



eclipse corporate profile



*“Old-fashioned service is not about paying ‘lip service’ to service, it’s about delivering the kind of service you don’t expect anymore. It’s all about doing your job right – showing respect, taking time, caring and having confidence in the outcome. Old-fashioned service is the personal commitment I promise to each of our clients and it is this ethos that I drive ou **Bradley Stroop, CEO, Eclipse***



Eclipse Computing (Australia) Pty Ltd is a leading provider of intelligent business solutions to the mid-market. Established in 1991, our success has been built by providing the highest levels of service and offering a choice of solutions from leading business partners such as Microsoft Business Solutions (MBS), Pivotal Corporation, Systems Union and PayGlobal. With a team of some 210 staff located in Sydney, Melbourne, Perth, Brisbane, Adelaide, Auckland and Suva, we are committed to supporting over 600 customers.

Eclipse Australia has experienced rapid growth of over 1400% since 1996 with an annual average growth of over 40% in the past eight years. The foundation of this growth has been our stable platform of offering a choice of intelligent business solutions combined with an ethos of old-fashioned service.

Globally, the Eclipse Group is one of the largest international providers of business solutions with some 2000 clients across 15 international offices. Eclipse is also the Australian representative for the FAQT Group (www.faqtgroup.com); a global partnership of Microsoft Business Solutions providers who offer international implementation and support services, as well as industry-specific add-ons to meet the needs of unique vertical markets. Drawing on these two global partnerships provides Eclipse with the breadth of experience and resources to deliver multi-site, international project rollouts with local support – regardless of location.

Eclipse is part of the publicly listed Australian investment company, UXC Limited. UXC reported a profit after tax of \$16.6 million for 2006 financial year on revenues of \$301 million. This Australian ownership and solid growth ensures our continued financial stability and longevity.

We are the foremost supplier of all our solutions and have achieved international recognition for our commitment to service and delivery. Eclipse is a leading Microsoft Gold Certified Partner representing Microsoft Dynamics™ AX, Microsoft Dynamics™ NAV, Microsoft Dynamics™ GP and Microsoft Dynamics™ CRM and employs the largest team of Dynamics resources in the region. Eclipse has been a member of the Microsoft Inner Circle which is available to the top 1% of the Microsoft Dynamics Resellers for the last 5 Years. In 2005 and 2006 Eclipse has been awarded Microsoft Dynamics Outstanding Partner of the Year, Asia Pacific and also won 2005 ERP Solution of the Year Australia, for our XaptCare vertical Industry solution for the Residential and Aged Care Community.



eclipse intelligent solutions

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We focus on providing a choice of intelligent solutions for the mid-market, with the right functionality and technology to fit your needs. We also have specialist skills and experience in a range of vertical markets, giving you the confidence that we speak your business language.



Microsoft Dynamics™ AX

Eclipse has the largest Microsoft Dynamics AX client base and implementation team in the region with the strongest skill set and capability to resource projects. Currently Eclipse has over 25 Specialist Business Consultants and more than a dozen Dynamics AX Developers dedicated to the implementation and support of Dynamics AX customers. Microsoft Dynamics AX is the cost sensitive, technology leading alternative to 'Tier 1' solutions for the upper mid-market. Microsoft Dynamics AX is suitable for enterprise resource planning, distribution, supply chain management, manufacturing and businesses with unique work flow that require a flexible and customisable solution built on leading Microsoft architecture. Our Microsoft Dynamics AX clients include; Aristocrat, NRMA, Sonic Health Care, Fairfax, Hall & Prior, Uniting Aged Care Victoria, and B&W Steel. Our XaptCare vertical solution has become the defacto standard for aged care facilities seeking a 100% Microsoft solution built on Dynamics AX.

