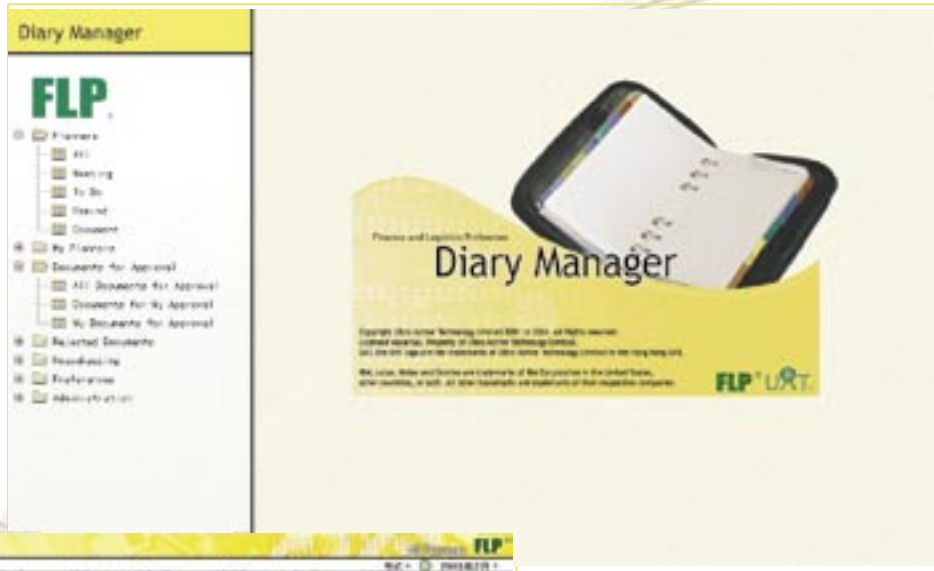
Human Resources Manager

Salary Data by [Bank Account] [Month]

Pay Description	Amount	Rate	Amount	Rate
Salary	Annual Total Contribution to		25,400.00	
	STP/STPM			
Bank Fee			0.00	
Director's Fee			0.00	
Contribution (Other Fee)	Annual		0.00	
Bonus			0.00	
Bank Fee - Australia	Annual		0.00	
Education Benefit			0.00	
Other Allowance	None		0.00	
Payroll	None		0.00	
<b>Total Income</b>			<b>25,400.00</b>	
MP Deduction (Mandatory)	5% Contribution	1270.00		
MP Deduction (Voluntary)		0.00		
MP Deduction (Mandatory)	5% Contribution	1270.00	1270.00	
MP Deduction (Voluntary)		0.00	0.00	
Retiree Contribution	Group Rate - Group Rate Plan	0.00	0.00	
	None (Plan No. 401-404)			
Reduction 1	None		0.00	
Reduction 2	None		0.00	
Reduction 3	None		0.00	
<b>Total Deductions</b>			<b>1270.00</b>	
<b>Net Payroll</b>			<b>14,130.00</b>	

SAMPLE SCREEN

FLP® Diary Manager



The screenshot shows a calendar grid with columns for Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. Each cell contains a list of events with their start and end times. For example, on Sunday, there are events from 07:00 to 08:00, 08:00 to 09:00, 09:00 to 10:00, 10:00 to 11:00, 11:00 to 12:00, 12:00 to 13:00, 13:00 to 14:00, 14:00 to 15:00, 15:00 to 16:00, 16:00 to 17:00, 17:00 to 18:00, and 18:00 to 19:00. Similar event lists are provided for each day of the week.

