

tencia™  
boundless business



discover new agility

# empower your people

The most valuable resource of any organisation regardless of size, complexity or location, is its people. Streamlining the systems used empowers them to thrive and propel the business forward.



The right software can enable people to gain insight from data, to initiate action and to anticipate and embrace perpetual change in a volatile business climate.

In this digital era, sustaining competitive advantage can be transitory. Eliminating obstructions to information flow is increasingly important to business success. As the time frame for making decisions decreases and the amount of information increases, businesses must deploy tools that enable their people to achieve.

Managers must focus on growth, success and satisfaction and the creation of superior value relationships with suppliers, customers, employees and other organisational stakeholders. And while each enterprise is different, their universal aspiration is to manage the business in the most efficient way possible.

embrace  
perpetual  
change

So ask yourself: do your business systems support the culture of your business and empower your people to make better decisions with less risk?

Tencia's design is focused on delivering holistic business benefits and creating increased connectivity and communication.

Tencia delivers boundless business capabilities. It's an integrated solution with deep functionality and comprehensive reporting features that offers a new level of business connectivity and agility. Designed and built as a highly flexible solution, Tencia's architecture enables interaction with applications across and beyond your business.

tencia™

The name Tencia combines two romanised Mandarin words – 'Tian' – which means sky and 'Xia' which means under. Arrow Research Corporation has transliterated this to mean 'Everything under the Sun.' Tencia enables businesses to explore boundless business capabilities with one integrated business solution.

# more opportunities with one solution

Tencia's innovative and dynamic architecture creates boundless business opportunities for solving the challenges of the new 'connected world'.

Tencia utilises Microsoft .NET technology, which incorporates modern communications systems such as Windows Communications Foundation (WCF) and Web Services. This technology allows your business to meet the future demands of networking, collaborating and exchanging information.

Web Services overcome the compatibility issues of different operating systems, platforms and languages enabling systems that conform to Web Services to be linked to talk to each other more easily than ever before.

Tencia uses Microsoft's .NET technology to bring to you a solution that offers:

**Unmatched scalability** – Tencia grows alongside your business. Tencia has the ability to support one or hundreds of users and the power to deal with large, dispersed computing environments where required.

**Advanced portability** – Tencia's .NET technology and layered design offers the ability to customise Tencia's interface to operate from a range of devices such as pocket PCs, phones and PDAs.



