Real world challenges. Masterful solutions.

Like anything complex, the art of distribution requires considerable knowledge and skill to master. Technology can elevate your operations to a new level of efficiency – but not all technologies are created equal.

The MasterWorks™ suite has been created for discerning business leaders who care about competitive advantage. Unlike off-the-shelf software products, MasterWorks has been designed to meet the needs of every part of the organization, with built-in customized features to ensure an exact fit.

MasterWorks is a robust suite of software with features to rival any software in the world – but what makes it truly complete is the commitment of the people standing behind it.

"Every detail has been configured to fit, support, and guide our operations. MasterWorks is a huge part of what makes our business successful."

Raymond Fitton,
Director of Operations
R.G. Mitchell Family Books

MasterWorks™
The Art of Distribution

MasterWorks: Robust Distribution Software

Distribution is the heart of your business, so it is at the heart of our software. To stay on top of your customers' demands and ahead of the competition, you need specialized software that has been created specifically for the wholesale distribution business.

The MasterWorks suite provides a fully-integrated solution, endurance-tested by clients who need uncompromising performance and reliability.

Purchasing & Order Management.
Bring real-time information to your staff – so that they can generate accurate quotes, give realistic lead times, locate stock, and deliver unparalleled customer service.

Inventory Management.
Accurately track turn-rates so that inventory is replenished at exactly the right time. Boost productivity with error-preventing bar codes – and stay on top of revenue and margins by using our simple but effective product transaction history methodology.

Warehouse Management.
Streamline processes — from receiving and put-away to picking, cycle counting, and shipping. MasterWorks tightly integrates all of the complex warehouse functions, so it can transform a logistical nightmare into a smoothly running operation — even when you are managing multiple facility locations.
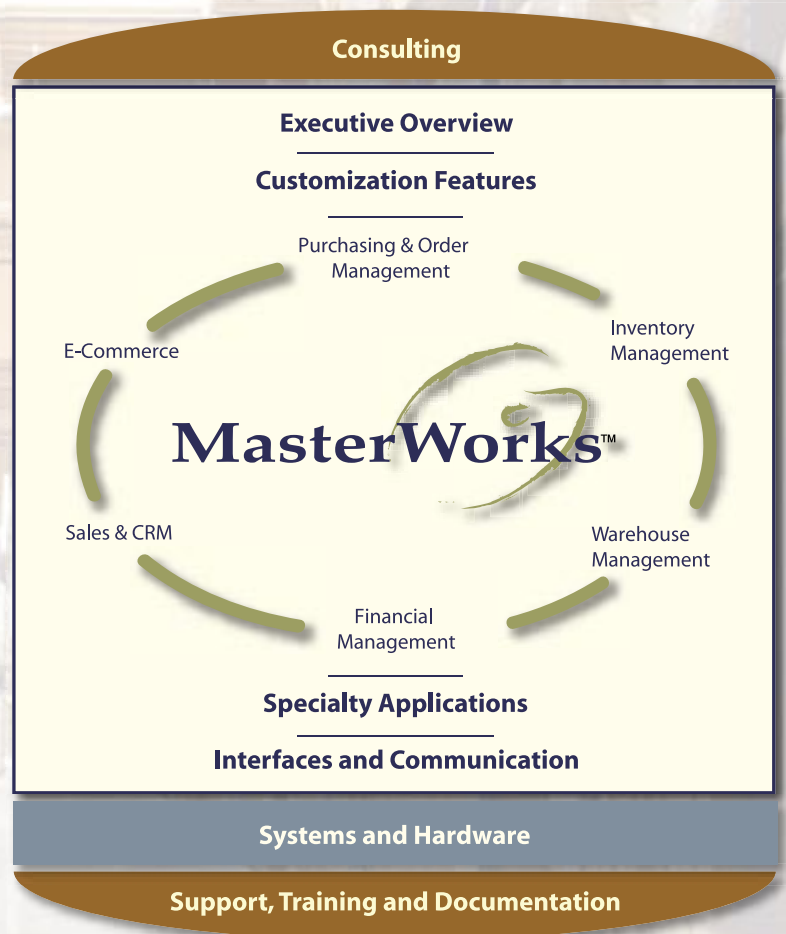
Financial Management.
Link your distribution activities seamlessly to your financial systems, including: Accounts Payable, Accounts Receivable, General Ledger, and Payroll. With MasterWorks, you have all of the tools you need to analyze transactions and receivables at the customer level, apply discounts, identify bad debt, and distribute costs.

Sales & CRM.
Manage prospect information and cement customer relationships by allowing your reps to tap into complete, real-time information, no matter where they are – including account history, stock status and product information. Through the Internet, they can download data and upload their daily work back to head office.

E-Commerce.
Extend your services online by giving your customers access to real-time information. Account information, invoice history, reports, catalogues, and online shopping and are among the many Internet applications available with MasterWorks.

