Elevate your business with Intact iQ

Intact iQ

"

We were looking for a modern, innovative solution that the entire team could have confidence in; one that we were sure would support both our medium and long term goals.

We reviewed a number of systems and Intact iQ is undoubtedly the perfect fit for our business. "

Joe Tipper, Director, Tippers Builders Merchants

Tried and Trusted

Our story began in 1992. Back then we developed a DOS accounting software system to help businesses manage their operations.

Today we are privileged to partner with 1,500+ companies, supporting 21,000 active daily users on our next-generation ERP & business management software solutions.

30+ years ago, our premise was simple, yet powerful; technology designed for your business, drives, and elevates your business. That principle remains at the heart of everything we do today.

It is our mission to provide trusted, world-class innovative ERP & business management software products and services that empower you to maximise your potential.

Our 97% customer retention rate is testament to the products and services we provide and the team of Intacters who work and collaborate every day to get your business operating at its best.

1,500+ customers, 21,000 users

Next-generation ERP software

Over 30 years industry experience

280+ Intact team members across Ireland and the UK

Award Winning. Industry Recognition.

Deloitte.
Technology **Fast 50**
IRELAND
2017, 2018, 2019, 2020

Great Place To Work.
2018, 2022

ERP
HEAD to HEAD™
Best Vendor Demo
2017, 2018, Silver
2021, 2022

EY Entrepreneur Of The Year
2022 Finalist, International Category

Our Software – Intact iQ

Your business, at its best

> " Intact iQ is a flexible, dynamic system that will help us to move in line with our key business goals. Along with helping us to improve our overall customer experience, Intact iQ will enable us to push forward with continued online growth through its integrated multi-use platform. "

Kevin Moran, Managing Director,
MP Moran Builders' Merchant

Intact iQ is a complete ERP and business management software solution built on a modern platform that is constantly evolving.

Designed specifically to meet the needs of ambitious distribution, merchant and retail businesses, Intact iQ provides in-depth, proven enterprise-wide functionality and features.

It brings together all parts of your business to ensure you can optimally manage every function in one integrated platform. And it pushes real-time information out to where it is needed most.

With one version of the truth on how your business is performing, you can plan, manage and build a sustainable and scalable business with confidence.

STOCK CONTROL
SOP/POP

COMPLETE
FINANCIALS

CRM, SRM
& MARKETING

ANYTIME, ANYWHERE
MOBILE ACCESS

INTEGRATED
BUSINESS METRICS

INTEGRATED
ECOMMERCE &
ONLINE MARKETPLACES

PROCESS
AUTOMATION

TRADE COUNTER, EPOS

Your end-to-end solution

Intact iQ connects every function in your business, from accounting to sales, stock to logistics, CRM to business intelligence. Altogether, it creates a cohesive platform that enhances all aspects of running your business.

It also extends to mobile, e-Commerce, EDI, APIs, and more. Here we highlight just some of Intact iQ's optional modules...

Anytime, Anywhere Access for Remote Workers

Built on the latest technologies, our Intact Access 2.0 mobile app has been designed to revolutionise the way remote teams interact with your business management system. Its seamless link to Intact iQ means your management team, sales reps and delivery teams can access information on demand for more informed decision making on the go.

A powerful tool that goes beyond the viewing and capturing of data, Intact Access 2.0, allows you to view live pricing, add and approve key processes such as sales quotations, sales orders, report delivery exceptions and so much more.

Integrated e-Commerce

Intact iQ has been designed to facilitate our robust e-commerce solution, Intact Cliqx. Intact Cliqx partners with the world's most secure, stable and extendable e-commerce platform to provide you with all the features and functionality you require to make your B2B or B2C e-commerce site a success.

Already have a website? Our sophisticated REST API allows you to seamlessly integrate with any third-party website you use. Whichever option you choose, real-time integration with your Intact iQ solution will result in multiple benefits for your business and your customers, making this the smart way to sell online.

