

# NaN-tic

You want to change, and you change.

## First business software dictionary

The 150 words of technology and business  
that you have to know

We know that the process of choosing a business management tool can be complex: processing information, weighing criteria and opinions, and making the final decision. It is not necessary to complicate everything with an unknown and sometimes incomprehensible technical vocabulary. That's why at Nan-Tic we've made the **First Business Software Dictionary**, with over 150 concepts that can be very helpful in the process of making the right decisions without misunderstandings.



## ACCOUNTING SETTLEMENT

It is the record that is made in the accounting books of any economic fact that modifies the patrimony of an organization. Although it is a basic concept before restricted to managers and accounting technicians, it is important that ERPs incorporate options to facilitate and automate this work eliminating any option of human error in the incorporation of data.

## ACCOUNTING

The control or lack of control of a company. Whether it is one thing or another depends, to a large extent, on the tool available to manage it efficiently and rigorously. Poor management can lead to very critical economic and time losses. It is also not advisable to duplicate applications or manually transfer this type of sensitive data between different computer solutions. The recommendation is to bet on tools that integrate business accounting to avoid duplication.

## ADAPTATION

Essential concept. The adaptation is all those modifications on the software to incorporate or modify key elements for the operation of the company. The perfect adaptation always starts from a good analysis of needs and continues with a good work of programming to adjust the tool to what the user demands. We must retain the general idea that the less adaptation there is of the software to the company, the more the company will have to adapt to the software. In this sense, open source tools always allow a margin adaptation much higher than proprietary solutions.

## APPLE

See Mac.

## ASSETS

These are the physical elements, such as machinery, real estate or vehicles, that are used in the company as a support for its activity, or on which any type of service is offered, such as installation or maintenance. It is convenient to have all the information up to date to be able to manage them, follow them and, where appropriate, interconnect them properly.

## ASTERISK

World leader in open source telephony platforms. Highly recommended for any company that wants to save on calls and integrate it with the rest of open source management computer tools. See Telephone Switchboard.

## ATTRIBUTES

These are the different characteristics that a certain product has. Being able to separate and control them without having to resort to programming can offer great advantages later, especially in the inventory or sales process.



## **B2B**

The modern way of defining business between companies, although the origin of the term dates back to the late 70s to define the sending of documents by electronic means. Perhaps it is no longer used as much as it was a few years ago, but the business-to-business concept has consolidated and is still very frequent. NaN-tic is a good example of a company that provides services to companies. We do B2B.

## **B2C**

The sister expression of B2B is B2C. It refers to business-to-consumer, i.e. the business of companies with final consumers. In general, the expression is used when the target of the company is large groups of individuals. We don't do B2C.

## **BACKUP**

It is one of the basic prevention measures that any company should adopt to avoid losing information accidentally or maliciously. Backups are made in a storage area other than the source of the data, and can be made both by the company itself and by the provider of the technology used. We recommend, whenever possible, to have a copy service in real time and with high availability. Consult your IT providers.

## **BACK-UP**

See Backup.

## **BARCODES**

The barcode is a system of numerical identification of products. It has the grace that it is adapted to be read quickly with an optical device. In the case of companies and businesses that are considering the change or acquisition of an ERP,

it is essential that they claim the possibility of entering the articles manually or with a barcode reader. The management of the stock, the warehouse and the subsequent invoicing of sales will be infinitely more agile. By the way... Popular QR codes are also a type of barcodes.

## **BASIC BUSINESS INTELLIGENCE (BABI)**

It is the data analysis tool that Trieston incorporates and that allows the user to obtain valuable information on the operation of the company in real time and in anydevice. See data analysis or business intelligence.

## **BPM**

A new acronym from English and the expression Business Process Management. Basically it refers to a computer tool that helps companies improve and shorten their processes to ensure a more efficient and productive service. That is, it is a software that allows you to see all the processes that are in an organization and propose alternatives for improvement. In other words... it is what we sometimes miss so much in theadministration.

## **BPMN**

In case the previous acronym was not difficult enough to retain, another one appears practically traced and linked. In this case it is the Business Process Model and Notation. It is a standard graphic model to design and modelbusiness-processes, or as the Anglo-Saxons like to say, the workflow. The model was created to facilitate the work of organizational analysts, who thanks to the BPMN system can quickly detect the strengths and weaknesses in themanagement processes of any organization.

## **BUDGETS**

Making a lot of budgets is a good sign, and converting them into orders, even better. That is why it is important to have tools that help throughout this process, facilitating the internal task and betterwalking the image of the companytowards the potential client. Being able to make tailor-made, flexible,

attractive budgets with all the necessary information will help a lot to transform business opportunities into sales. If you can also unify the management of the documents that are associated with the budgets (delivery notes, orders, invoices ...) optimal results will be achieved. To take into account when choosing any management tool.

## **BUSINESS INTELLIGENCE**

These are the computer tools that facilitate business analysis based on the data that the organization itself has. View data analysis or Basic Business Intelligence.

## **BUSINESS MODEL**

Until a few years ago the business model was a bit like the Constitution... there was only one and it couldn't be touched. Fortunately, technology has made it easier for companies to sell their products and services to multiply. The case of ERP, which we know well, is a good example. A few years ago the only model that seemed possible was to sell proprietary software licenses and charge for letting a program be used. Today this model is in absolute regression and SaaS and open source are new alternatives much better valued by consumers.

## **BUSINESS ONE**

It is the flagship product of the German company SAP for the management of SMEs. It is a proprietary program that is sold with the traditional licensing system and that is quite widespread among many companies. It offers many features but in exchange for a fairly high price, and that without counting on the customization that each organization may need.



## CITRIX

As a general rule, companies that bet so much on free software usually have an open look, and many of them have also facilitated teleworking for some of their employees. Many of these companies have used the services of Citrix Systems, a company specialized in the virtualization of servers and in connections between computers via remote desktop. It is also one of the services that we use to NaN-tic and that in some cases we recommend to our clients.

## CLIENT

A word that in the field of business is used to define one thing, and in the computer field to define another that has nothing to do with it. In economics, customers are people or companies that use the services of a professional or another company. On the other hand, the client or the client-server, is that computer that requests any type of resource from a computer server. E-mail or Internet access are good examples of a client-server relationship.

