

eclipse

A UXC COMPANY

Eclipse provides intelligent business solutions, delivered with old-fashioned service.

Our solution portfolio includes:

- Financial, Business and ERP
- Customer Relationship Management
- People Management
- Corporate Performance Management and Business Intelligence.

Our services portfolio includes:

- Applications & Business Consultancy
- Applications Development
- Business Process Management
- Corporate Performance Management.

We are differentiated by a commitment to service that underpins the success of all our projects and the satisfaction of our client base. Most importantly, Eclipse is differentiated by our people.

It is not only the choice of solution that will make your project successful, it is the people who will develop and deliver it, who will support it and who will be working with you now and in the future - the team from Eclipse.

Eclipse

Established in 1991, Eclipse has been built on an ethos of old-fashioned service and a practice that delivers a choice of solutions to meet unique business requirements.

Eclipse has offices across Australia as well as in New Zealand, Fiji and Canada. Our team includes over 300 professionals, all committed to the support of over 1,000 customer sites.

We are part of the publicly listed Australian investment company, UXC Limited.

For the 2009 financial year, UXC reported a 17 percent increase in revenues to AUD\$715 million with an EBITDA of AUD\$50 million. UXC is ranked one of the top three 'providers of choice' for Business and ITC solutions by Gartner (Source: Gartner IT Services - Asia Pacific market share consultancy services, February 2009). This market recognition and Australian ownership, combined with solid corporate growth ensures our continued financial stability and longevity.

Eclipse is the foremost supplier of all our solutions and has achieved international recognition for our commitment to service and delivery:

- Eclipse is a member of the 2011 Microsoft Dynamics Inner Circle
- Eclipse is a Gold Certified Microsoft Dynamics Partner
- Eclipse is one of the top ten partners for Microsoft Dynamics Worldwide and the largest partner in the Asia Pacific region
- Eclipse is the 2010 Global Microsoft Dynamics AX Partner of the Year
- Eclipse is a PayGlobal Platinum Partner
- Eclipse is a Infor SunSystems Platinum Partner.

2011 INNERCIRCLE
for Microsoft Dynamics



“

I am impressed by how Eclipse can react to our needs. Consultants show a solid grasp of our requirements and sometimes appear to be working from within, rather than as an external provider to the business.

”

Paul Reining, JB Hi-Fi Group Pty Ltd

“

Eclipse provides an outstanding level of client servicing, complete with one-on-one assistance when required ... having a key consultant assigned to your company means you have someone who knows your history and business issues - and that makes a world of difference when you need a quick answer for an issue.

”

Debbie Dowling, Bakers Delight Holdings Pty Ltd

Eclipse Solutions

Intelligent solutions from Eclipse provide the right mix of functionality, technology and relevance for your business. We are here to help you choose the right solution for today and tomorrow.

Sourced from leading vendors, Eclipse intelligent solutions will become the heart of your information systems.

Financial, Business & ERP

Microsoft Dynamics



Microsoft Dynamics

Microsoft Dynamics is a line of integrated, adaptable business management solutions. Microsoft Dynamics works like and with familiar Microsoft software, easing adoption and reducing the risks inherent with implementing a new solution.

These solutions automate and streamline financial, customer relationship, operational and supply chain processes.

Microsoft Dynamics solutions from Eclipse include:

Microsoft Dynamics AX

Microsoft Dynamics AX is the leading, upper midmarket alternative to 'Tier 1' ERP solutions. It offers deep, fully integrated functionality, international compliance and is highly customisable. It is suited to more complex businesses such as distribution, supply chain, manufacturing and organisations with unique work flow that require a flexible and customisable solution built on leading Microsoft architecture.

Microsoft Dynamics NAV

Microsoft Dynamics NAV is a strong solution for midmarket companies who need sophisticated financials to support their manufacturing, distribution, service management and customer based operations. Microsoft Dynamics NAV's financial backbone is a multi-dimensional structure which allows companies with mixtures of operating entities and operational cost centres to exist within the one database and reporting hierarchy. With its integrated development environment, Microsoft Dynamics NAV allows companies to quickly adapt to changing business conditions and competitive pressures.