## TENCIA'S CORE SYSTEM

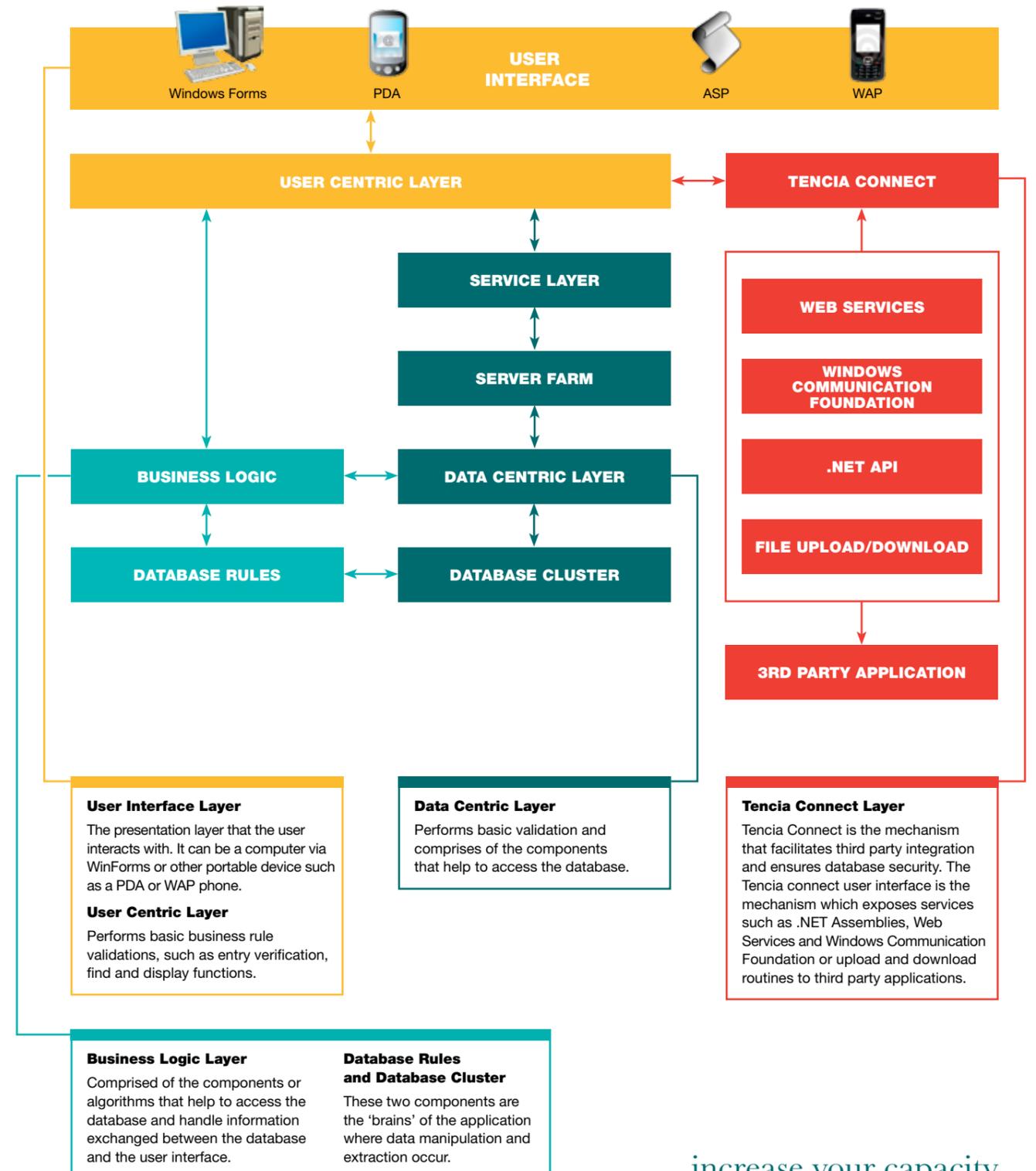
- General Ledger
- Cashbook
- Debtors
- Creditors
- Sales Orders
- Stock
- Purchase Orders
- Foreign Currency
- Multi-Company
- Security
- Serial Batch Tracking
- Advanced Sales Analysis
- Special Pricing Matrix
- Report Designer
- Tencia Management Console

