dk Business Solutions

from dk Software

Integrated Business & Financial Management Solutions
for Small and Midsize Enterprises

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About dk Software

Making life easier for businesses since 1999 ...

dk Software may not have been on your 'systems-radar' until now – that's because we have been quietly building on our successes - but we believe that if you are looking for an integrated yet manageable system to help you grow your business and bring all your financial information together, then dk should be at the heart of your next review.

Whilst we started programming in 1985, we have been developing the dk Business Solutions platform from our base in Iceland since 1999 with a vision to equip every small and medium sized enterprise with a single, unified, simple-to-use system that brings things together. Since then the company has grown rapidly and now enjoys a market share in excess of 45% (that's bigger than Sage and any other competitors) with clients including:

- KPMG
- Ernst & Young
- Deloitte
- PWC
- Grant-Thornton
- UNICEF
- Save the Children
- Over 4,000 other users of the system

Although Iceland was hit hard by the 'crash' of 2007 dk has continued to grow throughout the ensuing recession. In fact dk has been able to help many businesses through this difficult time by allowing them to reduce expenditure on software systems and to integrate their business processes using a simple yet powerful package.

Whole of market

Whilst you may consider Iceland to be a relatively small economy it is also one of the world's most highly advanced. This has worked greatly to dk's advantage in providing us with access to businesses and organisations across every sector of the economy allowing us to develop insights and specialisms that are truly whole-of-market. Choose an industry-sector and the likelihood is that we will have real-life experience in serving it already. In fact, you could regard Iceland as our 'market niche' in which dk has been tried, tested and trusted, and which underpins our continued success.

The 'gold standard'

In fact, dk Software is now regarded as the 'gold standard' in terms of financial accounting and business solutions and is the benchmark against which many other systems are judged, a remarkable story and one that is backed-up by client testimonials across the whole country. With many of its clients involved in international operations and having developed a firm foothold in the UK market, the success of dk Software has slowly grown beyond its Icelandic borders.

"At Ernst & Young we have been using dk Business Solutions since its launch. We find it to be a powerful, user friendly software system with a reassuringly familiar interface and packed with more functionality than most mid-market solutions. Our clients consistently tell us that the system is easy for them to learn, fast to operate and consistent in design throughout the entire application."

Senior Partner, Ernst & Young, Iceland

Meeting customers' needs

The reason for this quiet success is simple. Rather than develop software as a 'one size fits all' package, we have taken a completely different approach. We have worked closely with leading businesses and their professional advisors to develop and design an integrated set of solutions that precisely meet their needs.

We are proud of our highly skilled people who have a wide range of expertise and skills, not just in advanced and leading-edge software development, but also in the various functions and disciplines that the software has been designed to serve - including accountancy, finance, marketing and fundraising. By understanding the needs of these different areas, we have been able to develop our unique and powerful software platform to meet both business and technical demands.

A clear advantage

This, together with the sheer scalability of the system that dk Software has built, enables us to give customers a clear advantage in terms of implementation and ease of use. And we back this up with friendly support and expert advice when reviewing customers' operations, both before and during implementation. Our goal is to make life easier for our customers and thereby help them to focus on what they need in order to grow.

Going the extra mile

Some software companies promise to 'go the extra mile' for their customers. We focus on actually delivering on this promise with every customer we provide solutions to – although we probably don't shout enough about it.

What makes dk Software different?

Working in partnership with our customers

At dk Software we believe that without close interaction with our customers, the dk Business Solutions system - and therefore dk Software – would not be the success it is today.

From the word 'go', our approach has been to not just develop software that we hope businesses will buy. Instead, we started with the premise that if you talk to customers, understand their problems and needs and develop solutions accordingly, then you have a business.

Different challenges

The fact is, every organisation faces a different set of challenges, and we became intrigued in our discussions with customers about how they approach those challenges. Our conclusion was you can't solve every problem with 'out of the box' software. Yes, you need to have software that has excellent core functionality, but it also has to be flexible enough to meet customers' needs.

We're different because we have developed our software with, not just for, our customers. For dk Software, working in partnership with our customers has enabled us to develop software that precisely matches their requirements.

Making a virtue out of simplicity

In developing any system there is a trade-off between capability on the one hand and simplicity of use on the other. This can either result in expensive investments in systems that are under-utilised or in the need to replace limited, under-performing applications as organisations develop.

In dk, we believe that we have got the balance about right in that dk offers a scalable and comprehensive system but one that focuses on key areas and avoids unnecessary complications or functions that are not called for. In so doing, dk brings down to the mid-range level many functions and analyses that are normally only found in the larger systems on offer and which help organisations to grow.

In dk, therefore, we believe that systems should be both capable and simple – that there is an optimum approach of building evermore capable solutions for customers whilst always keeping ease of use at the forefront. In short, we believe in making a virtue out of simplicity.

