MYOB EXO Business

# Statement of Direction

**MYOB® Exo**

# Making business life easier

Running a business can be a challenge. At MYOB we aim to make business life easier for our clients by providing business management solutions.

We have given over a million businesses the freedom to focus on the work they really love, by making their business life easier. But we're not resting on our laurels, our solutions are continuously evolving to meet with our clients' needs and advancements in technologies.

This statement of direction aims to provide clients with insight into our plans for the next few years. It will assist you to plan for upcoming product enhancements and ensure you get the most from our products and services. In addition, it provides information on how you can contribute ideas for product improvements.

# Commitment to our clients

At MYOB we seek to deliver value to our clients by making our solutions efficient, easy to use and compliant with Australian and New Zealand Regulation. In addition, our extensive network of MYOB Certified EXO Partners provide high quality implementation and support services to our clients. We have EXO Partners across all of Australia and New Zealand and it is highly likely that we have one just around the corner, who has implemented a solution in a business like yours.

We stay on top of the latest emerging technology advances, best practices and industry trends and include these elements into our solutions to deliver value to our clients. We value our clients' opinion and seek regular feedback on our products and services via Net Promoter Score® surveys. We also encourage client feedback on how our solutions can be improved and we have incorporated hundreds of these enhancements into our products.
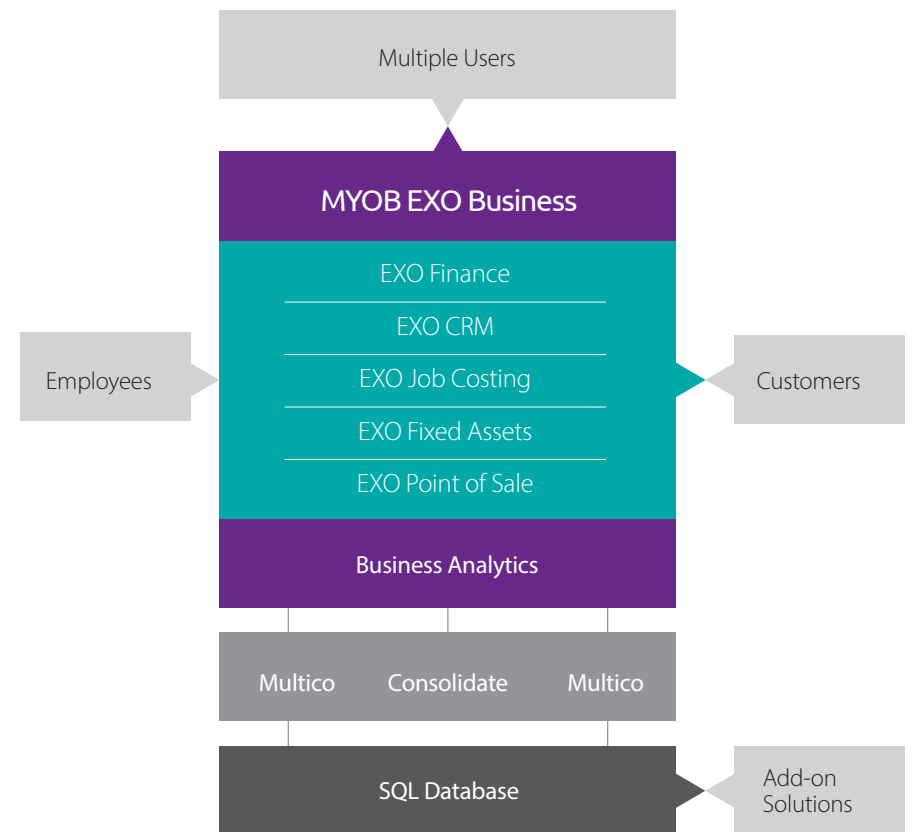
# MYOB EXO Business

## Financial and business management systems for medium sized and larger businesses

MYOB EXO Business is a fully integrated financial and business management system specifically for medium sized and larger businesses. It can be custom designed to meet the needs and processes of your business. Working from the core module, EXO Finance, and in consultation with an MYOB EXO Partner, you can configure your own application workflows, interfaces and reports to create a truly unique system. By doing so, you can build a system to fit your business processes like a glove. As your business changes, so can your software setup.

You can purchase additional modules and customise for a complete system including:

> EXO CRM
> EXO Job Costing
> EXO Accountant's Assistant
> EXO Point of Sale (POS)

> EXO Fixed Assets
> EXO Business Analytics
> EXO Intercompany

> EXO Serviceable Units
> EXO OnTheGo
> EXO API

EXO Business will enable you to manage your information in an efficient and organised manner, gain complete visibility across your organisation and will assist you to make quick educated decisions essential to the success of your business.

