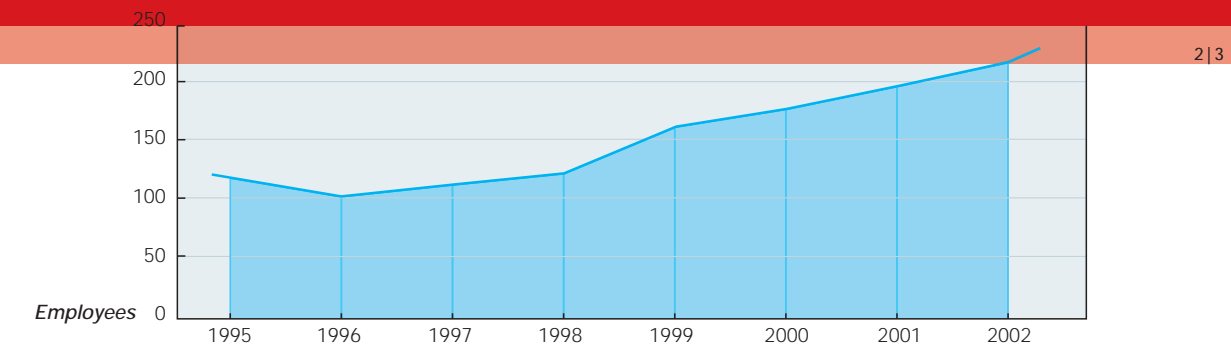
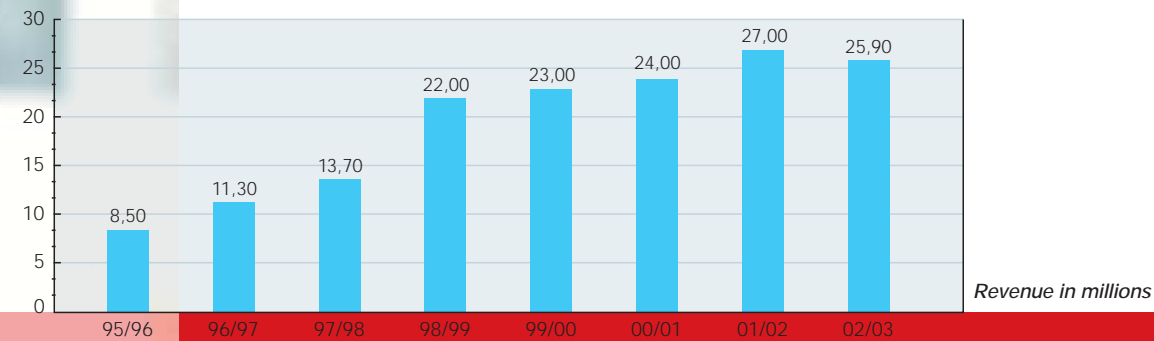


oxaion[®]

business solution
Product, Philosophy and IT-Strategy



command ag: A 25-Year Relationship with SMBs



"If we were to describe our software solution, **oxaion**, we would probably call it a 'product, philosophy and IT strategy' all rolled into one." But for us, this slogan is more than just a prosaic formula, and **oxaion** is more than just another innovative business solution. It stands for a service philosophy that we live and breathe and represents our willingness to help you no matter what your problem, to develop solutions, and to provide the support you need. It also reflects an IT strategy that gives you the confidence to know you are working with the right partner today to meet the challenges of tomorrow. We are that partner – we have the software you need and a wealth of experience from many successful projects. But together we have more than that: The best perspectives for success.

Uwe Kutschenreiter, Executive Board Member, command ag

command ag has been a software provider for 25 years and has undergone many changes in that time, expanding the company as well as developing and enhancing its software. In addition to its headquarters in Ettlingen, command has established other branches in Düsseldorf, Hamburg and Wels (Austria). But there is one thing that will never change – command is the optimum partner for SMBs concerning all IT-related requirements. SMBs have

very specific needs which we know and understand perfectly. So whether you plan to implement hardware or software, or reorganize your IT and business processes, we will provide you with solutions tailored to your individual requirements. From the very beginning, we have specialized in developing and optimizing standard systems. In 1982, we launched the first all-in-one solution for production plants. In 1989, just one year after IBM introduced

its AS/400 hardware platform (today known as the eServer iSeries) for SMBs, our software was already available in AS/400 native mode. Thanks to its flagship product, **oxaion**, command is today considered to be one of the leading German providers of ERP solutions (running on IBM's eServer iSeries platform) for SMBs. And we have no plans to change that.