Microsoft Dynamics GP

Microsoft Dynamics GP is a complete and scalable enterprise management (ERP) solution that allows growing and midsized organisations to automate and improve financial and operational processes. Typically these midmarket organisations have outgrown their existing application and are now looking for applications with enhanced functionality and scalability from four users up to 100 users.

INFOR SunSystems FMS

SUNSYSTEMS

SunSystems delivers deep financial management for businesses with complex reporting and analysis needs. SunSystems is the preferred financial solution for mining and oil & gas companies, the hospitality industry and professional services organisations; all requiring solid financial control and deep analysis capabilities.

e5



e5 is an integrated financial management solution. It is highly scalable and is suited to large government departments and those businesses requiring financial analysis for extended enterprise with seamless e-finance information and transactions enabled across a range of internal and external stakeholders. e5 offers deep business intelligence capabilities and a range of flexible deployment models to reduce business cycle time, improve productivity and enhance collaborative commerce.

Tenrox



Eclipse is the premier implementation partner for Tenrox in the Asia Pacific region. Tenrox is the leading cloud-based, on-demand professional services automation software for today's project-based global dispersed businesses - helping you to reduce costs and increase project billing. Tenrox offers a visual, workflow-driven architecture that simplifies configuration and reduces the 'learning curve' for your team. It is the only project workforce management solution that has been certified with proven integration with all major CRM, financial and payroll applications.



Customer Relationship Management

Pivotal CRM

More than just CRM, Pivotal is considered the industry's most complete out-of-the-box CRM solution and offers the flexibility to conform to your way of doing business. Pivotal offers a powerful toolkit that is fully customisable for all types of diverse requirements, from government licensing operations to hotel loyalty programmes and outbound call centres. Pivotal is flexible in design and in functionality and is ideal for companies with strong workflow requirements and was recognised by Microsoft as the best integrated Microsoft Office CRM solution in 2009. Eclipse is the 2009 International Platinum Partner of the Year from CDC Software Corporation – received for our outstanding Pivotal sales, implementation & support performance.



Microsoft Dynamics CRM

Microsoft Dynamics CRM offers small to mid-sized companies an efficient way to capture leads, track customer interactions and share customer data with ease. Fully integrated with Microsoft Outlook it also offers a range of integration options within the Microsoft Dynamics ERP portfolio.



Sage SalesLogix

Sage SalesLogix provides a complete overview of your customer interactions. From lead generation, sales and marketing, to customer services and support. With strong integration capabilities, SalesLogix can be integrated with your back-office solution and offers cost effective CRM capabilities for customer focused organisations.



People Management

PayGlobal Exolvo

Exolvo by PayGlobal is a comprehensive people management solution that delivers Payroll, Time & Attendance, Rostering, Human Resources, HR Self-Service and WebRecruit modules. Built on the Microsoft development framework, Exolvo offers strong integration with the Microsoft Dynamics product group.



Corporate Performance Management

IBM Cognos

When 23,000 other companies around the world have chosen IBM Cognos as their business intelligence platform, you know that this is software you can trust. Focusing on financial performance management, IBM Cognos TM1 software provides a complete planning, budgeting and analytics environment to help you deliver timely, reliable forecasts and plans. Offering a flexible modeling environment that requires no programming or traditional IT skills, IBM Cognos TM1 is a solution to be owned and managed by your finance team and lines of business. You can rapidly analyse and model planning requirements for your entire organisation with a choice of interfaces including familiar Microsoft Excel.



ZAP BI

Tailored to the needs of small to medium enterprises, ZAP provides fast and easy to implement Business Intelligence (BI). Zap BI comes integrated and out-of-the-box with a range of Microsoft Dynamics solutions. Fully web-based and user friendly, Zap provides a huge range of reports, dashboards, scorecards and analytics to give your organisation a competitive edge. Zap BI will quickly become one of the most used and relied-upon tools in your company.