## CLOUD

Cloud or cloud computing refers to a set of technologies that allow all resources to be stored on the Internet. There, service providers organize themselves to make the most of their infrastructures and provide multiple users at the same time; in this way customers can get services that perfectly adapt to their needs without having to make expenses in IT infrastructure. So that we understand each other... Dropbox or Gmail, to give just two examples, are cloud technologies, since we do not install any program on our computer and we can access the service from any device with an Internet connection. The cloud can save a company a lot of money.



## COMMERCIAL

The commercial department is responsible for converting business opportunities into sales. It is the one that finishes the work of the marketing department and what guarantees, neither more nor less, the growth of the company. It is important that this strategic department has the right tools to optimize its work and ensure good results for the organization. Having an ERP that already integrates your own CRM is highly recommended, since, for example, it allows you to calculate objectives, commissions and margins; helps analyze and classify the ratio of business opportunities converted into sales; tracks all actions... And all with profiles and permissions appropriate to each user.

## COMMISSIONS

More and more businesses are based on commissions to those third parties that surround us with new clients. Establishing reliable, rigorous and automated systems of calculations and monitoring of commissions can allow a company to increase its profits significantly. To take into account when choosing a business management tool.

## COMMUNITY

In the field of free software is any group of people who, in one way or another, use or develop the same software and contribute to its improvement. The community of users and developers is the R&D&I laboratory of the programs in open source, since it guarantees different and continuous approaches to the needs of the software. In general, the larger and more active the community, the more code available and the more features the program must offer.

## CONSULTING

The process of implementing an ERP in a company always goes through a first phase of consulting. The objective is to properly diagnose what are the real needs of the company and the expectations of its managers to be able to then make the correct programming and implementation of the software.

## CONTACTS

We all know how practical it is to have the contact book well integrated with the mobile phone on a personal level. Well, it is even more important when we are talking about an errant business management hamienta. Having unified contacts around crm and ERP guarantees traceability of management and makes it very easy to automate many billing and communication processes with customers and suppliers. It is one of those details that must be ensured that it contains the tool that we want to install and that sometimes does not appear in the technical specifications of the product.

## CONTRACTS

Contracts signed between companies are becoming more complex. They incorporate clauses, clauses and penalties or incentives that should always be kept in mind so as not to be harmed in any project. The monitoring of everything can be done almost automatically if it has been planned and if the tool we want allows it. In addition to all this, Tryton also integrates purchase commitments according to contract, to ensure that prices and quantities match what was once signed.

## CRM

Customer Relationship Management is the tool that the marketing department reveres. It allows you to control, analyze and manage all business opportunities, as well as relationships with already consolidated customers. Its integration with the ERP is key to making strategic decisions in the field of sales.



## DATA ANALYSIS

Analyzing the data managed by a company serves to obtain a real-time photograph of the situation and to discover its weaknesses and opportunities. Increasingly, companies demand business intelligence solutions to automatically capture the data that management programs have and transform it into valuable information to make decisions. If you have to install an ERP or change the one you already have, we recommend that you bet on one that already integrates this type of solution to create your personalized views and analysis. Ver business intelligence o basic business intelligence.

## DATA

All companies have data and work, in one way or another with data. However, the way they are introduced into a computer system, how it works them, and how they are subsequently analysed to facilitate decision-making is what makes the differences worse. The first advantage of having an ERP is to unify the data entry point and eliminate duplication. From there, having well-structured databases and analysis tools integrated with the ERP are also essential elements for good business management. All these solutions can be found on the market both in versions of proprietary software and free and free software, and without this should mean a reduction in their functions or performance.

## DATABASE

According to Wikipedia, a database is a set of data organized according to a coherent structure, and accessible from one or more programs or applications. In short, it is to an ERP what gasoline is to an engine. Having well-structured data is the first step (of a few) for the correct and efficient management of a company.

## DOCUMENTATION

Business management tools offer more and more features and functionalities, and surprisingly they are becoming less and less documented. Too often, the supplier installs a highly complex tool and does not give any tips or documentation on its operation despite having made a high investment. The result is that in the event of any obstacle you have to call the support department and pay for it. Having a well-documented tool and with this updated information is an ingredient that must be kept in mind when making the decision to acquire a specific management tool.

## DELIVERY NOTES

Delivery notes are a mechanism that accredits the delivery or return of a product or service to a customer. They are a useful tool but, at the same time, they can add complications throughout the billing process, since they must be able to be associated with one or more invoices. With Tryton, for example, we've worked hard to make search forms quickly link the invoices associated with each line.

## DEMAND

It's what your customers want to buy from you. The problem, too often, is to confuse what you think they want to buy from you with what they really end up asking for. To avoid these dysfunctions there are also specific technological solutions. In NaN-tic, for example, we have some clients who have a tool that analyzes the demand flows to plan very accurately the needs that the company will have in the short, medium and long term. In addition, this tool also allows intelligent management of stock and warehouse.

## DEMO

A "demo" is what sometimes commercials and websites offer to test the product. It is an essential screen in the "juego" of choosing any type of management software. But if we are talking about a strategic tool and in which an important investment is associated, such as an ERP, although we must go

further. We recommend asking for the installation a “demo” in the ordenador to be able to test it thoroughly for a couple or three weeks, to detect future needs or, where appropriate, discard it. It’s not something that makes commercials used to getting excited, but it’s worth doing.

## DESK

There was a day when the desk was used for writing. Not now. It is now the main screen from which a computer program is managed. In the case of Tryton, for example, it is where you can create a control screen of each user with the information and personalized accesses you need to work better.

## DEVELOPERS

The authors of the software, the creators of the tool. They are computer scientists who work to create or improve a computer product. There are some differences in how they work depending on whether it is proprietary or open source software. The former follow the indications and deadlines set by the manufacturer, while in the case of free software, developers work more cooperatively, providing very different approaches to the product. In addition, having an open tool always provides the possibility of finding a developer that can adapt to the needs without having to be permanently linked to a manufacturer or supplier. See Schedule.