Multiple Users

MYOB EXO Business

EXO Finance

EXO CRM

Employees | EXO Job Costing | Customers

EXO Fixed Assets

EXO Point of Sale

Business Analytics

Multico | Consolidate | Multico

SQL Database | Add-on Solutions

# Key features and benefits

> User friendly accounting and GL functions with customised reporting and consolidation

> Multiple locations/divisions/branches support

> Management dashboards for "fingertip" graphical visibility into the business' performance

> Advanced stock management including serial number tracking, bin management etc

> Extensive landed cost and shipment tracking for importers

> Wide-ranging foreign currency management including the ability to calculate foreign exchange variance

> Deep, integrated job and project costing functionality including quoting, labour charges, equipment and resource planning and reporting.

> Consolidation of financial transactions for all entities, and production of financial reports from the grouped set of accounts

> Comprehensive and customisable accounting process flows and corresponding checklists

> Customer relationship management (CRM) features that manage sales pipelines and marketing efforts, and leverage this information to improve efficiencies with customer interaction

> Companion iPad app for in the field sales staff and account managers...on the go.

# Recent investments

We are continuously innovating EXO Business, by improving existing features and developing new ones. Some of the many improvements designed to enhance, or extend the usability of EXO Business have been driven by our client's requests. And we will continue to incorporate the latest technology innovations to make business life easier.

**Features introduced in recent releases**

## EXO OnTheGo

This iPad application is designed specifically to meet the needs of the salesperson or account manager. EXO OnTheGo provides users with all the information they require to manage the sales, account management and ordering process on the go.
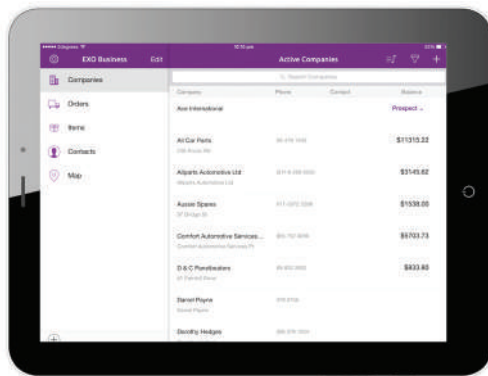


## EXO LiveRelay

MYOB realised the need to build a cloud data service to provide integration services and allow access to EXO Business data for both EXO OnTheGo and the other 3rd Party applications.

It's located outside the clients network to access and interact with EXO Business using the EXO API. This channel provides a secure, fast and reliable mechanism for integrations into databases traditionally inaccessible.
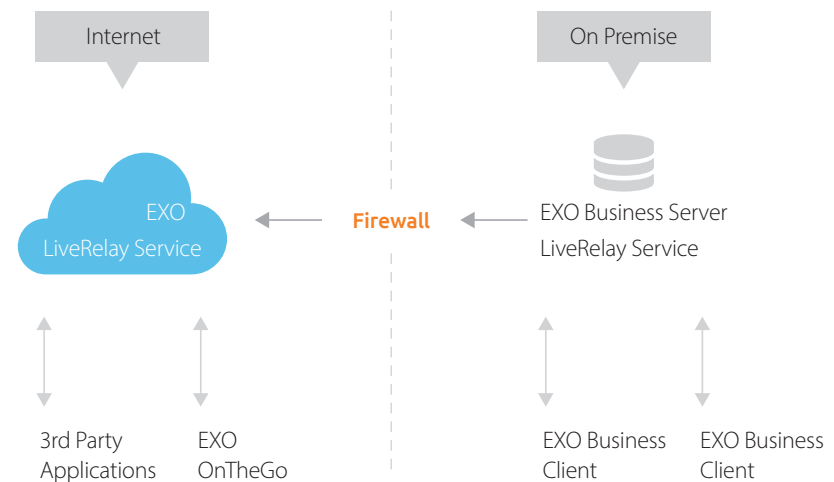
## EXO API

As part of our integration program for EXO Business, we developed a contemporary RESTful programming interface that provides developers access to the data and business logic of EXO Business.

EXO API allows on-premise 3rd party integrations or when combined with the EXO LiveRelay, external 3rd party applications to fully integrate.