Microsoft BI

Extend the use of your Microsoft architecture; Microsoft SQL Server can be used for data aggregation, OLAP processing, high query volume support, and more. The Microsoft Office system includes many built-in ways to process and present data, using familiar tools that are easy for users to access and understand. The Microsoft Office system includes Microsoft SharePoint, a secure and simple way to deploy business intelligence information across the enterprise. This provides a centralised information portal for access to dashboard reporting, business analytics, performance scorecards, web based forms and workflow.

Eclipse Industry Solutions

Meet your industry specific needs

The Microsoft toolset offers one of the richest development environments for business partners like Eclipse to extend their out-of-the-box applications to meet unique industry requirements.

Microsoft works closely with its global-wide partner network in a structured way. This collaboration ensures you receive the best mix of reliable Microsoft technology, out-of-the-box modules and industry-specific functionality.

Eclipse is one of the global leaders in delivering customised, industry vertical solutions built on Microsoft-based applications.

MINEPOINT™

The Financial Foundation for mining projects with strong functionality, direct integration to Microsoft Office tools and exceptional reporting. Powered by Microsoft Dynamics AX, MinePoint has expansion modules available for production, plant maintenance, assets, people management plus real time integration with manufacturing execution systems.

RESOURCEPOINT™

ResourcePoint is built on the Microsoft Dynamics AX platform and delivers full ERP functionality for energy companies. Suitable for more complex sites and international operations, ResourcePoint offers a range of expansion modules for complete energy financial management.

EDUPOINT™

EduPoint delivers education management applications built on 100% Microsoft architecture. EduPoint ES provides centralised and automated management of student, administrative and academic processes for educational institutions in the K-12. EduPoint HET delivers enrolment administration and records management for higher education, large government technical and training colleges.

CASEPOINT™

CasePoint is built on Pivotal CRM and delivers case creation and processing for government departments with complete case management functionality from initial enquiry through compliance, enforcement to penalties with full auditing, logging & tracking delivered via workflow management.

Other Eclipse Verticals include:

TIMEPOINT™

Financial, project and operational functionality for project driven organisations.

VINPOINT™

Wine management from winemaking, finance, inventory management and sales to marketing and CRM.

HIREPOINT™

Operational control of asset profitability, utilisation, operations and finance for equipment management businesses.

TECHPOINT™

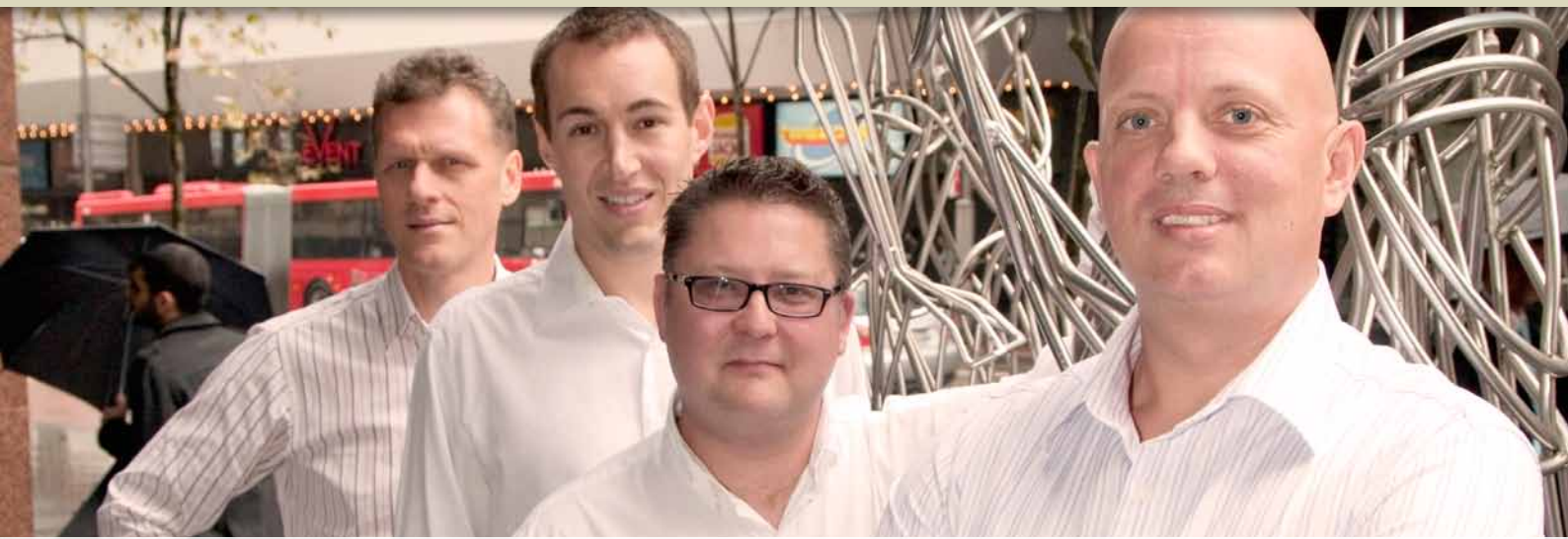
Integrated financials, field service management and mobility for the mobile workforce.

