

The background of the entire image is a red-tinted photograph of a warehouse or office environment. In the foreground, a man and a woman are seated at a desk, looking down at some papers or a tablet. The desk is cluttered with various items, including a black bag and some papers. In the background, there are numerous cardboard boxes stacked on pallets and on the floor, suggesting a busy logistics or warehouse setting. The overall color scheme is a monochromatic red, which gives the image a sense of urgency and focus.

KHAOS CONTROL

**Business Management
Solutions That Put**

**YOU IN
CONTROL**

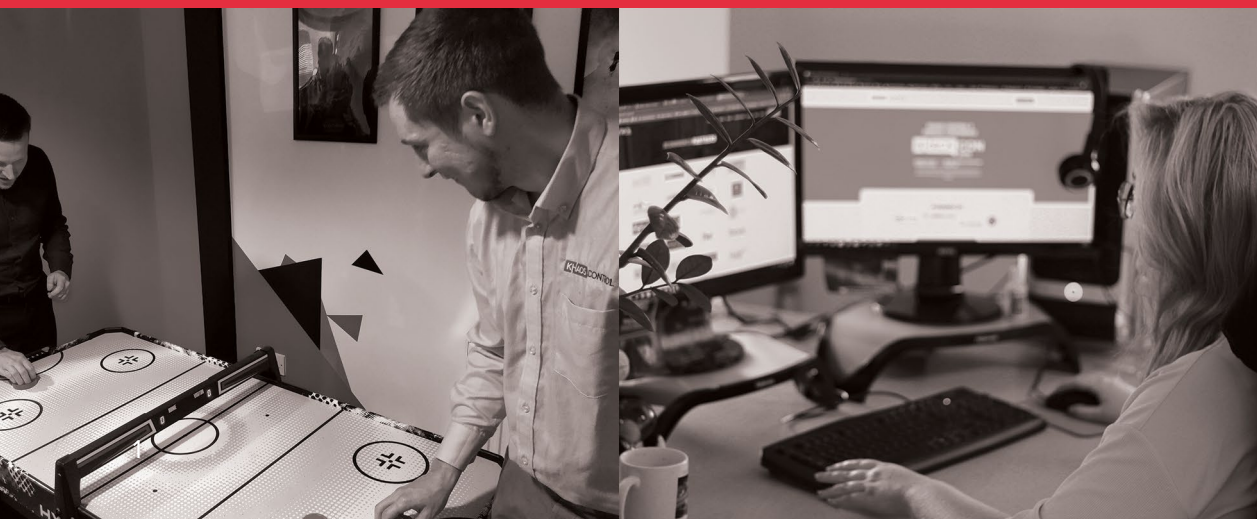
www.khaoscontrol.com

Table of CONTENTS

1	Introduction
3	Solutions Overview
5	Sales & Order Processing
7	Supply Chain
9	Inventory
11	Warehousing
13	CRM
15	Accounting
17	Product Overview
19	■ Khaos Control
23	■ Khaos Control Cloud
27	■ Khaos Control Hybrid
29	Integrations
31	Case Study
33	Case Study
35	Partnerships



Khaos Control is a professional, well established software developer focused on producing powerful and well featured business solutions. We have developed mail order, multichannel, eCommerce and marketing software for B2B and B2C retailers for twenty years.



Our vision

To be the premium supplier of business ERP software, providing our customers with the best opportunities to improve their bottom line through efficiencies, cost savings and controlled growth.

We want to empower our customers by providing the highest possible level of quality of software and services, allowing them to grow their businesses year on year. We constantly seek to maintain our core values and our “can do” attitude towards customers.

Our values



Customer focused

Solve problems, and care for customers as we would our own friends.



People before numbers

Protect each other, starting with the leader and working down.



Results matter

Create success for us all.



Teamwork

Work together, share ideas, aim high.

Our SOLUTIONS

We offer powerful, affordable and scalable business management solutions for businesses of all sizes. All of our products cover the key aspects of running a business.



Sales & Order Processing

Provide your business with accurate reporting, payment processing, returns management and the opportunity to see all of your sales activities clearly. Gain full control of your sales, whenever and wherever you need them.



Inventory Management

Multi-channel retail businesses need accurate, real time visibility of their inventory. Our inventory management software provides you with instant access to stock levels and full oversight of returns, surplus stock, sales and stock loss.