Online Marketplace Integration

Intact iQ also integrates with a marketplace management solution that simplifies and automates the flow of order, product and inventory data into and out of online sales channels such as Amazon, eBay, Shopify, ManoMano, etc. It connects, integrates, and synchronises data to and from your Intact system and marketplace channel(s) in real-time.

Everything is managed within your Intact system, increasing accuracy, protecting your margin and enabling you to provide a superior customer service.

Built-in Business Metrics

Launched in 2022, the Intact iQ Business Metrics module, is a business intelligence tool offering a wide range of pre-configured, industry driven key sales metrics. These out-of-the-box metrics can be conveniently accessed by you and your team throughout your Intact iQ system.

The Business Metrics module will expand to include customer price lists, stock values, purchasing metrics, etc. Once purchased, all new enhancements will be passed directly on to you.

Intact iQ - Feature Highlights

Benefit led features that will transform your business

" Everything we thought were idiosyncrasies related to our business, Intact iQ dealt with them seamlessly. The Luckins integration was a big feature for us and will make managing a growing product range much easier for us. **"**

Chris Drake, Managing Director, T.N. Robinson

Maximise **Efficiency** with personalised workspaces

We support the different types of people in your organisation and the roles they fulfil. We understand and appreciate that your delivery driver on the move has very different requirements from your ERP solution than the accounting clerk, but they draw on the same data and are part of the same business.

With Intact iQ, we work to optimise job roles and simplify tasks by tailoring employee KPI dashboards, menus and screens. This makes each employees' use of the system extremely intuitive, fast and effective. And it will drive dramatic productivity gains across your entire organisation.

Real-Time Visibility & **Control** with a unified platform

Every element in your business is dynamic and changing, with thousands of moving parts daily. Intact iQ tracks and records all of these interactions enabling true collaboration across your business.

This level of system wide integration is the catalyst that enables you to enforce your business rules and refine and automate business processes. It will eliminate duplication, increase data accuracy and create a continuous flow of information, in real-time, across your organisation.

"
We're managing our stock a lot better. We're managing orders a lot better and errors on deliveries have been massively reduced. "

Paul Flanagan, Director,
Flanagan Fittings

Mobilise Your Workforce with role-based apps

Intact iQ fully integrates with our enterprise mobility app, Intact Access 2.0. It gives you and your employees access to the real-time key information and controls they need anytime, anywhere.

The wide-ranging functionality Intact Access 2.0 offers can be tailored for each end user.

- Your delivery team can use the POD (Proof of Delivery) signature capture feature and post signed delivery dockets or send delivery exceptions back to your system instantly

- Your sales reps can access customer, product or business information at a glance

- Employees on the go can use it to record their expenses and capture receipts

Boost Productivity
with workflow automation

Intact iQ will help prevent routine tasks from eating up your time and that of your staff. You can easily automate countless tasks, processes and business rules. This ensures the right information/task is directed to the right person at the right time and in the right format (system alert, email, SMS, etc.) helping to take the noise out of your business.

This not only helps remove human error, it will enhance productivity across your business and enable you to retain tight control of your business 24/7.

> ❝
> **Our staff are more effective now because they have the time. People can now work on the business. They see the information they need to know instantly so they know exactly what they need to do or focus on.** ❞
>
> Gavin Brett, Operations Manager, Brett Supplies/Choice Stores

Enhance Decision Making with integrated business intelligence.

Move your organisation from being data-informed to data-driven. The integrated analytics tools and business metrics in Intact iQ provides you and your team with enterprise-wide intelligence.

Readily access and analyse real-time data from any part of your business in the format and via the device of your choosing.

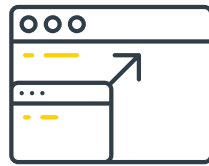## Integrate With Ease with a third party friendly system

RESTful API

Intact iQ is an open system built with integration in mind. Our integration and web services will allow you to integrate any systems you currently use, love or need to keep. It will also facilitate any best of breed systems you may want to add in the future.

