

Innovative technology solutions for your business processes



SystemLink

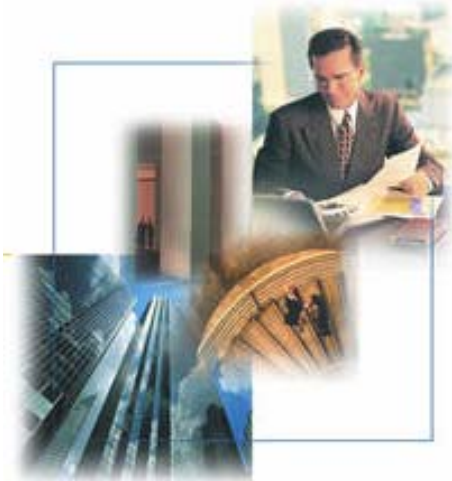
Corporate Profile





SystemLink Corporate Profile

Innovative technology solutions for your business



What you implement today will define your success tomorrow. The difference between success and failure is finding the right strategic partner. Without which, your implementation will lose its focus, and most important, its strategic purpose.

SystemLink is multinational business software implementer focused on serving the Business Management Software marketplace. SystemLink delivers best-in-class business performance solutions based on proven success methodologies: **ASA/Plus** - implementation methodologies, **SmartTeam** - deployment methodologies, and **BusinessSense** - recruitment and employment methodologies.

SystemLink offers integrated solutions in accounting, business intelligence, customer relationship management, manufacturing and warehouse management, all with e-business capabilities that enable companies to outperform their competition and maximize the return on investment in operational systems.

SystemLink – The Difference

People who understand your needs – only experienced business people. Ultimately technology comes down to people. SystemLink employs consultants that are not only experienced with Business Management Software, but also have a solid business and accounting background.

Technical resources to meet today's challenges – the bar just got a lot higher. As technology solutions get more sophisticated, so too do the skills necessary to successfully implement them. SystemLink has committed the investment in technical resources necessary to ensure your implementation is successful.

Methods that work – you benefit from our many years of experience. Like most things, practice makes perfect. Our experience has provided us the opportunity to learn the most effective methods to implement Business Management Software, and to document these methods so that our entire international organization benefits from the accumulated knowledge.

An International Presence

Founded in 1987, SystemLink is ranked among the largest business solution providers by industry analysts, with more than 2,000 clients worldwide.

SystemLink has offices located in Baltimore, Washington DC, Philadelphia, London, Dublin, Durban, Johannesburg, and Cape Town.

www.SystemLinkOnline.com



Sage Accpac ERP technology enabled ExxonMobil Corporation to implement initiatives to reduce costs and minimize inefficiencies.

ExxonMobil Corporation and SystemLink

Strike Oil With Sage Accpac ERP

Since 1868 ExxonMobil Corporation has been a major producer, refiner and marketer of petroleum and chemical products. With over 42,700 employees and subsidiaries in over 140 countries, ExxonMobil has become a leader in the industry. Unfortunately, some of the financial accounting and reporting systems used by the affiliate companies appear to also have been around since 1868.

The International Market Is Dynamic

Multiple languages and currencies, geographically specific accounting and reporting standards, and numerous compliance standards create quite a challenge for any standardization initiatives. ExxonMobil needed a business technology solution that would work in all of their affiliates' business operations; a robust accounting and reporting system that was flexible so as to conform to local business practices.

Operationally, the system would have to include order processing, invoicing, inventory control, purchasing, payables, receivables, and financial reporting. Additionally, the solution had to be an integral part of ExxonMobil's overall corporate enterprise technology strategy. Without an integration methodology, ExxonMobil would be left with *islands of technology*, an accountant's paradox until ExxonMobil turned to SystemLink for advice.

"The objective was to find a cost-effective PC based software process that would meet the functional and technical requirements of all of our international affiliates", says John Junker, Global Process Consultant for ExxonMobil Corporation's Global Information Systems. "After extensive reviews of similar software products, Sage Accpac ERP was the clear winner."

"Sage Accpac ERP is inherently designed as a truly international as well as a domestic software solution. Sage Accpac ERP technology enabled ExxonMobil Corporation to implement initiatives to reduce costs, and reduce inefficiencies", said David Beck, CPA, and President of SystemLink.