Microsoft Dynamics™ NAV

Eclipse is Gold Certified for Microsoft Dynamics NAV. It is a strong solution for mid-market companies who need sophisticated financials to support their manufacturing, distribution, service management and customer based operations. Microsoft Dynamics NAV 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. Clients include Fleetwood Corporation, Dominos Pizza, Hobart Water, Angove Wines, Sydney IVF Limited and Aurora Energy. Vertical solutions include Wine Production, Meat Processing, Plant Maintenance, and Distribution including GS1 EDI.

Microsoft Dynamics™ GP

Eclipse is Gold Certified for Microsoft Dynamics GP and an established client base of over 200 clients. Microsoft Dynamics GP offers industry based solutions stretching from project to equipment hire, not for profit, medical, retail management and beyond. Microsoft Dynamics GP sites range from large corporate customers with over 100 concurrent users to small standard edition customers requiring a reliable financial solution for under 10 concurrent users that can be implemented with our Rapid Methodology. Our Microsoft Dynamics GP clients include Commander, JB Hi-Fi, Lifeline, KAZ/Telstra, and ABC Learning Centres.

Microsoft Dynamics™ CRM

MCRM accommodates the full range of sales and customer service functions and provides access to key customer and sales information from Microsoft Outlook and the Web. Microsoft Dynamics CRM is an excellent solution for small to medium sized businesses looking to integrate sales and customer information with Microsoft Dynamics GP financials. Eclipse is Gold Certified in MCRM.

Microsoft Retail Management System

MS Retail integrates point-of-sale and retail management applications with Microsoft Dynamics GP financials bringing together a functionality rich, easy-to-use and cost-effective offering to retail business.

"When we decided to implement Microsoft Dynamics AX we knew we'd made the right decision. Relying on Eclipse for service and support ensures the ongoing success of our business systems."

Alex Patterson , Lindsay Australia Ltd



SUNSYSTEMS - Financials

Eclipse was the first Australian reseller to implement SunSystems 5 and has an established consulting team and the largest client base in this version. SunSystems is the spot-on fit for businesses with complex reporting and analysis needs. SunSystems is perfect for organisations within industries such as finance, insurance, hospitality and mining where Eclipse has strong vertical industry solutions. SunSystems clients include; Accor Hotel Group, Hoyts Corporation, Volkswagen Financial Services Australia.

XaptCare™ - Integrated Software solutions for the Aged Care Industry

XaptCare is a fully integrated application powered by Microsoft Dynamics AX. Finalist in Microsoft's Worldwide AX Solution of the Year '07 and winner of the Microsoft ERP Solution of the Year 2005, XaptCare provides a single solution for Financial Management, Resident Management, Clinical Care, Care Mobility (PDA, Touch Screen and Tablets) and Community Care built using standard Microsoft technology. While XaptCare is modulated to allow our customers to install components in phases, the key strategy is to deliver one solution that will support the Full Aged Care Journey.



A formidable new blend of wine business functionality and proven Microsoft technologies.

VinPoint is a fully integrated end-to-end business management software solution that blends the specific functionality required by winemakers and the wine industry, with the renowned capabilities of the proven Microsoft Dynamics™ NAV platform. It provides a state-of-the-art solution for managing every aspect of a wine business from viticulture through winemaking, finance, inventory management and sales to customer relationship management.

VISION - Business Intelligence

Eclipse has been implementing Vision at client sites since 1996. An integrated executive information system that provides direct access to data sources from within a familiar desktop environment, Vision is now available across all Eclipse ERP and financial solutions; SunSystems, Microsoft Dynamics AX and Microsoft Dynamics GP. Vision can also extract data from different products into a single application - for example; your accounting package, maintenance and payroll systems supplied by different authors.