## DIFFERENTIATION

Each company has its own way of organizing and doing things. But when you install an ERP you often have to change many of these routines that work for you to adapt to the technology you just hired. But there is an alternative. Betting on free software and tools like Tryton allow us to adapt technology to the way the company is doing and its exact needs, and not vice versa. In this way, betting on open source is also betting on maintaining uniqueness and differentiation in a very competitive market.

## DISCOUNTS

Technology has made it much easier to be able to segment the market extraordinarily and know the buying habits of cus-

tomers. But in addition, it has added complexity to discount policies. Promotional campaigns to encourage purchase are increasingly intensive and segmented. Tools should be available to help create as many tariffs as necessary and to facilitate calculations to avoid obsolete prices or to reduce the commercial margin too much.

## **DYNAMICS NAV**

Better known as Navision is Microsoft's ERP and one of the most popular on the market (it has more than 100,000 installations worldwide). Many companies choose it precisely for that reason, for its popularity, without going into analyzing too much if it is the tool they really need. Many Navision users subsequently recognize that the program is too large for them or that, on the contrary, they have had to adapt the operation of the company to the criteria of the program and not vice versa. In addition, we must also bear in mind that Microsoft forces users to always have the latest versions of the program, with the cost that this implies, if they do not want to run out of support service. See Navision.



## E-COMMERCE

Everyone knows what e-Commerce is, but everyone asks us how online sales platforms relate to ERP. We must study each case, but we are always of the opinion that there is the maximum possible integration to synchronize the evolution of the respective software as much as possible. In any case, as far as you know, the most popular e-commerce solutions in the world have been developed with free software.

## EMAIL

Surely the most popular business management tool. Nowadays it is difficult to find in the market any serious application that does not contemplate the integration with electronic mail, but you have to analyze with what degree of depth. At this point we have to ask ourselves some questions, such as

the ERP I want allows you to send invoices by e-mail in a massive way? Does it allow you to create and organize activities automatically from the receipt of a simple email? Think. See e-mail.

## ERP

These are the programs that articulate the management of a company (also known as Enterprise Resource Planning). They are the management engine, which makes you move practically everything. In the market there are a large number of ERPs available, but each one has its particularities. We recommend our customers to bet on Tryton, developed in open source and 100% open source. If you are interested, we have written a guide to help you face the complex process of selecting this type of tools.

## EVOLUTION

Virtually all ERPs have a life of their own. Manufacturers and developers are incorporating improvements in each direction to meet new needs of users. This evolution is fundamental, and we must always ask ourselves what expected rate of growth and what guarantees the manufacturer can offer that the deadlines will be met. Lest the needs of the company grow much faster than the tool that must manage them can.

## EXCEL

Spreadsheets have become an essential tool for all companies. From simple formulas to advanced pivot tables and charts, finance and operations departments use Excel on a daily basis. When selecting an ERP it is important to take into account the automatic export of any data in Excel. This will eliminate duplication and facilitate further work in the form of reports or analysis tools.

## EXPORT

In the field of export management tools, export can refer to the extraction and transfer of data from one place to another, or the transit of goods and services from one country to another for marketing. The globalization of the market and the recent economic crisis has driven many companies to cross their borders to distribute their products. Logically, this has added complexity to the management process, and very often the singularities of each country have needed a differentiated treatment of the same software. Free software also offers in these cases great flexibility to adjust the management to the specificities of the new markets.





## FIFO

First in, first out. Or what is the same... the first to enter, the first to leave. This method is used in accounting to record the value of an inventory in which there are many units or batches of similar products. This method is also used to ensure the rotation of the material in the warehouse and prevent the product from becoming obsolete. It is one of the aspects that Tryton incorporates to guarantee the rotation of the stock.

## FILTERS

See Segmentation.

## FLEXIBILITY

That said, it doesn't seem like a big deal, but it's an essential concept when choosing a business management software. If we opt for a tool with many features but completely rigid we will be forced to adapt the way of doing our company to the program we have acquired. If, on the other hand, we lean towards an open and flexible tool, we can make it the software that adapts to our way of doing things. And the difference is not minor. We recommend flexibility.

## FREE SOFTWARE

It is the software that can be used, copied or modified without any type of restriction. Its use is free and anyone can see how it is built and modify it as they see fit. Nowadays almost all computer tools have an open source version. We are specialists in ERPs that meet these criteria and, at the same time, offer very high performance.

## FUNCTIONALITIES

Those benefits and resources that a certain technological solution gives. Functionalities do not always fit the real

needs of an organization. Sometimes the program doesn't do everything that's needed. On the other hand, on other occasions the program offers much more than is really necessary, which is usually a waste of investment. That is why we are firmly committed to the scalability of the solutions.

## **FUNNEL**

It is a technical and not very grateful term that has become popular with online marketing. The term "conversion funnel" is much more enlightening since it is basically a scheme used to determine how many users or customers are lost in each of the steps that must be done on a web page before reaching the final goal (lead generation or sale). It is also used to detect the points to be improved most urgently to optimize the results. Most CRMs already include this functionality.



## GOOGLE APPS

Everyone knows Google but not necessarily Google Apps. They are small collaborative programs and tools developed by Google or by third parties that can make a company's job easier. Keep in mind that no one can ensure either the quality or continuity of the service offered by these applications, especially those that Google has not launched.

## GRAPHICS

These are images that show information. Increasingly, analysis tools rely on graphic files that allow you to understand some information more quickly and clearly. The possibility that an ERP can display suitable graphs with relevant data can greatly improve decision-making and business management.



## IDENTIFICATION

It can refer to products or users. In the case of users, it refers to assigning a digital identity (see role or profile) to be able to offer you the information you need or are interested in and to follow the steps and actions you develop.

## IMPLANTATION

Installing an ERP is not like downloading an application for your mobile. It requires hours of planning and scheduling before you get to this point, which is when it's installed on your company's hardware. It is a delicate moment that if not done with professionalism can take nerves and tension to the limit. You have to trust the chosen supplier and assume that you will always have to make subsequent adjustments.

## INCIDENCES

Euphemism for "problems". These are usually situations that generate extra headaches for those responsible for an organization or an apartment. Incidents have a character of unpredictability that makes them always inopportune. It is in these situations when many people value having opted for open source technology that allows to easily adapt the program to the needs that appear along the way. We recommend recording all incidents systematically in order to correct them and avoid them in the future.

