

# BATTLE CARD

Product Name: 1C

## Summary

### History

Founded in 1991. Started as purely accounting software, and then evolved into bigger solution that now specializes in development, distribution, publishing and support of mass-market software.

### Product range

1C:Enterprise 8>>Standard ERP  
1C:Accounting 8>>Standard Accounts  
1C: CRM>>Standard CRM  
1C: Hotel>> Standard Hotel  
1C: Restaurant>> Standard Eats  
1C: POS>> Standard POS (For Russia and Baltics only)

And other business sectors (<http://solutions.1c.ru>): 50 different products (2017)

Target markets/Positioning: Small and medium size companies, recently entered large enterprise market, positioned as standard solution that everyone has.

Partner network: Franchise model, several large system integrators, and several thousand of consultant partners. At present 8,000 dealers from 600 cities, 7,500 teams in franchises (2017)

Number of customers: more than 100,000 (2017)

### Software costs

1. 1C:Accounting 8 for Latvia - 425 EUR (20 EUR/month subscription) , for 5 users 800 EUR
2. 1C: Payroll for Latvia - 500 EUR (or 40 EUR/month subscription)
3. 1C: Enterprise (production company as example) - License costs 7,185.32 EUR
4. All additional modules, as add-ons

Service costs: 300 EUR/year  
Consulting: 70 EUR/hour

## Section A: Hardware and Platform

### 1. Simplicity

Standard ERP runs on a single server, although it is possible to set up a separate gateway for mail.

For 1C products server requirements depend on choice of data base type, with all related complexities. Operating system families of Windows and Linux are supported.

### 2. Mixed platforms

Standard ERP runs on Unix/Linux/Mac/Windows servers, Windows/Mac/Linux/Windows CE/Android/iPhone and browser

clients. This ensures the customer's freedom of choice. Also the ability to have any mix of these platforms protects the customer's existing investment in hardware, allowing them to change at their own pace

1C runs on Windows and Linux server and client, and only a web client for Mac.

### 3. Choice of database

Standard ERP offers a proprietary database, MS SQL or Oracle. 1C: MS SQL, recently PostgreSQL, and Oracle DBMS, IBM DB2

### 4. Security, disaster recovery

Standard ERP access rights are extremely simple to set up and maintain. Proprietary encryption and database technology ensure few hacker attempts and zero success rates. Journaling allows zero data loss in disaster situations, and most recent versions support extremely rapid restoration.

1C: Variety and popularity of databases used by 1C creates complexity in setting up proper security. Familiarity with the most popular among 1C users MS SQL among hackers is reducing security level significantly.

### 5. 24x7 uptime

Standard ERP has scripted backups and journalling to allow the server to remain up for 24x7. For example international companies in multiple time zones do not need to lose processing time for backups, and yet remain on a single, integrated solution.

1C has no information on such a feature.

## Section B: Network and Architecture

### 6. Hosting

Standard ERP supports hosted servers, removing the need for expensive IT staff at customer sites to look after server implementations. Space on virtual servers can be rented from AWS and IBM, with simple setup, and managed services available from HansaWorld and its dealers. Generally a single instance is required, in common with HansaWorld's single database strategy, with additional space for storage of backups. Auto-deployment of client updates and customization files keeps the entire strategy simple. Managed services required for this option are minimal - limited broadly to keeping and checking of backups, management and assistance with testing of updates, and emergency recovery. Costs are low.

1C: Both cloud and local installations are possible options for 1C customers. However, number of required servers, depending on database choice, creates complexity and leaves significant risk for security holes. Hard to support, and user experience with support tends to be very poor.

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## 7. Auto-deployed clients

Standard ERP offers the possibility to put the latest client version on the server at the same time as updating to the server, and then control the automatic deployment of client versions when a user logs on to the Standard ERP server with a lower version of the software. This is only practical given how efficient the Standard ERP code is, making it small enough to deploy simply.

1C: Each new version requires consultancy hours to be spent on updating both client and the server. No sign of potential automation in this field.

## 8. Wide-Area Networking

Standard ERP uses on average less than 1k for each network instruction, resulting in out-of-the-box support for use from home and mobile. In countries with slow internet, Standard ERP is still the only viable option for real-time login from remote locations.

1C: Slow connection mode available - data is sent in 20 second intervals.

