Sage 100 Newsletter

From Walpole Information Technology Solutions

WALPOLE & CO., LLP
INFORMATION TECHNOLOGY SOLUTIONS

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In This Issue

How to Optimize Your Inventory

Strike the Balance Between Too Much & Not Enough

Managing inventory is much more than simply keeping track of how much you have on hand. For some companies, inventory is both the biggest asset on the books and the hardest to manage. Optimizing inventory levels requires a special balancing act as well as the right tools and insight. Let's take a closer look at how the **Sage Inventory Advisor** add-on for Sage 100 can help.

What is Inventory Optimization?

Simply put, **Inventory Optimization** is striking the perfect balance between stocking as little inventory as possible while still having enough on-hand to satisfy customer demand and fill orders quickly. Because when you stock too much inventory, you drive carrying costs up, use up warehouse space, and increase the risk of inventory obsolescence and write-offs. But when you stock too little inventory, you might have problems filling customer orders in a timely fashion - and that puts you at risk of losing the customer to a competitor or having to purchase more expensive "emergency" stock from another vendor.

What is Sage Inventory Advisor?

Even though Sage 100 does a great job of tracking inventory and managing transactions, the "core" functionality isn't equipped to handle the complexities of true inventory optimization. That's where Sage Inventory Advisor comes in - a cloud-based add-on solution for Sage 100.

Sage Inventory Advisor integrates seamlessly with your Sage 100 system pulling transactions and historical data out, crunching the numbers using powerful algorithms, and feeding back the insight you need to optimize inventory. User-friendly dashboards and visual gauges provide a clear picture of inventory health and quickly directs you to items requiring your immediate attention.

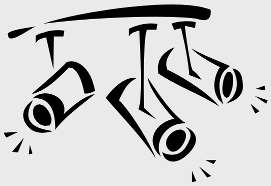
In short, Sage Inventory Advisor clearly spells out how much to order and when. And in the process of "right-sizing" inventory levels, you'll improve fill rates, reduce stock-outs, free up cash that's tied up in inventory, and significantly reduce the time you might be spending today fumbling around in spreadsheets and manually crunching numbers.

Want to See a Demo?

Get In Touch and we'll follow up to schedule a demo so you can see how Sage Inventory Advisor works hand-in-hand with Sage 100 to help you strike the perfect balance between too much and not enough!

eBook: How Businesses Optimize Inventory

Contact us to request a copy of this eBook that provides insight about inventory optimization and why it's critically important.



SPOTLIGHT ON: SAGE CRM

Back to Basics

What is CRM?

By now, all of us have heard about "Customer Relationship Management" (CRM). But not everyone understands what CRM software does or what it means for your business. So let's go back to basics and explain what CRM is exactly.

The Definition

CRM stands for **C**ustomer **R**elationship **M**anagement. It encompasses both a philosophy and approach to managing all interactions with your current and prospective customers. And while CRM is about MORE than just tools and technology, it typically involves using CRM software to organize and automate your sales, marketing, customer service, and support activities.

The Function

The most common and critical functions of any good CRM system typically include:

Contact & Communication Management - one of the most important functions of CRM software is to store information about all your contacts in a single centralized database (just like an ERP system stores all your accounting and operational data). That means phone numbers, notes, addresses, email communication, transaction history, and other critical data about customers and prospects are in one single location that's up-to-date and synchronized across your company.

Lead/Opportunity Management - because all contacts and communication is stored in one place, your sales team can leverage the tools and features in CRM software to track and manage leads from first contact to customer acquisition.

Sales Force Automation - you can automate many of the day-to-day activities associated with your sales process like follow up tasks, reminders, and meetings. That way, your sales team spends more time interacting with prospects and less time with spreadsheets and administration.

Reports and Insight - CRM provides meaningful reports to help you make sense of all the data you're collecting. KPIs and dashboards allow you to track leads, manage your pipeline, and measure sales performance. You can monitor and analyze sales activities across your company so you can focus on opportunities that have the best chance to close.