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Inventory Management

E-Commerce

MasterWorks™

Warehouse Management

Sales & CRM

Financial Management

Specialty Applications

Interfaces and Communication

Systems and Hardware

Support, Training and Documentation

Specialty Applications

Designed to leverage the software's core capabilities, the Masterworks suite includes a variety of optional specialty applications: Retail POS, Light Manufacturing, Promotional Campaign Management, Sales Force Automation, Transportation Logistics, Globalization, and Warehouse Automation using advanced and reliable wireless technologies.

Interfaces and Communication

To address different needs, MasterWorks offers a variety of easy-to-use interfaces: a PC interface with screens customized with the right information for each department; a web-based interface, available 24 hours a day from anywhere in the world; a character-driven format that facilitates high volume processing for rapid order entry; thin client; a stock and inventory format optimized for warehouse personnel using handheld devices; and a menu-driven html interface for a simple but effective way to work with statistics and reports.

Similarly, MasterWorks takes care of all of your external communications needs. With leading edge document management capabilities, you can program the system to automatically generate emails and faxes – no more printing copies, finding a fax number, or taking the time to send the fax. Communicate with high volume suppliers and customers through Electronic Data Interchange (EDI), for transactions that cost less than 10% of the cost of manual processing.

Executive Overview

Having too much information can be just as paralyzing as not having enough. That's why we've created the Executive Overview – a snapshot of the company's performance on a daily basis. This summary allows you to review key indicators for Inventory, Accounts Receivable, Accounts Payable and Sales – and drill down to the specific detail without having to shift to another program or report. In as little as two minutes per day, you can stay on top of overall performance and identify problem areas, with instant links to all of the supporting statistics for detailed analysis.

Customization Features

The classic "build vs. buy" dilemma has now been solved with MasterWorks. Why incur the expense of creating a custom solution, or buy something that meets only some of your needs, when you can have the best of both worlds in one package?

With MasterWorks, you can enjoy the efficiencies of one end-to-end solution and the benefits of customization. The secret is a business rule-driven customization layer. We take the time to understand the specific requirements of each of your departments and then choose the configuration setting that exactly fits each need. This is how we create solutions that are both powerful and user-friendly, shaped to meet a variety of different needs while skyrocketing the performance of your organization as a whole.

Systems and Hardware

No matter what system you use, MasterWorks will integrate smoothly and easily – with no additional hardware investment required. A 'platform independent' system, MasterWorks is compatible with operating systems such as UNIX, RISC, RedHat LINUX, and Windows NT. To ensure a smooth implementation, our professional technicians are at your service.

From large corporations to small enterprises, MasterWorks can integrate into existing systems to help improve the efficiency of your business.

> *"For us, MasterWorks is more than software. It's the framework that supports our business. It's also the people standing behind the software – they're always right there when we need them."*
>
> *Mike Squizzato*
> *President*
> *Hettich Canada L.P.*

Consulting & Support

At Beckard Associates, consulting services are bundled into every MasterWorks implementation. By taking time to understand your business, we can customize our software to exactly fit your requirements. We can also help you optimize your processes, streamline work flow and maximize output. As your long-term business partner, we offer the following ongoing support:

- Training. One-on-one instruction as well as group training for every department in your organization.

- Software Support. Outstanding telephone support, emergency 24-hour support, data interpretation, and on-site crisis recovery.

- 'All-inclusive' Support Agreement. Includes both technical support and software upgrades for reliability and unparalleled peace of mind.

Benefits for all Departments

Perhaps the greatest benefit of MasterWorks is that it is one suite of software, designed to meet the very different needs of different departments. Anyone who has struggled with inter-departmental gaps or has tried to reconcile information from unlinked sources knows how much time and money can be wasted. MasterWorks solves this problem.

The reason we're so confident? We have a deep understanding of the distribution business, gained over many years of experience. Even more important, we've taken the time to listen to our customers and understand their needs – customizing each solution until it's an exact fit.

Security and Peace of Mind

MasterWorks is based on client-server architecture, an important characteristic when it comes to both security and efficiency. The intelligence and information storage is in the server – which means that you can safeguard this single point of access. Information accessed through the Internet runs with 128 SSL encryption, equal to that used by financial institutions.

Client-server architecture is equally important when it comes to efficiency. Instead of upgrading individual PC's one computer at a time, you can simply upgrade your server and all users will benefit from the enhanced performance.

Return on Investment

Typically, clients recoup their initial software investment within six months to one year from the time of installation. Increased sales and operational efficiencies are evident very quickly, but this is only the beginning of the story. As the business evolves, clients can take advantage of more sophisticated features in the MasterWorks suite – such as supply chain integration and globalization – for enhanced performance and profitability, long after the initial installation.

"Beckard makes things that are incredibly complex look simple. I can't believe what an elegant and complete solution we've found in MasterWorks."

Rudy Mion,
President
Central Precast Inc.,
Member of the Precast Group of Companies

About Beckard Associates

A privately-owned company founded in 1992, Beckard Associates has an impressive track record helping international wholesale distributors manage their complex distribution businesses. Founders, Dave Savard and David Beckley, are expert distribution consultants with nearly two decades' experience developing software systems specifically for the distribution industry. Their service philosophy and passion for client success has built Beckard's reputation as a business partner that can be trusted to deliver results.

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