

_coreSync

Remember.
Solve.
Improve.



_Summary

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CoreSync Summarised

CoreSync is an iSystems solution that brings three products together to help SAP Business One users solve problems, improve how they work, and carry what has already been learned forward – so they don't have to keep starting from scratch.

And when something genuinely needs an expert? CoreSync helps them understand what's already happened, what's been tried, and what still needs attention – it doesn't pretend human expertise isn't needed.

_How do I do this? – **CoreSync Support** helps with everyday SAP Business One questions.

_Can we build this better? – **Process Solver** works out the process and checks what B1 can already do before suggesting something extra.

_But I already explained all this! – **Blueprint Builder** turns captured customer context into structured requirements and focused next questions—so useful implementation work can begin sooner.

CoreSync can keep relevant context and history so the next conversation can start with what has already been learned rather than rediscovering everything.



CoreSync Dissected

One platform.
Three powerful ways to work.
A smarter path for SAP
Business One.



**CoreSync
Partner Portal**
Access Point to CoreSync

- _Single sign-on.
- _Role-based access
- _Your customers
- _Your history
- _AI CoreSync capabilities.

CoreSync _Support

Get answers. Move forward.

- _Handle L1/L2 questions
- _Qualify and prepare complex issues
- _Escalate with context
- _Reduce support load
- _Protect L3 expertise



CoreSync _Process Solver

Turn questions about
processes into practical
solutions.

- _Explore how B1 can handle a process
- _Identify and close gaps
- _Evaluate add-ons where needed
- _Support Sales conversations
- _Bring in specialists when it matters



CoreSync _Blueprint Builder

Carry knowledge from
Sales to Delivery.

- _Capture and structures discovery
- _Analyse and compare scenarios
- _Plan implementations and migrations
- _Retain context and decisions
- _Start delivery work earlier



Customer context
carries forward
across CoreSync

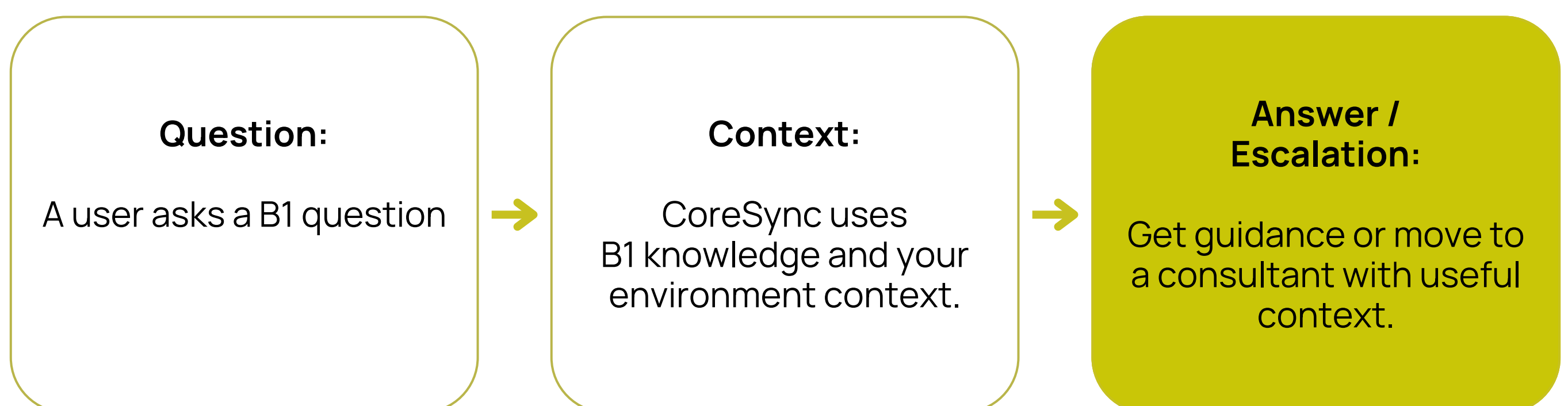
- _Shared customer knowledge
- _Connected history across products
- _No repetitive questions
- _Your knowledge stays within your organization

CoreSync Support Detailed

CoreSync helps you get practical support when work is happening —while carrying customer context and what has already been learned forward, so support doesn't have to keep starting over.

A routine SAP Business One question shouldn't have to become a new support process every time. CoreSync Support helps users access routine B1 knowledge closer to the moment they need it. It uses applicable SAP Business One knowledge together with available customer context to make answers more relevant to the environment you actually run.

And when expert judgment is required, the context gathered around the issue can move forward with the escalation - so the first human conversation starts closer to the actual problem.



