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**Headline News**

This year Sage Accpac ERP again earned five stars in all categories in the *CPA Technology Advisor* annual review of mid-range accounting systems. The software was evaluated in the categories of Ease of Use/Transaction Entry, Modules & Notable Features, Integration/Import/Export, Reporting, and Support/Training/Help System.

**Sage Accpac  
Online**

See page 4 for more info!

**The Sage Accpac ERP Productivity Suite  
Helps You Gain Efficiency**

**T**o get the most out of your Sage Accpac ERP system you must be able to locate the information you need quickly and easily.

The Productivity Suite, a Sage Accpac Option, is a collection of three business intelligence tools that provide you with fast access to sales, operations, and account information from one centralized location. A sophisticated Live Desktop feature provides access to a broad spectrum of real-time data regarding customers, sales performance, and operations. There are three components to the Productivity Suite: **Sales Analysis**, **AR Inquiry**, and **Ops Inquiry**. Let's take a closer look at each.



The Productivity Suite gives you fast access to the information you need.

also allows you to view your top performing salespeople. You can use the information to help understand what drives success to boost the performance of the entire sales team.

**A Unified Data View**

Sales Analysis pulls together data from Order Entry, Inventory Control, Accounts Receivable, Superclerk, and Service Manager to provide a unified view of all the information needed for easy querying and wide ranging analysis. You can even include information from other programs in your analysis using the import tools.

**Simplified Data Querying**

With the Inquiry and Report Engine built into Sales Analysis, you can review information in the way that is most useful for your business. Once you have selected the data you want to analyze, a number of options are available. The Windows-standard user interface allows you to resize and rearrange the columns in your inquiry as needed. From here you can simply print directly from the screen for quick reference, export it to a Microsoft Excel spreadsheet, or automatically create sophisticated charts and graphs with the touch of a button.

**Sales Analysis**

The Sales Analysis component provides powerful and flexible access to sales-related data to help you focus sales efforts for maximum effectiveness. With Sales Analysis you quickly can find out which products sell best. Locate the most profitable ones and you have the selection that will give you the most return when offering a special sales promotion. For sales managers, Sales Analysis

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Compliments of:



# The Sage Accpac Productivity Suite CONTINUED

With Sales Analysis you also can produce useful reports to deliver to management. Integration with Crystal Reports allows you to produce presentation quality reports directly from your query.

## Track Historical Trends

You can keep unlimited versions of your sales analysis for historical trend analysis. Data is stored separately from the Sage Accpac database so you can optimize performance levels in your core system.

Powerful drill-down capability also is available. When viewing a detailed transaction line, you can drill down to the originating document, including Order Entry Invoices and Credit Notes, Accounts Receivable Documents, Invoices, and Credit Note History. When using Sales Analysis in conjunction with AR Inquiry, another component of the Productivity Suite, you also will be able to drill down to customer details.

## Empower Your Sales Team

The capabilities of Sales Analysis can be extended to SageCRM as well. A tab to access Sales Analysis can be added to your SageCRM Company screen, and you can create new queries based on SageCRM data and can access the queries you have created in Sage Accpac.

## AR Inquiry

The AR Inquiry component provides two powerful capabilities for enhanced customer management. As a centralized view of customer details, AR Inquiry provides the ability to quickly answer customer telephone inquiries during the initial phone call. You can find a specific document, such as an Accounts Receivable invoice, based on the document number alone. It's not necessary to know the customer number on the document—a useful feature when you're in a hurry.

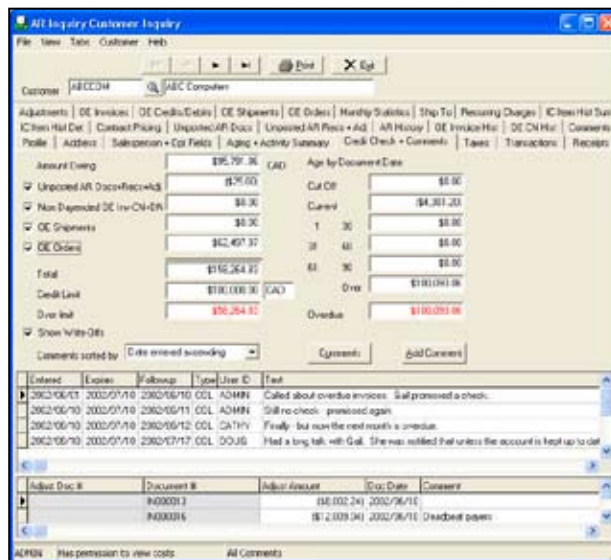
## Notes Entry And Tracking

An essential component of AR Inquiry is the powerful Notes feature. Notes that have been

