

We offer customised ERP and CRM solutions based on commercial and open source products for small and medium-sized businesses. We offer them as a complete package, including hardware, service and support, for clear monthly costs.

The KINAMU Advantage

KINAMU connects the advantages of conventional IT structure to the advantages of web-based software. For the customer, this means high flexibility, short implementation times, sustainability and no advance investments. KINAMU systems can be fully integrated into your IT landscape. In combination with their guarantee for success, this practically eliminates your project risk.

KINAMU offers a complete solution, including hardware, software, operation, support and services from a single source and at a monthly fixed price adapted to the budget of a small or medium-sized business.

System implementation and starting of production can be performed in 2 to 6 weeks. Long sales processes with extensive product demos, specifications and concept workshops are replaced by joint development of a prototype that we will develop until the system can be put into operation. This reduces the effort for selecting a new system, which can be thoroughly tested before making the decision to purchase.

The KINAMU Business Solutions

The core component of the KINAMU Business solution is SAP ERP 6.0, the most comprehensive ERP solution as well as the one with widest range of functions currently offered on the market.

The KINAMU CRM solution is based on SugarCRM, a completely web-based application provided by American company SugarCRM Inc. It was developed from open solutions exclusively.



Traditional, Innovative and Future-Oriented at the Same Time

We believe that this mixture of commercial products and open source solutions working together and complementing each other is the best path to offering our customers a great solution at the most attractive price. Our KINAMU Business solutions are based on reliable and tried software (SAP ERP 6.0), combined with new, future-oriented open source software (Sugar CRM). This enables us to offer a stable and operationally safe product with large innovation potential at minimum costs.

Standardisation where possible – Individuality where required

In areas where a company does not show any unique features, standard software and KINAMU processes can be used as well as established know-how. For the company's core areas, the solution is specifically adapted to the respective requirements.

In a joint workshop, your organisation is analysed and illustrated within the structures of the respective system. Forms and company-specific documents with logos are adapted during initial setup, and specific reports can be drawn up. Connection to existing systems, customer and supplier communication is achieved through standard interfaces

The KINAMU Implementation & Operating Models

The KINAMU implementation & operating models were developed specifically for small and medium-sized businesses and offer best flexibility according to your requirements and operational environment, as well as transparency for the respective service level desired.

	KINAMU License and Operational Models					
	KINAMU License		KINAMU Operating		KINAMU All inclusive	
End user Support	—	—	—	—	—	—
Supporting consulting	—	—	—	—	✓	✓
Implementation	—	—	—	—	✓	✓
System operation, maintenance & updates	—	—	✓	✓	✓	✓
Hardware	—	—	✓	✓	✓	✓
Usage of KINAMU Knowledgeware	✓	—	✓	✓	✓	✓
Software licences	✓	—	✓	—	✓	✓
	ERP a.A.	CRM Starting at € 21,-	ERP Starting at € 139,-	CRM Starting at € 39,-	ERP Starting at € 159,-	CRM Starting at € 89,-
	per user and month					
	— Acc. to effort ✓ included					

Quick Implementation, Remote Operation and End User Support

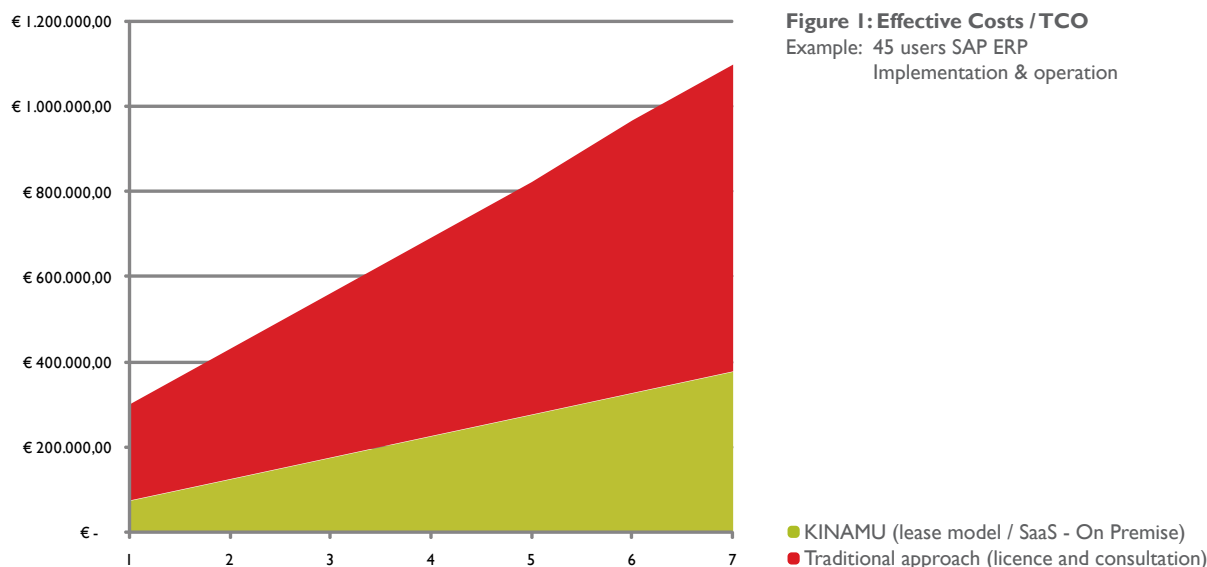
With a standardised implementation model, the system can be adapted to customer requirements within 2 to 6 weeks and then put into operation. This means that there will be less internal effort and the system can be used productively sooner.

Even though the servers are placed with the customer, KINAMU and its partners remain responsible for operation and operational safety. Servers and systems are monitored and serviced through a network. As a KINAMU customer, you do not need any expert knowledge. You will receive the best service available, including a system that will be kept up to date at all times.

KINAMU also provides a help desk for the end users. Remote access enables our staff to support you actively with their product know-how. The help desk is available from 9 am to 5 pm on work days. This makes your organisation independent from on-site consultants. You also do not need to deal with any documentation when questions regarding the system arise.

Leasing or Purchase? – Just a Matter of Costs?

The cost advantages of a solution that can be leased are clear. The effective cost presentation (figure 1) compares the total costs of a classic “consultant-driven” implementation to operation using the KINAMU model.



Advantages of the KINAMU Solutions:

- Tried and tested solutions
- Fast, risk-free implementation
- Full integration into the existing IT infrastructure
- Stable operation
- Customised expansions
- Quick and easy integration of improvements
- No expert knowledge needs to be built
- Affordable monthly fees, no initial cost