Solving 'real world' problems

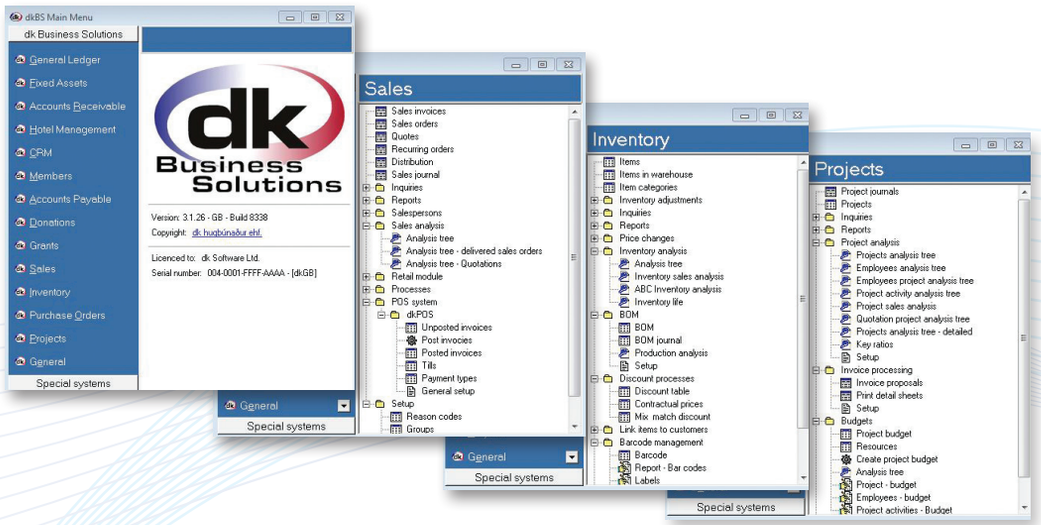
Ours isn't software that was born 'in the lab', it has evolved from 'real world' business problems.

The evidence is in our module-based approach to the development of our software. Whilst the software was originally designed with core financial accounting functionality to meet the requirements of accountants and their commercial clients, we came up against a different set of requirements from, for example charities, membership and other not-for-profit organisations. Their challenges involved managing donations or membership interactions and activities, which meant developing new modules, such as Donations and Members as part of our widening platform.

'Work around' solutions

Over the years we have addressed other similar challenges in much the same open-minded way – providing strong core accounting functionality and developing modules or clever software 'work arounds' that deliver real solutions to our customers.

That's what we mean by working in partnership. Of course, we can't promise to develop bespoke software for every single customer – that would simply not be viable, for us or our customers. However, when we perceive a wider benefit to our wider customer base, and the development fits in with our vision for the dk Business Solutions platform, then our development team in Iceland will certainly consider it...



Business benefits

Enhance your business by switching to dk

Selecting dk Business Solutions can provide your organisation with a number of key business benefits, including:

Healthy cash flow

Record money coming in and out of your business by cash, card or cheque, and get a quick overview of your credit position with a range of reports, from simple profit & loss accounts and balance sheets to more in-depth analysis trees and inquiry grids.

Improved customer and supplier management

Manage all your customer and supplier information in one package. You can produce quotes and invoices, raise recurring invoices, pay your suppliers by BACS and easily see outstanding invoices you need to pay or chase up.

Enhanced products and sales management

Set up all your products in dk Business Solutions. You can analyse sales patterns by product, product group/category or by customer, monitor profitability, identify trends and make sure you have the right amount of stock.

Improved Point-of-Sale

Maximise customer service and business efficiency with 'dkPOS' (dk Business Solutions' Point-of-Sale), an advanced, user-friendly POS solution which seamlessly integrates with dk Business Solutions and can be easily installed in your business. It comes complete with its own graphical dashboard software for every single customer – that would simply not be viable, for us or our customers. However, when we perceive a wider benefit to our wider customer base, and the development fits in with our vision for the dk Business Solutions platform, then our development team in Iceland will certainly consider it.

Enhanced donations management

dk Business Solutions enables charities, associations and other not-for-profit organisations to easily automate and manage supporter and membership information, donations, GiftAid, subscriptions and so on in one, easy-to-use package.

Improved data accuracy

dk Business Solutions software fully automates financial transactions and related activities, reduces errors caused by manual data entry and improves information consistency and integrity.

"One of the key reasons for selecting dk Business Solutions is that it is Internet based. We have been able to set up each church with its own area on the system so that their accounts can be uploaded and viewed online by authorised personnel, and then viewed and consolidated centrally."

"The people at dk are very friendly and willing to adapt to our needs. They have provided great support when we have needed it, both in the UK and at their development headquarters in Iceland. We look forward to continuing to work with them in the future."

Robert Millar, Finance Director, Elim Foursquare Gospel Alliance

Enhanced compliance

With dk Business Solutions, reporting and analysis, auditing, data management, transaction tracking and other core activities that impact compliance with regulatory standards are enhanced.

Increased productivity

Finance staff can get bogged down with cumbersome, labour-intensive and often paper-based processes. dk Business Solutions minimises the administrative burden by automating routine manual tasks, allowing them to focus more of their effort on processes that enhance revenues.

Improved collaboration

Finance departments are often the hub of any corporation. dk Business Solutions allows for rapid, dynamic, and effective information-sharing among various groups and departments, enabling increased collaboration across and outside an enterprise. Why not give your organisation the information edge?

