Introduction

ABM Opmetrix is a mobile sales force application, designed to focus sales teams on automating day-to-day operations in the field.

With Opmetrix your sales team can use an **IPad, Windows 8 or Android** tablet to record customer activity including managing customer contacts and call notes. They can enter Orders, Invoices and Credits then synchronize this data for automatic import into ABM.

At head office there is a full access to the Opmetrix CMS (Customer Management System), which includes field administration tools and over 100 reports, to analyse sales and productivity of your team.

The key benefits of the ABM Opmetrix Mobile Sales Automation:

✓ Eliminates manual re-keying of orders and invoices in the office
✓ Your sales team have access to current pricing and stock information
✓ Customer satisfaction improves with better communication and call notes
✓ Better productivity and more time for sales calls
✓ Benefit from a wealth of reports on sales performance and activity

ABM has partnered with Opmetrix and the two companies work closely together to ensure the product offers the best integration and support to ABM customers for current and future versions.

Pricing

ABM Opmetrix – Per Mobile User	
Monthly License Fee per user	$ 85.00*
Call History	✓
Image Catalogue	✓
Sales Module	✓
GPS Integration	✓
Survey Module	✓
Objectives Module	✓
Call Cycles Module	✓

*One off License Activation fee of $100.00 per mobile user is applicable.

ABM Opmetrix – Head Office	
Monthly License Fee - Unlimited access to Opmetrix CMS Reporting Suite	$ 110.00
Server Software & Installation	$ 4,000.00
ABM Integration	✓
Standard Email Layout	✓
Standard Print Layout	✓

*Travel expenses on charged at cost

ABM Opmetrix - Support	
Email Support	✓
Phone Support	✓

All Pricing Exclusive of GST

The Opmetrix Cloud

Your Opmetrix system runs in the cloud. In order to push master data up to the cloud and receive transactions back down to your local computer, a small software application called the Opmetrix Bridge is installed on your local computer (typically the computer where ABM is installed).

The Opmetrix Bridge provides an Internet connection between your computer and the cloud, and manages the link between your systems.

What Internet speed is required?

All you need is a reliable Internet connection allowing the Opmetrix Bridge to send and receive data to the Opmetrix Cloud. A recommended upload speed of 1 Mbs is preferred.

What is required for installation?

The only software to install on your computer is the small Opmetrix Bridge application. To do this, remote access (with administrator rights to install software) will be required.   Once the bridge is installed, remote access would only be required for technical support queries.

What about security?

All data send between the Opmetrix Bridge and Opmetrix cloud is secure. Opmetrix uses SSL encryption on all data transfer and the Opmetrix cloud runs on a secure https based system.

What about Backups?

The Opmetrix cloud system is automatically managed and backed up for you. You are responsible for the backup of your local computer system and files.

What Mobile tablets work with Opmetrix?

Sales team can use Apple IPads, IPad Minis, Windows 8 Tablets or Android Tablets. There are some restrictions on Android and Windows devices so check online at Opmetrix for current models. Tablets should have 3G/4G capability built in. Opmetrix cannot be used on a smartphone (iPhone).

Installation, Training and Support

Installation and Training is included in the purchase price and help desk support is included as part of the monthly license fees. These services are provided by Opmetrix (not your ABM Support company) and are generally completed using remote access and online training.

Accounting Integration

Opmetrix links with your ABM Accounting Software. One Opmetrix system links with a single company database.

When can I start using Opmetrix?

The software can be installed within a few days pending getting access to your local computer. From there you need to purchase IPads and mobile data SIMS for your team, then we arrange training.

What do I need to do to look after the system?

We recommend someone in your business becomes the Opmetrix Administrator. After initial training they will be responsible for how to add users, updating the system and checking that data is updating between ABM and Opmetrix. These are the general day to day housekeeping duties that are required.

Sales and Admin Training

Two online training sessions are provided. This includes training one field user who will then train the team, and a separate training session for the Opmetrix Administrator to learn admin functions and basic reporting. These sessions are conducted via online training.

Additional training is available at standard hourly rates.

