

PEGASUS OPERA 3: A BUYER'S GUIDE



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Introduction:

A Buyer's Guide To Pegasus Opera 3

The choice of software is one of the most important strategic decisions that an organisation can make. In an increasingly connected world, software applications have the challenge of integrating systems, solving problems, increasing efficiency, and boosting productivity. As such, software developers are increasingly aware that the key to achieving maximum efficacy is to design solutions that offer more than just a spreadsheet.

The philosophy of the [award-winning](#) Pegasus Opera 3 developers is that great design and architecture can offer power and flexibility. With their vision of 'one solution, one system,' the Pegasus approach is both ergonomic and practical. In this guide, TMB takes you on a tour of the latest from the accounting software revolution.

What is Pegasus Opera 3?

Pegasus Software is a British company that has been designing embedded technology solutions for SMEs since 1981. Its success has seen Pegasus grow into one of the most respected software developers in the UK. Opera 3 is the most recent version, with the latest package being launched in 2018.

All-in-one solution

- » Financials
- » Supply chain management
- » Pegasus XRL – a powerful financial business intelligence tool. (Also available as an Excel add-in)
- » Pegasus Instant Messenger (PIM) – real-time scheduling, messaging and reporting
- » Payroll & HR
- » CRM
- » Service & Helpdesk Management (part of the CRM module)
- » Document Management
- » Reporting – Custom Reports to be used inside Opera3

Each of these areas has purpose-built Pegasus software that can be adapted and optimised for distinct company requirements. All are brought together into a single system that reflects the interconnected processes and functions of an organisation. In short, you can do everything, in one place.

Communication-based approach

Opera 3 enables advanced communication and synchronicity between business functions. The CRM communicates with supply chain management, which communicates with financials, which communicates with service & helpdesk management, and so on.

Different threads of data are connected to each other, enhancing meaning and improving performance.

Why this matters...

- » For companies, this means dramatic time savings and increased accuracy.
- » For customers, it means a fast and dependable service.
- » For supply chains, it means greater efficiency and reduced waste.
- » For managers, it offers the tools to focus on the bigger picture with the support of 360° organisational clarity.

When it comes to strategic decision making, the Opera 3 approach is an invaluable one. Businesses can see the full picture and respond with accurate, data-driven decisions.



Features & Benefits

This section of the guide introduces some of the core features of Pegasus Opera 3. It outlines what the software aims to achieve and explains how this can translate into increased efficiency and productivity for your organisation. The underpinning philosophy of Pegasus is to give you flexibility and control. Here's how it works.

Modular architecture

Pegasus was one of the first software developers to recognise the value of the modular approach. The term 'module' refers to a self-contained application that operates within a larger software framework. Some modules may include one or more sub-modules for different functions, allowing extensive customisation and ensuring users are not burdened by applications they do not need.

For instance, in Opera 3, Payroll & HR is one module featuring several sub-modules, including payroll and tax. It is similar to selecting channel bundles on TV, with the option of adding additional channels if you want them.

The purpose of modules is better internal communication, connectivity, and choice. The modules communicate with each other so that data flows are optimised, and the user can pick which modules to include, setting them up in whichever way is preferred.

Let's look at an example:

Pegasus Opera 3 is well known for its advanced supply chain management functions, which offer excellent flexibility and control. For instance, the modular sales order processing (SOP) features are shown in figure one below. The graphic shows how the central SOP hub can be connected to the back-to-back purchasing module and back-to-back manufacturing module (blue). When a Sales Order (SO) is made, a corresponding Purchase Order (PO) is raised, and replacement stock is automatically ordered.

The SOP hub then dispatches details to the CRM and stock control (green) modules. At the same time, the hub dispatches any pre-programmed messages and receipts to the customer and gathers data from customer files through the sales ledger module.