Increased opportunities

With dk Business Solutions, and the robust, in-depth reporting and analysis capabilities it offers, businesses can dig deep into their vital financial data to uncover trends that can impact performance. Armed with this intelligence, businesses can identify new opportunities to improve enterprise-wide operations, leverage new income streams, tap into new markets and increase cost-efficiency.

dk Business Solutions overview

Easy, seamless management of financial and business data

In dk our approach is to simplify things, bring them together and make business life easier – to integrate, analyse and simplify an organisation's financial and business data. At the heart of this is the system's 'general ledger' which draws together all financial data flows in to a single, unified ledger platform whilst allowing users to quickly access the underlying source detail.

dk Business Solutions is structured around its General Ledger, a complete accounting package in its own right and the core of the system around which all of its 14 other modules are structured: its core purchase, sales and cash ledgers, as well as inventory, purchasing, fixed assets and projects, plus additional ledgers and sub-ledgers that may be applicable to your organisation.

One combined database

Unlike some 'modular' systems, the unified ledger system holds everything within one combined database. That means that all your financial processes can be streamlined – ensuring consistent and accurate data, whilst eliminating the repetition of creating multiple entries for each transaction and removing the need to reconcile individual ledgers. In short, the books always balance and the audit trail is always clear.

As well as allowing immediate access to the latest data, dk Business Solutions makes period and year-end closing significantly faster.

Easy to use

As well as providing a highly integrated, all-in-one solution for businesses, dk Business Solutions is also user friendly. The range of functions offered by the system allows organisations to manage their finances, accounts, CRM, and point-of-sale activities in one simple to use package. Additionally this can be extended in to Stock Management, Purchase Orders, Commitments, Donations, Membership, Fixed Assets and Projects where required.

Highly scalable solutions

dk Business Solutions is highly-scalable software package for organisations of differing sizes and complexities. It comprises 15 modules, of which three are for use by NFP and membership organisations.

General Ledger

Comprises a full set of accounting functions including: chart of accounts, journals posting to nominal, customer and supplier accounts, cash book, recurring and adjustment journals, importation of data from Excel templates, VAT management, budgets, bank management, fund accounting, , multi-currencies, dimensions, financial statements, analysis trees with key ratios, advanced drill-down capabilities, powerful inquiry grids and a suite of standard reports.

Fixed Assets

Simple module allowing asset registration, depreciation calculations, disposals and write-offs, postings to general ledger, inquiries, fixed assets register reports and various set up configurations.

Accounts Receivable

Contains various customer-related applications including: customer database with CRM tools, receipt journals, customer statements, reconciliation of accounts, bank collection management, interest calculations, subscriptions management, multi-currencies, dimensions, powerful inquiries, customer analysis trees, advanced drill-down capabilities, standard reports and various configurations.

"Our relationship with dk in Iceland spans many years during which time we have been closely involved in the development of the software.
It is the system of choice for many of our clients and it now provides an ideal platform across which we provide our firm's range of services."

Theodor S. Sigurbergsson, Senior partner, Grant Thornton Iceland

"It was so easy to change over to dk Business Solutions and we have experienced several key benefits as a result. We made the change whilst we were still trading and were fully back up and running within a day ."

Next (Iceland)

CRM

Contains various CRM-related functions including: maintenance of information on customers, prospects, supporters and members, marketing list generation, campaigns, powerful segmentation and grouping, activities (appointments and tasks), document attachments, letter, label and e-mail production and powerful inquiries and reporting tools.

Sales

Options include: full sales invoicing routines, registration of quotes, sales orders and recurring orders, delivery arrangements, document printing, salesperson analyses, sales planning, sales analysis trees, EDI of invoices and orders, retail and point of sale (POS) module, "Handpoint" retail management, multi-currencies and dimensions together with powerful inquiries and reporting tools.

Point-of-Sale (dkPOS)

Contains standardised processes for ePOS environments such as cash and card collection, credit invoicing, gift vouchers, store and inventory management, touch screens with 'hot-keys', separate printers for receipts and reports, set up of customer displays, bar code scanners, automatic log-off for security, cash reconciliation, wizard for end of day procedures, off-line working and integration, and synchronization with "back-office" dashboard module that tracks sales and inventory by store, till, product, salesperson, and time of day.

Accounts Payable

Comprises vendor database, reception and registration of invoices, requests and commitments, separate approval levels, payment-runs with BACS, powerful inquiries, various standard reports, reconciliation of accounts, analysis tools, multi-currencies, dimensions, advanced drill-down capability and various configurations.

Purchase Orders

Contains applications such as purchase orders, suggested purchase orders, item reception, customs management, landed cost tracking, EDI of purchase orders and purchase invoices, powerful inquiries, various standard reports, analysis tools, multi-currencies and various setup options.

Inventory (Stock Management)

A full stock management module containing applications for stock and service item registration, inventory adjustments, stock taking, discount and advanced pricing management, bar codes, serial numbers, item variations, lot numbers, bills of material, warehouses, analysis tools, dimensions, powerful in-built inquiries and analysis trees, various standard reports and configurations.

Projects

Contains time sheet registration on daily, weekly or monthly bases, allocation of expenses and other item costs to projects, booking of adjustments, parent/child project structure, selection of project types, project activity and component breakdowns, project budgets, fee proposals, billing, invoicing on account, time planning, detailed margin analysis tools, flexible setup of cost/hour and sales/hour rates, dimensions, advanced drill-down capabilities, various set up arrangements together with powerful inquiries and standard reports.

Events Management

Contains applications such as event and sub-event registration, booking delegates on events, on-line booking management, tracking event dates, roles and locations, pricing structure, tracking delegate responses, recording sponsorships, ticket management, production of letters, emails and labels, powerful inquiries, various standard reports and various configurations.