Accounting and Financial Accounting

oxaion boasts a flexible and highly efficient accounting module, which for example posts periodic invoices, calculates interest on arrears and reports this interest separately. And the beauty of it is, it's all done automatically. oxaion also allows you to set up dunning groups so that you can organize your dunning procedures flexibly. Powerful analysis tools, integrated cost accounting, a consolidation module, an automatic debit facility and electronic banking round off the offer.

Features supporting Basel II: oxaion's liquidity planning module takes into account planning data, prospective incoming and outgoing payments, open orders and purchase orders.

Material Management

oxaion makes managing warehouse stock child's play. Whether you use passive or active random storage or fixed storage bin control, oxaion supports a host of methods for storing and removing goods. Storage bins can be identified clearly at all times and similar warehouses can be grouped together in an organized and well-structured manner. Yard goods or articles with different characteristics can be stored with oxaion's characteristics-based inventory management module. And that's not all – the system also manages the batch and serial numbers of assemblies or individual parts. oxaion has a fully-integrated purchasing module, which automates the order process. Buyers are given all the support they require for obtaining and assessing quotations and vendors. A detailed quotation processing function helps you select the right vendor. And, of course, purchase orders can be sent, for example via EDIFACT, e-mail, or fax.

Marketing and Sales

If you want to make your customers feel No. 1, look no further. All your marketing and sales activities, from winning new customers to looking after existing ones, are mapped into one system. A fully-integrated workflow supports your sales team from the moment a quotation is submitted until the goods are actually delivered and invoiced. This integrated CRM system is based on Lotus Notes and provides your marketing and sales team with all the data it requires to deal with customers as effectively as possible. Information on customers and orders, statistics as well as the latest on market data and sales channels are all available in real-time.

Service

If you want your company to be a success, make customer satisfaction your number one priority. oxaion's sophisticated customer service management module will keep your customers happy and ensure that your service operations are running smoothly. Need to manage equipment or systems? All the information you require is clearly arranged and easy to follow. If one of your customers needs help, a service engineer can respond straightaway. The maintenance cycles are defined in the system allowing you to keep downtimes to a minimum. Do you use leased equipment? You can integrate this into your own maintenance concept – oxaion even creates and manages the leasing agreements for you.

Projects

oxaion's project management module runs like clockwork. As Project Manager, you'll have all cost and resource information at your fingertips. Your project is represented as a tree structure, with all the stages clearly marked, so that you know what is going on every step of the way. This allows you to detect and prevent bottlenecks at an early stage. If there are problems with deadlines or if costs have overshot the mark, you can take the necessary action. And if any conflicts are looming, oxaion acts like a fire alarm, automatically informing you either by e-mail or SMS.

Production

oxaion has all the tools you need to help you streamline production planning and control – from a flexible variant configurator to Kanban support for consumption-controlled production through to detailed planning of individual workstations. To prevent bottlenecks, the load-oriented order release function checks all available capacities; production resources are monitored and priority is given to the most important orders. With external production, oxaion automatically generates the production orders for the "extended workbench". Keeping track of complex production orders is no easy task – oxaion's SCM order network, which maps the entire supply chain transparently, gives you the clarity you need. Both production and management will find the costing function useful that operates in tandem with the network.



Office

Snowed under at the office?

Let *oxaion* take the weight off your shoulders. Integrating Microsoft Word or Excel documents (or other OLE or ActiveX-capable Office applications) in the system is just so easy. With just a click of your mouse, you can transfer complete lists of data or spool files into preformatted worksheets.