## EXO Business Alerts

EXO Business Alerts provide increased control for business owners by reviewing transactions as they are entered by staff and either displaying warning messages or preventing the save process if an exception to predefined business logic is identified. Business Alerts are a fantastic way of ensuring that sales orders have appropriate margins, or include freight, or that purchase orders are sent only to the supplier that offers the best price.
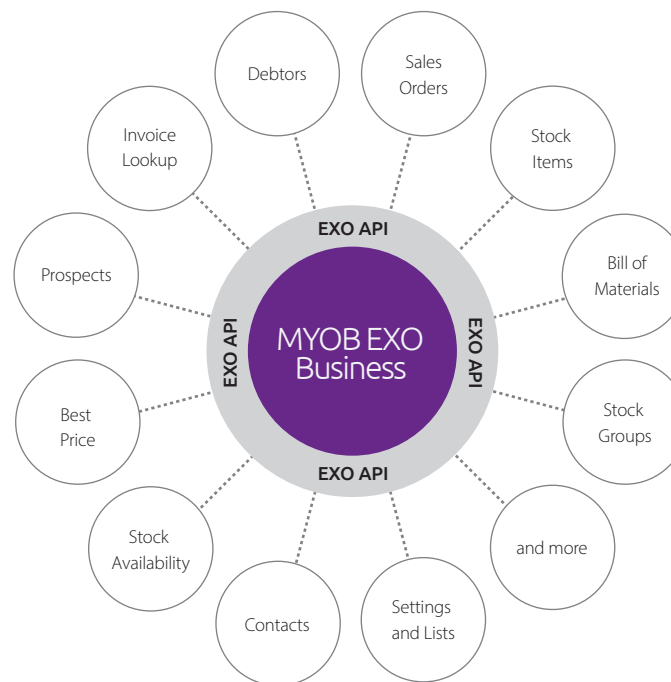
## EXO Accountant's Assistant

EXO Accountants Assistant is designed with an easy-to-use interface that provides external accountants or internal finance staff access to the book keeping and financial reporting features of EXO Business. The assistant is a customisable wizard allowing process flows to be defined to step through the sometimes complex business processes that an enterprise organisation requires and make it simple to follow common accounting functions such as month-end and GST reporting.
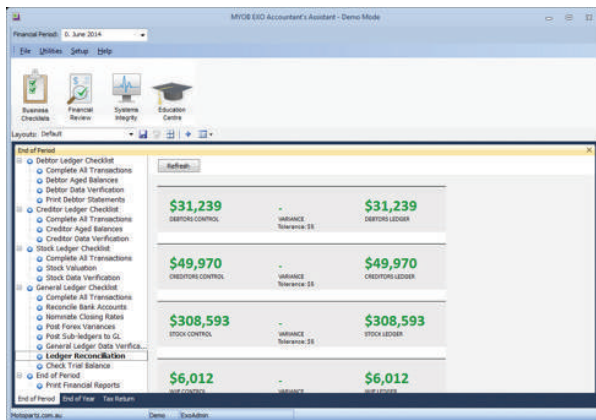
## EXO Education Centre

Is a web portal that aims to ensure that users of EXO Business can find help or advice on any relevant topic. The EXO Education Centre content includes user manuals, whitepapers, tips and tricks videos, release notes and more.
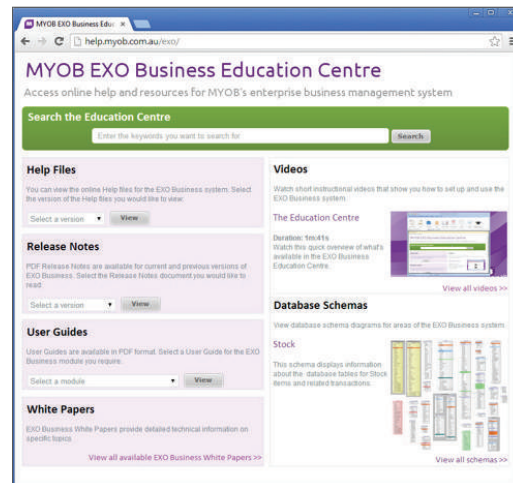
# On premise or private hosting

MYOB understands that whilst some clients may be adept at managing their own infrastructure, for others it makes more sense for it to be managed by a specialist provider. MYOB's EXO products can be deployed either on client-owned and managed infrastructure or that of a suitable hosting provider.

For those clients who wish to utilise their own infrastructure, we provide full product installers. Our products use well-known Microsoft components so supporting MYOB EXO will be familiar to staff who have experience in managing applications based on Microsoft technologies.

Clients wishing to gain the benefits of the cloud while leveraging the investment they have already made in their on-premise EXO solution can elect to have their system hosted by a 3rd party. In order to assist those MYOB EXO clients in selecting a suitable hosting partner, we've developed the MYOB Enterprise Cloud Partner Program. Further information on this program can be found on the MYOB website.

## MYOB Enterprise
Cloud Partner

# Investment program

MYOB is committed to ongoing investment into EXO Business. We have made significant investments into recent product improvements and upcoming releases. This investment program spans well into the future as outlined in our roadmap. We aim to have an annual release (as a minimum) to keep the product current so we can continue to make business life easier for our clients.