General

Contains standardised administration processes necessary to control the deployment of DK, including: users, user groups, user menus, multiple companies, EDI, emails, accounting periods, management of tables that are common across all of the modules and maintenance of general data concerning each organisation.

Reporting capabilities

dk Business Solutions contains easy-to-use, advanced reporting functionality

dk Business Solutions' excels in its reporting, inquiry and analysis tools. They enable users to view and analyse data without the need to rely on reporting specialists, or on specialised, third-party reporting software. Coupled with the range of modules which the system brings, dk can be regarded as an organisation's 'information system', not merely their book-keeping or accounting software.

Integrate, analyse, simplify

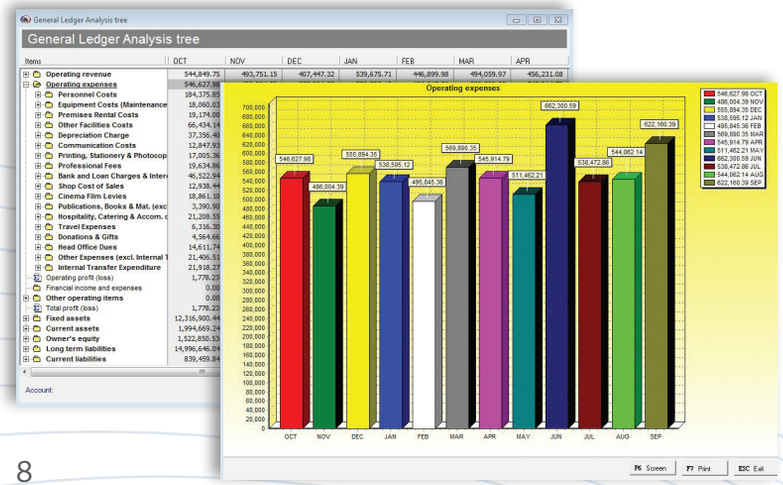
Our approach is three-fold:

- Provide modules that span an organisation's range of core activities
- Build in powerful reporting, inquiry and analysis tools accessing the data
- Join everything together to allow users to understand and gain a simple overview

In short, dk has been developed to allow organisations to integrate, analyse and simplify their activities, databases and financial processes. At the heart of this are dk's suite of reporting tools, which include:

Financial Statements

These provide, in a single report, an Income Statement, a Balance Sheet and a series of related 'Details' (detailed breakdowns) flowing directly from the Chart of Accounts with a variety of options to make the report flexible, including the ability to include or exclude un-posted transactions, budgets, and comparisons.



Financial Analysis Trees

This is a tree view of the chart of accounts, arranged across three levels of summation/breakdown, with the ability to drill down to underlying transactions and export to Excel. Each tree can have up to 100 columns, each one displaying actual or budget data, any of the three dimensions (singly or in combination) and different time periods (e.g. month, quarter, annual).

Each tree offers deep drill down, graphical analysis and takes very little time to set up, enabling users to quickly define their own trees depending on their requirements.

Inquiry Grids

These grids enable rapid, powerful manipulation of raw source data. They have built-in SQL queries (so you don't have to re-invent the wheel each time) to dynamically manage and filter data. You can use the grids to gather all underlying ledger data transactions across a single or multiple accounting period range, and sort, filter, group (multi-level) and arrange the columns in the required order. The results can then be printed as reports, shown graphically or exported to Excel for further analysis. Essentially, you get 'big system' functionality in a mid-size package.

Standard Reports

Each module contains a suite of standard reports, each of which has an array of parameters within which users can easily adapt report layout and content. You don't need to buy a third-party reporting tool – it's all here ready to go.

Each report can be run at transaction or balance level and can then be printed or exported to Excel or as a PDF document.

Spreadsheet Templates

Finally, if these reports are not enough, users can set up their own reports and templates in spreadsheets and then link these back to the dk Business Solutions system. Once these links have been created, the templates can be 'rolled-forward' and amended via a simple parameters table which enables the user to run variations on each report without having to re-edit the underlying link-formulae.

Once a report has been created in a spreadsheet, the user can then add a series of further 'linked tabs' containing different representations of the data reporting (both in tabular and graphical form). The advantage of using this method of linking a spreadsheet report to dk Business Solutions (rather than simply exporting reports and data to a spreadsheet) is that the format and layout of the report (and the other linked tabs) can be preserved and re-used in subsequent periods.

Customer focused

An integrated customer-centric system

Managing customers requires multiple software processes, from back office to customer service. dk Business Solutions helps you integrate the key applications and business processes in one customer-centric system.

Sales

The Sales module enables you to raise and integrate sales quotations, orders and invoices. You can also quickly produce recurring sales invoices, such as subscriptions-based revenues, individually or in batches. dk Business Solutions can also easily import sales invoice data from other systems and also has a full point-of-sale system of its own. Powerful analysis and inquiry tools enable you to view and analyse sales data across a range of parameters.

Accounts Receivable

Customers are key to this module. A variety of data can be set up and managed for each customer, both financial and non-financial. Files can be attached to customer records and a multi-page note book can be kept for each one. In addition to the management of customer information and records, you can record receipts from customers and reconcile account balances, as well as manage the charging of interest to customers on overdue payments and the production of customer account statements.

A Subscriptions sub-module also allows you to place customers into different groups to be invoiced as one-offs, or on a recurring basis.

