



ALERE KEY POINTS

ALERE is an ERP solution which delivers sophisticated features not commonly found in mass market packages. Complex processes provide maximum benefit when they are presented in a manner that simplifies their use. The acquisition and implementation costs of ALERE are usually found to be very affordable. Ongoing costs are low because they are not based on the number of users.

Often sought capabilities that are included with ALERE, such as Document Management, do not require additional investment. Customizations in ALERE are simplified by its advanced architecture. More importantly, the modifications made by a company are easily transitioned to new product versions.

PLATFORM

- Client/Server and LAN
- One code base throughout ALERE's product offerings
- Multi-tier object orientated architecture - multi-level product customization - data driven definition elements - user hooks/custom code - languages – lingo
- Inheritance modification strategy allows customizations to be ported to new product releases

SERVICE

- The purpose of the Service module is to support the generation and execution of service jobs
- The module is comprised of two elements, Definition and Scheduling
- The Definition element includes:
 - ✓ Service Catalog
 - ✓ Site Information
 - ✓ Resource Classification
 - ✓ Service Ticket
 - ✓ Recurring Service Generation
- The Scheduling element encompasses resources to schedule service jobs which includes:
 - ✓ Resource Calendar
 - ✓ Dispatch Board
 - ✓ Service View
- The Service Catalog defines the service work elements including the type of service, a list of activities or tests to be performed, the class of personnel and equipment that will be utilized, and a list of the material that will be required
- The Service Catalog graphically constructs service steps which are appended to service tickets
- Material required for service work is allocated in inventory and included in MRP planning
- Included in the Site Information is an overview of customer locations where service is to be performed including; a definition of each serviceable unit, service scheduling, and warranty information
- The Resource Classification identifies the personnel or equipment that comprises each labor competency or class of equipment respectively
- The Service Ticket is a document that contains the initial job requirements and billing information and also records the resources expended and the results of tests that were completed
- Data is collected through transactions that may be posted manually or utilizing bar code devices
- Each Service Ticket has a complete audit trail consisting of activity history and related general ledger postings
- A Recurring Service function allows the generation of service tickets for clients with units enrolled on scheduled service plans
- The Resource Calendar defines employee work hours, holidays, and other days off
- A graphical Dispatch Board provides a schedule of the daily assigned service activities for each service person, assigns service tickets, and updates schedules all in real-time
- The Service View provides a graphical window displaying a 14 day overview of the schedule
- The Service View may be used for updating the schedule
- A single purpose app provides a real-time link with mobile devices for recording service ticket transactions and results