To provide implementation and on-going support for the affiliates, ExxonMobil established a Center Of Expertise (COE) located in Abidjan, on the Ivory Coast in Africa. Working in partnership, ExxonMobil's efforts are supplemented with the expertise of SystemLink. What began as a local support office has become a worldwide support center and helpdesk.

ExxonMobil Corporation Faced A Significant Challenge

Not unlike many corporations today, ExxonMobil needed an IT strategy that would consider its hundreds of business units, all running legacy systems some of which were not Y2K compliant, and an existing enterprise SAP implementation project.

"We had systems that were not Y2K compliant, and we had to make a decision to remediate these systems or look for alternatives," says John Junker. "SystemLink created an automated interface to successfully extract data from Sage Accpac ERP and format it for SAP, our enterprise-level accounting system."

"Because of our expertise and experience with both Sage Accpac and SAP, we were able to guide ExxonMobil through the process of designing a business technology solution that would meet their international requirements, and allow them to achieve their objectives", said Beck. The SAP project was already of sufficient scope and would not be able to meet existing timing and cost objectives if it were increased to include all of the business units.

ExxonMobil needed an alternative solution at the business unit level that would integrate with SAP at the enterprise level. After reviewing numerous options - revise the existing systems to ensure their Y2K compliance, or implement Sage Accpac ERP, Sage Accpac was the winner. Now all ExxonMobil needed was an integration strategy. The flexible chart of account code design of Sage Accpac allowed ExxonMobil to mirror the organizational structure, departments, cost centers, and projects that had been incorporated into ExxonMobil's account code structure used in SAP.

SystemLink designed the integration that enabled legacy order processing information to update Sage Accpac Order Entry, which would then update Sage Accpac Accounts Receivable and General Ledger. A custom application would extract the data from Sage Accpac General Ledger and convert it to a format that would seamlessly integrate with SAP's FI module. At each step in the process, ExxonMobil was still able to follow their existing business rules, effectively eliminating the need for error batches at the SAP level.

"Because of our expertise and experience with both Sage Accpac and SAP, we were able to guide ExxonMobil through the process of designing a business technology solution that would meet their international requirements, and allow them to achieve their objectives"



"From an accounting point of view, we wanted more than just ledgers - we wanted a solution that could also give us the power of data processing and advanced reporting management functions for all of our accounting needs."

Graham Knights

GlobeCast

GlobeCast London Chooses Sage Accpac ERP for Platform Flexibility and Superior Accounting Capabilities

Sage Accpac ERP Proves an All-In-One Solution

A world leader in communications technology, GlobeCast provides broadcasters, businesses, and communications companies around the world with end-to-end satellite transmission and production services for video, audio and broadband Internet content.

The company was created in 1997 when the resources of France Telecom's diverse broadcast and broadcast-related entities were combined into a single business entity. By 2001, the GlobeCast London office had outgrown the capabilities of their existing accounting system. They needed a fast, efficient way to import financial information into Excel reports, the ability to run their accounting system on Linux-based servers and support for financial transactions with international clients. Graham Knights, GlobeCast Senior Financial Accountant, was responsible for finding an accounting system that could run on Linux and also provide advanced accounting capabilities.

Complete End-To-End Accounting

"We wanted a totally flexible accounting solution that would enable us to easily produce management reports," explains Knights.

"For example, more and more of our staff are using financial information in sales meetings, so we need to be able to provide this information as quickly and easily as possible. We wanted a totally flexible accounting solution that enabled us to export financial information into MS-Excel journals to easily produce management reports. As a leading provider of multi-national satellite and digital services, we also needed multi-currency capabilities."

GlobeCast returned to SystemLink, the company that implemented their original accounting solution, for help in finding a system that offered the end-to-end accounting capabilities they needed, on a platform that supported their current and their future technology strategies.

After analyzing GlobeCast's requirements, the consultants at SystemLink proposed Sage Accpac ERP on Red Hat Linux. This robust solution delivers the specific business management features needed by GlobeCast London today, while providing the flexibility to support future growth.

