



4MOST NEWSLETTER - DECEMBER 2019

As the Festive Season draws ever closer, our thoughts turn gratefully to those who have made our progress possible. In this spirit, we sincerely thank you, our valued business partners and extend our best wishes for the Holiday Season and a New Year filled with prosperity and success!

Please take note that our Head Office in Pretoria, South Africa will be open throughout the holiday season, excluding public holidays, to assist with any urgent service related queries. We will have a small number of staff on duty, to ensure that you are fully supported in this time.

You can direct your requests to support@4most.co.za or +27 (0)12 345 2505.

In addition, the urgent after hours support lines will be operational during this period;

Urgent After-Hours SAP Support: +27 (0)72 271 9898

Urgent After-Hours IT Support: +27 (0)72 281 1920 (For 4most's Hosted Clients)

Read further in this newsletter for more information on how to contact our Support Services and how to log a support call.

What's in store for you in this month's newsletter:

1. Introducing SAP Business One 10.0 - What's New In SAP Business One 10.0, version for SAP HANA?
2. How to Contact 4most for Support

Introducing SAP Business One 10.0



What's New In SAP Business One 10.0, version for SAP HANA?

Version 10.0 is all about enriching our SAP Business One Digital Core, focused on streamlining the essential business processes and enhancing the usability and the extensibility.

The highly anticipated Web Client for SAP Business One, version for SAP HANA ensures moving our customers' sales processes to a fresh and modernised User Interface.

Many enhancements in financials, logistics, usability, as well as innovative applications that are developed based on the built-in machine learning and artificial intelligence capabilities.

Version 10 is much more than just a further development. See a few of the features below;

1. Intelligent ERP and process automation through elements such as machine learning and IoT
2. Core functions and localizations extended based on market feedback. Focus on Wholesale/Retail objects
3. UX in focus, new skin style
4. Web client leveraging the Service Layer and X4 platform
5. Enhanced analytical capabilities leveraging SAP HANA 2.0
6. New Integration framework 2.0 and additional scenarios
7. Reuse of existing SAP intelligent technologies, such as Recast, Invoice Recognition, or SAP Analytics Cloud
8. Improved Cloud deployment

Interested and want to find out more? Learn more about the enhancements in the [What's New Document](#) or take a look at the [video's](#) on YouTube.

[What's New](#)[Watch video's](#)

How to Contact 4most for Support

We provide more than one way to log a Service Call to ensure you receive the best service in the shortest possible time. When an SAP issue is detected, you are able to log the service call by;

1. Log the call online
2. Send us an email
3. Call in for Telephonic Support

Please see below for steps to follow.



Support Portal

We provide our clients with a custom developed Service Call Management Functionality also known as a Support Portal.

This allows our clients to log service calls simply and conveniently online at any time, track accurate, timely and conclusive updates on the progress and status of their service call and more. This is a transparent, incorruptible means of communication, not limited by business hours!

If you are a client of ours, you can login with your username and password [here](#).

The Support Portal offers a convenient web based system which enables you to:

- Log your service calls, simply and conveniently, online at anytime
- Update against the open issues
- Attach supporting documents to your logged call
- Track accurate, timely and conclusive updates on the progress and status of your service call
- View the progress and status of all of your company's logged issues
- Regain control of the level of issues logged

[More info](#)



4most Client Care Centre

As a certified SAP Business One Partner, 4most is dedicated to ensuring the continued care of our clients and boasts an in-house Client Care Centre.

Our experienced and certified business and technical consultants provide assistance and technical support services with the goal of helping the user solve specific problems with their technology or software solutions.

How to contact our Client Care Centre:

1. Email us at support@4most.co.za
2. Call in - for emergencies only
Office landline: +27 (0)12 345 2505
* Monday to Friday; 8am to 5pm*

Urgent After-Hours Support:

Urgent After-Hours SAP Support: +27 (0)72 271 9898
Urgent After-Hours IT Support: +27 (0)72 281 1920 (For 4most's Hosted Clients)

Kindly take note that 'Urgent Support' is defined as a level 1 or level 2 incident.

[More info](#)



4most Systems provides world-class, individually tailored and innovative business solutions for small, medium and large enterprises across industries and sectors. Established as an SAP Partner in 2004, we deliver ERP solutions utilising SAP Business One at the core. With offices in South Africa, Botswana and Namibia as well as a growing economic footprint in the DRC, Kenya, Zambia, Malawi and Tanzania, the company has a strong base, being the first and only partner to establish all-round SAP competency, offering over 30 years of experience and skills.

[Contact us](#)