## INDUSTRY 4.0

It is a relatively new concept that is used to explain a new way of organizing the means of production that is consolidating quite quickly. Basically, the model is committed to automating processes to the maximum through technology to improve productivity. Big data and the intelligent allocation of resour-

ces are essential allies to guarantee the proper functioning of this model.

## **INTEGRATION**

Magic word. It is used to define the maximum link between different computer programs or technologies used in the same business environment. Companies usually acquire management tools gradually, that is why you always have to be very demanding with the ability to integrate the new tool into the technological ecosystem that the company already has. Integration should never be underestimated.

## **INVENTORY**

See Stock.

## **INVOICE / INVOICING**

At this point it is not necessary to define what an invoice is, but it is evident that it is one of the key documents in any business relationship because it collects all the necessary information. Billing management must always be agile, precise and flexible. Our advice is to have a platform that can be adapted to the way the company works and that is fully integrated into the erp of the company. This will allow to automate processes, eliminate risks and maintain the circuits and deadlines of control and payment.



## **JASPER REPORTS**

It is a report creation library programmed in Java and licensed in open source. It allows you to easily and automatically prepare all kinds of documentation. It can be easily integrated into other open source solutions such as Tryton ERP.



## LANGUAGES

Once upon a time there was a company that only sold products and services in its immediate surroundings. But that's been so long ago that there's no point in talking about it. Today companies maintain commercial relationships with customers and suppliers from anywhere in the world. New delegations and new markets are opened with the same ease as before they were opened a few kilometers away. Users of management platforms can also be from any source... For all these reasons, it is important that an ERP speaks languages. It is desirable to bet on tools as multilingual as possible, without ever forgetting the original language.

## LEADS

Business opportunities. Calls. Emails. Any request for information about the products or services of a company with a commercial vocation are reads. And its management is key to the proper functioning of the commercial area. Normally the management of leads is done from a CRM, a specific tool that is sometimes already incorporated into the company's ERP. Leads must be able to analyze, classify, prioritize, cultivate, pamper and, above all, convert into sales.

## LICENSE

Term feared and hated by users of proprietary software, because it is synonymous with money in exchange for an individual use of a program. Instead it is completely harmless for those of us who recommend using solutions based on free software.

## LIFE CYCLE

It is the time that a tool can give us service without penalizing us because it has become outdated. In the case of the software owner, that software that is bought and we keep it

with ownership, the life cycle is limited and increasingly shorter. Hardly, the same tool we buy today will serve us in a few years. This is one of the reasons why the market is increasingly offering solutions in SaaS mode (service contracting) and in open source. The ability of a tool to evolve is key to ensuring a return on investment.

## LINUX

It is the reference operating system in open source. In general, it is a more efficient, functional and secure system than Windows or Apple's OS X. And of course it's absolutely free. To be honest, it must be said that there are not many companies that use it, but since it is not known how things are going, it is not unreasonable to foresee that the applications that the company needs are multiplatform, that is, that they can also work on Linux.

## LOGISTICS

The efficient storage and distribution of manufactured products is what is known as logistics, and is very important in a company. In general, it can be said that in logistics there is much to lose and little to gain. A mistake can be paid dearly and, instead, profit margins are very, very scarce. In this sense, extreme control must be exercised. The logistics of a company have to work like clockwork, and if there is a lot of product distribution you have to bet on tools that are very complete and that give full guarantees of efficiency.





## MAC

Macintosh (abbreviated Mac) is the name by which it is currently known of any personal computer designed, developed, built and marketed by Apple. What is important in terms of business management is that they carry their own operating system, and sometimes the applications or programs that will be installed are not compatible. Therefore... whenever you have to acquire some type of software make sure it is cross-platform.

## MANUFACTURING

Companies that manufacture any type of product carry a series of common needs that they must be able to manage easily. The materials that are needed, the adequate quantities to be produced, the capacity of the machinery available, the management of the resulting product, the quality control... The process includes an infinite number of elements that must be synchronized technologically perfectly to optimize costs and minimize errors. The ERP is the key element to control manufacturing processes.

## MARKETING

It is the department that should generate business opportunities for the company. This, possibly, is one of the areas in which technology has allowed to provide more and more varied resources to measure the different campaigns CRM, business intelligence tools, mail marketing platforms ... Tools that collect data that it is extraordinarily recommended that they automatically go to the ERP in order to be controlled, analyzed and exploited properly.

## MODULES

Small pieces that expand the capabilities of a program and avoid having to use software disproportionate to the needs

that one has in your company. For example... If you buy an ERP that includes a module for tracking projects, you'll still pay for it even if you don't have to track projects. On the contrary, if you have a basic ERP you can ask for the development of modules tailored to the needs. In any case, it is advisable to always ask the supplier what is the policy of updating and maintaining these modules.

## **MONITORING**

Constant and permanent monitoring. We usually use this term when we refer to the control of the vital signs of the server to ensure that everything works and anticipate any problem.

## **MULTICOMPANY**

One of NaN-tic's customers has two very similar companies. He decided to bet on open source and our services so that the developments made for one company would also serve him for the other, and at the same time he could decide what information he shared between them with a single ERP and without added cost in concept of licenses. It is the most obvious example of the benefits that this functionality and open source technology brings.

## **MULTICURRENCY**

That you can operate, automatically and simultaneously, with different currencies or currencies. Another of the functions increasingly necessary for the increasing number of companies that open new markets beyond the European Union. Being able to work on the same platform and each one seeing the local currency facilitates the work in an extraordinary way. To take into account when choosing a new management tool.

## **MULTIPLATFORM**

In companies everyone works with Windows, but sometimes the marketing or management and general direction the Kings bring a Mac. Not to mention the computer scientists, who love Linux... Choose tools that can operate in any environment, that are cross-platform and you will save yourself from having a lot of trouble with your co-workers.

## MYSQL

Speaking of cross-platform... MySQL is a cross-platform open source database management system. It has become very popular for developing web applications, and surely one day you will hear it from the mouth of some computer scientist.