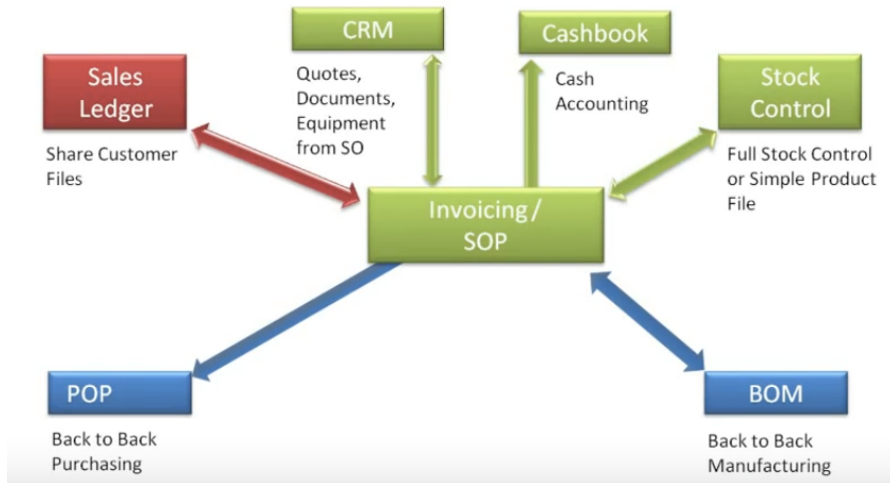


Figure One: the modular approach of sales order processing (SOP) in Pegasus Opera 3.

[NB: this is a screenshot from an official Pegasus instructional video from 2017]

This level of connectivity is not mandatory. Flexibility underpins the Opera 3 methodology, with the user in control over their choice of modules. You can invest in the appropriate modules to meet the needs of your business.

Advantages

The benefit of the modular approach is that much of the hard work is taken out of the process. For instance, rather than having to calculate stock control through a separate spreadsheet, Opera 3 does it for you. Companies report fewer errors and increased efficiency. This saves time, and the saved time can be used to increase productivity.

Intuitive design

Ease of use is becoming increasingly important for customer service and internal communications. Pegasus Opera 3's intuitive and easy to learn user interface (UI) responds to this demand.

The Opera 3 UI is both visual and practical. On the screen, Opera 3's web of module-based connectivity is accessed by a straightforward and clearly labelled ribbon bar. Similar to the structure of an MS Word document, users simply select the relevant tab. This opens a drop-down menu, which opens the required application. As figure two shows, this is all about visual simplicity. The road map is user-friendly, meaning that it is impossible to get lost in the menus – a refreshing feature for software that performs so many complex functions.

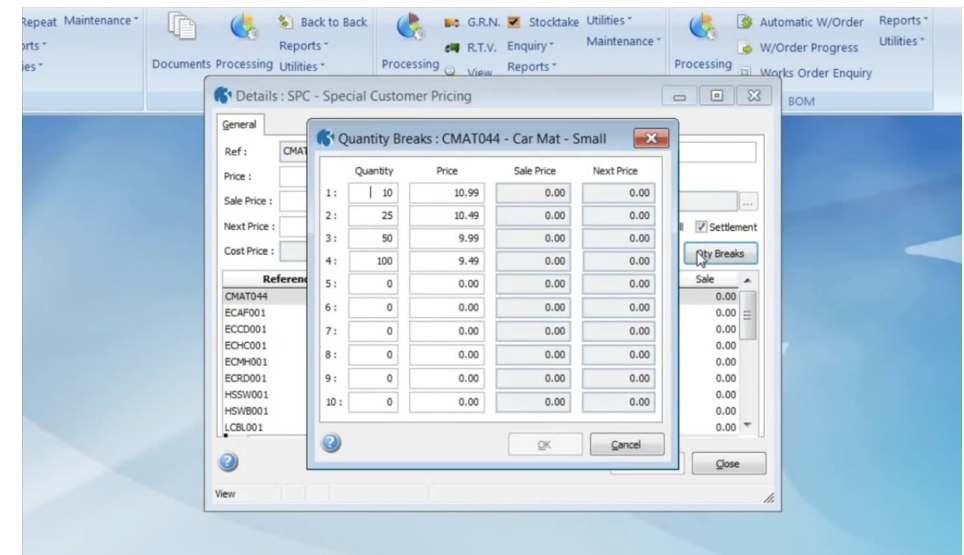


Figure Two: intuitive design makes navigating Opera 3 menus easy

This is deliberately different from Excel. Pegasus recognise the value of a good, old-fashioned spreadsheet. However, spreadsheets have never been completely ergonomic and have various practical flaws. For instance, it's commonly cited that up to 80% of Excel spreadsheets contain errors. One of the primary goals underpinning Opera 3 is to create an environment that is intuitive, logical, and accessible.