Supply Chain

Our stock control software allows a clear look over your supply chain, providing more time to work on developing long-lasting relationships with your suppliers.



Warehousing

Our warehouse management software ensures that all your stock is managed efficiently through automation - whether by routine stock moves, booking goods in, picking sales orders or preparing despatches.



Customers

Our CRM management tools allow you to put customer communication at the heart of your operations. Whether that's new leads or feedback, our management system will make sure you have the tools to provide your customers with the best experience possible.



Accounting

Khaos Control boasts integrated accounts to give you up-to-the minute financial reporting, allowing you to stay on top of revenue, profitability and all of your other business expenses. Whether you're collaborating with an accountant or running things alone, exporting and analysing your data is easily achieved.

SALES & ORDER PROCESSING

Making a sale is an outcome, not a goal.



The beating heart of Khaos Control is our **Sales Invoice Manager**, a feature that takes order management to the next level. Process thousands of orders per day, whilst staying on top of your customer communication, stock control and your pick / pack / despatch process.

Khaos Control ensures your sales and purchases are **updated automatically** and reflected in your product availability, so you can make decisions with confidence. Create user-friendly quotes in an instant, act on leads, gain **accurate sales reporting** and create special promotions and lists for your customer base.

With detailed figures at your fingertips, and the ability to see where your sales are being lost and generated, you'll have the time and energy to focus on **growing your business**. Rather than micro-managing your way through the day.

- | | |
|-----------------------------|-------------------------------|
| ■ Quotations | ■ Promotions |
| ■ Sales Orders | ■ Dashboard |
| ■ Sales Invoices | ■ Ecommerce |
| ■ Payment Processing | ■ Customer Price Lists |
| ■ Returns Management | ■ EPOS |

SUPPLY CHAIN

The best supply chains aren't just fast, they're agile and adaptable.



Having oversight of your supply chain is crucial when it comes to developing lasting relationships with your suppliers. Whether you're selling bespoke or mass-produced items, Khaos Control enables you to **get the most from your supply chain**.

Our preferred supplier functionality and the ability to oversee a supplier's entire inventory allows you to take a global, rather than micro view, of your supplier relationship. Khaos Control also supports drop shopping, enabling you to purchase a wider variety of products from third parties who then fulfil the order. Purchase orders are **automatically generated** and forwarded to suppliers, accompanied by branded despatch documentation, so **customers receive their goods promptly**. Whilst your orders fly out the door, our reordering tools can be utilised to ensure you're buying the right stock at the right time.

- Supplier Management
- Purchase Orders
- Supplier Price Lists
- Reorder Tools
- Supplier Performance Tracking
- Delivery Note
- Supplier Returns
- Consignments
- Sites

INVENTORY

Inventory is money sitting around in another form.



As your business' volumes and channels increase, you're going to need a robust and adaptable **inventory management system**. Whether you have one store, a chain, a central warehouse or multiple distribution centres across the country, **we manage each site's inventory**.

Our inventory management ensures that sales, purchases, adjustments and all other inventory changes are **automatically updated** and product availability is adjusted accordingly. As soon as an item is sold or an item is booked in, all stock levels will automatically be updated across all your sales channels.

Returns will be automatically fed into the overall stock picture, be that booking in and quarantining returned stock, credit, or despatching replacement products. Whatever the exchange situation is, we provide you with the ability to offer a consistent and personalised experience to each and every customer.

- **Inventory Management**
- **Packs and Bill of Material**
- **Barcode Scanning**
- **Returns Management**
- **Back Ordering**
- **Stock Reordering**
- **Size Colour Style**

WAREHOUSING

Your workers don't run the warehouse,
information does.



As your business grows, so does the importance of having an organised warehouse. Whether that's a complex warehouse with multiple locations, capacity controls, different location types or even a multi-warehouse setup with replenishment processes between locations. **Accurate, real-time stock control** is the aim of every warehouse operation and utilising our warehouse management system in conjunction with our HHT (Hand Held Terminal) functionality is a sure-fire way to achieve total accuracy.

Our picking routines allows you to pick orders individually or in batches, enabling your staff to pick items for multiple orders in a single sweep of the warehouse. **Less time is wasted**, productivity is increased, and more time is given to other high priority tasks within your Pick Pack Despatch process.

Khaos Control can determine what items should be replenished and from which warehouse location. The appropriate rules can be set up individually **to fit your business needs**. Complete oversight of your warehouse means smarter decisions, **efficient stock control**, and a faster overall warehousing process.