## SPECIALIST MODULES

- Job Costing
- Bill of Materials
- Fixed Assets
- Payroll
- Tencia Connect

# connected freedom

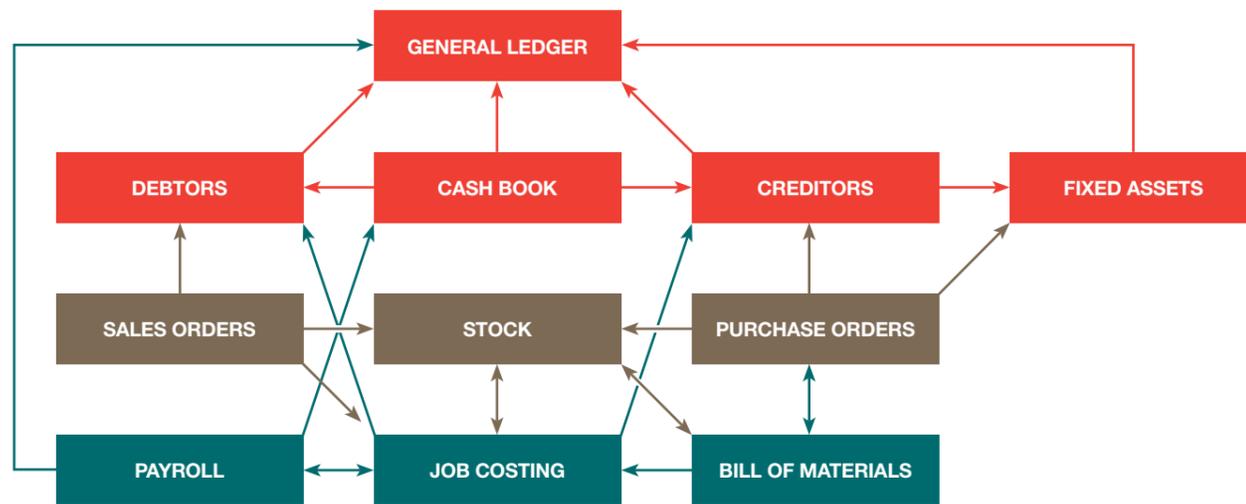
## TENCIA ARCHITECTURE



increase your capacity

# more connected

## TENCIA INTEGRATION



This integration diagram depicts a typical system arrangement and highlights the general flow of information within Tencia. Please note that by applying specific system settings or by customising Tencia to meet your business needs the modular integration of this solution may change.

# insight is your advantage

Tencia lets you survey your data to extract insights that will shape your strategic planning and facilitate effective management.

The information it provides takes you beyond the basics of planning, cash flow, budgeting, bookkeeping and tracking stock to create innovative business solutions.

Thanks to Tencia's deep and flexible integration, there's no need for double entries or double handling of data. You'll find it easier to better connect your people.



**Tencia is designed for small to medium enterprises as a 'business ready' solution. Its streamlined implementation allows Tencia to be up and running in the shortest time possible with minimum disruption to your business.**

**First class technology** – With a multi-layered design that utilises web services to bridge communication gaps, Tencia offers you superior flexibility for accessing and sharing information.

**Robust financial management and bookkeeping features** – Tencia is a feature rich, fully integrated solution.

It offers real time, up-to-date financial reports, sales data, and information, 24 hours a day from anywhere around the globe. You can drill down to important information quickly and easily. It's also simple to add images and store hyperlinks and documents using Tencia's rich text facility.

**Familiar to use** – With intuitive menus and easy-to-customise entry screens, Tencia's workspace has a familiar Microsoft look. So your people will find it simple to learn and use. Tencia integrates seamlessly with Microsoft Office applications, helping you improve productivity by eliminating the need to switch between applications.

**Real time reports** – Tencia offers real time reports, allowing your business to adapt quickly to market trends and respond to customer needs.

Accurate and timely data on your operations helps employees, customers and suppliers make better decisions. The Tencia Report Designer can export results to various formats such as PDF, XLS and HTML, which can easily be shared and emailed.

**Personalised user experience** – Tencia gives you the flexibility to customise each user's experience to align with their job function.

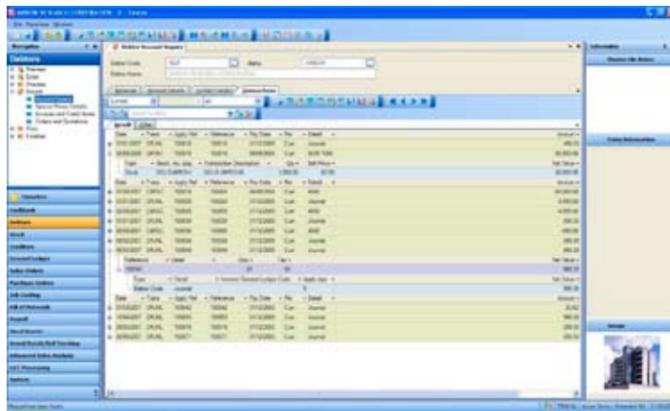
For example, your Sales Manager might require their interface to be five key daily reports based on vital sales performance indicators. Meanwhile your accounts payable representative may require detailed creditor data and payment reports stored for easy access.