Using Intact iQ as the central hub to run your business makes life easier for your employees. Your business will also become more efficient resulting in improved customer service levels.

" We can build reports and views of our data in real-time. That's proved to be a huge incentive to actually look at the business from different directions and try and find ways of improving our processes, stock management, etc. "

Richard Hopkins,
Managing Director, Fargro

Remove Barriers To Growth with a system that can expand and scale with ease

Intact iQ is built on a modern technology platform using the .NET Framework and SQL database technology. This technology platform allows you to easily expand and extend your business by facilitating the addition of new branches or diversifying into new business areas.

You can also scale the functionality of your Intact iQ system at any time. The modular nature of the system means you only invest in the modules/ functionality you need today but as your needs change or adapt, additional functionality is readily available.

Proactive Continuous Improvement
with advanced levels of control and autonomy

You select your ERP solution at a point in time but who knows what the future holds for your business?

Intact iQ proactively supports change, ensuring you don't have to constantly rely on our consultants or developers to adapt your system to cater for ongoing changes. This lowers the total cost of ownership and makes your business more agile.

Your in-house system administrator(s) are able to customise fields, layouts, etc. across your entire Intact iQ system at company, role or user level. This level of autonomy and control gives you the freedom to shape your software around your business without needing to revert to Intact.

> **Intact iQ provides our head office team with a solution that can easily scale to support the growth we envisage. Access to real-time data has given us much better control of our business.**
>
> Marcin Kantor,
> Business Process Improvement
> Director, Home Store & More.

Industry Specialists

Where our expertise lies

Intact iQ is delivered via a carefully selected suite of modules. Each industry-specific suite is based on decades of industry experience and designed to meet both the common requirements and nuances of your sector.

Our consultants marry their ERP expertise with our deep industry-specific knowledge to deliver robust, pragmatic, future-proofed solutions for our customers.

Intact iQ for Merchants

A next-generation business software solution designed to ensure you can optimally manage your trade counter, multi-branch, multi-warehouse, online sales and every department in your business. It is an easy to use, feature rich, merchant driven platform.

For merchants in the electrical industry, we also offer LUCKINS & LUCKINlive integrations.

"Intact iQ is undoubtedly the perfect fit for our business and we're genuinely excited to be working with a group of motivated individuals who share our goal of continually improving and enhancing what we do."

Joe Tipper, Director,
Tippers Builders Merchant

Intact iQ for Wholesale & Distribution

A comprehensive wholesale distribution ERP solution designed to optimally manage sales and purchase order processing, pricing, sourcing, shipping, stock control, billing and so much more across your entire warehouse, branch, jurisdictional or online network.

Businesses in the electrical sector can also take advantage of our LUCKINS & LUCKINlive integrations.

> **The efficiencies in Intact iQ are just massive. The workflows and the automation of the reports has just made everybody's lives, and that of all department's, so much easier.**
>
> Leanne Graham,
> Head of IT & Systems, TileStyle

Intact iQ for Retail

A robust yet flexible end-to-end retail business software solution that will drive effective stock management and provide in-depth sales and purchase analysis and functionality across multi-branch and omni-channel retail environments.

"

Intact iQ has changed the way we work providing us with one central database that automates those tedious, manual tasks that were previously driving duplication of effort, inefficiencies and lack of transparency. "

Marcin Kantor, Business Process Improvement Director, Home Store and More

Intact iQ Design Suite

With the Intact iQ Design Suite, we partner with you to build a custom ERP solution to suit your unique requirements. It will flex and scale to cater for current and future needs yet remain upgrade compatible, fully supported, and scalable.