CRM

Many CRM systems extend themselves into certain aspects of finances and accounting but only deliver in these areas to a limited extent. dk Business Solutions contains many functions found in leading CRM systems, both financial and non-financial. These are found within the various modules, adjacent to the relevant data and financial functions. Information trees, analysis trees, inquiry grids, notebook/attach-file functions and letter/e-mail writers are all examples of these CRM tools.

In the CRM module there are features not found elsewhere in the dk Business Solutions system. The focus of the module is the Prospects table where details of prospective customers, supporters or members can be collated and managed. Against each prospect record, various properties (each with various values) can be added and used to make appropriate selections ('marketing lists') of prospects. These selections can then be used to generate letters and e-mails which can then be sent to these selected prospects, either as a one off or as part of a campaign.

The CRM functionality allows you to quickly retrieve and analyse customer financial transactions. You can create segmentation alongside financial history and analyse the interaction between the two.

"The other software was a lot more 'packaged', and we would have needed to make our processes fit in with it. The DK solution was much more adaptable to the way we work. There's no doubt that the corporate travel market is very competitive. With the help of DK Software, we can maintain a competitive edge and continue to enhance the high quality services we provide to our clients."

Nick Scott, Managing Director, Book-O-Tel

Events and Bookings Management

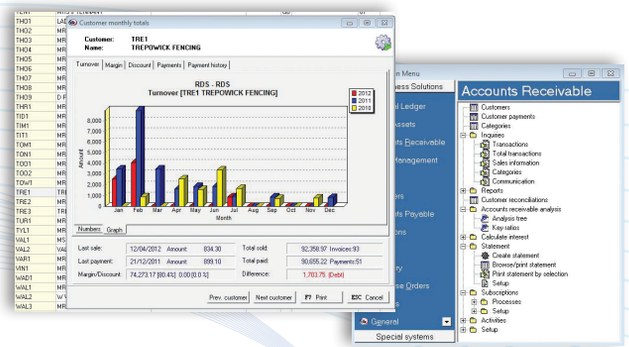
This module extends dk's reach in to the booking of delegates on to seminars, conferences and other in-house events. For organisations with their own bedroom accommodation it can even manage the booking of related overnight stays.

You can book accommodation, resources (such as catering), sell and manage places on courses, send out confirmations and joining instructions, etc. In fact you can manage any aspect of the customer interface.

The module integrates with the sales, purchasing, CRM and general ledgers to provide full financial management and reporting from the buying of supplies to the receiving of payments.

Website integration

dk can be integrated with your website allowing you to capture customer orders, supporter donations, member registrations/enquiries or delegate bookings without manual entry.



Sales and purchasing

Derive benefits from integrated sales and purchasing processes

Building on its customer focus and sales applications, dk provides a range of tools to enable you to manage your supplier invoices and payments and, where required, the underlying purchases to which they relate. Some require simply a purchase ledger module; others require this to be integrated with commitments, purchase orders and stock management. dk can handle both scenarios and can do so from entry-level up to full midsize requirements delivering your business with integration of business processes, ease of access to analysed information and the ability to better manage cashflow.

Accounts Payable

This module provides functionality relating to the management of supplier information. As well as managing vendor contact records, purchase invoices can be entered manually or imported in to the system. For larger organisations a separate approval sub-module is available allowing up to two approvers to be specified. Invoices can also be placed 'on hold'.

A payment run sub-module is also available which offers control over the total amount available to pay, the bank account(s) to be used, and the range or groups of vendors to be included.

An interest calculation sub-module is also available which can be used in situations where monies from branches or affiliates are pooled or deposited centrally, complementing the same tool within Accounts Receivable for investments.

Procurement analysis

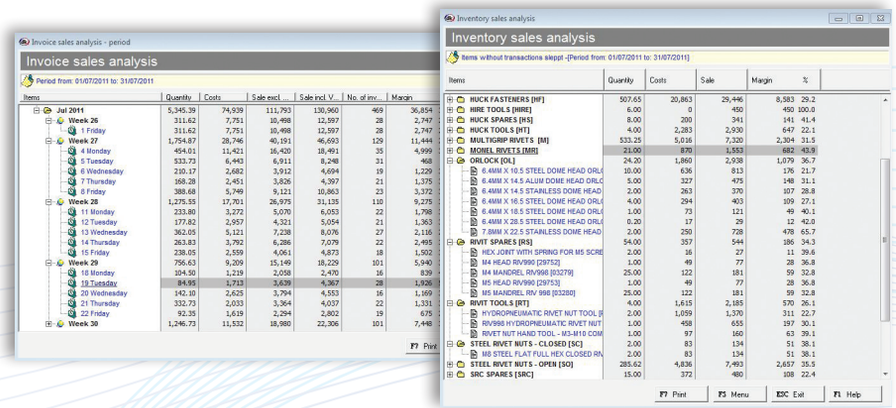
The dk Business Solutions procurement analysis and inquiry tools give you actionable information about procurement activities. You can understand what is being purchased, from where, for whom and for how much. You can see how reliable your vendor base is and identify strategic vendors to ensure your supply source is secure. You can analyse key purchasing transactions by vendor, material, buyer or any other perspective you choose and find out how any measurement is trending over time.

