

White Paper

Orion Software: Rental Software Valuing Efficient Processes

Company:

Orion Software, Inc
www.orion-soft.com

Industry:

Tool and Equipment
Tent and Event
Audio Visual
Scaffolding
Specialty Equipment

Established:

1986

Products:

Sirius Pro Rental Software
Sirius Lite Version
SaaS | Cloud Hosting

INTRODUCTION

SiriusPRO is a software application specifically designed for the needs of the rental industry. It was developed based on the business processes of rental companies with all their unique requirements. It's a user friendly and complete solution, with all modules integrated into one software package. SiriusPRO has a full set of features that help rental businesses to increase their revenues while reducing cost of operations and improving asset utilization performance.

FEATURES - Industry Best Practices

Enhance your business processes by implementing best practices and industry pricing. SiriusPRO follows every transaction from the quotations, customer orders or reservation to the invoice. Using the same list of rental equipment, you can convert a reservation into a contract and an invoice. You can attach accessories or kits to the main product and get the availability at any time of your rental products. Enter the information only once in a quote or a reservation and turn it into a contract and invoice with a simple click. Apply the correct pricing whether the product is rented for an hour, a day, a week or a month. SiriusPRO uses industry standard pricing or completely flexible prices depending on your business practices. The inventory tracking ensures all employees manage your inventory properly in and out of the system.

Inventory Availability Calendar

Know exactly which product is available and when it is scheduled to be returned. This feature allows you to instantly tell your customer if the product is available for the period he/she would like to rent it. You can see availability in other branches. You save time and gain customer satisfaction and don't run the risk of losing a customer for something you had available.

One Contract, Several Invoices

You want to control transactions linked to a contract, and you want to invoice as soon as possible. SiriusPRO can invoice at the start, the return, during or even after the actual rental took place. It also permits for partial returns or periodic invoicing. SiriusPRO will follow your way of doing business, and can adapt to different customer situations.

Contract Cloning

A customer requests the same (or similar) equipment as the last time, or wants to reserve the same equipment at regular intervals (every afternoon for the next 4 days). Using transaction cloning, a few keystrokes are all it takes to check availability and complete the transaction.

Inventory Management

SiriusPRO was designed with your inventory management in mind. SiriusPRO manages your inventory through all aspects of your business from purchase order, to equipment rental, to the sale of new and used equipment.

- *Management of Delivery*

Simply manage where and when the reservations or contracts are to be picked up. This allows you to properly manage deliveries, pickups and service counter orders.

- *Equipment Photos*

Integrates photos of your inventory into the product files facilitating new employee training and reducing mistakes.

- *Equipment and Product Sales*

Easily manage the sale of products including both new and used equipment with SiriusPRO. Tracks revenue, repairs and depreciation of your equipment and know when it is time to sell.

- *Extensive Purchase Management System*

Tracks purchases for both serialized and non-serialized items, allowing you to know the cost of each purchase regardless of price fluctuations.

- *Equipment Reservation and Quotations*

Keeps track of all your reservations in order to provide, on demand, a list of available equipment for any period and to avoid double bookings.

- *Track Lost Rentals*

How much money have you lost because you did not have the right item in stock at the right time? SiriusPRO Lost Rental report allows you to know which items are most frequently rented and which items have lost you potential business because you do not have the inventory in stock.

- *Multi-Branch Inventory*

Keeps track of your serialized and non-serialized inventory, and easily transfers between branches to maximize revenue potential. Sales history for the item will be consolidated across all your locations.

- *Kit and Accessory Management*

Matches the proper accessories and kits to your products in order to prevent oversights and lost add-on sales. Easily manages picking slips for complicated parts delivery.

- *Repair Work Orders*

Manages equipment out for repair and know the status with a single click. Also, tracks the maintenance history and cost of serialized equipment.

- *Late Returns*

Tracks late returns easily to minimize theft and over booking problems.

Inventory Maintenance

Keep track of your equipment under repair and avoid unnecessary customer satisfaction issues. SiriusPRO keeps track of the maintenance cost and period so you can get a complete picture of each item ROI, and manage your availability efficiently.

Add-On Sales

Our Accessories and kit function will remind you of all the parts and items that can be added on to the sale. No need to memorize or search for them within the system. SiriusPRO makes it simple to upsell on each transaction, with pop-up screens driving you through the accessories and kits.

Email Customer Statements

Sending a customer statement or invoice by regular mail costs about \$1 when you factor in postage, cost of envelopes, paper and labor. SiriusPRO allows you to schedule automatic issuing of statements and invoices via email for each customer. Allowing SiriusPRO to handle your invoicing will result in a measurable return on investment, and can potentially save you hundreds of dollars every month. It may even pay for your rental software in the long run!

