



Enhanced Sales Order Management

Deliver Complete Customer Satisfaction

A Quality Service Organization to Address Your JD Edwards Service Requirements

Oracle/JD Edwards-Focused Sales and Services Organization

Over 50 Professionals Serving the U.S., Caribbean and Latin America

Highly Qualified Professionals - MBA, CPA, CPIM, CMA

Over 140 customers in almost 20 Countries of the Americas

Extensive Multi-National, Multi-Site Experience

Solid Technology and Systems Integration Capabilities

Commitment to Customer Service

United States Operations

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Caribbean Operations

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Latin American Operations

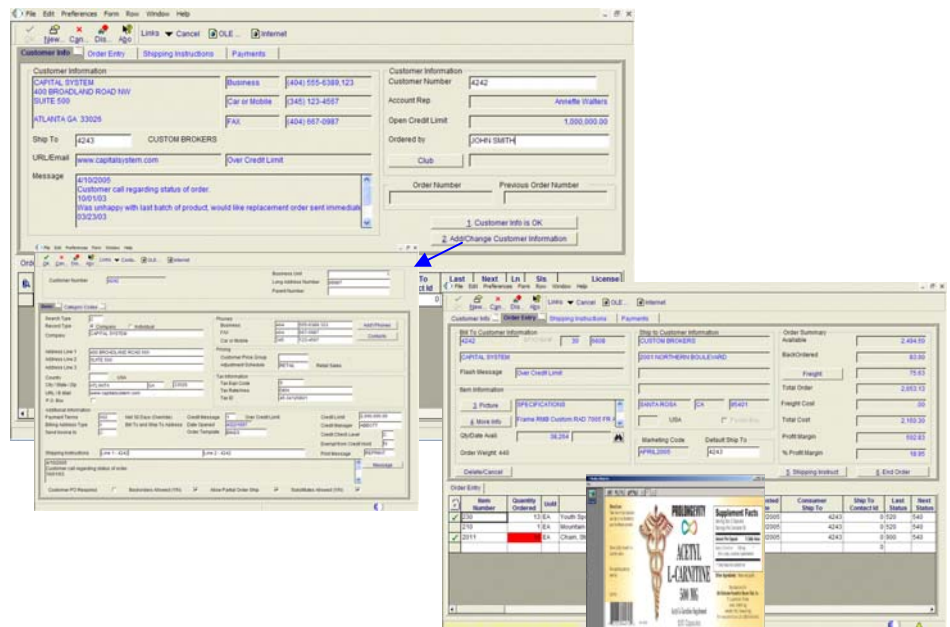
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Visit us on the web at:
www.premierway.com

Today, customers demand consistent service and sales support and thus Customer Service call centers are quickly evolving into complete customer contact centers. The call center's importance is rapidly escalating as it increasingly provides support for all customer interactions.

Premier Group's Enhanced Sales Order Management Solution Kit empowers your EnterpriseOne™ software to provide unparalleled customer service through every marketing channel. Specific enhancements to the Sales Order Management applications provide a customer communication vehicle with the following capabilities:

- Ease of use through one centralized customer and prospect information system
- Rapid customer lookup methods by names, phone numbers, addresses, etc.
- Consolidated view and update functionality of relevant customer information
- One touch access to customer history
- Complete Sales Order Management and Advanced Pricing functionality
- Opportunities for cross and up-selling through pricing string displays and related product suggestions based on buying habits
- Quick display of product notes and product attachments
- Display of product availability
- Marketing source code tracking for marketing campaign analysis
- Integrated credit card authorization and settlement processing Multiple payment method capabilities
- Integrated multi-carrier shipping/logistics functionality (refer to separate brochure)
- Order holds functionality
- Sales tax functionality by customer shipment locations





Facts on Premier Group

Your Premier Way to Realizing Your Business Objectives

Premier Group (Premier) is a PeopleSoft® (JD Edwards Product Line) Channel Partner focused on serving customers in the U.S., the Caribbean and Latin America. Through our offices in the United States (Coral Gables, Florida), Puerto Rico (San Juan) and Costa Rica (San José), we provide comprehensive JD Edwards support services including implementation, project management, CNC consulting and software development in the Americas. The following highlights key aspects of our implementation services:

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Comprehensive Implementation Support- At Premier, we assist our customers with all aspects of their JD Edwards implementation requirements. Whether your organization's requirements include setting up the JD Edwards environment, training the project team, developing custom programs or overall project management, we can assist your organization meet its implementation objectives in a timely fashion and within budget.

Rapidly, Economically and Predictably- Our five step Express methodology for JD Edwards software implementation ensures that:

- Project scope and objectives are well defined
- Resource requirements, assumptions and risks are understood at the onset of the project
- Specific needs of your organization are understood and accounted for in the development of the solution.

Enterprise Structure Design- Premier's consultants can facilitate the design of your organization's financial infrastructure (chart of accounts, financial reporting requirements, and management reporting) in a way that not only takes full advantage of the JD Edwards software but improves the information flow across all areas of your organization.

Technical Consulting- Premier's consultants can assist your organization with all aspects of EnterpriseOne™ Toolset development to support complete development of application modules not provided by JD Edwards, enhancements to EnterpriseOne™, data conversion, interfaces and reporting.

Complete Project Management- Utilizing a full set of automated tools for process and project management, communications, status reporting and issue resolution, we can take all the guesswork out of managing complex information technology projects. This allows your organization to focus on key areas that bring the most value to projects of this nature – understanding of the business, its requirements, and how to best utilize the new JD Edwards software.

Experience- All Premier consultants are JD Edwards-trained and possess significant experience implementing JD Edwards software. Through their detailed knowledge of the application software, our consultants can provide the required insight to properly design and configure the highly-flexible JD Edwards software solution to address your organization's business requirements. Additionally, the large majority of our consultants are proficient in both English and Spanish.

Helping our clients achieve their goals and realize the associated benefits of new information technology is our number one objective.