



**ES2000**  
by CRAFTVIEW



Software for medium and  
enterprise service organizations.

# THIS IS ES2000!

With the ES2000 solutions, companies can optimize their processes and thus meet the challenges of installation and service business much better.

For 30 years now, ES2000 has provided **complete, integrated ERP solutions that are perfectly matched to the requirements of your trade.** Other software companies try to cover a broad range of different trades, but we focus mainly on industries that have comparable processes. As a result we **know the processes and workflows of your industry inside out.**

In order for our customers to be **always up-to-date**, we continue to develop our software solutions in line with the growing demands of the industry, technology, and the market.



## OUR FOCUS

Customer service and customer satisfaction are the central pillars of our company philosophy, and are always the focus of our attention. Our incentive every day is the success of our customers!



# A PART OF CRAFTVIEW

We are part of CRAFTVIEW since 2020. As a result, you benefit from a product strategy that supports your needs and you have access to new solutions. For sure our portfolio will meet your growing needs - because we grow with your business.



**FOR THE GO-GETTERS. THE PROFESSIONALS.  
THE BEST OF THE BEST. FOR YOU!**

As CRAFTVIEW, we bundle the most proven software solutions with last mile functionality focused on specialized domains within the construction industry into a powerful platform of tried and tested know-how. The result? A place from which everyone and everything can benefit from an available base of knowledge transfer: Our developers, our product quality, our service offering and, above all, our customers.

Our target market includes businesses of all sizes, ranging from passionately driven "one-man shows" to competitively placed medium-sized companies. The driving force behind all this? Our

common goal of wanting to deliver work that is perfect. Together, it is our vision to push boundaries and to grow.

## OTHER SOFTWARE BRANDS FROM CRAFTVIEW:



# WHAT DOES **OUR SOLUTION** PROVIDE FOR YOU?

Due to our century long experience in the industry we can offer precise, successful and individual functions, tailored for your daily business.

**+**



**COMPREHENSIVE BASIC PACKAGES**

The basic packages provide your company with a perfect basic configuration in every area. From office through CRM, order processing, bookkeeping, service, resource planning and on to web and mobile solutions, we provide you with the ideal baseline for efficient digital operation.

**+**



**ADAPTED TO YOUR NEEDS**

Not only can you select the appropriate basic solutions, you can add the extensions that your company needs. In this way the software will be perfectly fitting to your needs.

**+**



**PERFECT SOLUTIONS IN AND OUT OF OFFICE**

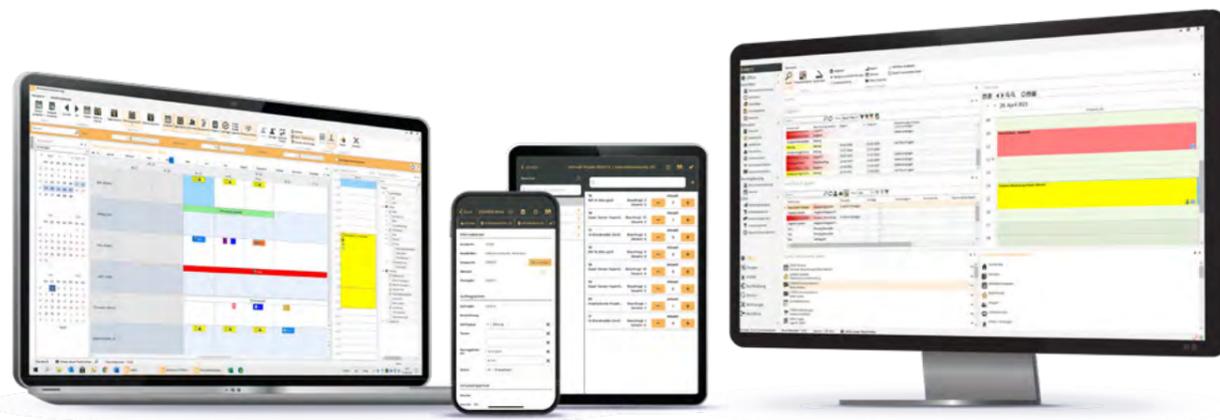
Solutions from ES2000 link the office to the field technician on site and to mobile users. Information is exchanged fluently, and work processes link together perfectly.

**+**



**BUSINESS RELATED MODULES**

We have decades of experience in the industry and know precisely which solutions have been proven successful and essential in day-to-day work. Our solutions are perfectly tailored to your trade!



ES2000 precisely understands the typical processes and challenges of your project business. And supplies all the software components that are needed to save time and money through

digitization: calculating offers, service, and maintenance management, payment transactions, mobile links to the office, and much, much more!

## HAVE A CLOSER LOOK ON OUR SOLUTIONS:

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## OFFICE

This base module is the cornerstone for successful office operations. With the office base, it's easy to manage your master data, prepare offers and invoices, update your item prices, customize restrictions of access rights, allocate invoices to accounts, and create individual reports.

The office base is the first step towards digitization of all your work processes!