Purchase Orders

This module works in conjunction with the inventory module and allows you to calculate what should be ordered from suppliers. The purchase order suggestions function can produce estimated purchase quantities, by supplier, both with and without reflecting those quantities already contained in either/ both sales and purchase orders. Incoming deliveries of stock are recorded in 'Item reception'. Where goods are not received in full, those that have been received can be posted in to inventory, leaving the remainder on back-order.

Commitments

The dk Purchase Orders module is designed for the repeat ordering of stock for re-sale. Many organisations, however, do not handle tangible stock yet still operate a purchase order process to control the purchase of office supplies, equipment and services. This is often manual or spreadsheet-based leading to duplication of effort and making the month-end accruals process an ad hoc affair. dk allows simple purchase orders known as 'commitments' to be registered at the time of approval so that they can be tracked and aggregated at any point in time. Each commitment can have multiple lines with variable dates thus permitting their inclusion within the correct accounting period and depletion in stages as services and goods are delivered and invoiced.



Distribution Management

Optimise your supply chain in one seamless system

dk provides a range of capabilities that enable companies to optimise supply and demand. From procurement to supply, it gives you all the functionality you need to link purchasing with production, customer demand and inventory.

Optimizing the logistics flow becomes more important as your company seeks to improve customer service, increase profitability through increased efficiency in processes (purchasing and delivery) and lower inventory-carrying costs. dk Business Solutions plays a crucial role in these areas.

Inventory management

dk's inventory module provides a comprehensive solution for small business start-ups through to medium sized businesses with many tens of thousands of items and can be used in conjunction with the purchase orders and point of sales modules. Both tangible stock items and intangible service items can be managed, allowing the system to be used in a variety of contexts and to replace stand-alone bespoke stock systems that require costly integration.

Users are able to view all stock related data in one place with a variety of simple yet detailed table views, analysis trees and inquiry grids. Quantities on hand and on sales and purchase order, margins and recent sales histories can be readily accessed for individual items, item groups and categories enabling you to remain fully informed and helping you meet customer demand without carrying excessive stock.

Extensive classifications

dk provides a number of more detailed attributes which can be activated and used in more advanced stock management scenarios including warehouse locations, barcode management, size and colour variations, weights and volumes, multiple pack sizes, good labelling, ISBN numbering, lot numbers, alternative items, groups and item categories.

Integrated processes

Discount policies, price changes and re-ordering processes are all fully supported within dk allowing users to manage these without time-consuming setups. Stock shipped to third parties for enhancement can be checked out and checked back in at their new values with ease. Additionally, the inventory module can provide seamless integration with project accounting and point-of-sale.

Bill of materials

Users can set up individual or multiple-level bills-of-material within inventory facilitating the sale of compound products and kits. A simple production process handles the depletion of component items and generation of completed assemblies enabling businesses to enhance their product offering to customers.

"dk ensured that the software was implemented with a real understanding of our business and configured it so that end-to-end workflow from customer order to customer delivery was achieved within the system. They helped us achieve a full stock-management system handling all core order fulfilment processes. We were up and running with dk in about four weeks."

Gerry Bourne, Managing Director, I-Fast Limited

Works order processing – order automation

In high volume scenarios it is impractical for businesses to manually handle all incoming requests and deliveries and outgoing orders. In conjunction with Sales Orders and Purchase Orders, dk allows works orders and delivery notes to be generated directly from sales orders and for purchase orders to be created where stock levels are insufficient to enable immediate fulfilment. Both sales and warehouse teams are able to stay informed of the status of each item and order and coordinate their activities to the customer's advantage.

EDI

dk supports a variety of data transfer methods which enable businesses to interact with their larger customers and suppliers with speed and accuracy. This can assist users in regularly checking and updating latest price lists, for example, or for receiving large orders instantaneously or servicing large customers with hundreds of depots.

Websites

Similarly, dk can be connected to your company's website so that you can display the latest product information and handle incoming product orders.

Better supplier/customer relations

dk Business Solutions provides businesses with a number of strong inventory management tools and helps support interactions with both suppliers and customers. By putting dk at the heart of these processes will help you stay on top of all data flows and ensure you are well placed to maintain these relationships on a long-term sustainable basis.

dkPOS (Point-of-Sale)

Complete till and back office system integration

dkPOS is a user-friendly point-of sale solution which seamlessly integrates with the dk Business Solutions platform and which can be easily installed into your business or not-for-profit organisation.

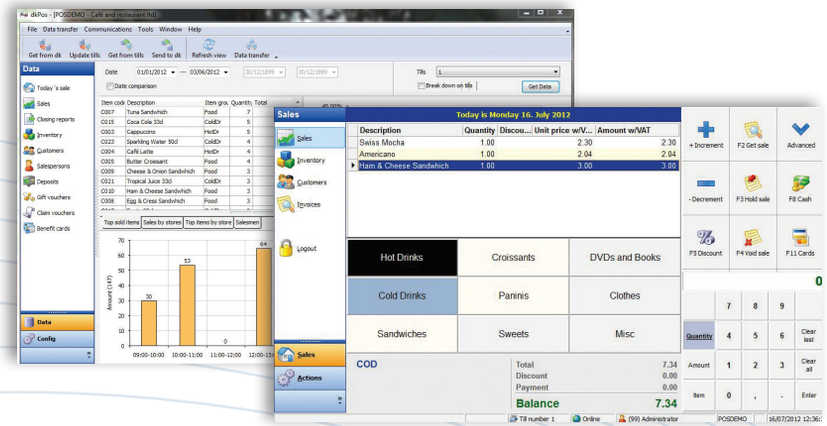
It operates on any PC-based terminal running Windows XP or later and facilitates touch screen technology and customisable hot keys. It is scalable and can operate efficiently in both multi-till and multi-branch environments. It is client/server-based, with the server 'talking to' and receiving data from till clients. Its graphical store management dashboard measures all sales and stock movements and displays these by parameters such as time of day, item/item-group, best sellers, salesperson, till or store location in easy-to-read tables and charts.

dkPOS is not limited to retail shop environments only but can be deployed in any business situation where a quick-sale process takes place. Examples include conference admissions, club registrations and child day-care centres.

