



# TEXUS

## PRODUCT OVERVIEW

**TEXUS by NEXUSsoft rewrites how Telstra Partners can track customers, sales, tickets, projects, commissions and profitability.**

**Current solutions offer a piecemeal approach to business activities. They rely on partial integrations with other applications to provide a limited set of capabilities, and require a significant investment to maintain. They can't do everything you need to do now, and have absolutely no chance of doing everything you want to do in the future. Texus contains all of the elements required to manage a growing ICT business where Telstra is a key technology partner.**

Requirement	TEXUS	Paradise	ConnectWise	ICE	CommTrak	ClickPOS
Point of Sale	✓			✓		✓
Project/Managed Service Invoicing	✓					
CRM	✓	✓	✓		✓	
Stock Management	✓			✓	✓	✓
Project Management	✓		✓			
Leads/Opportunities	✓	✓	✓		✓	
Telstra Payment Reconciliation	✓			✓		✓
Customer Access Portal	✓		✓		✓	
Ticketing/Helpdesk	✓	✓	✓		✓	
MYOB/Xero Integration	✓		✓			✓
N-Able/Kaseya Integration	✓		✓			
AirWatch/MobileIron Integration	✓					
MailChimp/Survey Monkey Integration	✓		✓			
Custom Reporting/Dashboard	✓	✓	✓		✓	

**TEXUS by NEXUSsoft is a hosted CRM, Helpdesk, Project Management, Inventory Management and POS system specifically designed for Telstra Business and Enterprise Partners.**

Unlike most of our competitors, TEXUS is a scalable and incredibly flexible framework of modules that reflects your business processes the way you do them - you don't have to modify the way you work to accommodate the limitations of other systems.

TEXUS works as the core application in your business and interfaces with any other application to provide data integrity and consistency across your business. You don't need to manage or maintain a library of APIs to make TEXUS talk to other applications like Xero, MYOB, Kaseya, N-Able, AirWatch, Mailchimp or Survey Monkey.

As the market changes your business will change too, so it's important that any investments you make are able to evolve with you as your requirements change. TEXUS includes ongoing support and development to make sure the system reflects your changing requirements regardless of how you, your market, your customers, your suppliers or your partners change.

Pricing is based on a simple per user, per month model with no extra charges for development, product updates, support, customisation, system upgrades and maintenance or feature changes.

TEXUS is engineered for 99.95% uptime. Access via website or iOS or Android app.

**With TEXUS you can:**

## Manage your Customers

- Single customer record across all business lines with company or individual as the primary customer record
- Store Telstra Account details, contact ID and Corp SMEs with automated reminders for expiry dates
- Create customer specific pricing and terms
- Manage marketing lists with audit trail for opt-in or opt-out for each contact

## Manage your Sales Opportunities

- Manage your sales pipeline how you want it – create multiple stages and validation points with full audit trail
- Monitor individual and team performance by whatever categories you want
- Reconcile final revenue, GP contribution and service delivery outcomes for every sale, every time

## Manage your HelpDesk and Projects

- Manage all tickets in your business through a single pane of glass
- Create ticket templates with checklists for different ticket types with full audit trail
- Assign ticket tasks to staff, contractors or customers for attention
- Capture Telstra and other supplier reference numbers, commitment dates and progress towards completion
- Integrate with remote management and monitoring applications like Kaseya, AirWatch and N-Able
- Create and manage projects with full reporting and customer visibility

## Manage Inventory and Assets

- Create one single product catalogue for all products, services and recurring charges with customer specific pricing options
- Track serialised items for first-in first-out stock rotation
- Manage contractor and technical resource schedules
- Generate aggregated purchase orders for key suppliers to minimise the number of invoices received
- Embed logistics track and trace links directly to the ticket

## Manage your Point of Sale

- Enforce sales validation rules and check lists with full audit trail
- Create customer invoices for product and service sales, project management milestones or other progress payments
- Capture Telstra or other partner commissions on the same sales record for a customer-centric view of sales and profit
- Integrate with accounting software like Xero or MYOB including correct accounting for MRO sales and reimbursements

## Manage Partner Commissions

- All Telstra commission schedules are maintained by NEXUSsoft, add other commissions or bonus payments to your product catalogue for easy reconciliation of partner payments.
- Weekly Telstra payment files are imported and reconciled in minutes
- Add missing sales or amend sales records to match Telstra payment and reconcile on the fly
- Work on multiple reconciliations simultaneously
- Integrate received payments to Xero or MYOB with bank reconciliation in minutes
- View unreconciled sales and submit to Telstra in one click

## Manage Customer and Contractor Access

- Provide secure access for your customers and suppliers to see current and historical tickets, invoices, purchase orders, case notes and SLAs
- Customers can submit tickets and orders for products or services with customised ticket types and checklists
- Contractors can view assigned cases, approved payment items and access purchaser generated invoices

## Manage Your Business

- Build report dashboards for every layer of your business across any elements – ticketing, stock levels, sales and gross profit targets, response times, customer satisfaction and project performance
- Schedule regular distribution of reports to stakeholders or shareholders

## Contact



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