- | | |
|----------------------|-------------------|
| ■ Handheld Terminals | ■ Batches |
| ■ Picking | ■ Pallet Tracking |
| ■ Packing | ■ Locations |
| ■ Courier Management | ■ Job Allocation |

CRM

A happy customer is the best business strategy of all.



Without customers, there isn't a business. Our **customer relationship management** tools help you put customer communication at the heart of your operations. Record and **manage every customer interaction**, delivering better customer service with ease.

Using our CRM system, you will be able to build up a comprehensive picture of your customers likes, dislikes and order history with you - all leading to improved communications and better customer service.

The system will remind you when you need to follow up certain actions, and our complaints management will make sure your unhappy customers are being looked after. Our built-in automated email functionality also ensures your customers are kept up to date at every touch point.

- **Customer Management**
- **Pipeline Tracking**
- **List Segmentation**
- **Email Manager**
- **Clients**
- **Prospect Management**

ACCOUNTING

Behind every good business is a great accountant.



With fully integrated accounting functionality, Khaos Control provides you with up-to-the-minute financial reporting, allowing you to **stay on top of revenue**, profitability and all your business expenses. By providing multi-currency and multi-country support, Khaos Control ensures that you can expand your operations knowing that it can easily handle currency conversion rates, country-specific VAT, EC Sales reporting etc.

With each sales and purchase transaction **updating your accounts as you go**, your P&L and Balance Sheet is transformed from being monthly, into dynamic tools that will help you to manage your business on a daily basis. Whether you simply want a single nominal account for your sales, your purchases and your expenses, or you wish to build up a comprehensive and detailed chart of accounts, Khaos Control can provide you with flexibility and detail required. Using **accurate and robust report functionality** allows you to see the 'big picture' and identify trends over time. We deliver the information you want, when you want it the most.

- | | |
|-----------------------|-----------------------------|
| ■ Debt Management | ■ Reports |
| ■ Nominal Accounting | ■ Xero Integration |
| ■ Bank Reconciliation | ■ Sales and Purchase Ledger |
| ■ Stock Valuation | |



ICAEW
ACCREDITED
SOFTWARE

Our PRODUCTS

At Khaos Control we believe in providing a product for every kind of business. Whether you're a start-up experiencing a sudden rise in growth, or an established multinational company with years of trade behind you – we have a product that's right for your needs.



KHAOS CONTROL CLOUD

Designed for those operating smaller to medium sized businesses, we offer Khaos Control Cloud. This solution is cloud-based and allows you to control your business processes in one core system, wherever you happen to be.

KHAOS CONTROL

Khaos Control is our flagship (Business Management) solution. A highly configurable, comprehensive software solution designed for multichannel retailers and wholesale businesses alike, who are seeking greater control, efficiency and accuracy of core business processes. Khaos Control is hugely scalable and will provide as the platform to promote and support business growth for many, years.

KHAOS CONTROL HYBRID

Khaos Control Hybrid amalgamates features from both on-premise, cloud and a comprehensive eCommerce engine. By combining the features of our various products, we're able to offer a truly unique business solution for multi-channel B2B or B2C businesses.

Khaos Control is a comprehensive **business management solution** suited for large businesses and enterprises who need control over every aspect of their business. The system provides you with the ability to manage your entire business, integrating your finances, sales order processing, marketing, stock control and purchases in one central system.

The flexibility and power of Khaos Control means **scalability** - it's there for you long term, and so are we. No matter how many users, products or transactions.