The screenshot shows a form titled 'Diary Manager' with the following sections:

- Subject:** Project Office Functions Update
- Prepared By:** Eric Wu
- Meeting:**  Presentation for FLP URT  
Start: 2016-04-27 09:00 AM, End: 2016-04-27 11:00 AM, Location: Tel. Room
- Participants:**  Eric Wu,  Tel. Room
- Task Description:** Meeting to be held in customer's office.  
Equipment:  WebEx
- Agenda and Remarks:**
  - 1. Briefing of FLP for customer
  - 2. User access management of FLP



## SAMPLE SCREEN

### FLP® Accounts Receivable Manager



Invoice #	Invoice Date	Invoice To	Invoice From	Invoice Amount	Invoice Status
1000000001	2008-07-01	Jan. Term	001	100.00	PAID
1000000002	2008-07-01	Jan. Term	002	200.00	PAID
1000000003	2008-07-01	Jan. Term	003	300.00	PAID
1000000004	2008-07-01	Jan. Term	004	400.00	PAID
1000000005	2008-07-01	Jan. Term	005	500.00	PAID
1000000006	2008-07-01	Jan. Term	006	600.00	PAID
1000000007	2008-07-01	Jan. Term	007	700.00	PAID
1000000008	2008-07-01	Jan. Term	008	800.00	PAID
1000000009	2008-07-01	Jan. Term	009	900.00	PAID
1000000010	2008-07-01	Jan. Term	010	1000.00	PAID

Invoice #	Invoice Date	Invoice To	Invoice From	Invoice Amount	Invoice Status
1000000001	2008-07-01	Jan. Term	001	100.00	PAID
1000000002	2008-07-01	Jan. Term	002	200.00	PAID
1000000003	2008-07-01	Jan. Term	003	300.00	PAID
1000000004	2008-07-01	Jan. Term	004	400.00	PAID
1000000005	2008-07-01	Jan. Term	005	500.00	PAID
1000000006	2008-07-01	Jan. Term	006	600.00	PAID
1000000007	2008-07-01	Jan. Term	007	700.00	PAID
1000000008	2008-07-01	Jan. Term	008	800.00	PAID
1000000009	2008-07-01	Jan. Term	009	900.00	PAID
1000000010	2008-07-01	Jan. Term	010	1000.00	PAID

# SAMPLE SCREEN

## FLP® Product Manager

The screenshot displays the FLP Product Manager software interface. The top section features the FLP logo and a navigation menu with options like 'Products', 'By Name', 'By Category', 'By Class', 'By Preferred Supplier', 'By Supplier', 'By Manufacturer', 'Number Search by Start', 'Companying', 'Performance', and 'Subcontractor'. The main area shows a grid of product data with columns for Product Code, Description, Price, and other attributes. Below the grid, a detailed view of a specific product is shown, including fields for Product Code, Name, Class, and Price, along with a 'Sales Price and Warranty' section and a 'Specifications' section containing a photograph of a product.

Product Code	Description	Price	Class
407000	FLP 10' x 10' x 10'	100.00	100
407001	FLP 10' x 10' x 10'	100.00	100
407002	FLP 10' x 10' x 10'	100.00	100
407003	FLP 10' x 10' x 10'	100.00	100
407004	FLP 10' x 10' x 10'	100.00	100
407005	FLP 10' x 10' x 10'	100.00	100
407006	FLP 10' x 10' x 10'	100.00	100
407007	FLP 10' x 10' x 10'	100.00	100
407008	FLP 10' x 10' x 10'	100.00	100
407009	FLP 10' x 10' x 10'	100.00	100
407010	FLP 10' x 10' x 10'	100.00	100
407011	FLP 10' x 10' x 10'	100.00	100
407012	FLP 10' x 10' x 10'	100.00	100
407013	FLP 10' x 10' x 10'	100.00	100
407014	FLP 10' x 10' x 10'	100.00	100
407015	FLP 10' x 10' x 10'	100.00	100
407016	FLP 10' x 10' x 10'	100.00	100
407017	FLP 10' x 10' x 10'	100.00	100
407018	FLP 10' x 10' x 10'	100.00	100
407019	FLP 10' x 10' x 10'	100.00	100
407020	FLP 10' x 10' x 10'	100.00	100
407021	FLP 10' x 10' x 10'	100.00	100
407022	FLP 10' x 10' x 10'	100.00	100
407023	FLP 10' x 10' x 10'	100.00	100
407024	FLP 10' x 10' x 10'	100.00	100
407025	FLP 10' x 10' x 10'	100.00	100
407026	FLP 10' x 10' x 10'	100.00	100
407027	FLP 10' x 10' x 10'	100.00	100
407028	FLP 10' x 10' x 10'	100.00	100
407029	FLP 10' x 10' x 10'	100.00	100
407030	FLP 10' x 10' x 10'	100.00	100