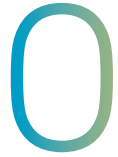


## **NAN-TIC**

Since 2008 NaN-tic offers services to companies of all kinds that want to improve their technological platform of internal management. But unlike the vast majority of similar suppliers in our country, we always recommend, develop and install open source technology for data security, for transparency in technology, for the flexibility and scalability of software, for the freedom to easily change providers... Fortunately, more and more organizations share this point of view and trust us.

## **NAVISION**

Another example of a widespread proprietary ERP and, in this case, manufactured by Microsoft. We could say that it is the classic of the sector, with a large number of users around the world since it was launched on the market in the mid-80s. Despite requiring greater customization than other solutions such as SAP, Microsoft's aggressive licensing policy is causing it to lose market share in favor of open source tools.



## OFFICE 365

Another example of cloud technology and business model change. It is the Microsoft program that incorporates the set of basic solutions necessary for a company (email, spreadsheet, hosting, videoconferencing ...). It is paid a little per month per user as rent of the service. Most companies use this suite of solutions, although there are also alternatives in the field of free software. It will not unify any solution aimed at the general public that does not take into account this product,

## ONLINE STORE

The exponential growth of sales of products on the Internet has triggered the creation of stores on the network. The most important e-commerce solutions on the market such as Prestashop, Magento or OSCommerce have been developed in open source. In any case, if you are thinking of starting a project that includes online sales, we recommend that you consider the acquisition of a product that meets the joint needs of management and Internet sales. You'll save yourself a lot of duplication (and money) on accommodations. See e-Commerce.

## OPEN ERP / ODOO

It is one of the most popular business management solutions in open source, although it is now marketed as Odoo. In fact we started by recommending and installing this solution, but its non-transparent policy and its tendency to move further and further away from the 100% open source philosophy disenchanted us.

## OPEN SOURCE

See Free Software.

## OPERATING SYSTEM

It is the program that runs the other programs in a terminal (be it computer, tablet or mobile phone). The most common are Windows (Microsoft), Mac OS (Apple) and Linux (opensource). It is unfeasible for a company to change the operating system of its devices to adapt it to a management tool it has acquired. But on the other hand, it is highly recommended to ensure that this tool is multiplatform, that is, that it can work under any of these three environments.

## ORDER

The classic definition of an order is the purchase request that a customer makes to a supplier so that it supplies the goods or services requested. In the end, the order is the element that activates the entire process of production, distribution and sale, and therefore something that must be controlled very closely. Businesses that have a high volume of orders, that have orders of very high amounts, or that spend a lot of time between receiving them and can serve them, precise effective management tools. One of the aspects that must be required of this type of tool is the possibility of keeping the customer promptly informed of the status of their orders.



## **PARTNER**

It is the distributor of a lifetime, but in the field of management software we like to call it a partner. As we have already explained, it is essential that you establish a climate of mutual trust to face the implementation of the ERP.

## **PAYMENTS**

A company's payment policy is usually quite unique. It depends on the invoice control system, the deadlines, the availability of cash-flow... All this means that there are all kinds of deadlines, fixed days, forms of fractionation ... Once again it is highly recommended not to have to change all this forced by a management software, but that it is the computer tool that is attached to the way of doing the company.

## **PAYROLL**

Payroll is becoming increasingly complex. The new regulations which require the establishment by law of time control at work, combined with the different types of contracts and the provision of services, may turn the payment of wages into an impressive headache and a possible source of errors and tensions for the company. Fortunately, ERPs usually include these types of modules for payroll. In addition, open solutions such as Tryton, are even more flexible to face especially varied and changing scenarios within the same organization.

## **PERMISSIONS**

Also called roles or profiles. When setting up an ERP, it is necessary to analyze calmly and in depth what level of use of the platform will be on the part of each user. Usually, in the case of proprietary software, this exercise is done thinking more about saving the number of licenses than the real needs of the department in question; but in the case of free software there

are no licenses. Therefore, it is necessary to define exactly what type of permission each user will have to access and, where appropriate, modify the information it contains.

## PICKING

The preparation of orders or picking is the process of collecting material from the warehouse. And it is also often the productivity funnel of the entire logistics chain. Having the warehouse automated and fully controlled will save you a lot of headaches and problems with customers. Therefore, it is essential to bet on an ERP that facilitates the organization and agile location of any product.

## PLATFORM

It can have many meanings, but in the field of business management tools it usually means a software, a program or computer service on which different users work.

## PORTFOLIO

It can refer to the group of products, services or brands that a company offers to its customers, or to the state of the treasury. In the latter case it is highly recommended to rely on solutions that allow a control and forecast of both the invoices pending collection and payment.

## POS

Acronym for Point of Sale Terminal (POS). It is the device and technology that helps a commercial establishment in the sale to the public, and both can be the cash register, the dataphone to collect remotely by bank card, the touch screen of order registration or, even, the systems that banks and savings banks use to guarantee the security of online transactions. In any case, it is essential to know how it will be integrated with the current or future ERP of the company to streamline sales, retain customers and simplify operations.

## POSTGRESQL

It is the most advanced and robust open source database on the market, and the one we recommend to our customers. It



was born in 1982 and since then it has not stopped growing in services and facilities around the world and in all types of companies. In any case it is the one that best complements other free tools, especially withan ERP of the characteristics of Tryton.

## **PREDICTIVE MAINTENANCE**

The use and massive analysis of data can help establish mechanisms that allow preventive action and reduce maintenance costs. It is always cheaper to repair what wears out than what breaks. Technology makes it available to companies tools to detect these needs.

## **PRODUCTION**

The companies that produce have a lot of peculiarities added to the normal management of any service or sales company. The control of the raw material, the traceability of the product, the optimization of the machinery, the subsequent management of the waste... These aspects are essential for some companies and completely unknown to so many others. The management tools that are implemented must anticipate these needs and, at the same time, help to better plan and control all operations. Accuracy and quality are words that should appear in any definition of the tool that a production company is considering adopting.