ACCURATE STOCK



ALL-IN-ONE SYSTEM



FINANCIAL CONTROL

KHAOS CONTROL

Clarity Through Control

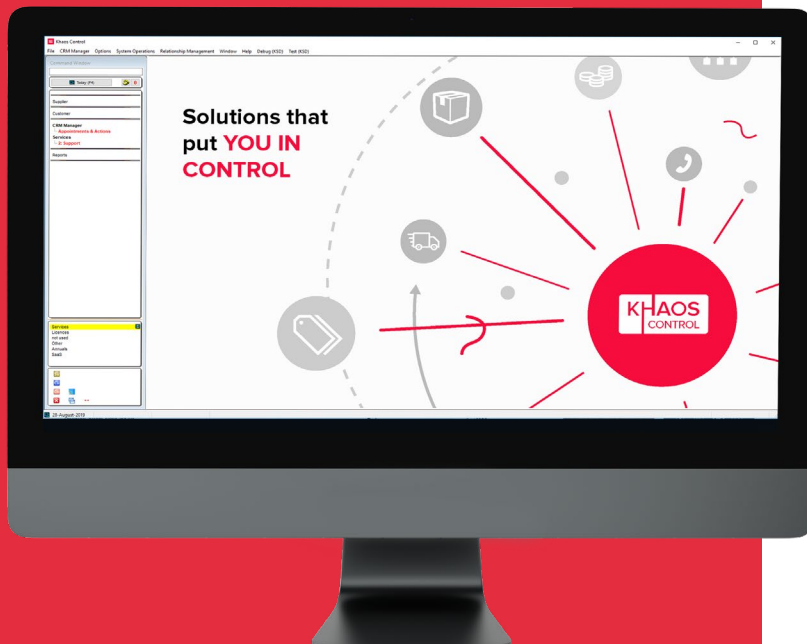
KHAOS CONTROL

Why KHAOS CONTROL

"Right from the start, from the sales representative to the support team, Khaos Control have impressed us with their efficient, professional manner and approach that not only inspired confidence, but generated the results we were looking for."

"By choosing Khaos Control we have been able to cope with all the ever-changing processes that occur when running a mail order company."

Ming Yang,
Director at Pomona Fruits



■ Real time stock data

Khaos Control updates stock levels across all your channels when an item is sold, meaning you have complete control and oversight of your inventory. Whether you have one store, a chain or a central warehouse, you can find out how much you're making on a single product in an instant.

■ All-in-one

Tailored to your needs, Khaos Control brings together all your processes and procedures in one central system. Stop relying on paper, spreadsheets and workarounds, and start reaping the benefits of efficiency and control.

■ Financial control

Khaos Control's integrated accounting functionality means instant and accurate financial reporting, as well as reduced administrative overheads, enabling you to run your company as profitably as possible.

Training and Support

Khaos Control are committed to providing high-quality training. Our strategy uses a "top down" approach to build an understanding of the Khaos Control system amongst the customer's core process owners, enabling them to configure the system components that best meet their business requirements.

Once you've got to grips with the system, Khaos Control operates a Service Desk from 9am to 5pm, providing a point of contact for any problems or queries.

Khaos Control Cloud is a fully integrated, all-in-one cloud business management solution that helps you keep control of your growing company. Our easy to use multichannel software can facilitate all your business requirements, as well as integrating with channels such as Amazon and eBay. As **you continue to grow**, Khaos Control Cloud scales with you and your requirements, without compromising on cost or functionality.

By using our **advanced cloud-based ERP software**, you are taking back control of your business. Whether you're a retailer or wholesaler, we have you covered with our automated functionality, which helps you to streamline your business processes and access live business information 24/7 from anywhere in the world.