Key benefits of dkPOS are:

Fewer mistakes – increased efficiency

Work processes can be made more efficient, with clearly understandable buttons on a touch screen for carrying out customer transactions quickly and easily – from item registration through to payment. You can access up-to-date information directly from your financial system, for example stock levels and information on customers.



> We were looking for an integrated solution that could grow with the charity and dk Business Solutions has demonstrated the flexibility and capability to deliver exactly that.
>
> Save the Children (Iceland)

Improved customer service – and profitability

Because dkPOS connects with dk Business Solutions, you can view a customer's history while he or she is in the shop. You can see previous purchases, allowing you to recommend relevant products. Personalised follow up makes it easier to sell more to customers – and increase profitability.

Save time and money

dkPOS ensures cash register reconciliations are posted directly into your accounts, while sales are registered directly on the customer contact card in the financial system. All you need to do is to approve the report. You can save time and money with automatic posting and at the same time have a better overview of your customers.

Run your retail organisation more professionally

dkPOS enables a free choice of equipment such as touch screen, printers, customer display and bar code readers. You can add in your company logo and choose the information you want displayed on your receipts and invoices, giving your outlet a consistent and professional image.

Total control of all store activities

The back-office enablement of dkPOS gives store managers total control of activities and simplifies the management of sales by time, customer, item, salesperson, and more. This information enables you to not only provide better customer service, but also plan work hours for staff and optimise item ranges.

Offline configuration

dkPOS can be operated offline providing you with security and greater resilience. It remains fully operational in critical situations when network or communications go down. All data is automatically updated when the connection is restored.

Projects

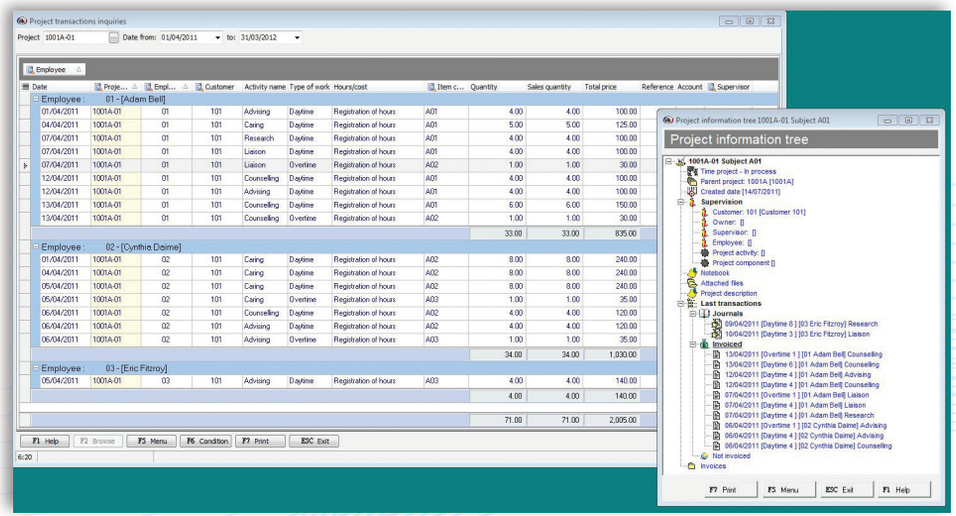
Optimise your time and expenses analysis

The Project module in dk can be regarded as a separate system in its own right. It is used extensively by several major accountancy firms and other professional services organisations to handle the billing of staff time and other items to clients.

At the heart of the system is the ability to capture time and expense information in order that the full costs of project work can be measured and, where relevant, invoiced to customers or funders.

Projects can be set up for entire customers or specific jobs which can be linked and grouped for reporting and analysis. Time, expenses, overheads and inventory items can all be registered against these projects allowing you to analyse these costs in detail so that you can see where time is being spent, on which types of activities, when and by whom.

Customer work can be one-off in nature or can comprise several different types of activities phased across multiple time periods and entities. The Project Module allows you to accommodate various levels of detail and complexity by allowing you to link projects together in a tree-structure together. Additionally project can be placed in to groups which can cut-across this structure. Time and expenses can be allocated to any project within the structure and then aggregated hierarchically up to the parent project or group. Powerful analysis trees enable you to provide detailed breakdowns by manager, supervisor and employee.



"dk's Business Solutions system has been particularly of benefit to some of our larger clients. It provides a comprehensive and integrated IT solution that helps them to run their businesses more effectively whilst allowing us to continue in our role using the dk system for their book-keeping and reporting processes. dk's willingness to develop and adapt the software is enabling us to deliver real business benefits. The dk team are friendly and helpful and have been a pleasure to work with over the past 3 years."