POINT™

Supply chain management for multi-site warehouse, wholesale or redistribution companies.

RETAILPOINT™

People management and back-office supply chain solutions for multi-site retailers.



“

From their state of the art EduPoint system, to their helpful, knowledgeable and friendly support team, our experience has confirmed that Eclipse are leading the way in the education technology sector.

”

Nick Kumur, Canterbury Education Group

EDUPOINT

“

Wineries like Schild Estate are small companies with specific business processes and reporting requirements. Vinpoint offers a solid integration of Finance, Inventory and POS for cellar door transactions, providing accurate data analysis and reporting across different business units from one database. “Flexibility and scalability are essential to stay on top in our business. One of the main advantages we found in VinPoint is that it is built on a Microsoft Dynamics NAV platform and fully integrates with our existing excel-based management reporting tools.

”

Judy Watson, Schild Estate Wines

VINPOINT

“

Given our size now, we wanted someone who had implemented big companies before, understood multi-currency and multi-site requirements. Eclipse definitely had the experience and a can-do attitude.

”

Rebecca Barry, Resolute Mining Limited

MINEPOINT



Eclipse Services

Service is the differentiator that sets Eclipse apart from the competition.

Our unique approach to service means investing time in understanding our client's business goals and strategies. Delivering tailored solutions to meet those needs is what we do best.

We have created specialised Consulting Practices within Eclipse to cover a range of disciplines:

Eclipse ABC

Eclipse - Applications & Business Consultancy

Our primary consulting practice, the Eclipse ABC team offers a range of business, technical and applications consultancy, including:

- Project Implementation & Consultancy
- Project Management
- Training Services
- Client Management
- Support Services.

Eclipse AD

Eclipse - Applications Development

The Eclipse AD practice creates intelligent solutions for difficult business software problems. Eclipse AD solutions include:

- Microsoft SharePoint based, web solutions - intranets, extranets
- Pivotal CRM based solutions, providing customised and flexible CRM
- Customised software using any technology stack, such as .NET, Java, and Oracle based solutions
- iPhone applications for corporate use.

Eclipse BPM

Eclipse - Business Process Management

The Eclipse BPM practice offers a methodology to define, adapt and enhance your business processes within an interactive online environment – allowing for critical improvements within your organisation's business performance.

EclipseInsight

Eclipse - Corporate Performance Management

The Eclipse CPM practice provides a full range of specialised strategy and implementation services to design, deliver and support end-to-end data warehousing (DW) and business intelligence (BI) solutions, using leading vendor products.

