



CLOUDFORWARDINGSUITE

The Nova Systems' IT solution  
for forwarding, transportation,  
customs, and logistics





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**Common Business Applications**  
Effective information, assured business

**be(i)ne**

COMMON  
BUSINESS  
APPLICATIONS

## Common Business Application

### Effective information, assured business

BeOne's Common Business Applications enables relations with clients and potential clients to be coordinated in an organised way through CRM and Business Intelligence (BeOne Analytics) to be managed.

CRM stores the information and makes it available for obtaining spot offers as required. The planning and implementation of appropriate strategies regarding the client become the determining factors: CRM is a tool that enables the management to promote client loyalty, with the acquisition of new market slices, improve the interaction between the company's department, boost productivity and aid commercial activity.

Among the various functions of Nova Systems' solution, BeOne Analytics stands out as the module in the Suite that enables the user to manage Business Intelligence. BeOne Analytics is the data collection system that analyses the phenomena, causes of problems and performance obtained to assess the progress of the company, the branches and the traffic. The collected data are appropriately processed and used to give solid support – on the basis of the previous and current data – to the decisions of those who occupy management roles (in order to understand the trend in the corporate performance, generate provisional estimates and predict possible future scenarios and response strategies).

The information may be published in different levels of detail and hierarchy for any other corporate department: marketing, sales, financial, personnel or others.

Through BeOne Analytics, a series of dashboards are provided that enable the data on traffic and shipments to be analysed. These functions also available on smartphones and tablets.

CRM: Sales Force Automation	
<b>Prospect and Acquired Customer Management</b>	Management of a single data archive, with the possibility of differentiating prospect customers from those acquired, and with the ability to change of status from prospect to acquired
<b>Contacts Management</b>	Management of all the relevant people within Customer data, with integration to Voip tools
<b>Data Quality on Master Data and Contacts</b>	Capability to manage data quality both on customers and contacts data, with tools to highlight and avoid redundant data
<b>Rates Income / Standard Management</b>	Management of customer's special income rates, with the possibility of using standard articulated rates
<b>Parametric Rates Changes</b>	Automatic rate changes with different criteria selection of rates and rates lines to be changed
<b>Spot Offers Management</b>	Management of Spot Offers for specific shipments with the possibility of offers fully calculated or with variables based on shipment data
<b>Procurement Tool</b>	Smart features research of the cost rates for identifying the best purchase rates
<b>Team &amp; WorkGroup Management</b>	Management criteria of sales activity, through the figures of master and controlled salesmen, and belonging to different Work Groups to manage activities and alerts
<b>Sales Reports</b>	Managing contacts with customers, with the function of sales reports and their follow-up
<b>Commercial Activities</b>	Qualification of customers through indicators fully managed by the user, for a focused comercial activity
<b>Integration with Business Intelligence</b>	Native integration in the product with ready to use dashboards or with tools for creating any report of Business Intelligence
<b>Integration with Document Management System</b>	Native integration with Documents Management System with the possibility to use the services for Electronic Fiscal Archives
<b>Integration with Collaboration Platform</b>	Management activites of mass marketing or targeted marketing commincations through tools managed with the Collaboration Platform
<b>Integration with Activity Agenda IM and Chat</b>	Generation of its own activities or delegate tasks to a person or to a WorkGroup, linked with any application objects

CRM: Buying Force Automation	
<b>Suppliers administration</b>	Administration of a central personal information database shared with clients, in order to achieve suppliers qualification and quality certification
<b>Contacts administration</b>	Administration of reference people included in a supplier database and Voip tools integration
<b>Administration of price/standard rates</b>	Administration of price rates by supplier with the option of using articulated standard rates for mass prices
<b>Import and update of price/standard rates</b>	Step by step guide to import suppliers rates by using spreadsheets
<b>Automatic variation rates</b>	Several criteria for rates selection and rates lines to modify make possible an automatic variation of rates
<b>Interaction between sales and buying departments</b>	Interaction between sales and buying functions to achieve ad hoc quotations from suppliers
<b>Integrazione Nativa Business Intelligence</b>	Native integration of available Dashboards or tools for the creation of any Business Intelligence report
<b>Native integration of Business Intelligence</b>	Native integration of files electronic storage. Substitute retention services are available
<b>Activity agenda IM and chat integration</b>	It is possible to generate your own activities or assign activities to someone or to a work group. The activities can be connected to any application object
BeOne Air Sync	
<b>BeOne Air Sync</b>	BeOne Air Sync is an add-on for the CRM (Customer Relationship Management) module of the BeOne Cloud Forwarding Suite; it permits the automatic insertion, up-dating, and synchronization of standard cost tariffs and the details of air companies. You will be acquiring the freight costs, additional charges, and the proficiency of each individual air company programmed for synchronization.
Communication Management	
<b>Marketing campaign, mailing list, newsletter</b>	Creation of marketing campaign, newsletter and others messages by standard or HTML e-mails, or SMS



