OSTENDO

One system • **Complete** operations

Utilities & Customisation

Features & Capabilities Paper

Ostendo is designed to adapt to your business—not the other way around. This guide explores the extensive customisation, scripting, and utility capabilities that allow Ostendo to be configured precisely for your workflows, integrated with other systems, and extended as your needs evolve.

Reporting & Dashboards

The Full Report Writer provides SQL-based querying capability for creating Reports, Inquiries, Views, Charts, and Pivot Tables. All database tables and fields are accessible. Since all standard reports use this tool, they can be modified or serve as templates for custom reports.

Customisable Graphical Process Workflows can include SQL queries set to auto-run, providing users with refreshed statistical information—such as Total Value of Orders updated every five minutes.

> **Business Dashboards** display KPIs in multiple formats: Gauges, Metric Cards, Progress Bars, Charts, and Tables. These dashboards give managers immediate visibility into business performance.

Quick Launch navigation buttons can be customised manually or built automatically based on your usage frequency. The Data Spreadsheet with SQL Query tool enables ad-hoc data exploration.

Scripting & Automation

The advanced Scripting Engine enables customisation of Ostendo to match your business rules and processes. Standard Scripts can be manually initiated. System Action scripts trigger specific system functions. Related scripts add toolbar buttons for optional execution from specific screens.

Screen Data scripts run automatically without user intervention. Order scripts are initiated from order screens and can be mandatory or optional. Accounting Link scripts provide custom integration where standard links don't apply. Edit View scripts control data entry views created via the Report Writer.

> **User Defined Actions** trigger events automatically when conditions are met—for example, automatically creating a Call Ticket when specific criteria are detected.

User Defined Defaults automatically populate fields based on conditional rules. User Defined Validations enforce field-level validation based on business rules. System Screen Conditions control what data users see on specific screens.

Customisation Options

Unlimited User Defined Custom Fields can be added to numerous tables, capturing business-specific data without modifying core structures. User Defined Tables allow custom tables and fields to be added to the database, making them available throughout Ostendo.

User Defined Menus create custom drop-down options. Filter Conditions create toolbar buttons for instant filtering on specific screens. Touchpads provide graphical product selection interfaces for order entry, helping users clearly identify products.

> **Customised Data Entry Screens** with Remote Synchronisation extend data capture to specific needs. Frequently Used Text stores commonly needed text for quick retrieval into any notes field.

Knowledge Base functionality stores reference information like Standard Operating Procedures. Document and Image Management throughout Ostendo links files to Items, Jobs, Orders, Suppliers, Customers, and more.

Integration & Technical

The Ostendo API Service enables third-party software and web platforms to communicate directly with Ostendo. This same API powers Freeway Mobility. Web Hooks record data reference information about changes in third-party applications.

Ostendo incorporates its own email function, eliminating dependency on third-party email products. Connections to EDI and eCommerce platforms extend integration further. Data Import and Export capabilities support bulk data movement.

> **Audit Logging** tracks changes to field values in the database, providing accountability and supporting compliance requirements. Optional Password Strength policies enforce security standards.

Comprehensive User Defined Security policies control access. The system supports Multi-User environments (1 to 100+) and Multi-Company configurations. Hosting options include self-hosted Client Server or Cloud Hosted via HTTPS with remote database.

Platform & Infrastructure

Ostendo runs on the Firebird SQL Relational Database, provided with the software. The Windows operating system supports Client Server networks, Terminal Services, Workgroups, Workstations, and Tablets. Cloud hosting is available for remote access.

Mobility capability uses the Freeway app on Android and iOS. Standard business processes are provided, with full configurability for custom requirements. Real-Time Inquiries can be developed and deployed to mobile users.

> **Database Utilities** provide Validation, Backup, and Restore functions. Extensive Online Help and System Shortcut Keys support user productivity. Drag and Drop in frequently used screens allows multiple items to be added to transactions simultaneously.

Company Asset management supports internal maintenance tracking. Third-party software integration connects specialised systems. The complete Microsoft product ecosystem is supported through the Windows platform.

Ready to customise Ostendo for your business?

Contact your local Ostendo Consultant to discuss how these capabilities can be configured for your specific business requirements.

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