Security: Customer Photos and Notes

SiriusPRO will keep and manage customer pictures and notes. Pictures help to protect your operation from thieves, and your customers from fraud. Your corporate customers will appreciate that you maintain the picture of their authorized drivers and that no one else can rent on their account. Notes allow you to input information that can only be viewed by your authorized personnel. Notes can contain personal information, phone conversations or even when to expect payment. Good information to have at hand when a customer owes you money and wants to rent again.

TOTAL COST OF ACQUISITION

When you consider making an investment in a rental software, many elements must be considered. The software license is certainly important but the total cost is sometime much higher than you foresaw.

A) **The cost of additional modules.** At Orion, we value efficiency. So, each module is fully integrated in SiriusPro and the price is kept to its minimum, allowing you to only pay for what you need.

B) **The cost of training** can sometimes double the total cost of acquisition of your software solution. Travel and living expenses can add significantly to the training cost. With its proven method of remote training, Orion offers a results oriented and unlimited training package. Our experienced staff is in a position to provide a targeted yet complete training at your pace. By using short training sessions, we lower the risk of information overload, and create a gradual learning process. More importantly, you can continue to operate your business while you're implementing at your own speed, assuring very little impact on your day-to-day operations.

C) **The cost of developing custom features.** With the costs spread over hundreds of customer, Orion develops and supports multiple improvements per year which bring measurable benefits to all its clients. The advantages of choosing a market leader are often underestimated at the time of the purchase but in the long run, it makes a significant difference.

D) **The cost of hardware and software infrastructure.** Many of the sophisticated software products on the market require the acquisition of dedicated servers and databases. The technology infrastructure is often neglected in the decision process but it can account for a significant amount of your total purchase. SiriusPRO operates on a simple PC without the need of a dedicated server, while not diminishing its capabilities.

Did you know?

The SiriusPRO business process is designed to facilitate your work by making an easy conversion from any document and a smooth transfer to the General Ledger.

SiriusPRO manages the operations and all pertaining information. You can control your analysis reports in your own fashion.

DISTANCE LEARNING

This proven remote training method will put you in control of your implementation. Avoiding the high cost and invasive issues of on-site training, you can schedule and customize the training to match your pace and your needs. Through one-on-one Internet sessions, our trainer is able to control the customer screen, work directly on customer work stations and use customer data to provide specific and targeted training.

Orion's remote training uses a simple and efficient implementation workflow.

SaaS: Software as a Service

As the software market changes, cloud-based delivery model is the way to the future. Simply use the internet to access SiriusPro from anywhere in the world and from any computer, iPad, or mobile devices. Going with cloud technology is not only a good economic decision; the SaaS model also makes the best technologies available to you, anytime, anywhere! Eliminate any worries about back-up, technician availability, security protection and any other risks. Orion Software's cloud technology allows rental managers to focus on their core business operations instead of managing IT. It reduces complexity, and helps you to get up and running faster while saving you money.

Did you know?

SiriusPro manages multi-site operations with an integrated view of each branches or location. It provides consolidation of Accounts Receivable, a view of all customer transactions, interactions and multi-branch reports.

DETAILED IMPLEMENTATION GOALS

SiriusPRO was developed for the purpose of improving:

- Rental contract monitoring.
- The quality of information available at any given time.
- Rental contract invoicing.
- Financial and accounting transaction management.
- Equipment reservations management in order to provide, on demand, a list of available equipment for any given period.
- Rental equipment, kits and accessories management.
- Purchase monitoring.

OPERATIONS MANAGED by SiriusPRO

All modules composing our software are fully integrated, allowing for the management of all levels of customer operations without the duplication of entries. Among them are included:

- Quotations
- Customer orders (purchases)
- Rental reservations
- Work orders (repairs)
- Rental contracts
- Product sales
- Periodic invoicing (long-term rental)
- Transaction deposits
- Equipment returns (with rental invoicing)

As well as internal operations:

- Purchases
- Equipment maintenance and repairs
- Depreciation
- Cash balancing
- Multi-branch management