Eclipse PLM

Eclipse Product Lifecycle Management

With specialist skills and experience, the Eclipse PLM practice delivers integrated, smart business workflow solutions to leverage the supply chain and help your retail operation accurately source and quickly deliver products to market.

Eclipse PM

Eclipse Project Management

Effective project management minimises risks as well as costly project delays and over-runs. With a combined experience of over 50 years in project management, Eclipse has a large knowledge base of best practice across thousands of implementations. Our own project methodology has been developed to keep projects under control at all times.



Eclipse Support Services

Old-fashioned service

At Eclipse we like to think we have re-defined the delivery of service, and in particular Support Services, within our industry.

At Eclipse:

- Over 16,000 support calls logged per annum
- 17 dedicated, professional support consultants
- 2 Support Centres - located in Melbourne, Australia and Vancouver, Canada
- 15 minute response time from initial call (if consultant unavailable)
- 50% of requests addressed immediately
- 70% of requests addressed within 2 hours

But we'd prefer to hear it from you.

That's why at the close of any issue resolved by our 24 x 7 x 365 Support Centres we ask you to tell us just how well we did.

Here's a sample of what we receive:

“

Over the past 4 years Eclipse has provided us with outstanding service through first class consultants and a 24hr support team to back it up.

”

Brad Burden, B&W Pty Ltd (4Logik P/L)

“

The support line is very responsive and never have they not been able to sort out an issue we've encountered. At this point we are very satisfied and extremely delighted with the decision to use Eclipse support.

”

Norm Williams, Rambler Metals & Mining Canada Ltd

“

Thanks again for your wonderful help. I always get off the phone after ringing the hotline, and comment on what a great service your guys provide. I am so impressed with your knowledge and professionalism. I do not know what I would do without the wonderful help I have been given from your office.

”

Elaine George, Australian Psychological Society Ltd

“

We decided to drop our previous maintenance support when we couldn't see any real added-value, but after speaking to Eclipse, we noticed a more professional and accessible approach to their support. We changed our NAV support to Eclipse ... and haven't looked back since.

”

Lou Shabani, Di Candilo Steel City

Our Eclipse People

Eclipse is managed by a Senior Executive Team, lead by our Chief Executive Officer, Bradley Stroop, reporting to our UXC Limited parent company (ASX: UXC - www.uxc.com.au).

Operationally, the company is divided into Consultancy Practices, rather than by geographical boundaries. This allows Eclipse to implement local, national or international projects and rollouts without compromise, putting the best team and most appropriate resources together.

With a unique work ethic and sense of purpose, Eclipse aims to deliver a supportive and challenging work environment where people achieve their personal and professional goals.

For Eclipse, if our people don't come first, our clients never can.

- Eclipse people deliver intelligent business solutions that work for their customers
- Eclipse people respect and value the relationships they build with their clients and business partners
- Eclipse people are intelligent, passionate and motivated to succeed and have a can-do attitude
- Eclipse people work here because they see Eclipse as the leading employer of choice in this industry. This level of people-focus has ensured Eclipse's staff turnover is extremely low.

At Eclipse, our stable team means your long term business partnership is protected.

Our Commitment

Our commitment to you is a promise to deliver intelligent solutions and old-fashioned service.

For Eclipse, technology is the enabler; it is our people who deliver the real difference, the Eclipse difference.



“

We were looking for a partner with better product knowledge, a better understanding of where the product is going as well as better project management and support. It was vital our partner fully understood the importance of working with us to get the best results possible ... we wouldn't recommend any other Microsoft partner. Eclipse's capabilities, their honesty and their commitment to service delivery makes them a cut above the rest.

”

Norm Williams, Rambler Metals & Mining Canada Ltd

“

Our consultant at Eclipse has grown from service provider to trusted advisor. We wouldn't make any decisions about our systems without first consulting Eclipse.

”

Stacy Gurrie, The Observatory Hotel Pty Ltd

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