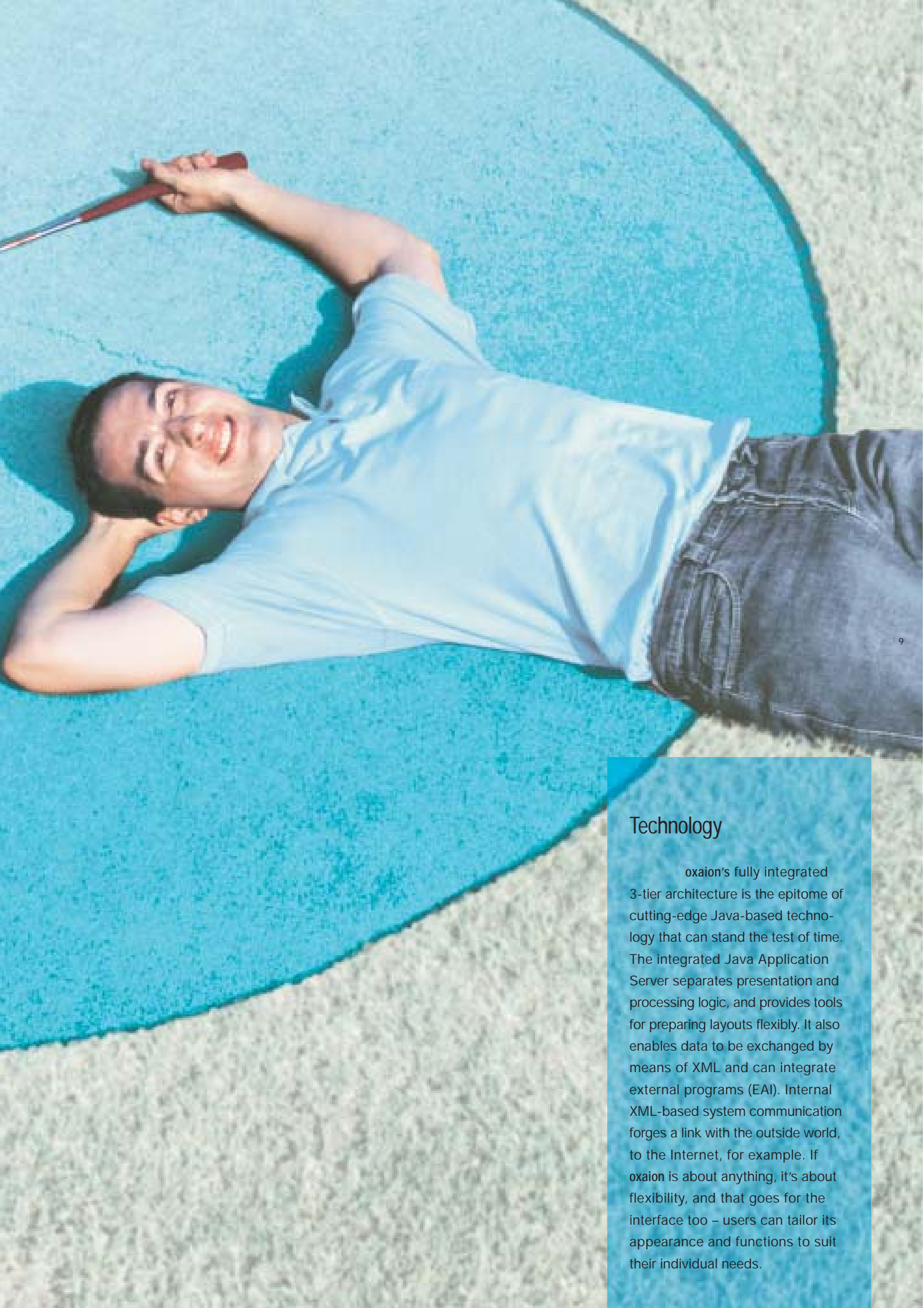
Want to design your own forms in Word with integrated images, signatures, or barcodes? No problem. With *oxaion*, you can archive the PDF or TIF files you create or send them by fax or e-mail.

Business Intelligence

oxaion Control converts data into valuable information for management. With just a click of your mouse, you can create standard evaluations and even complex analyses quickly and flexibly. An ingenious information logic system provides all kinds of users with the specific information they require. Because *oxaion* prepares all your corporate data ready for use on the Internet, you can call it up with your browser and reevaluated it – anytime, any place.

Document Management Systems

The Document Management Systems integrated in *oxaion*, such as EASYWARE and InfoStore for iSeries, ensure that data is stored in a digital format centrally and reliably. Looking for something? You can initiate your search directly from *oxaion* – various search mechanisms identify the documents you require and the results are on your screen in a split second. What's more, you can use the groupware solutions integrated in *oxaion* to incorporate the archived documents in your internal processes.