Sarah Shearer, Principal, Emmaus Chartered Accountants, Farnborough, Hampshire

As well as simply allocating time and expenses, dk allows you to arrange these across a range of activities corresponding to the types of work undertaken. Holidays, absence and other non-chargeable time can also be catered for. These activities can then be further broken-down in to individual project 'components' where a high level of detail is required.

The Project module allows time and expenses to be measured against project budgets so that missing data and unusual results can be identified quickly.

Sales invoicing options allow you to raise invoices on account, manage work in progress and evaluate project margins and results. It integrates through to Accounts Receivable, Sales, General Ledger and Inventory – seamlessly.

Whether you are a professional services firm, a craftsman, mechanic, builder or any other project driven service-provider, dk is flexible enough for all types of costing and invoicing scenarios.

NFP and membership organisations

An all-in-one system to manage donations, grants and membership

dk Software has developed three modules specifically for the not-for-profit sector. These form a fully integrated part of the dk Business Solutions financial platform and provide additional functionality that enables charities, associations and membership organisations to manage their operations more efficiently and cost-effectively.

Donations (with Gift Aid)

The Donations module was developed to simplify the operations of charities. It can be used to manage:

- the table of supporters/donors, both active and otherwise
- the registration of donations (and pledges) from these supporters
- the allocation of these to funds, appeals/campaigns and events
- the re-claiming of tax rebates against these gifts under the Government's Gift Aid Scheme

Donations can be registered against key fields (such as funds, events, payment method, gift type) which, if used, offer very powerful analyses of the sources and destinations of incoming donated resources.

Standing order/direct debit donations can be imported from bank statement information and donations can also be imported from CSV master files. One journal can also be copied to another draft journal, thus allowing you to choose the preferred method of dealing with recurring gifts.

The system provides a SoFA (Statement of Financial Activities) report within Financial Statements, has a range of 'fund-accounting' management reports and analysis trees, and allows budgeting by fund across the entire range of modules.

Grants

This module focuses on the payment of grants to beneficiaries, which can be either paid out in full as a single payment, or spread across a period in installments.

Where grants are applied for by the member or beneficiary, the stages of the application process can be tracked through to payment or rejection.

For organisations who raise monies specifically for beneficiaries, this module can be used in conjunction with the Donations module and the balances on each fund can be viewed in the General Ledger. Payments can be made to beneficiaries electronically via bank software in the same way as payments to vendors within the Accounts Payable module.

"The dk software is the cornerstone of the charity's information systems strategy and provides us with a greater degree of granularity of financial information. The Projects module will be the integral link with operational costs gathered from the Referral and Case Management systems. The support provided by dk at all stages of the implementation including migration from our previous accountancy software package has simply been outstanding."

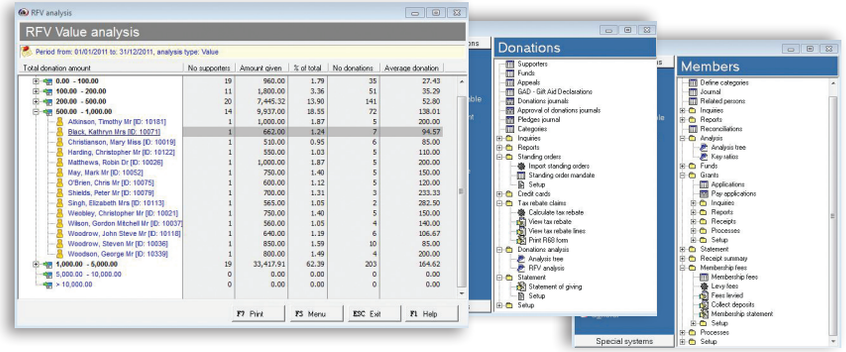
Pete Dempsey, IT Consultant Carduus Consulting & CEO Derbyshire Advocacy Service

Members

This module is aimed specifically at addressing the needs of membership organisations (institutes, associations, clubs, etc) and deals with the management of personal membership records, the collection of membership fees or subscriptions and the application for and payment of grants to members. This module specifically facilitates the receipt and payment of funds to/from the same individuals so that balances can be tracked and statements produced.

The module allows the user to define categories in to which members can be allocated. A member can belong to many different category groupings, which allows you to perform detailed analyses and inquiries and send appropriate letters and e-mails via the CRM module.

Statements listing financial transactions can be produced for each member. dk can also calculate 'membership points', allowing your organisation to award different entitlements to members.



"dk Business Solutions has significantly improved the accuracy of our database and allowed us to slice an dice the data in any way we want it, increasing the quality of our selections. dk Business Solutions has helped us to enhance our marketing campaigns by allowing us to segment and select our supporters in far greater detail."

Amnesty International, Iceland

About dk Business Solutions

dk Business Solutions is a windows based client/server application, developed in Borland Delphi and running on the Pervasive SQL database platform. dk Business Solutions offers a wide range of integrated, end-to-end business applications and services designed to help small, mid-market and corporate businesses become more connected with customers, employees, partners and suppliers. dk Business Solutions' applications optimize strategic business processes across financial management, analytics, project management, customer relationship management, field service management, supply chain management, e-commerce, retail management, fundraising and membership management. The applications are designed to provide insight to help customers achieve business success. More information about dk Business Solutions can be found at: **www.dksoftware.co.uk**

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