## 9. Speed of installation

Standard ERP server takes five to ten minutes to install, and each Standard ERP client takes two minutes.

1C: Depends on the chosen database. On average consultants estimate for server - one day, for each client - half an hour.

## Section C: Mobile

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### 10. Mobile usage

Standard ERP offers greatly improved employee productivity through the ability to log on from customer sites, sales locations, suppliers, while mobile, or from home. More than 3,000 ERP screens on mobile devices, more than 1,000,000 million lines of ERP code and more than 400 standard reports are ready to be used on a wide variety of mobile devices.

1C: Offers interfacing apps for supported product range.

### 11. Choice of mobile devices

HansaWorld supports a range of mobile devices as standard - full client, including Windows CE, Windows phone, Android, iOS.

1C: Also supports iOS, Android and Windows phone. No information on Windows CE.

### 12. SmartApps

HansaWorld offers the possibility to deploy customized applications on mobile devices in a matter of hours - including handling of rich media, and synchronization.

1C: Offers the technology of a mobile app builder. No known success cases.

### 13. Synchronized application code

HansaWorld's SmartApps engine offers the possibility to deploy customizations when the user selects to synchronize their mobile

device with the server - which can be done even when the user is at a remote location, provided there is a phone signal. If the customer is likely to make changes to fields required, or other interactions on the local device, during the implementation, this is a major time-saver.

1C: No information on potential customizations for mobile apps. Interfacing apps is very recent development for 1C.

## Section D: Integrated CRM

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### 14. Truly-integrated CRM

Standard ERP offers CRM tools within the same application as the financial and all other data. These tools are available to all areas of the software, not just customers, and so our customers automatically get Supplier Relationship Management, and management of all activities with all people. CRM tools like mail-shooting can be applied as standard to all data - for example, it takes less than a minute to prepare an email campaign to all customers who have bought a specific product in a given time range (for product upgrades/cross-selling opportunities/product recalls). These tools are fully integrated with Standard ERP's analysis capabilities - for example allowing email-shots to be easily targeted just to end users, or dealers, or to customers in specific industries or of given size criteria.

1C: For 1C Enterprise CRM is available as a separate module, however, it is not fully integrated. Main problem for end-user is inconsistency of work process. For example, created record cannot be directly emailed to contact in the system, user must exit one module, go to mail, search for required record, and only then email. This is lengthy and not an efficient process or use of customer's time.

### 15. Document management

Standard ERP has the paperclip feature to allow users to store records and external files against any other record.

1C products have no such feature.

### 16. Group calendar

Standard ERP Multi-Person/Group calendar allows real time viewing of all calendars and updating or adding activities to multiple person calendars. Technicians, management and staff that are not office bound can access the calendar anywhere, in real-time, without going through synchronization routines and possible double bookings.

1C offer Outlook integration.

Using MS Outlook for this purpose has significant drawbacks:

- Cost of buying and installing MS Exchange and MS Outlook
- IT staff required to maintain the infrastructure
- Insufficient interaction between calendar and financial data. It is not possible, for example, to have as standard, to create invoicing in 1C from Outlook calendar entries.

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## 17. Resource planning

Standard ERP's Resource Planner enables graphical scheduling of tasks by:

- people and teams of people (professional services)
- people filtered by project (professional services)
- machine (production, for night capacity planning)
- asset (facilities management, maintenance)
- rental assets
- rooms (hotels, training companies)

1C: Resource planner is fully based on Gantt Chart. No drill-down option - only offers graphical representation of Excel-type information table.

## 18. Integrated email

Standard ERP offers an email server and client, which as a result means mail and other records are automatically integrated. You can drag and drop records onto internal mails, files onto any mails, and see the email history from a customer dashboard.

1C is heavily reliant on MS Outlook, and so cannot support drag and drop.

## 19. Conferences

Standard ERP's Conferences feature allows complete knowledge management, particularly in conjunction with the paperclip feature. Any data you want to share around the company can be stored into Conferences, and then readily found by users (using multi-Conference Search features) and used (including drag and drop to email and other records).

1C products have no such feature.

## 20. Interactive telephony

Standard ERP allows outbound calls from any device that supports calling - computers with microphone and speaker support, Smartphones and iPhones. The Business Communicator feature allows calling from any customer or supplier facing record. Intelligent Routing allows the user to set up rules to instruct how calls should be routed, based on data in the ERP system. For example, sales can be routed to the allocated salesperson except for those customers with invoices overdue for more than 60 days, who might be routed to the accounts department.