## SUCCESS CASES

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### Shanell Limited

- ▶ Market leading plastic materials distributor
- ▶ Sales offices in China and Hong Kong
- ▶ Backoffice in Kwun Tong
- ▶ IBM success case :  
[http://www-8.ibm.com/hk/e-business/case\\_studies/distribution/shanell.htm](http://www-8.ibm.com/hk/e-business/case_studies/distribution/shanell.htm)

### NETe2 Asia Pte. Limited

- ▶ Business solutions for Singapore government, military forces and multi-national corporations
- ▶ Headoffice in Singapore
- ▶ Various sites in Singapore, Malaysia

### Regent Building Material Supplies Company Limited

- ▶ Chain stores selling fashion ceramic tile
- ▶ Shops in Wanchai and Mongkok
- ▶ Warehouse in Yuen Long
- ▶ Backoffice in Wanchai

### Intrelines Industrial (HK) Limited

- ▶ Printed circuit board manufacturer
- ▶ Factories in China
- ▶ Backoffice in Kwun Tong
- ▶ IBM success case, interviewed by IBM in July 2005 and expected to be published officially in September 2005

### D & F Financial Group Limited

- ▶ Registered insurance broker company
- ▶ Group of companies in Hong Kong
- ▶ Backoffice in Wanchai

### Hiller Pharma Company Limited

- ▶ Large audio / visual rental house
- ▶ Various locations in China, eg. Beijing and Shenzhen
- ▶ Headoffice in Aberdeen.



## IBM software solution streamlines Shanell's plastic operations for better efficiency, lower operation costs

Plastic dreams drive profits at Shanell Ltd.

Born in 1989, Shanell, a company specialising in the sourcing, import, sales and distribution of all kinds of plastic materials mainly imported from international conglomerates, such as Exxonmobile and Marubeni, has been built over the years. It is now one of the largest distributors of plastic in Hong Kong, importing more than 100,000 metric tons of plastic materials annually.

The 50-strong company maintains this pole position from two sales offices and one head office in Hong Kong, and one sales representative office in Shenzhen, China. Its success was clearly demonstrated through its promising growth during economic downturn, financial crisis and SARS, with a promising growth of over 20 per cent per annum for the last 3 years.

### Moulding automation

Success left Shanell with reams of paperwork. Manual records for orders, deliveries, shipment schedules, and shipment documents were kept in racks. The company also used five PCs for spreadsheet and word processing needs.

Accounting was done on an antiquated DOS system manually—making the system susceptible to human error. At the same time, business was based on relationships. With all processes leading to a laborious paper trail, the sales team did not feel any

incentive to supply the head IBM software solution streamlines Shanell's plastic operations for better efficiency, lower operation cost with the details about the clients. This meant, although the company was reaping profits, it had very little information as to who its most profitable customers are. It also made Shanell rely on its senior sales staff tremendously and lost valuable customers when some left the company.

With the profit margins getting thinner by the month, and with the market getting more competitive, Shanell relied on sales to prop up the profit margins. However, the company knew that to double its revenue in the shortest possible period, it had to streamline its operations to remove its operation inefficiencies if it wants to remain competitive.

So Alan Chiu, Shanell's CEO looked for a place to start. Then he met IBM partner Ultra Active Technology Ltd (UAT) who turned his problem into a company-wide solution.