Tencia offers this superior level of flexibility and includes customisable data fields that can be used to capture specific data selected by your business, allowing you to obtain information that is relevant to your specific business needs.

# more agile

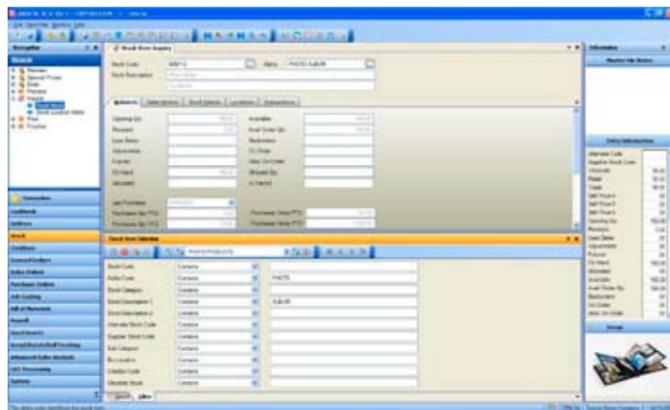
# a clearer view

With Tencia, you can view up-to-the minute business information quickly and easily. Capture and retrieve key information to make your decisions faster and more confidently than before.



### Detailed and flexible transaction inquiries

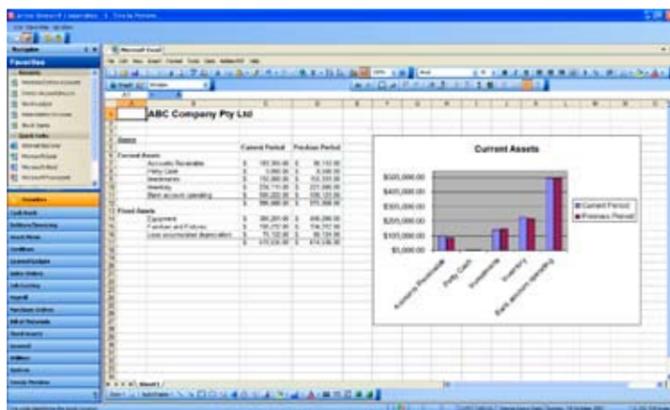
Respond to customer queries. Sort, retrieve and drill down into financial information and details quickly and easily. Use the columns chooser to add fields or the drag and drop feature to move columns, to create customised inquiries that align with your job role.



### Easy-to-use look up panels and filters

Quickly locate the information you need using Tencia's look up and filter features.

Extra fields that are customisable can be set up to capture the information you need. This added flexibility means that you can record data that is specific to your business requirements.



### Seamless integration with Microsoft Office applications

Use Tencia's personalised navigation panel and favourites links to access Microsoft Excel and other Microsoft Office applications quickly and effortlessly from within the Tencia workspace.

Tencia has been built using Microsoft SQL, the database of choice for next generation business applications.

Microsoft SQL's industry-leading performance, reliability, scalability and its built-in intelligence tools allow agile enterprises to manage their processes more effectively and meet everyday business demands.

Platforms built on Microsoft SQL enable business users to pose complex questions and gain valuable knowledge from their business data.

As an industry standard platform, many applications are built on the Microsoft SQL server or incorporate direct drivers,

making it easier to manipulate data between applications.

Popular products such as Crystal Reports and the Microsoft Office suite are all compatible with the Microsoft SQL server platform enabling you to tailor information and deliver it quickly across the business.

Information from a unified data store can be queried and analysed to assist your business to identify opportunities and support better decision-making.

Choosing Tencia means you are gaining an intelligent business solution – one that leverages the power of Microsoft SQL, to enable people at all levels of the business to harness the information they need to make better decisions.