Help Desk Support

Opmetrix has a friendly help desk support team. Your sales team or Opmetrix administrator can call directly on local calling Australian and New Zealand numbers. Help desk is available 7am – 4:00pm (AEST).

Appendix – Technical Integration Features

Sales Transactions

Feature	Details
Transaction Types	Orders, Invoice, Credits & Quotes
Transaction Date	Opmetrix date used as transaction date
Order Number	Imports 15 Characters
Our Reference	Opmetrix only, does not import
Invoice Numbering	Uses the Opmetrix Transaction ID as the ABM Invoice number.
Transaction Notes	Product notes by line attach to the ABM product description (50 Chrs)
Decimal Places Quantity	Max 2 Decimals supported
Decimal Places Pricing	Tax must be set to 2 decimal places
Rounding	Opmetrix / ABM rounding are the same

Products and Pricing

Feature	Details
Product Code	Max 50 Characters
Product Description	Visible Max 50 Characters
Barcode	Yes.
Base Price Levels	8 Price Levels Supported
Stock on Hand	Available Stock on Hand
Stock Locations	Multiple stock locations with stock on hand by location
Product Image	Linked to one shared folder containing all product images. Images must be named to match the product code.
Contract Pricing	Yes, individual and group for product and customers. Promotion start dates. **Categories (Product and Customer) not supported.**
Contract Discounting	As above with percentage discount
Quantity Break Pricing	Yes.
Carton / Each Units	Yes. Default must be largest quantity eg carton.
Product Groups	Product group and category
Tax Codes	Yes. Tax codes are imported and supports exempt items
Serial Tracked Products	No, serial tracked items do not show in Opmetrix
Product Kitsets	Yes. **Excludes Serial Tracked Kitsets**
Colour, Style, Size Matrix	No. Opmetrix can display one product line per matrix item.
Inactive Products	Will not be visible in Opmetrix

Customer Accounts

Feature	Details
Customer Code	Max 50 Characters
Customer Name	Visible Max 80 Characters
Customer Details	Phone, Fax, Email,
Default Address	Yes. The primary delivery address becomes default in Opmetrix. If no delivery address, defaults to postal address.
Multiple Delivery Address	Yes.
Staff Code Allocation	Staff Code used to allocate customers to mobile devices in Opmetrix. Can use either 'Usual Sales Analysis or 'Account Manager' in ABM (only one, not both).
Global Discount	Yes. Opmetrix determines best price if contract pricing conflicts with Global discount.
Head Office / Sub Billing	Yes.
Tax Rate set by Customer	No. Tax rate is only supported by product
Customer Categories	Customer Group imports to Opmetrix (Not customer category)
Customer Balances	Yes. 30, 60, 90 days
Stop Credit	Yes. Stop Credit warning by Customer
Price Level Allocation	Yes. Max 8 (if no price level, defaults to 1)
New Prospect Import	Prospects can be created and managed in Opmetrix however this data does not import to ABM
New Customer Import	New customers can be created in Opmetrix however these do not import into ABM
Inactive Customers	Will not be visible in Opmetrix.

Sales History

Integrated Feature	Details
Sales History Import	Daily invoice history of transactions entered directly into ABM import into Opmetrix. On roll out, the last 90 days invoice history is imported.

Opmetrix Contact Module

Integrated Feature	Details
Opmetrix Contacts	Customer Contacts are created in Opmetrix. No contact data is imported or synchronized back to ABM

Journey Plan Call Cycle

Integrated Feature	Details
Journey Plans	Journey Plans are created and reported on in Opmetrix. No journey plan data is imported or synchronized to ABM

Calling Cards / Call Notes

Integrated Feature	Details
Calling Cards	Call notes are created and reported on in Opmetrix. The last 20 call notes and photos per Customer are available in the field. No call notes are imported or synchronized to ABM

Surveys

Integrated Feature	Details
Surveys	Surveys are created and reported on in Opmetrix. No survey data is imported or synchronized to ABM

Objectives

Integrated Feature	Details
Objectives	Objectives are created and reported on in Opmetrix. No objective data is imported or synchronized to ABM