The GlobeCast Solution

Bill Williams, Managing Director of SystemLink Europe says, "One of the key advantages of Sage Accpac solutions is that they are platform independent, so whether a client wants to run on an open system like Linux, or MS Windows NT, they are able to benefit from advanced accounting capabilities. In this case the requirement was to migrate from their existing systems to integrate with other systems running on a Linux server."

Graham Knights adds, "Another key requirement was a smooth migration, with the least disruption to our workforce. The Sage Accpac solution gave us this, and also gives us flexibility for the future – Sage Accpac ERP has an easy upgrade path and is fully scalable."

All Sage Accpac editions are built upon a single, open, multi-tiered architecture providing complete investment protection by allowing businesses to expand their operations, upgrading from one edition to the next with minimal additional training and complete preservation of existing data as well as any custom reports and screens.

From an IT Point Of View

The GlobeCast satellite delivery system is based on a cluster of Linux servers, as is the internal Intranet. The advantage of a Linux-based accounting solution is openness and flexibility across the business systems. "Our current IT infrastructure is 100 percent more stable now, and the simplified installation of ACCPAC means the solution connected straight to the server." says Marco Tinnirello, IT Manager for GlobeCast NE.

"We were very pleased with the upgrade process. Sage Accpac ERP meets all of our needs today, and also gives us flexibility for the future."

Marco Tinnirello
GlobeCast



SystemLink Information Technology Services

It's About Business



SystemLink IT Services is a diverse end-to-end IT solutions provider. We offer a range of expertise aimed at helping customers leverage technology for their businesses to compete successfully in an ever-changing marketplace. With new technologies appearing virtually overnight and technology spending escalating at dramatic rates, business owners and executives are questioning with increasing urgency whether they are getting their money's worth from their investment in information technology. And what about the Internet and e-business? Unless you focus all of your energy towards monitoring trends and designing creative solutions for solving business issues, you will find it hard to remain on the leading edge of competitiveness.

SystemLink can help you:

- Identify your real information technology investment,
- Relate the role of technology to business and strategic objectives,
- Assess the effectiveness of information technology spending on applications, processes and organizations,
- Design and implement new processes to take advantage of new Internet technologies,
- Evaluate and select new hardware and software systems, and
- Implement, test and document the impact of new systems and processes.

At SystemLink, we strive to bring our depth of resources and expertise to help our clients solve their business needs by assisting them to leverage technology for a competitive advantage.

From business strategy, to operations improvement and information technology services, we work to ensure our client's business needs are met and their businesses improved.

www.SystemLinkOnline.com



Organizations Need Easy Access to Expert Technical Resources

With a "NetSupport" support contract from SystemLink, we guarantee you will receive the expertise you require, when it is required. You have priority access to our network support experts without costly commitments and complicated contracts. And unlike in-house support operations, we provide you with the necessary staff regardless of vacations, sickness or other absences. We do all the recruiting and training for these positions and those personnel remain under our supervision and on our payroll.

With professional support from SystemLink, your network support will be effortless and dependable. Operating and support costs remain well within your budget.

We provide Systems Engineers who have many years experience in troubleshooting and servicing networks. They have received advanced training from key vendors such as Microsoft and Novell and bring with them carefully developed project management and business skills.

We evaluate your expectations and system's requirements before recommending a level of support. And our full technical resources are available to assist you.

We offer **NetSupport** plans tailored to suit your needs. Choose from three support packages or work with our consultants to customize a flexible program that's right for your business and your budget.

Benefits of Outsourcing from SystemLink:

Single Source for Service - SystemLink provides a single solution for your network service needs. When something goes wrong, you have only one call to make. SystemLink's network support services can help you assure the availability and productivity of your company's multi-vendor computing environment. We can help to simplify the task of keeping the most complex systems up and running.

Attention to Service - As your business partner, we will design a program which is tailored to your specific needs. SystemLink's service philosophy is to provide our customers with the highest level of networking expertise by staying abreast of not only the current technologies, but by maintaining a constant working knowledge of the cutting edge technologies as well.

We're There When You Need Us - Responsiveness, reliability and dependability are the foremost requirements when selecting a vendor to support your business-critical systems and network infrastructure. At SystemLink, we understand that your information system is critical to the overall success of your business. Our engineers are experienced, certified and available!