## **PRODUCTIVITY**

The classical definition points out that productivity is a relationship between the amount of resources used and the products or services that are obtained. Logically it is the maximum obsession of managers to invest the minimum to get the maximum. But finding that balance point is not easy and, of course, it is impossible to achieve without appropriate tools. Today technology offers a wide range of products and services aimed at improving business productivity. Now, you have to be productive and only bet on those that are really necessary and scalable over time according to the needs.

## PROFITABILITY

Currently it is difficult to find this term, because it seems obligatory to use the Anglo-Saxon term ROI (ReturnOf Investment). In mathematical terms we can say that it is the ratio or rate between the return generated by an investment and the amount invested. Investing little and getting a lot gives a very high ROI. Investing a lot and recovering very little gives a very low return. In any case, it is one of the terms related to business productivity that can appear in the sales arguments of any tool.

## PROGRAMMING

Programming is what we computer scientists earn our living with, and especially those of us who work with free software and do not sell product licenses. Mainly we develop everything that the client asks us to optimize the use of the new program to the maximum. Much of the work has to do with integration with databases or with pre-existing software in the company. We also make adaptations to the new versions and attend to supervening needs.

## PROJECT

Everyone knows what a customer is, but not everyone knows how to manage it. Properly allocating resources, controlling costs, prioritizing phases and, above all, meeting deadlines, are key aspects for the success of a project and, by extension, of the company that will cut it. At NaN-tic we work on projects, and we know first-hand the difficulties involved. But we also know very useful tools to monitor and control them, which allows us to work with less pressure and minimizing errors. And that's what we recommend to all companies.

## PROPRIETARY SOFTWARE

It is that software that you have to buy and that, at the same time, you have to pay a license usually on an annual basis to be able to use it, update it and even receive technical support. In the vast majority of cases you can not access the code of the program to modify or adapt it to your needs. In the field of software it is a business model frankly in retreat but still existing. The consumption of cloud services (SaaS) or open source products is being imposed with indisputable clarity.



## QUALITY CONTROL

One of the benefits of free software is that it allows very high levels of adaptation. To the point that tests on samples, products or raw materials can be incorporated to add integrated quality controls. This will allow problems to be detected and resolved early. You will never again serve or accept a defective material.



## RECORDS

Information. Data. Tables contain data structured in records. The records are each of the entries or lines in these tables.

## REMOTE CONNECTION

All the information of a company is stored on a server that can be in the same facilities of the company or in the cloud. The remote connection is the one that allows access to this information from any device that has an Internet connection.

## REPLICATION

Most small and medium-sized businesses back up their databases only once a day. But what about the data that has been ingested since the last copy if there is any issue on the server? Well, they are lost. A non-serious problem if a replication system is installed, which consists of the creation of backups in real time. This functionality, which we apply to some of our customers, ensures that no data will ever be lost. And that is very important for companies with a large number of employees and/or movements.

## RETURNS

Another of the headaches of any company that sells a product are the returns and their corresponding management. From the outset, you must have a system that allows you to make changes and returns in a single operation. At the same time, it is also necessary that the return of products does not affect the billing cycle, nor the calculation of commissions. Ultimately, it is also optimal to have a tool that allows the management of the return from the delivery note of origin.

## ROI

See Profitability.

## ROLES

View Permissions.



## SAAS

It has a lot to do with cloud computing. In fact, it is a consequence of hosting the technology on external servers. It is the acronym of Software as a Service, and the idea is to host data and technology in the cloud and consume them according to our needs as a service, and not a product. This saves on maintenance and other associated costs.

## SAGE

It is the name of a British company founded in 1981 that produces all kinds of business management software, whether ERPs or more partial solutions to meet the needs of specific departments. It is another of the big manufacturers that is abandoning the traditional business model of licensing to offer its services in the cloud.

## SALES

There are always fewer than one would like. But in order for there to be many and these to be satisfactory for both parties, it is important to simplify management. This means automating as many processes as possible and doing so without conditioning the internal organization of the company. The recommendation at this point is to use tools that save time, effort and errors.

## SCALABILITY

The word is ugly but the concept important. At the time of acquiring an ERP or any business management tool we can opt for closed tools, tools that usually give a good performance when the benefits they offer are very much adjusted to the needs and resources of the company. But we can also opt for tools that grow at the pace of the company and its needs. In

this sense, the options in open source are infinitely more flexible. The program begins to meet those most urgent needs, and grows at the rate you ask you to use it. It should be borne in mind.

## SEARCHES

The more things a tool does, the more features it offers, the more information it concentrates and accumulates, the more difficult it becomes to find it. Unless you have an important-searchengine. It seems like a minor issue, but quickly finding what you need can end up having a lot of value.

## SECURITY

Little is said. It almost never appears in product descriptions. It is not in the mouth of the commercials. And it is an absolute priority. The expansion of technology has also led to the multiplication of the vulnerability of companies, although they too often ignore it. From NaN-tic we have made specific awareness days, we have written articles and we have always defended open source as a formula that allows us to evaluate and customize the security measures that any technological platform must incorporate.

## SEGMENTATION

It is the possibility of discriminating the information or data based on parameters defined by the user himself. The segmentation possibilities of a management tool make analytics much easier. Currently it is widely used in the area of marketing and commercial, often under the name of filters.

## SEPA

They are the acronym of Single Euro Payments Area, and refer to the initiative that allows individuals, companies and public bodies to make payments in euros without using cash, from a current account located in any of the 33 Member States, through a single payment system and with the same conditions and security as if it were a domestic operation. If your company makes payments to other SEPA countries it is important that your ERP provider knows about it.

## SERVER

Popularly known as “what sometimes falls” is a key piece in the technological gear of a company. It is that hardware equipped with a program that allows you to receive requests from other machines and serve all the appropriate information or answers. Until not many years ago it was common for companies to have all their servers local (on the premises), but the improvement of connections and cloud technology has made it increasingly an outsourced service.

## SHIPPING

We refer here to the delivery of invoices, rather than the distribution of a certain product. It is increasingly common to send invoices electronically, but there are still customers who prefer to receive them on paper. It is not unreasonable to foresee in the tool we choose the possibility of choosing the type of shipment based on the preferences of the customers. You also have to be able to distinguish between the billing address and the shipping address to the invoices, since they are not always matching.