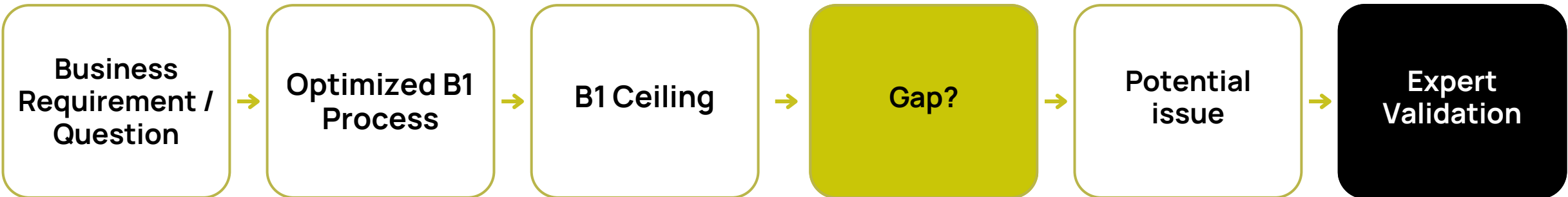
What that means for your business:

- Faster access to routine B1 guidance
- Less repeated support friction
- Less dependence on your internal B1 Champion for basic questions
- Better continuity when your usual consultant is unavailable
- More useful context when an issue needs human expertise
- Support history that can become reusable company knowledge

CoreSync Process Solver Detailed

CoreSync Process Solver takes a business requirement and builds an optimized, customer-specific B1 process—giving your team something concrete to explore, evaluate, and validate. And when B1 reaches its limit, it surfaces the gap early so you can account for it.

	Process Solver as a whole
What is it?	The CoreSync product / process-optimization method
Starting point	The customer’s business requirement
First question	“What is the optimal B1 process?”
Gap analysis	Identifies where native B1 reaches its ceiling
Purpose	Construct and optimize the process
Outcome	Customer-specific process + boundaries/gaps + validation path



Can SAP Business One handle the requirement?
If not, what still needs to be resolved?

Is anything extra really needed?

CoreSync Solver / Boyum Add-on Explained

Business Process
Optimization – Gap /
Add-on Evaluation



Know what B1 can already do

Establish what standard B1 already does, where it becomes insufficient and what requirement actually remains. That helps avoid adding additional software where native B1 is sufficient, and incorrectly rejecting an opportunity because someone underestimated what B1 can do.

See what the add-on adds

Evaluate add-on capability against a defined process and gap—so you can see where it improves the process and whether it addresses what is actually needed.

Validate the solution against the real process

Bring the proposed B1 and add-on process together so the remaining questions, assumptions and critical decisions are clear before moving forward.

Explore the complete process before you commit to the solution.

Once a gap is understood, Process Solver can evaluate validated add-on capabilities against the same customer requirement. That makes it easier to explore how the combined process could work, what the add-on actually contributes, and what still needs validation.

See the value in the process—not just the feature list.



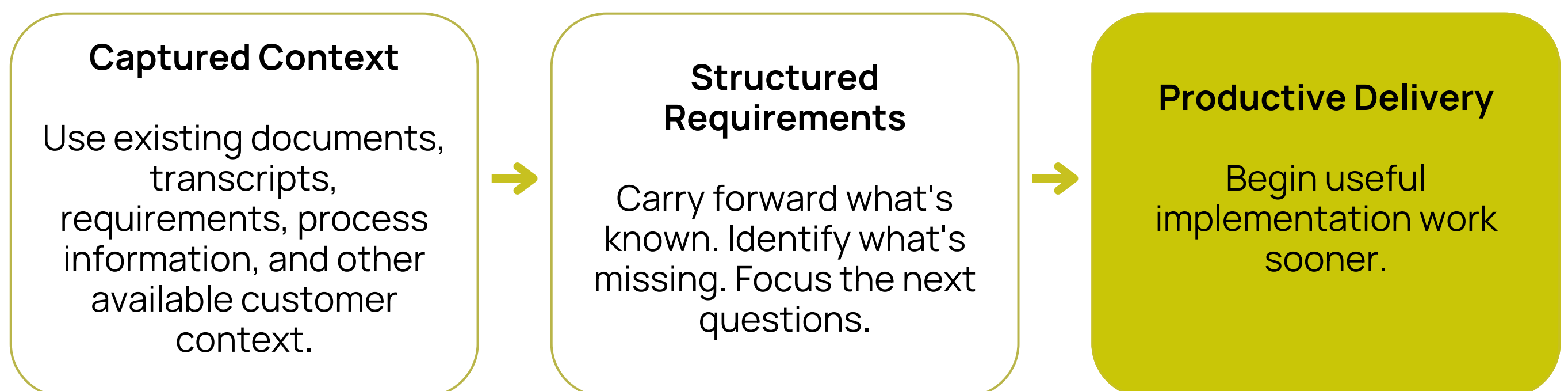
CoreSync Blueprint Builder Detailed

Blueprint Builder streamlines the requirements process by starting with what is already known, identifying what is still needed, and focusing the next questions where they matter—so meaningful implementation work can begin sooner.

Your implementation should not begin by forgetting everything you already explained during Sales. Blueprint Builder turns captured sales and discovery material - such as documents, transcripts, requirements, process information and other source material - into structured implementation context.

It identifies what is already known, helps organize requirements and highlights the questions that still need an answer.

The goal is not to eliminate discovery. It is to avoid unnecessary rediscovery.



What that means for your requirements process

- Start requirements work sooner
- Reduce repeated questions when information is already known and valid
- Identify missing or critical information earlier
- Focus meetings and onsite time on what actually needs discussion
- Support asynchronous information gathering where a meeting isn't required
- Carry useful customer context forward into Delivery

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