NetSupport Plans Tailored to Suit Your Needs



Choose from one of the three SystemLink NetSupport packages below or work with our consultants to customize a flexible program that's right for your business and your budget.

SystemLink NetSupport Bronze is perfectly suited for organizations that require timely and cost-effective ongoing maintenance for their office technology challenges. It provides the basic management tools needed to run your enterprise smoothly and efficiently.

SystemLink NetSupport Silver is the best choice for organizations that have frequent IT challenges that require immediate attention and ongoing support.

SystemLink NetSupport Gold is the most comprehensive IT support package that SYSTEMLINK offers. It is designed for highly demanding organizations that face multiple mission-critical challenges that are both intense and rigorous.

Support Services	Service Description	SystemLink NetSupport Bronze	SystemLink NetSupport Silver	SystemLink NetSupport Gold
System and Security Review	A SYSTEMLINK Certified Information Systems Security Professional will provide an initial IT system overview including a detailed security assessment.	N/A	Included	Included
Maintenance	A professional SYSTEMLINK engineer works on a regularly scheduled basis at your site to perform operations which include: review of system and security logs, verification of backups, user support, core system health checks, installation of patches and upgrades, resolution of hardware maintenance issues, (i.e., parts replacement), resolution of software issues, and execution of minor projects at the strategic direction of management.	2 days per month	4 days per month	8 days per month
Support Incidents	The SYSTEMLINK team addresses on-the-fly 'fires' and 'issues' that cannot wait until the next scheduled service.	1 per month	3 per month	5 per month
IT Projects	SYSTEMLINK's engineering staff delivers ongoing project-based support for tasks such as expansion of existing systems or addition of new technology or applications.	As needed at a reduced rate	As needed at a reduced rate	As needed at a reduced rate
Strategic Consulting	SYSTEMLINK's senior consulting staff provides semi-annual strategic IT planning services inclusive of meeting with senior client management to identify and review the implementation of long-term business and technology trends to enhance corporate productivity and cost efficiency.	N/A	Included	Included

How Secure is your Network?

Complete Security Assessment and Policy Review SystemLink Professionals Hold Security Certifications from (ISC)²



Many companies have one or many network administrators responsible for servers, workstations, software, and networking equipment. While these administrators possess many skills, they are not security professionals with full-time, focused experience in network security. Organizations that have never had a security evaluation by a professional network security firm should get one. Those that have had independent evaluations understand the importance of performing ongoing security reviews delivered by a trusted, certified and independent source. Ironically, the very same information system that empowers your company also poses your greatest vulnerability, potentially exposing your company to serious network security threats. As recent surveys and news reports repeatedly prove, the need to achieve and maintain tight security is greater than ever.

(ISC)² = International Information Systems Security Certifications Consortium, Inc.

(ISC)² is a global, not-for-profit organization dedicated to:

- Maintaining a Common Body of Knowledge for Information Security [IS].
- Certifying industry professionals and practitioners in an international IS standard
- Administering training and certification examinations.
- Ensuring credentials are maintained, primarily through continuing education.

Governments, corporations, centers of higher learning and organizations worldwide demand a common platform for and proficiency in mastering the dynamic nature of information security. (ISC)² helps fulfill these needs.

Thousands of IS professionals in over 60 countries worldwide have attained certification in one of the designations administered by (ISC)²:

- Certified Information Systems Security Professional [CISSP]

This credential indicate those certified have demonstrated experience in the field of information security, passed a rigorous examination, subscribe to a Code of Ethics and maintain certification with continuing education.

SystemLink Professionals Hold CISSP Certification

Security Assessments include review of the following topics: Asset Management, Facilities Management, Network Management, Server Management, Software Management, Data Management, Data Security, Business Continuity Planning, and Disaster Recovery Planning.

A Different Kind Of Bottom Line



We are proud to be a part of these projects, and many more like them. It's been challenging and at the same time infinitely rewarding. There may not be many fancy offices, desks and phone systems, but it works, Accpac works, and that's what's important.