ANYTIME, ANYWHERE



INTUITIVE INTERFACE



MANAGABLE COST

KHAOS CONTROL CLOUD

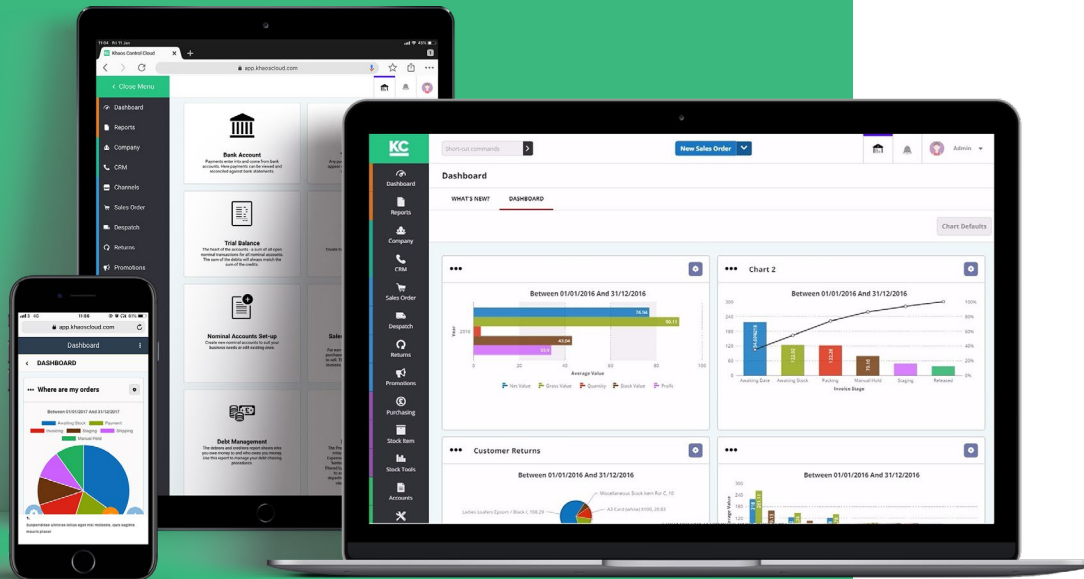
Reach New Heights

KHAOS CONTROL

Why KHAOS CONTROL CLOUD

"The ability to run a small business with big business software functionality...it's so much more than the obvious small business accounting software. Like a full ERP system for SMEs"

Phil T, Director at Breckland Scientific



■ Anytime, anywhere

Mobile business management software provides you with complete access to all of your business' data, wherever you are. From shipments to managing your customers, you have the power to control all of it from any device. Our responsive application enables you, and your team, to work on your business wherever you are. Ideal for mobile sales teams and off site reporting/planning.

■ Intuitive interface

Our easy-to-use interface means you can complete tasks quickly and simply, without having to struggle through complicated screens and hard-to-understand grids. We allow multiple screens to be opened and edited at the same time meaning information can be easily cross referenced and updated.

■ Low cost

Our no commitment plan means you pay-as-you-go. Get the flexibility you require, without losing functionality. We even allow the pre-purchase of credits to lower the cost even further.

Training and Support

Our support comes in many different shapes and forms, from "how to" videos, to setup guides and technical support, not to mention full in-app help and hints. When it comes to your training, we have a dedicated team on hand to help you implement the solution remotely or on-site.

Khaos Control Hybrid revolves around a **single database** to control your entire business. That's every process, every automation, every feature, all controllable with one mega-database. Khaos Control Hybrid is an **amalgamation of our award-winning ERP solutions**: Khaos Control, Khaos Control Cloud and Khaos Control Web.

It's one database, with one set of code, and one set of business logic. The value of that? Essentially the same business information and logic is automatically deployed **across the entire solution**, irrespective of location. For your business, that might mean exploring the value of secure cloud access for sales staff, whilst using the same system to provide content management for the ecommerce site and delivering the familiar back-office functionality on premise.



KHAOS CONTROL
(BACK OFFICE POWER)



KHAOS CONTROL CLOUD
(BROWSER BASED FLEXIBILITY)



KHAOS CONTROL WEB
(LIVE "NO-SYNC" ECOMMERCE)

KHAOS CONTROL HYBRID

Think Different

KHAOS
CONTROL **HYBRID**

INTEGRATIONS

Whilst core functionality is a large part of our focus, we understand that other areas like sales channels, couriers and marketing services remain a high priority. We integrate with multiple external providers that allow our customers to benefit from the power and flexibility of these “best of breed” products and services.

A selection of our integrations:

amazon

ebay™

shopify

Magento®

WooCommerce

BIGCOMMERCE

NOT ON THE HIGH STREET .com

bluepark

KM

xero

sage Pay

MailChimp

CASE STUDY



Pet Drugs Online was started in 2005 with the aim of providing veterinary medication and animal products online. Now they're the UK's leading retailer for pets and owners with orders containing prescription items being their speciality. Over the years they've helped dogs, cats, horses and even an Alpaca!



The Business Challenge

Before Khaos Control, Pet Drugs Online struggled to keep on top of their order management. Each order comprised of different medication for different pets - meaning accurate information was key! For the owners, they were also struggling to manage despatching the volume of orders from their previous systems.

The Solution

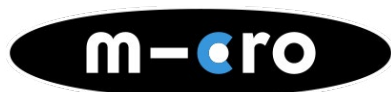
- Simon Belcham, Managing Director at Pet Drugs Online, said of Khaos Control, "Prior to Khaos Control, it took 3 days to provide month end figures. With Khaos Control it takes 3 hours... Not only does it take significantly less man hours to produce the same financial information, the information can also be provided to a very detailed extend."
- Pet Drugs Online can now quickly access data on any of the pets they've helped; information ranging on what kind of animal, right down to their names.