"

Replacing our in-house developed system was always going to be challenging but with Intact iQ Design Suite we overcame the challenge and improved the high level of service our customers have come to expect from us. "

Iain Manson, Financial Controller, Scattergood & Johnson

Our Approach

Partnership Ethos

Implementing a solution that extends end-to-end across your business cannot be achieved in isolation. Successful ERP projects are the result of great partnerships.

We focus on building strong, collaborative relationships with you so that our team can truly deliver a perfect fit solution that will enable your business to be at its best.

Because our team is instinctively collaborative, we listen and learn about your business and openly share our industry knowledge and experience.

It's important to us that we understand your needs and that you know what to expect from the very start of your partnership with Intact.

"

Intact have been instrumental in helping steer us and leading us through our processes and the best way to efficiently set up our operational structure.

They're always there, always available and always very helpful coming up with suggestions that we may not have even thought of ourselves. "

Gerry Conway, CFO,
Murdock Builders' Merchants

Your ERP Implementation

Our 30+ years developing and implementing industry focused ERP solutions has shaped our proven Intact implementation process. It's been engineered to deliver your project effectively, in the quickest time frame possible and with minimum amount of disruption.

At Intact, your ERP implementation journey will span 3 key phases.

1. Execute - Operational Phase

Here you will work closely with our Project Management Office who will implement your Intact iQ software and facilitate a successful go-live; ensuring your system is fully functional and business operations are not disrupted.

Our team of solution architects and business process, data migration and finance consultants will work intently with you to ensure your new system aligns with, and enhances, your ways of working. Our extensive training methods provide everything you need to master your Intact system, pre- and post-go-live.

2. Empower - Optimisation Phase

As you transition to the optimisation team, you and your employees will be empowered to fully maximise the functionality of the Intact iQ system over the course of the next 6-12 months.

This post go-live optimisation phase offers a formalised process wherein your users learn how to extract maximum value from your new software. Working closely with our optimisation team, this phase of the ERP implementation process is designed to ensure your users get the most from their newly adopted system, whilst ensuring any teething problems are ironed out swiftly.

"

We had a very successful implementation and go-live period; the cooperation with our consultant was excellent throughout. We then moved to the optimisation phase and never looked back.

The support remained at the highest level from pre go-live to post go-live, thanks to the optimisation team. This proved vital in giving our employees confidence that we will get the best out of Intact iQ, and we'd have the support there to accomplish it. "

Tom Skevington,
Company Accountant,
Clarkes of Walsham

3.

Elevate - Customer Success Phase

Once you have completed your optimisation phase, you will seamlessly move over to the Customer Success Office. Here you will have access to a range of resources and expertise to ensure you can seamlessly and robustly manage, evolve and scale your Intact iQ system in line with business needs and ambitions.

The Customer Success Office oversee:

· Intact iQ Hub - our online learning hub
· Technical Support
· Training Academy
· Software Updates
· Continuous Improvement Projects

Future-Ready, Always

Our mission is to ensure your perfect fit software solution continuously enables you to elevate your business. We're here to partner, collaborate and innovate with you so you are prepared to face the challenges and opportunities of the future.

If you'd like to influence our product roadmap, join our Ideation forum. Here, you can shape the future of Intact iQ. Suggested ideas that get the most votes get prioritised. This ensures we focus on the innovations that make a real difference to your business.

The Power Of What If...

What if you never missed another customer order because a product was out of stock?

What if you could guarantee faster turnaround times than your competitors?

What if you didn't need to be in the business to ensure it was running the way you want it to?

What if you could focus your employees' energy on adding value instead of worrying about menial tasks?

What if the information you need to know came to find you when you needed it, rather than having to sift through data or reports?

What if you could manage your entire business via one system?

With Intact iQ the 'what ifs' become a reality.

Invest in a perfect fit platform for your future.

Elevate your business with Intact iQ.

Intact iQ will flex and grow to fit the current and future needs of your busineses. It offers a future-ready, integrated central business hub that will enable your business to operate at its best.

For more information, please contact us at

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