### Starting the process

To map out Shanell's IT environment, UAT used their 15 years experience in business re-engineering and product development to help Mr Chiu examine his own company processes. Using Rapid Application Development (RAD), he was able to compartmentalise each business

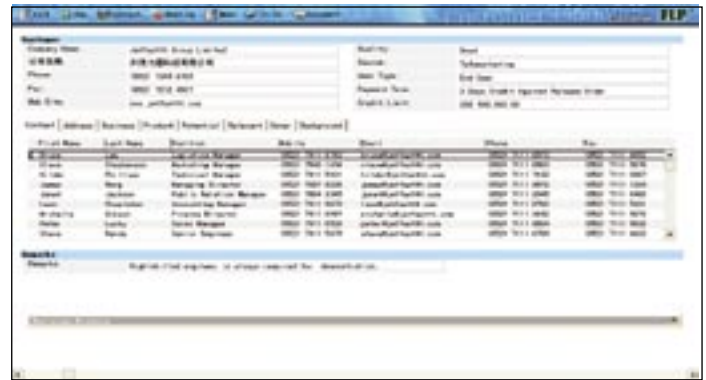
activity and trace out each document workflow involved.

At the same time, UAT demonstrated its FLP Enterprise Management System solution, built ground up on IBM Lotus Domino and Lotus Notes, to Shanell's senior management. Mr Chiu and his team quickly learnt how a company-wide IT infrastructure can help weed out inefficiencies, while raising its bottom line.

The collaboration capabilities of Lotus Domino impressed Mr Chiu. With its easy management features, it met his requirements for a one company-wide system that provided a flexible, yet robust foundation to all his business processes, at a reasonable cost.

"We liked IBM Lotus Domino because it is a collaboration platform that will help us to enhance communication and raise team spirits. With all company business information stored centrally, they can be retrieved anytime, anywhere for quick decisions," said Mr Chiu.

*“FLP using Lotus Domino improves efficiency and productivity. Further more, the combination has increased our morale and team effort—factors that many companies overlook when you are running an inefficient company” Alan Chiu, CEO, Shanell Ltd.*



FLP Customer Manager: tracks key customer information and transaction details throughout the selling process

IBM Lotus Domino server software provides the FLP Management System with a robust multi-platform foundation. Built with enterprises in mind, the messaging and collaboration software eases document management by automating a company's entire workflow into a secure, paperless one.

At the same time, UAT's experience in accounting also caught Mr Chiu's attention—clearly reflected by the fact that the company was instrumental in computerising the Hong Kong Society of Accountants.

“The easy management and ease of use allowed us to concentrate on our core business,” said Mr Chiu, who chose to implement UAT's IBM-based solution within a week.

#### Injecting productivity

Once implemented, Shanell reaped the benefits almost immediately.

On the onset, the solution, which was based on Lotus Domino version 5 allowed Shanell to communicate prices immediately to its front line sales team. Since price fluctuation occurs on a daily basis, the new solution allowed the company to let their front line sales team know sell price quickly.

Prices were also more accurate as price details were only needed to be updated once and would be reflected throughout the system. This allowed Shanell to eliminate precious man hours wasted in correcting quotations and invoices, which plagued the company previously. At the same time, with less human error, the operation costs were drastically reduced.

Competitiveness was also sharpened as the senior management was able to know in real-time where their respective businesses are heading. The solution allowed them to retrieve business status in a second, and allowed them to react to changing market condition quickly by developing alternative business strategies or modifying existing ones.

Customer relationship, which was the key problem in the previous setup, was brought to a whole new level. With all relevant customer data kept in one central

database, the solution allowed Shanell to preserve its relationships even if key staff left the company. It also allowed new salespeople to get acquainted with the customers quickly. It improved time for processing accounts, since all relevant details can be retrieved immediately when customers enquire for it.

With the documents filed electronically, Shanell cut through its towering paperwork and allowed their staff more time to do more productive tasks. Both Lotus Domino and Lotus Notes also improved knowledge management by allowing staff to share experiences and relevant information with colleagues in different department or with new staff.

Best of all, Mr Chiu had more time to himself. He no longer had to wait for printed reports before realising how well his company is doing. All he had to do now is to remotely connect through the company's virtual private network to assess his business's health online, in real time, improving overall business visibility.

#### Conclusion

Although the new IT architecture was robust, it gave Mr Chiu and his team the much-needed flexibility to build new revenue streams while expanding their geographical coverage.

