

20-20 LIVELINQ

Find more time
with the click
of a button

Save time and money with
20-20 LiveLINQ, a web solution
that receives orders from

20-20 LiveORDER, avoiding manual
data re-entry through integration with
your ERP or order processing system.



PROFILE

20-20 LiveLINQ is part of 20-20 LiveSUITE, a web order entry solution. It is designed for manufacturers of kitchens, baths, closets and offices and integrates seamlessly with their ERP or order processing systems.

THE CHALLENGE

Finding ways to save time has always been a priority in business. For manufacturers, purchase orders sent by dealers or retailers and received by fax or email have to be manually re-entered into your order processing or ERP system – an inefficient process that is prone to human error. Even more time must be spent responding to order status updates, clarifying the details of orders and dealing with the consequences of errors and miscommunication.

THE SOLUTION

Imagine how efficient your organization could be without the need to re-enter purchase orders. 20-20 LiveLINQ is a web solution that allows your purchase orders to flow automatically into your ERP system and provides real-time status updates online or via email. This secure and completely integrated solution allows more collaboration and bi-directional communication between you and your dealers, resulting in better customer satisfaction.

WHAT IS 20-20 LIVELINQ?

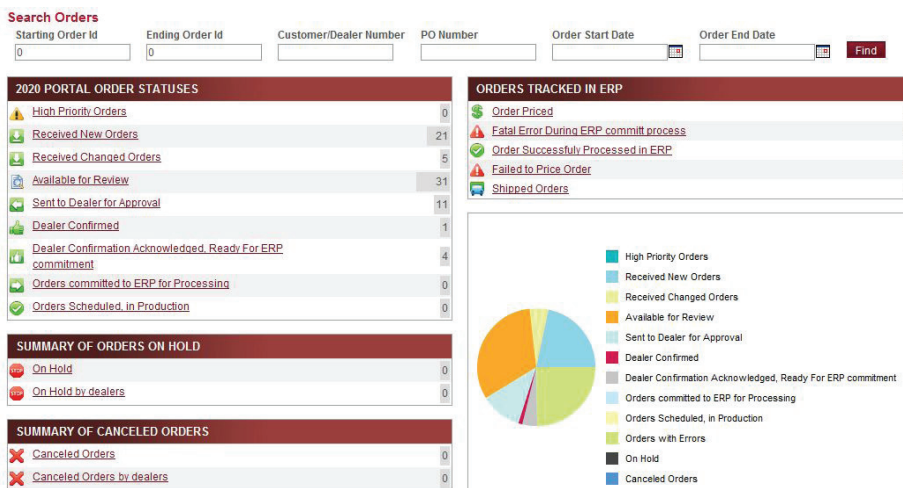
Save time and money with 20-20 LiveLINQ, a web solution that receives orders from 20-20 LiveORDER, avoiding manual data re-entry through integration with your ERP or order processing system, without the need for extensive custom programming. The electronic receipt of orders can improve communication, lower your cost of doing business and increase your profits.

20-20 LiveLINQ allows for real-time order status communication and collaboration between you and submitting dealers and retailers, enabling orders to be tracked at every step of the order's lifecycle. The ability to attach detailed information such as drawings and instructions, and engage in Live Chat further reduces the possibility of errors and order processing times.

BENEFITS

- Reduce errors and order processing times by eliminating the need to re-enter purchase orders manually. Your organization becomes more efficient with less time wasted on redundancies.
- Improve collaboration between you and your dealers with bi-directional communication such as Live Chat. 20-20 LiveLINQ also provides real-time order status updates online and via email so orders can be tracked easily.
- Improve your customers' satisfaction with reduced risk of human errors and improved communication channels.