Pivotal CRM - Customer Relations Management

Eclipse has the largest and most experienced Pivotal team in Australia. More than just CRM, Pivotal is a full-featured, Internet integrated solution with 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 work flow requirements. Eclipse clients include NSW Department of Sport, Tourism and Recreation, Safe Food NSW, Flag Hotels and Guide Dogs Association.

payglobal - Payroll & HR

Eclipse is the leading reseller and partner of PayGlobal with a large team of dedicated PayGlobal consultants and a client base of over 50 live sites. PayGlobal is a comprehensive people management solution that delivers Payroll, Time & Attendance, Rostering, Human Resources, HR Self-Service and WebRecruit modules. Eclipse has developed integration between all of the Microsoft Dynamics product group. Eclipse has a number of large customers running both Dynamics and PayGlobal including several large clients in the Aged Care industry. Our customers include; City Wide, Credit Union Australia, Hall & Prior, Uniting Aged Care Victoria, and NRMA.

eclipse old-fashioned service

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Service is the differentiator that sets us apart from the competition. Our unique approach to service means offering our clients genuine respect and investing time in understanding their business goals and strategies. Today Eclipse boasts the highest retention rate in our market - frequently awarded to Eclipse by our partners and independent bodies, and representing all clients who purchase solutions from Eclipse and have chosen to remain with Eclipse for support services. This is directly related to the service strategies and initiatives that underpin our Eclipse service ethos.

At Eclipse we follow a proven delivery methodology to ensure consistent project delivery across our solutions. Once you have the right business solution as a base to work from, our consultants then build and tailor this solution with selected tools and project methodologies to reflect your specific and unique requirements.

We offer a range of services that add value and protect your technology investment. These include;

- **Technology Services** – focused on delivering seamless infrastructure solutions such as; infrastructure planning & design, hardware & software selection, infrastructure implementation, project management and IT maintenance services.
- **Support** – provides an unrivalled, locally-based Support Service (24 x 7x 365) as part of any standard client agreement. A 'Rapid Response Policy' ensures all your queries are responded to within 15 minutes of lodgement, no matter what time or what day. Additionally, we provide open access to all consultants – to ensure you are always in touch with the right person.
- **Consultancy** – covering all business, technical and applications consultancy, including; business needs audits, process analysis, change management, implementation, project management, software upgrades and technology consulting.
- **Training** – provides a range of training opportunities, designed to meet your specific needs throughout the business solution life cycle. Customised end-user training and regularly scheduled training courses are offered at our Eclipse offices. Free introductory training courses are provided to new users joining your site.
- **Client Management** – includes Webinars, Breakfast Briefings, User Conferences and Client Events throughout the year. An annual Business Solution Review is provided to ensure your site derives maximum performance and value from your solution.

"Eclipse has been our solutions provider for the past six years. In that time we have enjoyed a close working relationship with them and they have continually provided a high level of consultancy and servicing. They're always willing to help and think creatively to ensure the advice works for our company. You can't ask for more than that."

**Patrick Teh, Group
Information Technology Manager,
Hoyts Corporation**

We measure our success by retaining a loyal client base. Our success can also be measured by the market recognition we have received from their suppliers;

- Microsoft Dynamics Outstanding Partner of the Year, Asia Pacific, '05, '06 & '07
- Microsoft Dynamics AX Partner of the Year, Worldwide (finalist '07)
- Microsoft Dynamics ERP Solution of the Year - XaptCare, '05
- Microsoft Inner Circle (top 1% resellers internationally) '01 '02, '03, '04, '05, '06 & '07
- Microsoft President's Club (recognition of high achievement and high customer satisfaction) '01 '02, '03, '04, '05, '06 & '07
- Microsoft Business Solutions Australian Partner of the Year Award – Fastest Growing Partner, '03 (finalist '04).
- International Microsoft Business Solutions Partner Award – Outstanding Partner South Pacific, '03 (finalist '04).
- Microsoft Gold Certified Business Solutions Partner.
- Systems Union Premier Partner
- Systems Union Accredited Channel Partner in Financials (1 of 2 partners globally)
- Leading Pivotal Partner Australia '00 to '04
- Partner Achievement Award PayGlobal - Best New Partner Sales '04, '05 and '06

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