With management information at their fingertips, Shanell is now looking to open more sales offices in China without much effort in reining them. The company is also contemplating to build a company-wide broadband so that new offices can start collaborating with the head office almost instantaneously.

“FLP built on Lotus Domino improves efficiency and productivity. Furthermore, the combination has increased our morale and team effort—factors that many companies overlook when you are running an inefficient company,” said Mr Chiu.



## **Introlines engages in a new IT transformation to become the leading PCB manufacturer**

### **The company**

Introlines Industrial (HK) Limited has ten years experience in the Printed Circuit Board (PCB) industry. It specializes in manufacturing PCB, generating an average 500,000 square feet of PCBs per month, ranging from single-sided and double-sided flexible models to single-sided and multi-layer rigid versions and exporting to overseas companies, such as The Beckerk GmbH KG in Germany, Ardea Electronics in Belgium and Polaris Electronics in the United States.

With head office in Hong Kong and a factory in Dongguan on the southern mainland, Introlines PCBs sell under the 'IT' brand in the US, Europe and Asia. Order is delivered 2-3 weeks after order confirmation.

### **The Challenge**

The challenge today for most of the businessmen with manufacturing processes in China and back office plus sales functions performed in Hong Kong is to respond to business needs while reducing costs to meet the rigorous, just-in-time manufacturing requirements to stay competitive in the marketplace. At the same time, Circuit Board manufacturer Introlines is expanding its business. A better management of business was strongly required.

The major problem Introlines facing was when acquiring sales order and financial analysis, information could not be anticipated instantly unless collected from different departments and processed several calculations, making it difficult to base business decisions on timely data.

### **The Solution**

FLP<sup>®</sup> Enterprise Management System based on IBM Lotus Domino provides Introlines with the complete solution to improve administrative efficiency and uplift profitability. For better manageability and security, FLP<sup>®</sup> functions include customer relationship management, supply chain management, return material authorization and costing for quotation. FLP<sup>®</sup> provides the complete solution to support essential business requirements, enable the company to meet strategic goals, maintain operational control and acquire business analysis. FLP<sup>®</sup> stimulates business processes beyond the enterprise by interacting with customers, partners and suppliers. With FLP<sup>®</sup> Introlines will have better forecasting and planning, and more accurate insight into what's going on in the enterprise.

# IT ≡

*The changeover from spreadsheet driven business operations, which are prone to be erroneous, to the shared knowledge-based system will immediately turn the staff to be more productive, task to be more meaningful, company to be more profitable.*



## The Benefit

While reacting to changing market conditions, the solution, which focuses on formulating an aggressive growth strategy to extend the market share, helped the business processes increase operational productivity.

With a factory in China and backoffice in Hong Kong, Introlines performs sales, purchases, planning, control and coordinating functions. All the business processes are run under one FLP<sup>®</sup> Enterprise Management System in a single server installed in Hong Kong. Hong Kong office can access to the server through the LAN and Internet and managers in China can access to the server through the Internet.

FLP<sup>®</sup> Enterprise Management System provides a collaboration platform where communication is fast and clear, where ordering can be placed punctual and materials are received in right quantity. Raw materials are ordered in Hong Kong and coordinated to be shipped to the Dongguan factory. Purchase orders are issued by FLP<sup>®</sup>. Material receipts and vendor payments are recorded and ensured to be complete and correct in the same system. Quotations, sales confirmations, proforma invoices, sales invoices, airway bills, deposits and receipts are all tightly linked altogether. Financial accounting and double entries are done simultaneously without going through the antiquated posting process.

Many non-standard and ad-hoc documents, e.g. scan image, Word file, Excel file, Powerpoint, etc., can now be centralized in the same server, allowing staff to share the knowledge. Document flows of the Dongguan factory

are easily monitored both locally by the factory managers and remotely by the backoffice managers. All the document flows, otherwise being delayed, missing and erroneous under manual procedures are all streamlined in one system. No matter when and where the managers are, they can realize the whole business of Introlines. This saves their time and is tremendously convenient.