HOW DOES IT WORK

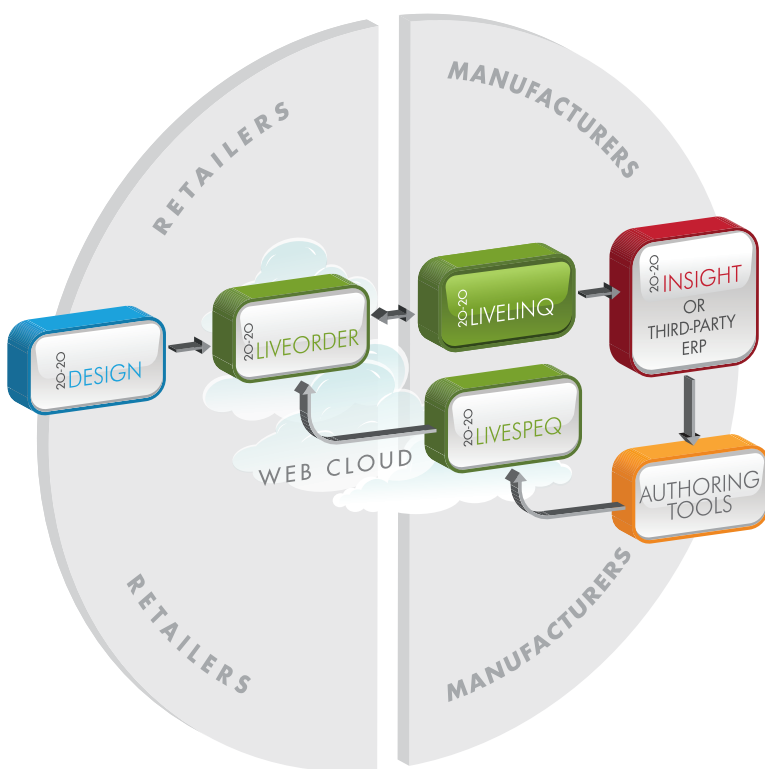
20-20 LiveLINQ receives orders electronically from dealers who use 20-20 LiveORDER, integrating with your ERP or processing system so manual re-entry of orders is not necessary.

WHY IS 20-20 LIVELINQ DIFFERENT?

20-20 LiveLINQ's ability to connect to any manufacturer ERP system without the need for custom programming makes it a unique and valuable product. What's more, 20-20 LiveLINQ stands alone as the only service offering on the market capable of translating a 20-20 Design KIT file into an electronic order, and in so doing, simplifies your business and saves you time and money.

PRODUCT LINE

This software is part of a series of integrated applications.



FEATURES

- Web-based solution, avoiding the need for version-specific client-side software
- Tight, secure integration with any ERP system without extensive custom programming
- 20-20 LiveLINQ dashboard for viewing all orders, identifying potential bottlenecks
- Electronic trail of all orders, files and communication
- Turn-key solution, no additional hardware or software necessary
- Dynamic data mapping on received orders for consistent product nomenclature, business rules and pricing
- Bi-directional communication with the ability to send item-level messages, attachments, pricing on any purchase order
- Integrated support for Live Chat capability
- Detailed order information through attached drawings, sketches, instructions
- Provide order confirmation with electronic acknowledgement

SYSTEM RECOMMENDATIONS

Operating System:

Any commercially available OS (Microsoft Windows or Linux® preferred). Windows Server® is not required to run 20-20 LiveLINQ; the regular desktop Windows (XP, Vista, and Windows 7) can be used in a low transaction volume environment.

Processor:

1 GHz 32-bit (x86) or 64-bit (x64) or above

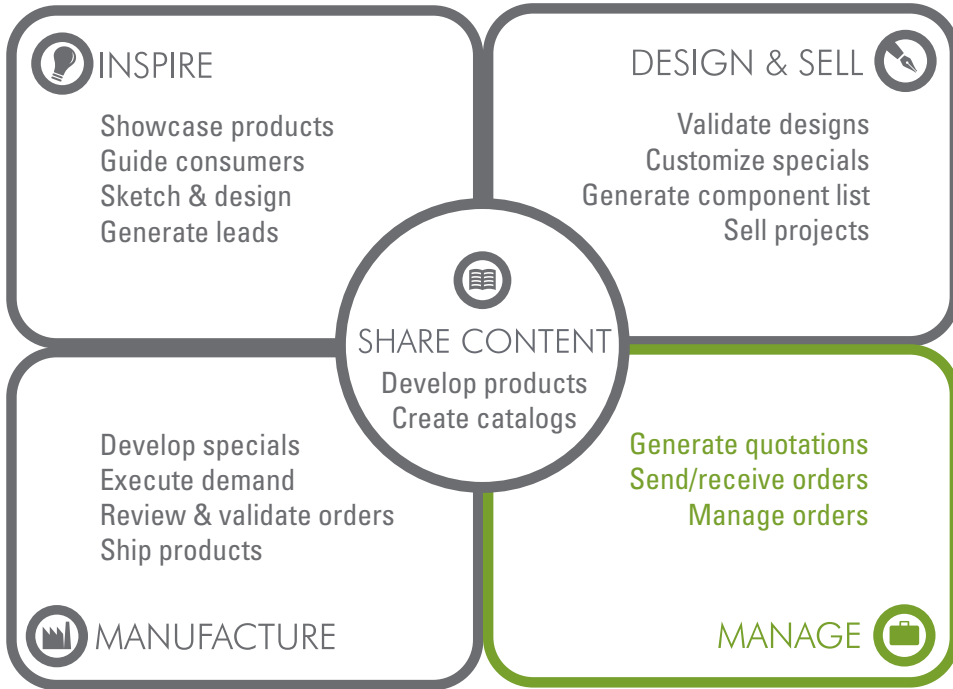
System memory:

2GB or more (minimum of 4GB if running 64-bit)

Hard Drive:

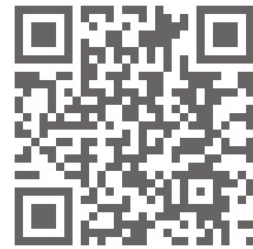
40GB or above (with 4GB or more free disk space)

Connection to the Internet with a static IP address



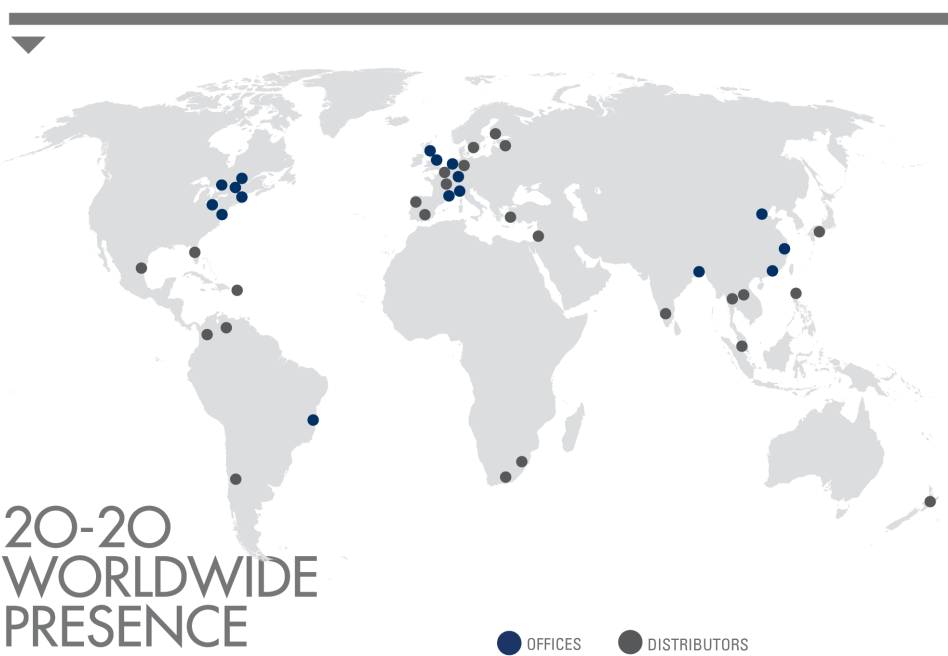
PRODUCT LINES

With 20-20 Technologies' unique end-to-end suite of software, all functions of the interior design process – from inspiration to completion – can be integrated, with less duplication of effort and more productivity.



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WORLD HEADQUARTER+ RESIDENTIAL SALES & SERVICES

20-20 Technologies Inc.
 400, Armand-Frappier Blvd. Suite 2020
 Laval (Quebec) Canada H7V 4B4

Phone: 514.332.4110
 Fax: 514.334.6043
 Sales toll free: 1.866.698.2020
 E-mail: sales@2020.net

COMMERCIAL SALES & SERVICES

20-20 Technologies Commercial Corp.
 550, 3 Mile Road NW
 Grand Rapids, MI 49566

Phone: 616.454.0000
 Fax: 616.454.4140
 Sales toll free: 1.800.227.0038
 E-mail: commercial.sales@2020.net

www.2020technologies.com