The Result

With Khaos Control in place since 2014, orders have increased year on year. As Simon explains, "In the first year by 63% and in the second year by a further 36%", proof that Khaos Control is supporting Pet Drugs Online's continued growth. Despite the increase of orders, and moving premises, "service has not been affected".

So where have these orders come from? Trent Webb, Digital Marketing Manager explains, "We've seen growth in the prescription sector of over 50% (in 2014-16). We handle this increased volume with greater accuracy and dispense far quicker than ever before; thanks to Khaos Control". And that of course means more healthy pets, which is great for everyone!

CASE STUDY



Ten years ago, Anna Gibson discovered the Mini Micro Scooter. Realising the benefits it gave her, and the confidence and independence it gave her son Edward, she started selling them herself. Inspired by the ability to leave the pushchair at home, Anna wanted the Mini Micro Scooter to be more widely available to other parents and teamed up with her friend, Philippa Gogarty, to form Micro Scooters Limited in the UK.

The Business Challenge

The continued success of Micro Scooters meant greater business need in regards to processing orders and information. Before Khaos Control, Micro Scooters were using accounting software, order processing software, and Microsoft Excel-based reports for customer notes and product information. The challenge was to combine all of this into one core system that could expand with them as they experienced further growth.

The Solution

Khaos Control Solutions and Micro Scooters implemented Khaos Control into their business, providing:

- A fully integrated ERP system to replace the separate accounting and order processing software they were already using. This would support growth by ensuring each business operation was linked together and unified.
- An eCommerce solution that accurately reports on the progress of separate parts of the business, like product development and stock levels. This results in clearer business oversight and visibility.

The Result

The ability to delivery great customer service – “I like seeing the stock information when trying to place an order for a customer – it tells me if it is out of stock and allows me to easily see when stock is due back in.”

“Above all, sharing this system in its cloud form between my two customer service centres and the warehouse means we’ve acquired a one stop shop, allowing us to speak one system language and forge ahead making Khaos Control work for our specific needs.”

Julia Easter, Customer Service Manager

PARTNERSHIPS

We've been lucky to work with some great partners since the beginning of our journey. Over the last two decades we have been able to discover the best partners for our customers. From web design to accounting, we have a number of partnerships ready to suit your needs.

For more information on our different partnerships, ask your solution consultant during a free demo of the system.

Example partners:



In order to give you the best possible choice to fund Khaos Control we have selected Reality Finance as our principle funding partner. This enables you to begin the implementation process quickly without capital expenditure, letting you adopt Khaos Control on terms that better suit your situation.

Our preferred finance partner

Reality Finance are the principle finance partner for Khaos Control. Providing personalised and flexible payment solutions will allow Khaos Control to begin powering your business as quickly as possible. Even more importantly with the ability to spread the initial cost of implementation, without having to compromise on the implementation cycle.