With respect to sales engineers, they can easily set out the product price ranges for the sales team. Error and omission is reduced to minimum and the business information is always updated and being passed onto the readers timely and efficiently. It helps make decision easily and avoids bias in price generated by different staff at different time.

The changeover from spreadsheet driven business operations, which are prone to be erroneous, to the shared knowledge-based system will immediately turn the staff to be more productive, task to be more meaningful, company to be more profitable.

Introlines has improved customer relationship. FLP<sup>®</sup> is used for organizing customer records with respect to customer contacts, credit line application, credit limit, terms of trade, signature specimen, address book and quick issue of quotation.

## Conclusion

The whole FLP<sup>®</sup> Enterprise Management System sharpens competitiveness and reduces operating costs. Introlines is still actively seeking further development. With the help of a perfect enterprise management system, the pace of greater success will be faster.

# 新鮮概念經營傳統瓷磚生意 FLP<sup>®</sup>系統助你營造優質生活



俊匯建材 (Regent Building Material Supplies Company Limited) 經營了短短五年，現已在灣仔及九龍區開設了五間分店，營業額亦增長愈六倍。在歐洲生活多年的俊匯行政總裁Simon Tso創先引入歐洲生活文化及意念去經營這門傳統的瓷磚材料生意，為這一個行業闖出了新鮮的方向。



Simon Tso在灣仔駱克道150-158號地下一號舖「豪宅」專門店介紹最新歐陸瓷磚潔具系列。

傳統的瓷磚生意都會靠裝修公司或承建商作中介人，為顧客選購所需家居用料，而有部份裝修師傅只著眼於材料的成本價格，往往忽略用家的實際喜好和需要。Simon則以一個真正用家的經驗，發現傳統的瓷磚材料生意經營手法單調，市場策略亦欠缺變化。由於他深受歐洲生活文化及藝術氣氛的影響，認為瓷磚的用途不只局限於廚房和廁所，更可配合起居室、睡房，甚至辦公室的設計。而且現代香港人逐漸懂得享受生活，他們追求的不單是一個舒適的居所，而是一個高質素、有品味的家居環境，所以決定引入歐洲式的家居設計，將潮流帶進瓷磚材料生意上，拓展一個新市場。Simon強調說：「我們賣的不只是一塊瓷磚，而且是一個優質生活環境。」

## 堅持歐洲入貨 建立穩健商譽

Regent從一開業就採用純歐洲入口的瓷磚，每年更派專人到歐洲搜集最新的室內設計和瓷磚款式，務求為客人提供最快、最新、高品質的產品。雖然現有很多同業都開始由中國大陸入貨，以降低成本增加利潤，但

俊匯卻堅持只由歐洲進口瓷磚材料，以保持產品的高質素，這給一班對生活環境有要求的客戶帶來信心的保證。

## 採用電腦系統 更快拓展市場

為配合公司的不斷發展，俊匯率先引入IBM Express Solution成員之一的FLP<sup>®</sup>財務物流企業系統，由採購到銷售整個流程的資料都有效管理，而且資料只需輸入一次，大大減低人為錯誤並節省時間。在英國修讀IT的Simon深信，一套強大的電腦系統能有效提升工作效率，加快開拓更大市場，使擴充業務時無後顧之憂。

雖然Regent在經營期間曾經歷過市場萎縮，歐洲統一貨幣政策令產品成本增加，同業間亦有互相抄襲設計以競爭市場，面對這種困難，一個對產品及市場策略的新構思、一份對高品質的堅持，就成為俊匯今日成功的因素。







## FLP<sup>®</sup> 系統助你 緊貼時勢，面向世界



成立於1972年，擁有三十多年經驗的日億視聽有限公司（Hiller Pharma Co. Ltd），是香港規模最大，歷時最悠久的從事提供高級視聽器材租賃服務的公司，專門為各場合、各活動提供視聽設備、舞臺燈光、會議器材及專業服務。對於處理視聽設備的租賃和處理職員問題，日億視聽以往採取了網上系統操作。可是，由於生意交往日益頻繁，本來的系統並不能滿足公司要求，加上該系統也不能有效的跟進員工日常工作情況，於是作出了明智的決定—採用FLP<sup>®</sup>企業管理系統！