## SOFTWARE

It is the set of computer programs or procedures that do some function on a computer. The concept of software is often used as a counterposition to hardware.

## SOURCE CODE

It is the language that makes an application work informática. All programs have source code, but not all let it be seen. The main feature of open source is that it has a type of license that allows you to view, modify, adapt, take advantage of and distribute without restrictions. In private programs it is completely inaccessible, which leaves the user in the hands of the distributor of the product.

## SPEED

It's not enough to get things done. They must be done quickly and efficiently. This maxim is valid for all those who want



to advance in a very competitive market. And it also serves for the technological tools themselves. It is important before choosing one tool or another, to compare the execution speeds to ensure that they will allow us to provide the service we need without performance limitations.

## SQL

Acronym for Structured Query Language and synonym of language to work with databases. It is a rather technical term although it is a very simple language that allows queries in databases without much knowledge. From this original language have emerged other systems and database management language such as MySQL, PostgreSQL, SQLite or Oracle.

## STOCK

Things, we might say. Stock is what we need to produce and prepare a product, and also what in some cases can make the financial and operational managers of the companies dance their heads. Especially when it comes to food products or a stock that deteriorates and becomes obsolete stock and, therefore, a waste of money. Whoever accurately controls, adjusts and values their stock will have a much better chance of making the company prosper. At NaN-tic we have developed solutions for intelligent stock management. See Inventory.

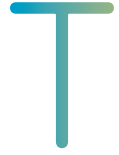
## SUPPLIERS

The selection of suppliers is another point that should not be underestimated. On the one hand there is more and more supply of suppliers, but on the other we do not have the capacity to test them all to see what interests us more. Faced with this scenario, there are tools that help to choose the suppliers. This is the case of Tryton, the ERP that we recommend to our customers, and that allows you to identify and control the best purchase option for each product or service we need.

## SUPPORT

Also known as after-sales service or customer service. It is that area that everyone wants not to have to use but that is important to guarantee a final satisfaction to the client or

consumer. It is important that the company's management toolstake this area into account and include it in their benefits. Customers who use this service are the most likely to switch providers if they do not receive the expected service. We also recommend that you record and categorize sales incidents in order to correct them.



## TAB

It is the basic unit to save the information of a single customer or product. This organizational system can make it much easier to locate data or files in a complex and information-rich computer environment.

## TABLES

Databases are structured based on tables that contain records of information. These tables are linked to be able to cross and extract the necessary information. It is a term that is not usually used very often by the user but that refers to an essential aspect in the structure of the information of a company.

## TARIFFS

In theory a tariff is the price paid by users or consumers for a public service. However, the term has long been embraced by the private sector, and is used as the price of a product or service to the public. From the point of view of management, it is a key element in all business relationships.

## TAXES

There is no alternative, they have to be processed and paid. Therefore, the more automatic the whole process is, the better. The vast majority of ERPs already include functionalities that facilitate the payment of taxes, but it is necessary to foresee what will happen if new ones appear or if there are changes in the regulations that regulate them. It is also desired that the ERP used generate files that facilitate the telematic presentation of the documentation.

## TELEPHONE SWITCHBOARD

Everyone knows what a telephone switchboard is but much as people do not know that there is open source software that can turn any computer into a sophisticated communications switchboard. The program is called Asterisk, and best of all, it allows easy integration with ERPs in well-known code like Tryton to exploit its capabilities such as VoIP or video conferencing. To take it into account. See Asterisk.

## THIRD PARTIES

Third parties are any natural or legal person with whom your company has some type of relationship. That's how generic and broad we understand the concept. This allows maximum flexibility when designing specific solutions that singularize the management of an organization. But beware because not all technological tools have such a broad approach. Often, the third parties are those great forgotten to which you can not respond with the functionalities that the tool carries as standard.

## TRACEABILITY

It is the ability to reproduce the history of a product or batch of products from the moment it is produced until it is distributed. Traceability is closely linked to quality and safety, and in some sectors, such as food, it is closely regulated. For all these reasons, it is very important to have the right tools to identify, register and control products and batches and to be able to quickly detect any anomaly.

## TRAINING

Training is another important moment in the process of implementing an ERP. It is almost always done at the end of the process, once the program is started and you must explain to the users how to make it work. But from NaN-tic we insist a lot on the need to commission a previous training aimed at those who must decide the tool that will end up installing. This will ensure a thorough knowledge of the possibilities of the product and will minimize the risks of the decision.

## TRANSPARENCY

Not everyone values it in the same way, but in our opinion it is a capital concept when we talk about technology. Being able to see how the tools are designed allows us to understand much better what needs they plan to meet, evaluate what level of security they incorporate, guarantee that they do not have fewer functionalities than they have told us... It is difficult for us to find any drawback to transparent technology.

## TRANSPORT

The distribution of products can be optimized without having to change suppliers. The secret is to organize and manage transport better. And for this you have to have the right resources. Tryton, for example, calculates prices, connects to the carrier's software and provides customers with timely information on the status of shipments. It is just one example of possible points of improvement in the transport of products with the appropriate technology.

## TRYTON

It's our commitment to an ERP. It is the robust, transparent, flexible and open product that we recommend to our customers and on which we build their business perspectives (and also ours, so that we deny it). Technologically it is at the same level or above other solutions cited in this same glossary. It is worth taking into account.



## UNPAID

All companies would like to have a system that by pressing a button would make the unpaid disappear. The bad news is that it hasn't been invented yet. The good news, on the other hand, is that there are technological tools on the market to control defaults and reduce them. The secret is to be able to quickly locate unpaid invoices and to establish custom procedures and claim actions. Make sure you have a program with which you can differentiate the carelessness of a collaborator from the non-payment of a conflicting client.

## UPDATES

Updates are additions to the program that usually serve to avoid or correct problems, increase security or stability, or improve its performance. They are all those small modifications that are made between versions to improve the software. Usually the user can configure the option of manual or automatic installation.

## USABILITY

There are tools with extraordinary functionalities that no one ever gets to use because they are practically impossible to access or because when you find them they are not at all intuitive. On the contrary, there are tools that seem very simple to use and then you discover that they are because there are no complex features behind. It is important to look for that technology that easily allows you to obtain an immense amount of benefits. This is having a good usability.