Technology

oxaion's fully integrated 3-tier architecture is the epitome of cutting-edge Java-based technology that can stand the test of time. The integrated Java Application Server separates presentation and processing logic, and provides tools for preparing layouts flexibly. It also enables data to be exchanged by means of XML and can integrate external programs (EAI). Internal XML-based system communication forges a link with the outside world, to the Internet, for example. If oxaion is about anything, it's about flexibility, and that goes for the interface too – users can tailor its appearance and functions to suit their individual needs.



oxaion Implementation Process

Project Preparation

Analysis and Prototyping

Implementation

Real Start Preparation

Real Start

Support

- Real Start Review
- Final Data Transfer
- Productive Start
- Real Start Support

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Alexander Merkel, System Analyst and Ilona Massong, Senior Consultant, command ag

All-Round Support

Much of our time is, of course, spent maintaining and developing our software, but this is not our only priority. Keeping our customers happy is every bit as important. We won't leave you in the lurch once your software has gone live. Quite the opposite, in fact. Backed by 25 years of consulting experience, we can assure every customer that they will be provided with support tailor-made to their individual needs. This begins from the moment we first make contact with you and continues throughout the day-to-day running of your system. Any questions you have regarding your system, just call the hotline to contact your customer adviser at command. Need a new function? Want to modify your business processes? The close working relationships between our consultants and developers ensure that your problem will be solved quickly.

We can provide you with a host of help and support tools in line with your specific requirements. Our newsletter "oxaion inside" can also provide you with regular up-to-date information on technology, functions, and partner products. Our standard training programs and tailor-made workshops ensure that you and your employees are always up-to-date with the latest developments in technology.

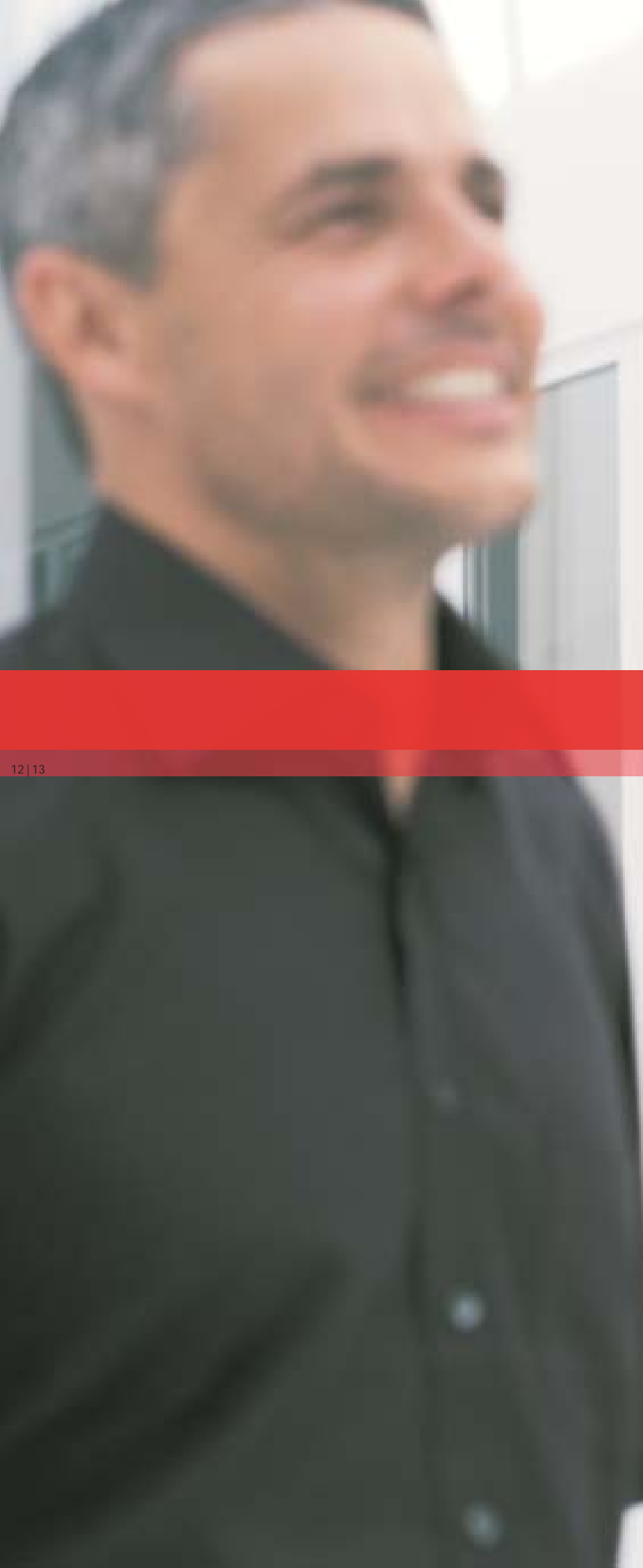
Recognizing the Value of Your Industry Sector

oxaion focuses on industry sectors in which we have amassed many years of experience and a wealth of knowledge. The know-how from countless projects plays a vital role in enhancing our industry solutions – know-how that can benefit you too.