1C products have no such feature.

## 21. Alerts, alarms

Standard ERP offers built-in Alarms so you can choose what to be reminded of, and by what method - pop-up window, text message or email. Standard ERP also has full "workflow" in the form of customizable Business Alerts, whereby the system can trigger alerts such as pop-up windows, text messages or emails on the occurrence of specified events.

1C products have no such feature.

## Section E: Integrated verticals

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### 22. Integrated verticals

Standard ERP has modules for:

- Point of Sales
- Job Costing
- Expenses
- Service Orders
- Hotel
- Restaurant
- Resort
- Rental
- Course Booking
- Customs
- Jewelry
- Check Management (for South America)

1C has around 50 different products/modules that can be integrated all together. The 1C Enterprise products has following modules: KPI, Finances, Budget, HR, Production, Expenses, CRM, Sales, Purchases, Stock, Projects.

### 23. Varieties

Standard ERP has full handling of varieties, that allows size/ colour/unit and other variations to be handled without the requirement to create separate items. This offers much stronger handling of clothing retail and distribution.

1C has no such feature, all varieties must be entered as separate items.

## Section F: International and multi-company implementations

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### 24. Local language screens and localization

Standard ERP is translated into 30 languages, extensively localized and actively used in over 100 countries.

1C: The standard platform distribution kit includes the following interface languages: Azerbaijani, Bulgarian, Chinese, English, French, Georgian, Hungarian, Kazakh, Latvian, Lithuanian, German, Polish, Romanian, Russian, Turkish, Ukrainian, Vietnamese.

### 25. Multi-language documents

Single language versions of Standard ERP can produce output documents such as invoices in customer/supplier languages with minimal setup by the user, thereafter automated to produce the correct language on printing the document. Language tables ensure that data is displayed in the appropriate language for the form.

1C: Also supports multi-language documents in their interface languages.

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## 26. Multi-language screens and data

Standard ERP has mixed language versions, whereby international managers using screens and reports in one language can review local language data entered by staff using different language screens. All of this is managed from a single application and single data file.

1C: Also supports this function in supported interface languages.

## 27. Multi-currency

In Standard ERP, transactions can be entered in any currency. Receipts and payments can be processed in currencies other than the invoiced currency, and Standard ERP handles the exchange gains/losses automatically. Batch routines exist to post unrealized gains and losses at month end.

1C: Also supports multi-currency setup.

## 28. Dual base currency

In Standard ERP, transactions can be entered in any currency, and are then stored in up to three currencies (currency of transaction, home currency, and group reporting currency), therefore supporting consolidation using actual transaction rates.

1C: Has no information on such feature.

## 29. Real time consolidation

Standard ERP has a standard Consolidation module, allowing real-time group reporting.

1C supports consolidation between companies however, each company is in its own database, that slows the process significantly.

## 30. Automatic upload of exchange rates

In some countries, HansaWorld offers a monthly service (deployed as Software as a Service) whereby exchange rates can be picked up automatically from central banks - removing data entry in this area, and the possibility of mistakes which require expensive resources to fix.

1C: Offers this function only in Russia.

## 31. Shared registers

In a Standard ERP multi-company installation, each register is held separately in each company, so, for example, a five company installation would have five separate Contact registers. Standard ERP offers the possibility to share the Contact register either across all companies, or just a selection of those five - and, as a result, a Contact whose details need to be in all five companies will appear there with a single entry.

1C doesn't support this function due to the fact that each company is in its own database.

## 32. International implementation

HansaWorld maintains personal contact with all resellers, making it possible to have a single project manager for any international

implementation, and genuine interaction between all members of the team.

1C is a very large corporation with many franchises in different corners of Russia, and all around the world, including America, Africa, Asia, Europe. However, outside Russia, customer support and interaction with partners is not great. A lot of customers complain about this inconvenience.

## Section G: Analysis and Reporting

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### 33. Analysis

Standard ERP offers up to 15 levels of analysis on financial transactions (Objects), and 30 levels on static data (customer and item classifications).

1C has no such feature.

### 34. Integrated Business Intelligence

Standard ERP offers Business Intelligence from within the application, launched directly from KPIs. Pre-existing BI templates ensure that deployment is immediate.

1C products have integrated BI.