# a solid foundation



flexibility creates productivity

# industry segment versatility



**Tencia helps you manage the dynamics of a growing business, empowering you to manage your accounting, cash flow and banking transactions using one comprehensive and integrated set of tools. Tencia is a flexible solution with a wide range of features suited to a broad range of industries including manufacturing, wholesale and distribution, financial management and professional services. Discover what Tencia has to offer your industry:**

## Manufacturing

### Streamline your manufacturing operations

Tencia is ideal for those operating in a manufacturing environment. It facilitates the effective management of raw material stock levels and ensures they are optimised by effective material requirement planning and stock control. Giving you greater control over inventory and costs associated with the assembly of products.

### Boost your ability to track and manage customer and supplier demands

Tencia enables your manufacturing business to easily and immediately identify, monitor and track the movement of stock items by a unique characteristic such as a Serial, Batch or Roll number. Tencia enables you to manage inventory across multiple warehouse locations and reduces the risk of stock shortages, improving customer fulfilment.

## Wholesale and Distribution

### Easily manage stock levels and special prices

Tencia is ideally suited to stock intensive industries such as wholesale and distribution which require enhanced inventory management features from their accounting and financial solutions. Tencia offers a comprehensive range of special price combinations, transfers between warehouses and the ability to easily track quantities and monitor costs.

### Optimise your warehouse management

Manage your space, orders and goods more effectively with the help of Tencia. With access to real-time accurate stock information that is fully integrated with other processes such as sales and purchasing, Tencia will take your wholesale and distribution business to new levels of efficiency.

## Financial Management

### Improve your business performance

Tencia provides the ability to automatically dissect expenses to multiple accounts, create and generate recurring journals, record incoming and outgoing payments, and easily perform bank reconciliation and cash flow analysis. Tencia enables you to manage revenue and expenses for multiple cost centres and offers a wide range of financial reports from balance sheets, profit and loss statements, cash flow and budget reports.

## Professional Services

### Take control of job costing and track time more effectively

Tencia offers features such as job costing and time tracking which are commonly used by professional services providers including engineering and consulting businesses. Tencia allows you to quickly generate job quotations and estimates, run staff activity and job status reports, and generate invoices.

information is power

# glossary of terms

## Microsoft .NET

A library or suite of ready to use code, tools and services that can be used by software developers to configure, build, deploy and integrate web services.

## Microsoft SQL Server

An industry leading Relational Database Management System that is considered by many to be a highly robust and secure platform.

## Tencia Management Console

A utility designed to manage the Tencia database and administration tasks. It allows administrators to manage the creation of databases and companies and monitor user sessions in a more efficient and straightforward manner.

## Windows Communication Foundation

Microsoft's programming model that is used by software developers to build systems that use web services.

## Web Services

A standardised way of getting web based applications to talk to each other using specific computing standards such as XML and SOAP. XML is used to 'tag' data so that it is formatted and stored in a way that can be understood by the computer system at the other end of the transaction and SOAP is the protocol used to transfer data.

# about arrow research corporation

Established in 1989, Arrow Research Corporation is a proven technology provider. Arrow specialises in financial and business management software solutions for small to medium enterprises across a broad range of industries.



With over 50,000 users worldwide, Arrow has grown progressively by focusing on the needs of its clients. It has steadily worked towards its mission to be a leading global information provider through the distribution of premium scalable integrated business solutions.

Arrow has offices in Australia (Melbourne, Sydney, Brisbane, Perth and South Australia), the United Kingdom and New Zealand. Arrow offers comprehensive, scalable and effective business solutions across a broad range of industries including wholesale and distribution, manufacturing, professional services, small businesses and not-for-profit organisations.

Arrow has a professional Business Partner network that sells and supports its product suite. Our qualified consultants offer expert advice, installation and ongoing customer support.

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