Despite this, switching to Opera 3 does not mean abandoning the comfy familiarity of Excel. All of the information in Pegasus XRL, for instance, can be transferred into Excel at the click of a button. The difference is that when it comes from Opera, you will know that the numbers are accurate.

Advantages

For the user, intuitive design means that the software is easy to navigate. This translates into less time needed for training, fewer input errors, and a more effective use of the system. By making the options clearly visible and straightforward to use, Pegasus ensure that Opera 3 users can optimise the program for their needs. Accessibility reduces the requirement for specialist technical knowledge (e.g. mathematics and coding) and lowers the bar for usability.

Power and flexibility

According to Pegasus, the Opera 3 approach enhances power and flexibility – two words at the heart of their organisational lexicon. Rather than having your company's operations governed by your choice of software, Opera 3 provides a comprehensive range of options that give you the freedom to tailor the software to your requirements.

A good example of this versatility can be seen in the Sales Order Processing (SOP) module. Unlike other platforms, Opera 3 lets you jump into the flow at any point, and to skip any parts that are irrelevant to your needs. This is ideal for regular order repeats, for prioritising groups of customers, and for one-off orders. The SOP can even be automatically generated from a quote, which removes much of the legwork from this increasingly popular point-of-sale approach.

Advantages

This flexibility empowers users to make the software work for their current circumstances. It also helps businesses develop towards certain goals. For instance, if supply chain management is a primary objective, the software can be tweaked to focus on this area. If a company is trying to improve customer relations, Opera 3 can be optimised to enhance these interactions.



Automation and planning

Almost every element of Opera 3 involves the option to plan in advance, giving you precision control over your data and financials. When it comes to open period accounting (OPA), calendars and actions can be organised up to three years in advance.

An example of this is the Notification Services Scheduling module. This has two primary functions:

- 1) Messaging
- 2) Task scheduling

It can be used for important functions, such as briefly closing Opera 3 in order to carry out a backup. The entire process can be automated so that pop-up messages warn users that a backup will shortly commence, will automatically log them out for a pre-determined timeframe, and will carry out the backup. As an automated system, this can be programmed to occur as a one-off or as a regular event. Helpfully, backups can also be programmed to occur in the middle of the night when nobody will be interrupted.

Control is down to the individual user. Like everything else in Opera 3, automation is optional. However, it is widely recognised as being one of the most useful features.

Advantages

There are two main benefits to this pragmatic planning approach:

- » Firstly, it rules out human error. Nobody can forget to change a price or backup data if everything has been programmed in advance.
- » Secondly, the cumulative time savings rapidly add up, allowing employees to focus on more pressing matters.

Implementation & Pricing

Opera 3 is driven by flexibility, and this extends to purchase options and implementation. You simply buy what you need, when you need it. You can add modules as your organisation evolves, and can customise the features to suit changing business needs. Some organisations prefer to implement change gradually, rather than plunging into a full network refurb, and Opera 3 is ideal for this. Equally, the system is ready to hit the ground running if implementation needs to be swift.

There are plenty of choices. Users can choose to subscribe to one of the preconfigured Opera 3 packages that have been designed to support the most common organisational structures, or they can build a bespoke Opera 3 set-up. A support company can help determine the best pathway for you.

Pegasus Opera 3 is always a tailored application, so expect the price to vary. However, the mantra of 'only use what you need' extends to the pricing structure too, so the software is scalable and affordable. Most companies start with a basic set-up until they get a feel for the benefits of Opera 3 and will then start to modify the package and add modules to suit their organisational needs.

Regardless of the pathway that your company chooses, it is highly beneficial to work with a registered Pegasus partner. This will offer the widest range of implementation options, with the most extensive range of support services.

Choosing A Support Company For Pegasus Opera 3

Pegasus Opera 3 is designed for adaptability. This means that users are likely to want to modify their software set-up, try new features, and make use of the regular Pegasus upgrades. As such, most companies choose to implement Opera 3 accompanied by comprehensive and experienced support. When choosing a support company, there are several key features to look for. Here are the important ones.