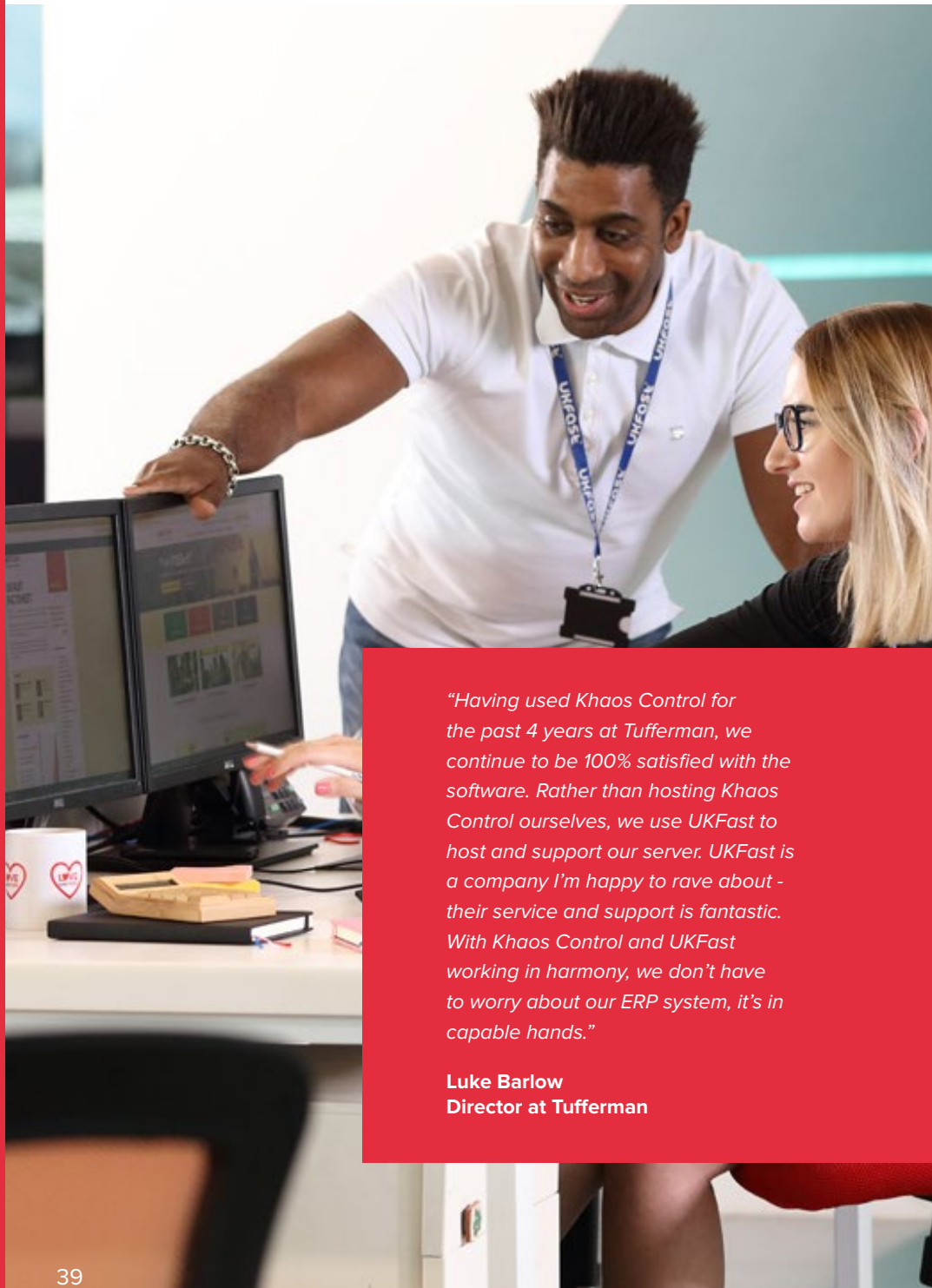
Benefits

- With 17 years' trading experience, Reality Finance are one of the most established in their industry. Their experience allows them to source finance options that may not traditionally be available, resulting in the most competitive deal available.
- They offer a "quick quote" facility, which can give you an idea of the finance options available to your business, quickly and efficiently, allowing you to plan.
- 48-hour turnaround time for a payment plan decision – no waiting around and stalling, just fast, transparent decision making.
- Offers one of the highest acceptance rates on the market, with over 90% of applications being accepted.



"We used Reality Finance to allow us to get moving with our Khaos Control project quickly and spread the cost over a time period, it was a really simple hassle-free process and I would have no doubt in recommending it."

Joanna Boughton-White Msc
Managing Director at Dorwest



"Having used Khaos Control for the past 4 years at Tufferman, we continue to be 100% satisfied with the software. Rather than hosting Khaos Control ourselves, we use UKFast to host and support our server. UKFast is a company I'm happy to rave about - their service and support is fantastic. With Khaos Control and UKFast working in harmony, we don't have to worry about our ERP system, it's in capable hands."

Luke Barlow
Director at Tufferman

UKFast[®]
YOUR FUTURE IS OUR BUSINESS

+

KHAOS CONTROL

UKFast is among the UK's leading managed hosting and colocation providers, delivering critical services to some of Britain's best-loved brands. Founded in 1999, they are at the forefront of delivering top speeds, and continued innovation with their services.

Our preferred hosting partner

UKFast are the principle hosting provider for Khaos Control. With their first-class expertise in hosting and colocation, as well as outstanding customer service, they're the perfect hosting provider for Khaos Control customers.

Benefits

- UK-based support teams and data centres to guarantee incredible connective and complete data sovereignty.
- Highest Net Promoter Score in the industry for their customer service, which means you won't find a hosting solution with the same level of support anywhere else in the world.
- 100% network uptime guarantee.
- UKFast pride themselves in offering cutting edge technology to transform your business. They do this by designing and building world-class solutions in house to offer ultimate security, speed and performance.

www.ukfast.co.uk



0330 223 5212
www.khaoscontrol.com
sales@khaoscontrol.com