We target small and medium-sized businesses in the industry and the wholesale trade. This includes everything from small metal working companies and machine

tool manufacturers through to major contractors employing several hundred people. Here, we offer tailor-made solutions for companies specializing in variant production, such as machine and equipment manufacturers, and for design engineers working in plant engineering and particular sectors of the construction industry. We also cater for the needs of the service-oriented wholesale trade, distributors and service provider. More than 300 of our SMB customers

have already opted in favor of our industry-specific all-in-one solutions. And you needn't worry that our consultants won't understand you – we speak "your" language. Some of the areas in which we have developed unrivaled expertise include accounting, retail and PPC, project management, SCM and e-commerce, variant production, customs and shipping optimization, business intelligence, human resources and integration of Microsoft products.



We could go on talking about the perfect software solution and successful projects for a long time. But we think it would be better if you found out for yourself. Here's what our customers have to say about us:

Variant production: Bock GmbH based in Frickenhausen, Germany, a supplier of refrigeration and air-conditioning compressors, has been using command business software for more than ten years. The company specializes in stationary and mobile refrigeration units and handles a wide range of product variants that are managed efficiently and transparently in oxaion. Thanks to oxaion's flexible variant configurator, the company was able to streamline many of its processes. In the configurator, the variants of the compressors and units are categorized systematically and defined with characteristic attributes. Related BOMs are generated automatically by means of formulas and decision tables. Defined check criteria also ensure that unsuitable variants are not released for production in the first place.

"We just could not do without the variant configurator in oxaion. We have been able to reduce the volume of parts of master data and the system creates BOMs and routings automatically. Thanks to oxaion, we now have a comprehensive overview of all our product variants and can manage them flexibly," says Udo Klaußner, Commercial Manager at Bock GmbH, clearly delighted with the solution.

Mechanical engineering and machine tool manufacturers: Kelch GmbH & Co. based in Schorndorf near Stuttgart, Germany, has been using command's ERP software since 1994. The Swabian tool specialist has a workforce of 300 and offers a comprehensive range of products for CNC machine tools including chucking devices, tool systems, tool setting devices, automatic tool changers and machine spindles.

We Won't Stop Till You're Happy



Kelch uses command's powerful PPC system, which ensures that bottlenecks do not occur when the company implements new production concepts. With the command solution, the series- and made-to-order manufacturer has a made-to-measure PPC system at hand that caters for every aspect of flexible production – from planning and processing production orders, determining material and capacity requirements, detecting product shortages, printing production-related documents, recording the progress of orders, monitoring costs by means of a target/performance comparison through to providing a transparent overview of capacity utilization. "Thanks to command's integrated all-in-

one software, we can rest easy that we will have sufficient resources both now and in the future for our IT processes and, above all, that the processes are flexible enough," says Christian Küster, Commercial Manager at Kelch. **Wholesale trade:** Heinz Tröber, a company based in Hamburg trading in tobacco and giftware, always has 1,800 articles in stock. A Web portal featuring a shopping basket function integrated in oxaion seemed the perfect solution for the company's Internet presence. Doubling up as an information portal, it also keeps distributors up to date with product availability as well as article and price changes. And the whole project was wrapped up in just 30 working days.

"Time – that's where e-business really scores," says Günter Stoverock, IT Manager at Tröber. "This is why customers who dial into our systems must have access to our iSeries production system and to up-to-date information. If someone orders 80,000 articles from a total of 100,000 that are available, the next customer must be able to see straightaway that there are only 20,000 articles left in stock." oxaion's new interface technology also saves time. "Thanks to tab browsing, you can now open another information program, statistics, or master data, alongside the main screen you are already working on. This allows us to save time and ultimately boost productivity," says Günter Stoverock.