<b>Integrated data mining</b>	Data mining tools for the creation of different mailing lists generated from personal and traffic data, offers and rates.
<b>Administration of distribution lists</b>	It's possible administrate public, private or shared distribution lists for every marketing activity
<b>Unsubscribe central administration</b>	Clients automatically administrate newsletter unsubscribe through a notification to the reference work group
<b>Automatic messaging administration</b>	Automatic emission and forwarding of messages from specific actions generated from inside the system
<b>Files electronic storage integrated</b>	E-mails contain dynamic links to system generated files
<b>Collaboration platform integration</b>	E-mails contain dynamic links to the application object related to the e-mail itself
<b>Collaboration Platform</b>	
<b>Spot offers administration</b>	Clients can request spot offers on line. Accesses and requests are memorized and work group receive a notification
<b>Self-quote administration</b>	Clients can elaborate a quotation from traffic data by using specific or standard rates. All self-quotes are memorized
<b>Publication of preferential/standard quotes</b>	Rates can be publicated with option for highlighting of rates updates
<b>Pick-up orders administration</b>	Clients can request the shipment pick-up on line. A notification will be sent to the work group
<b>Administration of a preliminary file</b>	Clients can order shipment pick up on line and insert the shipment dossier's principal data
<b>Tracking and Tracing</b>	Clients can track and trace their shipment on line
<b>Result of shipment and delivery proof upload</b>	Correspondents can insert the delivery data of their shipment on line and upload them on iPod
<b>Electronic document publication</b>	Clients and suppliers can consult electronic documents on line

<b>Profit Share</b>	Correspondents can fill the profit share part within their authority
<b>Warehouse on somebody else's behalf</b>	Depositors can consult warehouse state and stored products
<b>Activity IM and chat integration</b>	It is possible to generate your own activities or assign activities to someone or to a work group. The activities can be connected to any application object.
<b>KPI publication with Business Intelligence</b>	It's possible to post ad hoc dashboards that summarize traffic data and performance indicators
<b>Business Intelligence</b>	
<b>Native integration</b>	It's possible to launch a BI session directly from an application object restricting data search by client, country, market, service, etc. Centralized configuration of the reports all users can recall.
<b>Independent creation of reports on demand</b>	The final user can create ad hoc reports
<b>Report sharing</b>	Users can share ad hoc reports
<b>iOS tablets and Android</b>	Creation of ad hoc reports for tablet
<b>Integration of External data</b>	Reports can be integrated with imported data (wages, etc.)
<b>Data daily refresh</b>	Database updates every night
<b>Collaboration platform integration</b>	It's possible to post ad hoc dashboards that summarize traffic data and performance indicators
<b>Activity, Agenda, IM and Chat</b>	
<b>Administrare your own activities</b>	You can create activities for any application object (f.e. client, rate, offer, shipment, pickup, etc.). It's possible to note facts on the time line and manage activities progress.
<b>Gestione Attività Pervenute</b>	Attività o parti di attività create da altri utenti legate a qualsiasi oggetto applicativo. Possibilità di gestire lo stato di avanzamento e la chiusura dell'attività stessa



<b>External activities managing</b>	It's possible to follow the progress and the closing of an activity created by other users and related to any application object
<b>Reminders and planning</b>	It's possible to plan activities beginning and administrate their reminders
<b>Centralized alert for activities</b>	Client's own activities, external activities and activities created by the collaboration platform or by system events converge in one notification centre which starts Instant message sessions related to any application object
<b>Agenda administration</b>	It's possible to generate an activity in the personal agenda
<b>Integrazione con il Collaboration Paltform</b>	A person or a work group can receive an activity automatically created after actions started in collaboration platform (quotation order, self-quotation, etc.)