1

Experience

Ensure that your support company is a registered Pegasus partner with experience of Opera 3, such as TMB. The managed IT services provider should have members of staff whose role is focused entirely upon Opera. This will ensure you receive the most accurate and informed advice and support. If an IT support company invests in Opera 3 training and development, it is a good sign that you will receive high-quality guidance.

2

24/7 support

Business never sleeps, and neither should your IT support. Whether it is a simple query or a pressing issue, it is important to know that there is somebody there who can help. Check that your IT provider has a large enough team to provide the right level of support when you need it.

3

Professional interest

There are a few characteristics that set a good support company aside from a mediocre one. One of the most important is attention to detail. A good Opera 3 provider will make sure you have all the information you need to use the application effectively. This might include free e-books – such as this one – instructional videos, or one-to-one training. This approach shows that the organisation is more interested in supporting clients than making a quick profit out of your problems. If in doubt, check testimonials and reviews.

4

Communication

It is easy for a support company to sign you up to Pegasus Opera 3, and then leave you to your own devices. This is partly because the intuitive software does not require a great deal of day-to-day support. However, Pegasus release important updates that are designed to enhance the user experience, and a responsible IT support service will ensure that you are kept informed about upgrades, how to implement them, and their benefits. This approach complements your investment and validates it as a partnership, which is the hallmark of high-quality IT services.

5

A fair deal

Pegasus Opera 3 is scalable to your needs, so you can select a level of service you are comfortable with and adjust your usage as required. A good support company will not undermine this principle by charging unfair fees. The cost should accurately reflect the level of support you require and should be a figure that both sides are comfortable with.

6

Jargon-free

The whole point of working with an IT support company is that you don't require your own in-house experts. As such, Opera 3 users should not be expected to speak computer jargon. If you feel bamboozled by tech speak, walk away. Your IT support service should be able to answer all of your questions in plain English, and should make you feel comfortable asking any tech questions, no matter how simple they might sound.

Where To Get Pegasus Opera 3 Training

Many users prefer the reassurance and support of comprehensive Opera 3 training. This might be a straightforward orientation session or a more involved look at optimising the software to your advantage. Here are a few tips on Opera 3 training.

Getting started

Implementing new software can be daunting, which is why many businesses prefer to have a formal introduction to the features and functions of Opera 3, rather than relying solely on online resources.

Basic training ensures that users have a thorough understanding of what the software can do and how it works. There are many functions in Opera 3 that companies may never have thought of including in their repertoire. Training is a chance to see what others are doing and to explore the new options that Pegasus are rolling out in the latest upgrades.

In-depth learning

This guide has stressed the straightforward, user-friendly design of Pegasus Opera 3. However, like all great software, there are many benefits to learning how to engage with the platform at a deeper level. This is because Opera 3 is packed with advanced features that are designed to unlock the doors to serious competitive advantage.

The advanced Opera 3 features harness the software's connectivity for in-depth organisational profiling, streamlining, and operations. In-depth learning also supports organisations as they automate more of their business functions. As data flows intensify, companies experience a profound shift in organisational climate and strategic planning requirements. Advanced training guides a business through this transition, acting as a support during the growth process.

Where should I go for training?

It is important to find a provider that has lengthy experience of Pegasus software in general, and Opera 3 in particular. Many of the features of Opera 3 have their roots embedded deeply in the Pegasus methodology, so a provider that is familiar with Pegasus applications (including previous versions of Opera) will offer an advantage. Look for someone who has been a registered partner of Pegasus throughout the Opera 3 journey, such as TMB.

In addition, ensure that your provider has qualified Pegasus specialists on their team. This makes a real difference to on-going support, and is invaluable when it comes to both basic and advanced training. Opera 3 professionals know how to optimise module configurations and can communicate their inside knowledge of the software. Having a dedicated Opera 3 specialist on the team also shows that the support network takes an active interest in the software, which is always an advantage.

Opera 3 Training And Support From TMB

TMB is a firm believer in Pegasus Opera 3. Having watched this exciting software grow from a tentative idea into an industry-changing phenomenon, we are proud to recommend it to our clients in all sectors. With so many advanced functions to choose from, and pricing plans to suit most budgets, why not come and find out what Opera 3 all about? Our friendly team of Opera 3 specialists are ready to guide you through the ideal configuration for your business.

Contact us today:

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