



TIKOS base program

The basis for all TIKOS modules

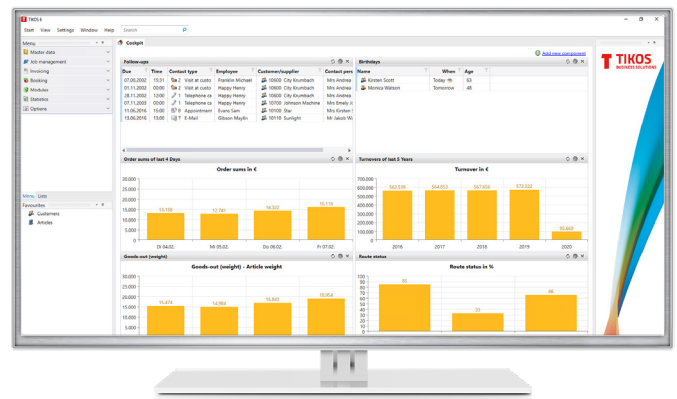
At the centre of our software solutions is the TIKOS base program, the basis for all modules. A **clear master data and order management** as well as a user management with individual rights per user group are the basis. CRM functionalities such as contact management with tasks, serial letters, and resubmissions create **transparency** and contribute to a simplified daily work routine. A TAPI connection also enables direct dialling of telephone numbers and signals incoming calls.

Simple data creation and data management

A **clear workplace design**, which can be individualised by several windows next to each other and a user-definable interface design, creates the prerequisite for easy data creation. The possibility of filing documents from all master data dialogues and archiving emails directly in TIKOS thanks to a Microsoft Outlook® plug-in as well as an **extensive, global search function** offer practical solutions for daily work. Thus, the search can be carried out within menu items or directly in the data you have created yourself, for example, according to employees, customers, articles and much more, in order to arrive at the search result even faster and more efficiently.

With our rule and notification service, you can also send automated e-mails internally and externally when an event defined by you occurs. For example, you can inform your customers automatically if no order has been received in the system X hours before the order deadline, if the tour changes (e.g. public holidays), if the driver is now on his way to the customer, and much more. Depending on which products/modules you use, different rules are available.

A **clearly designed order management system** enables easy administration of incoming goods and deliveries. Created standard reports can be exported in numerous common formats such as Excel, PDF, TXT or CSV.



Individual settings for each customer

Despite stored standard settings, a **simple reaction to the most varied customer wishes and needs** is possible, as these can override the standard settings. A client structure in which your different branches have different rights creates data security through the sole administration of data by the client who created a customer, and at the same time simple administration through the possibility that all branches can create and process orders. In addition to entering incoming goods and deliveries, it is also possible, for example, to store journey rates, minimum calculations and weekend or public holiday surcharges. These are then calculated automatically without the need for manual entries when the invoice is printed. **Individual work instructions per customer** can be displayed in production. Partial deliveries can be conveniently entered through the integrated backlog management. Each entered order can be subsequently edited and the corrected receipt can be reprinted.

Advantages

- Clear overview
- Logic system design
- Easy data management
- Consistent structure
- Data consistency
- Consideration of customer wishes
- Individual employee rights