## MYOB EXO Business road map

| 2014 | 2015 | 2016 | 2017 | 2018 |
|---|---|---|---|---|
| EXO API<br><br>Mobility – EXO OnTheGo<br><br>Sales order improvements<br><br>Dashboard enhancements<br><br>Improved searching | Mobility extensions<br><br>API extensions<br><br>Additional connected services | Business efficiency enablers<br><br>Additional connected services | Business efficiency enablers<br><br>Additional connected services | Business efficiency enablers<br><br>Additional connected services |
| Platform certifications<br><br>Core product improvements | Platform certifications<br><br>Core product improvements | Platform certifications<br><br>Core product improvements | Platform certifications<br><br>Core product improvements | Platform certifications<br><br>Core product improvements |
| 1-2 releases plus service packs | 1-2 releases plus service packs | 1-2 releases plus service packs | 1-2 releases plus service packs | 1-2 releases plus service packs |

**On premise or private hosting deployment options**

# Gathering and prioritising roadmap items

MYOB gathers inputs into the roadmap from a vast array of sources, most notably:

> clients
> partners
> legislative requirements
> industry demands
> technology trends
> the market landscape

There is a formal process followed when clients want to request product enhancements. These requests are tracked from inception, analysis, development through to the enhancement release. Each version of MYOB EXO is supported by the inclusion of detailed release notes that contain details of all the product enhancements included in that release.

Prioritisation of investment follows a rigorous process that considers many facets including breadth of clients that will receive the benefit, overall client experience, product consistency, client satisfaction, technology and market positioning. The challenge for us is to balance all the (sometimes competing) needs of stakeholders, technology and resourcing possibilities. However, ultimately we aim to target product investment that delivers the best possible value to our clients.

# Ongoing support of products

Every year MYOB invests in research and development to improve our software and services. We do this in line with regular customer feedback, new technology advancements and changes in legislation. We believe that using the latest software is the best way for our clients to help run their businesses effectively, gaining the full benefits of the latest investments made in the software. Conversely, we understand that upgrading your software needs to be a carefully managed process that requires planning well in advance, in many cases around key business events.

All EXO Business releases move through the following support phases:

> **General Support** – commences from the date when MYOB releases a new version

> **Transitional Support** – commences from the date when MYOB releases the NEXT version

> **Partial Support** – applies to all versions released in the past 24 months that are not under transitional support

> **End of Support** – applies to all versions released more than 24 months ago.

In general, a release of EXO Business will move through the support phases in around 24 months however this depends upon the specific timing of releases.

Each product release is followed by a number of scheduled Service Packs; generally 6-8 weeks apart. We plan these in advance to ensure that there is an ability to respond to any product issues that need to be addressed quickly and that cannot wait for the next release which could be several months away. Service Packs are constructed in such a way that they can be quickly applied to a clients' installation without the need for extensive testing as the number of changes are kept to a minimum.

MYOB EXO software must co-exist with technologies currently in the market or being developed by other software manufacturers. In some instances, MYOB software is also dependent on the features and services provided by these technologies (also referred to as 'Environments').

MYOB has an on-going environment compatibility process that tests our software on commonly-used current environments so that our clients can be confident in its effective operation. Environments are deemed compatible based on our testing methodology, test results and information received from the relevant manufacturer. The MYOB Compatible Environments Roadmap has been developed to provide you with information on current compatible environments and future plans, so that you can plan for the effective use of MYOB software in your business.

MYOB aims to complete compatibility of appropriate emerging environments within six months of the manufacturer's release of the product. However, we recommend that our clients do not operate MYOB software on new products until we have published a statement on the successful completion of the compatibility.

# Ongoing investment in our partners

MYOB has an extensive network of highly experienced business partners who have undergone considerable testing and evaluation – enabling them to offer clients a high degree of knowledge and expertise regarding a range of MYOB Enterprise Solutions. MYOB's partners bring this experience to your business and collaborate with you to design and implement a business solution that fits your unique needs.

All partners have access to MYOB support and resources to ensure clients have a high quality implementation experience. Partners have direct telephone and electronic access to a dedicated partner support team that provide product assistance to our partners' consultants.
The MYOB partner support team is backed up by having direct access to the development team that creates and maintains the product should a more in-depth technical investigation be necessary.

We currently, and will continue to, provide an ongoing training program for our partners comprising core product functional and technical skills, what's new in each release, as well as a range of business management skills.

Current MYOB EXO partners are listed on our website, visit myob.com.au for Australia or myob.co.nz for New Zealand.

**MYOB®** Exo