## USER

In the lexicon of business management technology is that person who uses any of the tools available to the company. The

concept takes on special relevance depending on the business model behind the developedollador of the platform in question. In both proprietary and SaaS models, the user has rights of use in exchange for financial compensation (payment per license or use). On the other hand, in the open source field, a user is understood,strictly, as the person who uses the tool without restrictions.



## VERSIONS

Computer programs are like mobile apps. They need to constantly improve, and for this, developers are providing updates that fix bugs. When performance and performance improvements must be added to these errors, new versions are made. Before making a large investment in software, it is essential to clarify how often new versions will be obtained and what cost they will have (if any) for the user of that technology. Depending on the business model that the supplier has, we can get some surprises.

## VERTICAL

It is a very technical term used by manufacturers and distributors of ERP-type programs. It refers to adaptations already prepared for very specific productive sectors. Normally, when a software manufacturer has two or three customers from the same economic sector, it has met very similar needs. It is then that he decides to turn this variant of the product into a "vertical" and offer it to other companies in the same sector.

## VIRUS

When you least have to use the term, better. That you know that in computer science it is the modification of a codex line that alters the normal operation of the computer, without the permission or knowledge of the user. To make it clear there is no appearance of casual virus. They all have a malicious target, spread on their own and can destroy a company's data. It is essential to provide for this possibility and to take appropriate protective measures. It is also worth knowing that free and open software is less prone to this type of infection.



## VOICE OVER IP / VOIP

Voice over IP, also known as IP telephony or simply VoIP is a technology to hold conversations with voice on the Internet or on any IP network. Companies are tending towards this technology to reduce expenses and better integrate communications with ERP or CRM type tools.



## WAREHOUSE

Space where companies keep the products that must be distributed and a key piece in the business gear. Depending on how the warehouse is organized, it can be a great help or a real chaos. And, of course, the thing is completed if there is more than one warehouse and movements of products between them. Some tools facilitate this task by dividing the warehouse between inputs, outputs and storage, to know what has just entered, which is about to leave and which should remain in stock and for how long. Tryton, for example, does. And in addition, it helps to locate the products in the most optimal way and designs automatic movements to recover them quickly.

## WARRANTY

The product warranty protects buyers of any product that does not satisfy them. It should be said that this term has gained prominence in recent years, as well as exchanges, claims or returns. From the point of view of the manufacturer it is essential to control what warranty is associated with each product and what associated services it includes. Being able to link repair invoices or replacement sales of a product under warranty can make the job much easier for many departments. You have to think about it.

## WEB

It is not necessary to define what a web page is but it is important to highlight the importance of a given technological tool being able to be used from a browser. This multiplies the possibilities of the user, who can access it from anywhere through a mobile device with a connection to the data network or the Internet. Today it is almost essential to ask that any technological solution offers this possibility.

## WINDOWS

It is a series of operating systems produced by Microsoft since 1985 and that have come to have 91% of the market share. This means that any technology that targets the generic market must work on top of this operating system. However, the recommendation is to bet on cross-platform solutions, that is, to foresee the possibility of working on other environments such as MacOS (Apple) or Linux (free software).

## ABOUT THE COMPANY AND THE DICTIONARY

Since 2008 NaN-tic offers technological services to companies of all types and sectors. In all this time we have made hundreds of meetings with general managers, managers, department managers and technicians, and too often we are left with the doubt of knowing if, despite their preparation and experience, they have understood perfectly everything we have explained to them.

And it is that when you combine business terminology with the technological lexicon you can end up using a jargon that seems only within the reach of some chosen ones. New concepts, new tools and new business models are constantly appearing, of which the meaning is intuited but which is not known exactly what would be appropriate.

To help our clients and any person or professional who has to face the process of hiring a business management tool we have prepared this FIRST DICTIONARY OF BUSINESS SOFTWARE. To write it we have collected 150 words that we usually use in our professional day to day and that should be understood perfectly to avoid subsequent misunderstandings.

In addition, it is about content that grouped in a single environment we have not been able to find on the network and that, therefore, we find extraordinarily useful and practical. And this is in line with our way of seeing things: we like to help our customers, share knowledge and try to make things as easy as possible. Because life and business are already complicated enough to add strange words.

We recommend that if your company is dealing with suppliers of technological tools or plans to do so soon, you have this dictionary within reach. It will help you understand much better what your company needs and what they offer, which does not always match.

## THE AUTHORS

When a company faces the process of buying or acquiring a new technological tool, it collides with words and concepts that are unknown or, at least, are not clear about their meaning.

We know this perfectly well because those of us who have written this dictionary are the first to often use this lexicon in our professional day to day. And we also know that it is impossible to make the right decisions without perfectly understanding what we have read or been told.

For all these reasons, we have tried to take advantage of our experience and shed some light on some expressions of the business and technological field that are likely to generate doubts and confusions.

All of us who are part of NaN-tic have made some kind of contribution to this dictionary, but the coordination and editing of the project has gone from the following people:

## ALBERT CERVERA



Albert is a computer engineer and has a postgraduate degree in financial management. That is, he is tired of having conversations using this lexicon and seeing how his interlocutor gets lost with some palabra or concept. He was the one who saw very clearly the need for content like this.

Albert is also one of the founding partners of NaN-tic and the consultant for most of the major projects the company works on. His excessive interest in open source has led him to collaborate in different initiatives related to free technologies. If you are interested in this field, you may find him as a speaker at a conference or as a collaborator of an outstanding project.

## MARC REDORTA



He is the one who has ordered, written, revised, edited and translated almost everything he has read in this dictionary.

Marc is a consultant in communication and marketing, with experience in different companies and related projects in the field of business management-software. He collaborates with NaN-tic since 2012, helping us to position the company and get more and better customers. He has also worked in different administrations and media of national scope. And, let's face it, it has a certain grace to writeendo.

# nan-tic

You want to change, and you change.

T 935 531 803 | [info@nan-tic.com](mailto:info@nan-tic.com) | [www.nan-tic.com](http://www.nan-tic.com)  
Carrer de les Paus, 98 Local 2 (Gran Via corner) 08202 Sabadell