SiriusPRO SOFTWARE – THE BENEFITS

- Quotation planning and preparation
- The transformation of quotations into reservations, rental contracts and invoices
- Customer identification by name, telephone number or by other sort criteria
- Unlimited customer, product and transaction entry capabilities
- The possibility of selling new and used equipment
- The capability of processing partial returns on rental contracts
- Rental contract modification at any time
- Automatic calculation of rental prices, as well as the capability to manually modify prices at any time
- Serial number management through a personalized file (supplier, serial number, date of purchase, purchase price, accumulated depreciation, repairs, book value, transaction history, etc.)
- Average and last cost maintenance of items that are managed in lots
- User-defined invoice parameters
- Automatic predefined discount management for specified customers
- Hourly, daily, weekly or monthly invoicing
- Quick identification of delinquent accounts and credit conditions
- The possibility of tracking equipment according to customer
- Equipment exchanges on current rental contracts
- Access to a list of late returns at all times
- Access to a list of reservations sorted by equipment pick-up dates
- The management of deposits on rental contracts
- The elimination of over and double-bookings
- Work order management with allowances for customer invoicing
- Print-outs of repair estimates
- The removal from inventory of pieces required for repairs
- Call center features to manage all incoming calls
- CRM features to capture all information about your prospects or customers in one screen
- Access to a list of current work orders
- Inventory reception and purchase orders cross-referencing
- On-screen lists of equipment available for rental at all times
- The production of manual inventory verification documents
- Detailed history and statement of customer accounts
- Customer credit limits and credit standing monitoring
- Optional calculation of monthly service charges on overdue accounts
- The ability to reprint a contract or invoice at any time
- Automatic depreciation calculations
- On-screen preview of all forms and reports
- Print to fax, screen, e-mail or printer
- Access management through passwords
- Distribution feature to manage the purchase of special orders or sub-rent equipment or transfers between branches

Rental Software Modules

SiriusPro is built specifically for the rental industry. Our modules are the realization of a team of dedicated specialists in rental process automations. An accumulation of strong expertise in the rental industry, our goal is to improve your operations to realize maximum benefits.

a. Distribution

The distribution module is an integrated solution for users reselling products, engaging in sub-rentals or transferring equipment between branches. This module will help you manage your Back-Orders, Drop-Shipments, create Sub-Rental POs and manage your sub-rental margins. It's designed for users managing special orders, sub-rentals or multi-branch transfers. The distribution module offers an integrated view of all transfers of equipment with third party suppliers or with other branches. It is a user-friendly module with a task oriented view including availability visibility to ensure equipment is available to deliver, on-time, for the next rental contract.

b. CRM

The CRM (Customer Relationship Management) module manages all aspects of your customer interactions. From the initial discussion to the rental contract, you can document and get a complete view of every interaction between your customer and your employees. The CRM module is completely flexible and versatile. Grow your business with an integrated CRM module and improve your customer satisfaction. The return on investment has rarely been so quick!

- Set new tables and organise your customer information with contacts and delivery addresses.
- Obtain a complete view of every interaction, discussion, quote or payment status in one integrated view. Use the Contact Console to follow-up on all current or past transactions.
- Generate history reports per contact.
- Easily create a quote in seconds with the automated Quote and Reservation process.
- Efficiently manage several contacts for one corporation.
- Follow-up on third parties and influencers.
- Assign delivery addresses to customer for fast access on transactions.

c. Preventive Maintenance

Preventive Maintenance gives you the power to manage your items with ease and accuracy.

- Receive warnings of due maintenance based on projected usage for equipment on-hand or at customer site.
- Enter a maintenance schedule for all items.
- Create automated and detailed Internal Work Orders.
- Assign staff and track team progress.
- Maintain a detailed history of all maintenance activities performed.
- Automate maintenance process efficiently.
- Increase usage and reduce downtimes.
- Conform maintenance logs to safety legislation.

d. Shipping

With the shipping module, you can generate shipping labels directly on the transaction screen. Connect to the FedEx, UPS or US postal server to generate and print a label ready to ship your package. The shipping module will print a profit margin report and allow you to retrieve the contract from the tracking number with a simple scan of the label.

e. Staff Management

The Staff Management Module is an integrated solution to help you efficiently allocate staff to transactions and keep track of staff hours. With the Staff Management module, you have access to Staff Allocation Panel where you can allocate your staff to any transactions, see their availability, set the status to "confirmed" and send e-mail with their daily or weekly schedule.

f. Archiving

The Archiving Module allows you to archive old transactions in a separate database to quickly and efficiently access former transactions. Archiving allows you to file quotes, customer orders, reservations, and contracts from a selected date. Access the Archived transactions through a new option in your History Menu called Archive.

g. Multi-Location

Multi-Location enables precise and real-time location of all serialized items for equipment both rented and in-stock. Benefit from efficient delivery management and reduce your delivery costs.

- Availability calendar in serialized item management, contract management and delivery slip screens.
- New table of on-hand location is created and attached to serialized items.
- Default location is set and can be changed upon contract return.
- Optimize multiple warehouse logistics.
- Standardize warehouse locations for on-hand products.

CONCLUSION

Orion Software's renowned product, SiriusPro, has won numerous awards and gained world-wide industry recognition. With over 1,000 satisfied customers, SiriusPro is reliable and efficient rental and inventory management software. SiriusPro is specifically designed for the needs of the rental industry. Whether your business is construction, tool and equipment rental, audiovisual, party supplies and tent rental, SiriusPro's Microsoft Windows® based software has you covered with an integrated and scalable solution to fit the various needs of small, medium and large organizations.