

# Exact Event Manager:

## Customer Success Stories



**Cerys Owen,**  
Production & Quality Manager,  
TouchStar Technologies

"All invoices, Statements, Order Acknowledgements & any Amendments, Remittance Advice Slips are all sent via Event Manager. This not only saves us a fortune on Letterhead stationery, envelopes and postage, but a massive amount of time saved stuffing envelopes every morning. We no longer keep printed version of our invoices that are posted each day, as we have created a public folder in MS Outlook that is copied on all Event Manager activity - so this is a very easy reference to check what, when and to who we have sent documents. This also makes it very easy and quick to re-send a copy of the customer has mislaid an invoice/statement."

"We also use Event Manager to monitor stock levels for key items in certain locations. For example, when stock of a particular piece is running low in our main storage location, Event Manager prompts the Buyer and Stock Controller to either transfer from our 2nd storage location or order more stock. We use this on a few key items where lead-times are in excess of 10 weeks. We can then monitor the stock & customer demand daily rather than having to wait for MRP reports to be printed."

**Jase Lewis,**  
Business Systems and Network  
Administrator,  
Ambion (Europe) Ltd

"Event Manager paid for itself in within 12 months on its first task alone and we now have a host of other automated tasks, reports and queries running on it. It is hard to put a value on the benefits of Event Manager across our CRM and ERP systems but the improvement in general business efficiency and our basic customer relations have been tangible."

**Tim Young,**  
Product Costing Manager,  
Ultra Electronics Ltd

"Event Manager has been used to automate the running and distribution of crystal reports to be used for both departmental operational tasks and for auditing information to improve data accuracy. This automation releases our managers from the tedium of reviewing daily reports searching for anomalies. They are now able to anticipate instead of react."

"Event Manager has enabled us to reduce stock checking time and increase stock accuracy on current stock. Event Manager has also greatly improved customer satisfaction levels by ensuring that delivery dates are agreed to and that these dates are achieved."

**Antoinette Connaughton,**  
Management Accountant,  
Trinity Biotech

"Prior to using event Manager I had spent at least two days e-mailing / faxing statement of account on an individual Customer basis. Now I just have to notify our IS Department when I want to send statements and they are all processed immediately."

"As I am responsible for accounts receivable the timeliness of sending statements is imperative as this has led to Customers being updated to the status of their account and prompts them to make payment. I can now rest assured when our Customers come back and say they had no idea their account was overdue I just refer to the statement of account sent. This in turn has led to a more timely receipt of cash and has also saved me hours of time."