### 35. Real-time reporting

All of Standard ERP's reporting is available in real-time, right through to consolidated reports and business intelligence. Parallel reporting ensures this doesn't impact scalability.

1C: Yes, in a single company setup. In multi-company - there are large time lags with consolidation.

## Section H: Customization

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### 36. Customization

HansaWorld's HAL (Hansa Application Language) is simpler, and consequently cheaper to deploy and upgrade.

1C: For 1C customers it is very easy to customize the products. Partners are entitled to do that. Customization with 1C products is turning back on them in a way that it is very hard to upgrade customers to new version, because they are so heavily customized. Considered more like a flaw than a benefit.

### 37. Availability of source code

All of Standard ERP's application logic is in HAL, the customization engine. HansaWorld makes available all HAL Source Code to anyone who has successfully taken training on HAL - making it simple to tweak existing code, and to create new functionality that looks similar to any existing code.

1C source code is available to licensed partners.

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## Section I: Internet services

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### 38. Internet services

Standard ERP has the technology to offer third-party services with the Software as a Service model, with subscription pricing, no software installed at customer site, no upgrade issues, and the ability to switch the service on and off at a moment's notice.

In different countries, these include:

- credit checking, providing a full credit report on the prospect/customer
- e-Invoicing
- post code/address validation
- eBanking
- SMS handling
- credit card processing
- exchange rate pickup from central banks
- mapping
- interaction with shipping companies (e.g. FedEx)

1C has no information on integrations with other service providers. Most of the things are implemented by themselves.

## Section J: E-Commerce

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### 39. Webshop and web engine

Standard ERP offers a fully-configurable, style-sheet driven web shop that allows users to manage content, without technical skills in areas such as HTML. It is delivered as part of a complete web engine that is part of the ERP system, not a separate application requiring interfacing - and so users can interact with any webpage. For example, suppliers can be emailed URLs, with each Purchase Order, that take them back to the Purchase Order record to allow the supplier to enter the expected delivery date. This gives the possibility of offering direct access to external partners from a web portal to place orders, track the status of the order, follow up on serial check stock levels for Items, subassemblies and components.

1C: Yes, product 1C:Bitrix supports it.

## Section K: Other Features

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### 40. Pictures on Items

Standard ERP allows pictures to be displayed directly on Item records, and provides Cover Flow as a means of selecting Items by picture.

1C: No such feature.

### 41. Pictures on Forms

Standard ERP allows pictures stored against Items to be printed on Forms such as Quotations, Orders and Invoices.

1C: No such feature.

## Section L: Vendor Offerings

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### 42. E-Learning

Standard ERP offers context-sensitive web movies to explain how to use functionality - not just searchable online manuals.

1C: Yes, 1C offers developer network (manuals), webinars, tutorials.

## General Points

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### 1. Ease of use

Standard ERP was written originally for very small companies and, over time, the code was developed to fulfill the more complex requirements of larger companies. Ease of use stems from:

- rigorous application of consistent design standards.
- refusal to add features that would over-complicate.
- clean interface driven particularly from programming on the Mac platform and adherence to Apple's Aqua guidelines.
- continuing support for smaller, simpler users in the same code base as the larger systems.
- tools such as drag and drop (of records) and gesture support on Macs.
- complete commitment to simple tools to promote efficiencies, such as error correction with full audit trail on the face of journals (with option for clean audit trails or with corrections).
- simple technology to support drill-down to source records, on from there to any related data in any direction.
- very strong searching throughout the software.

### 2. Future Safety

HansaWorld is independently owned, and investing around 35% of turnover in product development. It has retained a significant lead on its competitors in releasing new technologies, and the strategy of not relying on third parties is a key component in continuing to deliver in this area. The Group Managing Director, Karl Bohlin, remains the visionary behind the product, and drives the adherence to strict architectural and design guidelines that ensure Standard ERP continues outperforming.

### 3. Satisfied customers

HansaWorld has a satisfied customer base of over 71,000 customers worldwide. Most of our customers stay with our software for more than five years. Our company intention is to build long, profitable relationships with our customers. We do not actively market and advertise and have managed to get most of our 71,000 customers worldwide through word of mouth as a result of satisfied reference customers.

### 4. Tomorrow's Technology

HansaWorld is determined to maintain its lead in supplying cutting-edge technology that deliver true customer benefit.