Ostendo®
by Development-X Limited

Run your Business smoother, make accurate Decisions easier and get Results faster.

Ostendo Functionality Checklist

Inventory, MRP & Purchasing

- Multiple Sites, Warehouses and Locations
- Multiple Units of Measure
- Serial Number, Batch and Warranty Tracking
- Grade, Colour, Size, Revision, Expiry Date
- Barcodes, Barcode Labels and Inventory Labels
- Allows for Negative Stock
- Stock Takes and 'As At Date' Stock Valuation
- Warehouse and Location Transfers
- Average, Standard, Last and Actual Costing at Company or Site Level
- Sales and Purchase Order Matrices with 2 or 3 Dimensions per Style eg Apparel
- Supersession and Alternative Item with Company Cross Reference Coding
- Inventory Forecasting and Replenishment
- MRP Materials Requirement Planning
- Purchase Budgets, Multi Level with Comparatives
- Purchase directly for Jobs, Assemblies, Sales Orders or Stock
- Unlimited Supplier Catalogues/Price Lists
- Landed Costing for Imports with Multi Currency
- 50 character item codes
- 100 character item product descriptions
- 66,000 character item notes field
- Image and document attachments

CRM, Ticketing & Quoting

- Operations Centre Show and Tell Screen for Customer's/Supplier's activities
- Emails can be assigned, stored, viewed and replied to from Ostendo
- Call Centre Ticketing with Business Process and Escalation Procedures to meet SLAs
- Phone System Integration for Call Centre Calls
- Tracks Quotes, Jobs, Sales Orders, Purchase Orders, Invoices, Payments and Deposits
- Activity Log for Emails, Calls, Meetings
- Complete Call and Quote History
- Expiry Date for Quotes
- Convert Quotes to Sales Orders and Job Orders or Change to Lost Status with a Reason
- Opportunity and Pipeline Management
- Marketing and Promotional Campaigns
- Business Knowledge Base with FAQs

Job Costing & Projects

- Simple to Complex Job Estimating
- Real Time Work In Progress at all Levels
- Job Budgets for 36 Months with Comparatives
- Job Order Touch Screens
- Remote Tablet Users
- After Job Costing and Actual Job Profit Reporting
- Use Planned Costs based on Progress Claim Percentage to Project Job Profitability
- Budgeted, Actual and Projected Costs
- Progress Claims and Retentions Tracking
- Consolidated Invoicing by Project
- Use Standard, Average, Actual, Last, Buy Price or Calculated Costing Methods

Distribution, Service & POS

- DRP Distribution Requirements Planning System
- Sales Orders with complete Picking, Packing and Shipping Process
- Consolidate Invoices for Jobs, Sales Deliveries and Recurring Invoices
- Customer Statements by Company Site, Branch or Head Office
- Sales Kitsets, Configured Items, Alternate Items and Add-on Sales
- Unlimited Price Levels, Discount Matrix Rules, Special Pricing & Order Pricing Matrix
- Speed Order Entry Screens defined by User
- Sales Order and POS Touch Screens
- Remote Tablet Users
- Web Based Order Entry for Sales Representatives
- Sales Budgets, Multi Level with Comparatives
- Complete Sales and Service History
- Creates Customer Service Asset after Selling Product or Service
- Original and Extended Warranty Tracking
- Service Level Agreements
- Service Reminder Letters or Emails
- Many to One for Assets to Jobs
- Schedules Preventive Maintenance and automatically creates Service Jobs
- Mobile Meter Readings
- Rentals and Hire
- Point of Sale

Labour, Timesheets & Job Tracking

- Timesheets, Job Sheets and Job Lists
- Data Collection Touch Screens
- Mobile Timesheets and Remote Tablet Users
- Email Spreadsheets for Remote Data Collection
- Graphical Web Dashboards for Employees and Web Based Online Inquiry Screens
- Planned, Actual and Projected Labour Time remaining by Task, Job or Project
- Varying Employee Direct Costs can be linked to One Labour Code
- Varying Customer Labour Charge Out Rates
- Graphical Resource Job Scheduling Calendar
- Graphical Plant and Labour Capacity Views
- Constraint/Bottleneck Resource Scheduling for Assemblies and Jobs

Make to Order Custom Products

- Configured Products and Services
- Question and Answer Interface to Design Cost and Price Customised Items
- Creates and Stores Unique Design, Cost and Price at Quote and Sales Order Entry
- Define your Rules and Pricing Structure
- Uses Scripting for Dimensional Rules based Configurations
- Features and Options
- Converts to a Regular Service Asset

Manufacturing - Process & Discrete

- Make to Order and Make to Stock
- Discrete or Process Production
- Choose the level of Simplicity or Complexity
- Assembly Orders with or without Details
- BOMs and Recipes unlimited Levels Deep
- Assembly Order Touch Screens
- Shop Floor Data Collection
- Includes Setup, Scrap Percentage, Resources
- Where Used Enquiry for Bills of Material
- Mass Replacement/Substitution Utility
- Co-Products and By-Products
- Phantom Assemblies
- Cost Roll Ups
- Routings
- Work in Progress
- Quality Assurance
- Health and Safety

Technology, Workflows & Reporting

- Graphical Process Workflows
- Graphical Web Dashboards
- Remote Access using Web Services, Mobiles, Emails and Tablets
- Customised Data Entry Screens with Remote Synchronisation
- Alerts, Reminders, KPIs and Business Statistics
- Inquiry Screens, Statistics, Analysis, Pivot and Chart Views for all History
- Report Writer and Advanced Scripting Engine
- Queue Services to Schedule Reports, Scripts, Service Actions and Alerts
- Modifiable Windows Graphical User Interface
- Drag and Drop in Sales, Jobs, PO and Assembly
- Document and Image Management
- Spreadsheet with SQL Query Tool
- Data Import and Export
- Extensive HELP Menu and System Short Cut Keys
- User Defined Security and User Groups
- Microsoft Windows Operating System for:
  - Client Server and Terminal Services Networks
  - Workgroups, Workstations and Tablets
  - Cloud Server for Hosted Services
- Firebird SQL Relational Database
- Ostendo Database Utility (Backup, Restore and Validation)
- Multi User 1-100+, Multi Site and Multi Currency
- Ostendo can be used as a Standalone Program
- Third Party Software Integration eg eCommerce
- Accounting Software Interfaces for Ostendo are:
  - MYOB
  - Reckon
  - QuickBooks
  - sage Pastel
  - MoneyWorks
  - Xero

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