- ✓ Master data management for all contacts
- ✓ Management of item master data and services
- ✓ Reports and evaluations
- ✓ Item price maintenance
- ✓ Access authorizations
- ✓ From offer to invoice
- ✓ Invoice account allocation
- ✓ Client group prices and individual client prices
- ✓ Parts lists / cascaded items
- ✓ Assembly of facility systems
- ✓ Costing with third-party services
- ✓ Recording / invoicing bills of quantities
- ✓ Calculate maintenance, rental, insurance fees
- ✓ Provision for additional project costs in a costing



## RESOURCE PLANNING

If you want to make the best use of your employees and spot where there is free capacity, the resource planning base is the right tool.

It provides a complete overview of appointments, it allows you to form teams, categorize appointments and manage any equipment.

- ✓ Personnel assignment planning
- ✓ Detect free capacity
- ✓ Select from different types of appointment
- ✓ Avoid double booking
- ✓ Dispatching
- ✓ Leave request management



## CRM

For optimal business communication, you need the right tools. Our CRM tool is just such: You always keep track of the communication history with your customers, suppliers and business partners. In the included document management, you save all documents centrally - completely adapted to your company structures.

Appointments and tasks for your employees are recorded in the calendar, entries there can be made from various parts of the program, such as from offer and order processing, service management, or contract management.

- ✓ Communication history
- ✓ Central document storage
- ✓ Calendar with task management
- ✓ Mail and telephone campaigns
- ✓ Potential clients management
- ✓ Exchange
- ✓ Multiple-Exchange
- ✓ Outlook-AddIn



## ORDER PROCESSING

The order processing base supports you in the complete order management including the order related post-calculation. Due to the contribution margin calculation, the profitability of your orders remains guaranteed.

On-account invoices can be created on time, project progress can be viewed and reassessed, warehouse inventories can be viewed, and order reports can be created. With our order processing tool, you control your orders in an economically optimal way and you stay in the profit zone permanently!

- ✓ Overview of materials requirements
- ✓ Overview of current projects (work in progress)
- ✓ Recording of weekly reports and labor reports
- ✓ Order management with post-calculation
- ✓ Contribution margin calculation always up to date
- ✓ Invoicing according to plan target
- ✓ Multiple warehouse management
- ✓ On-demand order
- ✓ Barcode & serial number management
- ✓ Item depreciation for inventory



## BOOKKEEPING

The bookkeeping base keeps you on top of all your incoming and outgoing payments, and prepares the transactions for passing on to financial bookkeeping.

Payments can be linked to open items management, so that unpaid items can be balanced automatically. The reminders function allows you to handle late payments individually, with reminder stages, texts, interest and fees all freely configurable, so that you have everything under control!

- ✓ Cash ledger and account transactions
- ✓ Payments and collection orders in DTAUS format
- ✓ Open items management for accounts receivable
- ✓ Reminders (dunning)
- ✓ Voucher accounting for accounts payable
- ✓ Interface to financial bookkeeping systems



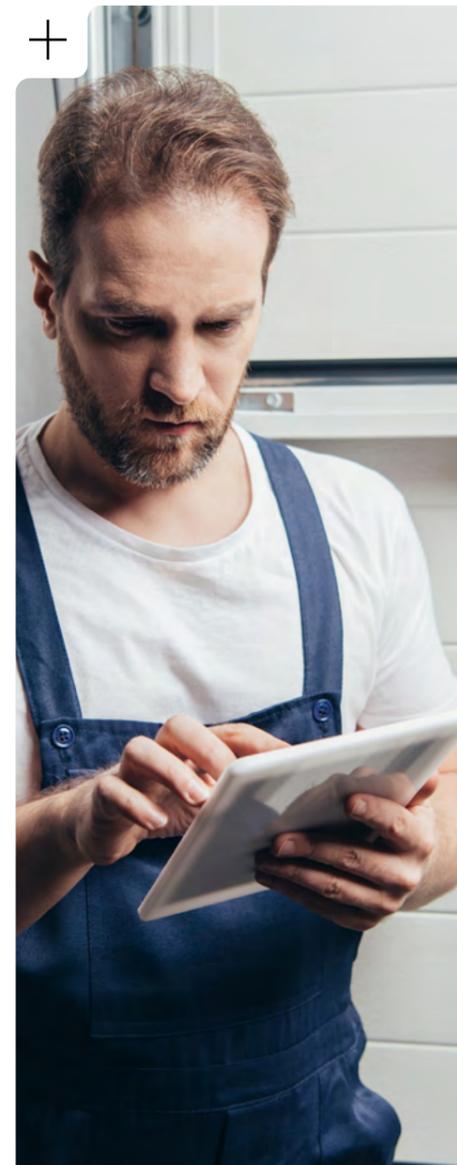
## SERVICE

The service tool forms the foundation for a simple and secure facility and service contracts management.

For example, you can immediately see which technology is used on site, what the maintenance status is, what disruptions there have been so far or which employee is responsible.

With the contract management, you can maintain maintenance and rental contracts in detail, including fee adjustment. You see costs and revenues in the controlling overview.