The Benefits

At the end of the day, CRM software helps your sales and service teams become more efficient and effective. They're spending less time managing routine administrative tasks and more time closing deals and generating revenue.

And because all sales and contact data is stored in one place, your interactions with prospects and customers is more accurate and consistent. Every interaction - whether from sales, accounting, or the warehouse - is tracked in CRM. In addition to eliminating duplicate data and spreadsheets, management has a full picture of customer performance across all departments before making critical decisions.

It's also important to recognize that as a Sage 100 customer, you get the added benefit of a **real-time integration with Sage CRM**. That means data entered or edited in ***either*** system automatically updates the other.

Now That You Know ...

Now that you know what CRM is and how it benefits your business, feel free to get in touch if you'd like to learn more about Sage CRM or start a **free 30-day trial**.

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NEWS YOU CAN USE

Important Announcement For Customers Using PCCharge

Sage 100 customers using the PCCharge add-on for credit card processing should take note that the application is no longer supported after **September 30, 2015**.

Verifone, the makers of PCCharge, announced back in April that they would end development and support of the product. Here's what it all means for Sage 100 customers that are still using PCCharge.

No Longer PCI Compliant

First and foremost, PCCharge users will no longer be in compliance with PCI data security standards which can put you at risk for potential penalties.

Why the Change?

Because PCCharge software is installed on your in-house servers, all customer financial data is stored locally on your own internal hardware. This leaves you vulnerable to cyber-attacks and potentially liable for financial damages based on changes in regulation related to data security. Short of investing heavily to bring your technology up to data center levels, it's impossible to remain PCI compliant on your own.

What's Next?

For many customers, Sage Payment Solutions is the natural transition. Running in the cloud, Sage Payment Solutions connects seamlessly with Sage 100. You can even take customer payments on the go using a mobile device. Plus, you don't have to worry about PCI compliance because Sage handles it all and protects your business.

Contact Us if you'd like to learn more about Sage Payment Solutions or if you have questions about transitioning from PCCharge.

Updated Sage 100 Supported Versions Matrix

In anticipation of the release of Sage 100 2016 scheduled for October/November, Sage has recently updated their list of supported versions as follows:

Sage 100 (Standard, Advanced, Premium)	2016	2015	2014	2013	4.50
Release date	Oct -2015	Apr - 2015	Feb - 2014	Dec - 2012	Aug - 2011
Phone Support (Retirement Date)	Yes	9/30/2018	9/30/2017	9/30/2016	9/30/2015
Year end IRD updates (AP and Payroll as needed to support State and Federal eFiling)*	Yes	12/31/17 (Use eFiling and Reporting)*	12/31/16 (Use eFiling and Reporting)*	12/31/15 (Use eFiling and Reporting)*	12/31/2014
Tax table updates (TTU)	Yes	12/31/2017	12/31/2016	12/31/2015	12/31/2014
Product updates	Yes	Mar - 2016	Nov - 2015	10/31/2014**	6/30/2013**
Hot fixes***	Yes	Yes	12/31/2016	12/31/2015	12/31/2014
Online support knowledgebase	Yes	Yes	Yes	Yes	Yes

*The **Electronic Reporting** module (formerly known as Magnetic Media Reporting) has been retired. But you still have the ability to print Payroll and A/P tax forms using the Federal or State eFiling menu tasks.

**Sage will release the last product update for Sage 100 versions 4.50 and 2013 (aka version 5.0) to enable the recording of Payroll data for the Affordable Care Act (ACA), in November 2015.

***Sage reserves the right to determine if and when Hot Fixes will be issued.

To get full details on the supported version timelines or to see a larger image of the support matrix, click below to review the complete article on the self-service knowledgebase online:

Sage 100 Supported Version Details

CONTACT US ...

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