When we think of accounting, or accounting software, it's only natural to envision an office environment; with desks, phone systems, office-chatter, and people busily going about the day-to-day routines of running a business. We rarely think of pandas, tigers, great red wood trees, or war-torn countrysides. But if you were to ask some of the people at SystemLink in London, or Washington, DC, their answers just might surprise you. People tend to view accounting as an information system that helps run their business. But, what if that business just happens to be The World Wildlife Fund, The Lutheran Church World Federation Kosovo Project, or The National Parks Conservation Association?

The World Wildlife Fund

It's No Longer Just A Matter Of Debits And Credits

The mission of The World Wildlife Fund is the protection and conservation of nature. In order for The World Wildlife Fund and The World Wildlife Fund for Nature to succeed, they need to attract and account for donations that are vital to their continued survival. Accounting integrity and compliance to numerous local accounting standards is critical. The reliable audit trails within Sage Accpac ERP are just some of the reasons why Accpac was selected.

The Lutheran Church World Federation Kosovo Project

The Bottom Line Takes On A Whole New Dimension

The Lutheran Church World Federation, well known for their humanitarian efforts, chose SystemLink and Sage Accpac ERP when their help was needed in Kosovo. The Lutheran Church World Federation needed an accounting program that could quickly track and distribute the funds that provide aid and relief to those who so desperately need it – refugees in a war torn country.

The National Parks Conservation Association

From Rainforest To Boardroom, ACCPAC Works

Then there's the business of trying to keep a network of national parks running smoothly, it's more than just keeping them safe for our enjoyment. It means preservation, because they are part of our past, and they are a part of what we leave for the enjoyment of future generations. Preserving them is a very real business in every sense of the word. That's why The National Parks Conservation Association chose SystemLink and Sage Accpac ERP. The National Parks Conservation Association needed a program that was flexible and sturdy because their typical office might just be a 20,000-acre forest. Using the Internet as a foundation, SystemLink wrote a custom interface that allows the NPCA employees to keep in touch with their home base from wherever they may be working. From rainforest to boardroom, Accpac works.

To Contact us:

www.SystemLinkOnline.com

North America Toll Free 1.877.788-LINK
Europe & Africa 44.1708.733422



SystemLink Corporate Offices

Innovative technology solutions for your business processes



What you implement today will define your success tomorrow. The difference between success and failure is finding the right strategic partner. Without which, your implementation will lose its focus, and most important, its strategic purpose.

Founded in 1987, SystemLink is ranked among the largest business solution providers by industry analysts, with more than 2,000 clients worldwide.

SystemLink has offices located in Baltimore, Washington DC, Philadelphia, Tampa, London, Dublin, Durban, Johannesburg, and Cape Town.

Baltimore, MD

1122 Kenilworth Drive
Suite 211
Baltimore, MD 21204
Telephone: +1 (410) 825-2120
info@systemlinkonline.com

Philadelphia, PA

Third Floor
630 Freedom Business Centre
King of Prussia, PA 19466
Telephone: +1 (877) 788-5465
info@systemlinkonline.com

Tampa, FL

111 2nd Avenue NE
Suite 202
Saint Petersburg, FL 33701
Telephone: +1 (727) 556-9033
info@systemlinkinternational.com

Washington, DC

447 Carlisle Drive
Suite A
Herndon, VA 20170
Telephone: +1 (703) 742-0947
info@systemlinkonline.com

London, UK

1st Floor Holgate House
4-10 Western Road
Romford, Essex
RM1 3JS
United Kingdom
Telephone: +44 (0)1708-733422
info@systemlinkinternational.com

Dublin, Ireland

Executive House
Bridges Industrial Estate
Naas Road, Dublin 22
Ireland
Telephone: +353 1 403 6285
info@systemlinkinternational.com

Durban, South Africa

1st Floor Methyr House,
49 Kings Road, Pinetown 3610,
Republic of South Africa
Phone: +27 31-7093480
Fax: +27 31-7090286
info@systemlinkinternational.com

Johannesburg, South Africa

2nd floor Standard Bank Centre
323 Rivonia Boulevard
RIVONIA
Telephone No. +27 11 8077332
info@systemlinkinternational.com

Cape Town, South Africa

56 Second Avenue
Rondebosch East
Cape Town,
South Africa
info@systemlinkinternational.com

www.SystemLinkOnline.com