日億視聽在視聽器材租賃問題上，以往的系統不能準確地顯示器材借出的數量和借用地點，也不能獲得貨倉器材數量、損壞器材等的資料，為管理層和員工帶來諸多不便。而FLP<sup>®</sup>便解決了這方面的問題，通過利用先進的條碼閱讀器，把附在器材上面的條碼閱讀，得到資料后自動輸入FLP<sup>®</sup>電腦系統，準確的跟進器材租出的數量和借用場地，也即時更新貨倉的資料。管理層和員工便可以第一時間獲得最新資料，快而準地作出決定，有效的分配資源，為顧客提供最佳的服務。除此以外，系統也加強了日億視聽在香港和深圳的聯繫，讓管理層即時跟進兩地業務。

另外，日億視聽面對的困難是處理員工工作的問題。日億視聽本來所用的電腦系統不能顯示員工放假情況

和準確計算臨時員工工作時間，為公司人事上的調配問題增加不少麻煩。針對企業的不同需要，FLP<sup>®</sup>可增加功能，為企業度身訂造符合要求的電腦管理系統。該FLP<sup>®</sup>企業管理系統不但能為日億視聽清晰顯示了員工放假的日子，還準確的計算臨時員工工作時間，大大提高了公司管理人事的效率。

FLP<sup>®</sup>企業管理系統包含了客戶關係管理CRM、會計財務管理系統和物流管理三大功能，進一步提高工作效率，強化管理。該系統設計清晰流暢，簡單易用，而且支援中文繁、簡字體，有彈性的調整性，資訊緊貼實際情況，使用家隨時隨地輕易掌握最新資料，可謂「緊貼時勢，面向世界」。

# 活用FLP<sup>®</sup>企業管理系統 有助企業迅速發展

# DNF



為了提高市場競爭力，很多企業都逐漸設立ERP系統，如運用恰當，不但能減低營運成本，更可提升企業整體工作效率。駿誠理財顧問有限公司(D & F Financial Advisory Co. Ltd)最近就為整間公司設立了FLP<sup>®</sup>企業管理系統，助其業務迅速發展。

**駿**誠理財作為一間專業的保險中介公司，亦是香港專業保險經紀協會會員，專門為客戶提供一系列的保險代理服務，包括人壽保險、基金投資、辦公室綜合保險、私家車及商業車輛保險、勞工保險、火險等等。由於代理產品繁多，由報價到客戶管理都牽涉大量繁複的程序，令工作流程欠缺效率。

## 統一報價 減少錯漏

D & F為客戶提供不同類型的保險服務，所以每次都需要向數間保險供應商索取報價，從而為客戶挑選最高質、最實惠的產品及服務。FLP系統就能將這繁複的程序簡化成一系列的表格，代理員只需要在系統內選擇合適的產品報價表，然後 E-Mail 給各保險公司提取報價，快捷方便，彌補了以前電話報價會有資料錯漏的缺點。

## 交易計算 準確快捷

作為一間專業的理財顧問公司，財務管理就算是業務最重要的一部份，所以每項交易都必須計算準確，才能為公司帶來可觀的收益。駿誠理財深明此道，於是靈活運用FLP<sup>®</sup>企業管理系統，協助計算各類保險產品的投資金額、受保金額、賠償金額等，甚至保險代理員的佣金計劃都能一一計算，準確無誤，彈性靈活。

FLP<sup>®</sup>企業管理系統就包括財務管理、客戶管理、文件管理、產品管理等，並結合了電郵功能，令公司運作更得心應手。D & F 的行政總裁何先生指出：「FLP<sup>®</sup>系統令公司的營運管理更有效率，亦助我更方便隨時翻查日常的業務紀錄，使我容易掌握公司業務狀況，提升市場競爭力。」



Quality, Value and Simplicity are the key components of FLP<sup>®</sup>.

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