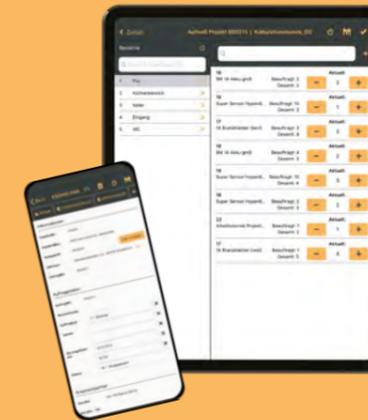
- ✓ Systems and building management
- ✓ Contract management
- ✓ Controlling overview
- ✓ Billing of services based on credit
- ✓ Maintenance management
- ✓ Service order management
- ✓ Individual invoicing of service orders
- ✓ Helpdesk I - trouble ticket system
- ✓ Helpdesk II - trouble ticket system with escalation stages and service levels
- ✓ Suppliers contracts and contract assignment
- ✓ Spare part management



## ESWEB & ESMOBILE

esweb base grants you access to all the fundamental functions via a web browser interface, including from mobile devices such as smartphones, tablets, or notebooks.

This means that you are always up to date wherever you are, and can use various functions of the ES2000 solutions, and can even process data on the move.



- ✓ Address information
- ✓ Route calculation
- ✓ Insight into building projects
- ✓ Online file storing
- ✓ Adaptation of forms
- ✓ esmobile recording bills of quantities
- ✓ esmobile spare part management
- ✓ Electronic forms (e.g. maintenance logs and checklists)
- ✓ esweb communication history
- ✓ esweb calendar
- ✓ esweb leave request management
- ✓ esweb project orders
- ✓ esweb recording of weekly reports and labor reports
- ✓ esweb systems and building management
- ✓ esweb maintenance management
- ✓ esweb trouble ticket system
- ✓ esweb service order management
- ✓ esweb client portal

## EXTENSIONS – ADDITIONAL TOOLS

Do you need more tools and functions than described? Don't worry, we have much more in store.



### Multi-language user interface:

If you need a different language for the user interface, this can be achieved using the multi-language label function. Forms, tabs, labels, and messages are displayed in the language of the particular country. Translations are available in German, English, French, Italian, and Spanish. The master data, references, and document texts can be recorded in any number of other languages in addition to the national language. This makes it possible, to output the text in an offer in a different language and to assign a language to an address.



**FOR MORE INFORMATION:**  
Simply scan the QR code and visit the ES2000 homepage!

# REFERENCES – WE INSPIRE OUR CUSTOMERS

Many companies – regardless if they are a small business or an industrial giant – have already used software solutions from ES2000 to successfully organize their offices, sales, and services, etc. Gain a first impression of the impact our software solutions have on our customers.



**"EVERYONE CAN VIEW AND FOLLOW THE PROCESS."**

*Matthias Völtz, Head of Technology at Elko Technik GmbH & Co. KG*

"A specialist for specialists – that's the motto of the elko group. We are a consortium of different service providers across security and technology as well as building and event management. And this motto perfectly describes our collaboration with ES2000, the specialist for trade software solutions.

ES2000 solutions have been supporting us since 2010 in making our separate business processes **more transparent and improving the links between our various business areas**. This means

that every employee can view and thus better understand the process from pricing through to the offer and order and on up to invoice generation. We can at any time provide company management with a rapid and accurate overview of individual processes, thanks to the custom reports generated for us.

While ES2000 actually offers trade solutions for security companies and ICT systems retailers, our company EVG elko Veranstaltungs- und Gebäudeservice GmbH also uses this software for the pricing and invoicing of large events held in the Bremen exhibition halls.

The ERP software from ES2000 is optimized for the requirements of security equipment installers and ICT systems retailers, but offers comprehensive functions for companies outside these trades."



## ABOUT ELKO TECHNIK GMBH & CO. KG

The elko group of companies is a full service provider for security and technology as well as building and event management, which includes providing personnel and technical and organizational services. The group offers these services for commercial, industrial, infrastructure, and residential property, public authorities, and all relevant trades.

Innovation, flexibility and direct contact with customers are the mainstay for this. The service group does not simply use standard solutions, but develops individual concepts that cover all eventualities. That guarantees the highest degree of quality in planning and execution.

You can find more information at: [www.elko.de](http://www.elko.de).

# ASK NOW FOR A FREE CONSULTATION!

Would you like to see ES2000 products for yourself live, and see how the software solutions could be ideally used in your company? We offer a free on-site demonstration as well as free online presentation of our software. Our experts will examine your individual requirements, and show you how these software solutions can support you in your everyday work and optimize your processes.



## 30 YEARS OF EXPERIENCE

ES2000 has been developing software solutions for ICT systems retailers and constructors since 1991, and knows what is really important in the industry.



## FLEXIBLE SOFTWARE

ES2000 always offers solutions that can be quickly adapted to the changing requirements of the trade and the market.



## SAVE TIME AND MONEY

You can reduce costs by using the ERP solutions from ES2000 and save money! Work processes are optimized, resources ideally employed, and work time used more efficiently.



**FEEL FREE TO CONTACT US!**

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