entered in regard to a particular customer can be categorized by specific purpose and by user, so you can filter the notes to see only those relevant to your current query or job function. Three dates can be associated with each note; date entered, date of expiration, and follow-up date, allowing AR Inquiry to be used as a mini-contact management system.

## Collections Management

AR Inquiry is also a complete tool for managing and streamlining your collections process. One screen provides access to all the customer data you need for fast, efficient collections. You can focus your efforts for maximum return by using a range of selection criteria to choose which to call first. Selection criteria include days overdue, dollars over limit, and follow-up date. While on the telephone with a customer, you can resend them the invoice in question with a few simple mouse clicks. The Notes feature serves both as a log of customer conversations and commit-



AR Inquiry includes a powerful Notes feature that you can use to track everything from collection calls to sales opportunities.

ments as well as providing a reminder to call again on a specific date.

With more effective collections efforts, you'll be able to reinvest cash faster and improve your bottom line.

## Ops Inquiry

Ops Inquiry provides a powerful tool for making effective purchasing decisions. You need enough inventory on hand to fill customer orders quickly, but too much inventory adds the burden of unnecessary carrying costs. Ops Inquiry funnels Sage Accpac Order Entry, Purchase Orders, and Inventory Control module data and organizes it in a single location so you can make more effective purchasing decisions.

Ops Inquiry enables you to optimize inventory management and analyze the effectiveness of your purchasing activities.

## Track And Forecast Inventory

You can access all item details quickly from one convenient display with the versatile Item Inquiry capability. You can retrieve a detailed stock forecast, including quantity on hand, purchase orders with expected arrival dates, and sales orders with expected shipping dates. Powerful query tools allow you to monitor purchase activity to ensure profitability margins are maintained, see orders on hold, and view complete Inventory Control history to audit your transactions. You can even attach images and schematics to inventory items to enhance the sales process, and up-to-the minute item availability is accessible via Live Desktop.

Ops Inquiry can greatly enhance customer service by making your current inventory availability and future requirements viewable at a glance to your customer-facing personnel.

## Quick Access To Information

From within Ops Inquiry, you also have quick access to specialized inquiry screens, including Item Inquiry, Item History Inquiry, PO Inquiry, OE Invoice Inquiry, OE Credit Note Inquiry, and OE Inquiry. Ops Inquiry also provides a powerful Quantity Available Report that combines data from the Order Entry, Purchasing, and Inventory modules.

The Productivity Suite can improve your operations through enhanced customer service, improved cash flow, and more effective inventory management. You can save 20% when you order the Productivity Suite by December 28, 2007—call us for more information. ☆

# Sage Accpac ERP End-To-End Solutions

To thrive in today's crowded marketplace, organizations must continually look for ways to streamline operations and reduce costs. Inefficiencies often exist when information does not flow smoothly between the various departments in an organization. By fully automating and connecting business processes, organizations can simultaneously reduce operating costs, enhance customer service, and increase staff productivity.

Sage Accpac ERP has the integrated software solutions you need to realize the benefits of end-to-end process automation. To create a complete end-to-end solution, you can add integrated people management, customer management, and business intelligence tools to the core financial and operations management modules. Industry-specific solutions include retail and warehouse management, e-commerce, and electronic data interchange (EDI) capabilities. Let's learn more.

## People Management

Government compliance issues and the complexities of benefits management make workforce management challenging even in smaller organizations. Sage Accpac HRMS is an affordable, easy-to-use solution that provides complete human resources management, training, and recruiting capabilities. Integration with the Sage Accpac Payroll module closes the loop of resource management. You also can empower your employees and save administrative time by giving your employees self-service access to their HR and benefit information.

## Customer Management

SageCRM provides the tools to manage customer interactions effectively in all phases of the customer relationship. Your marketing team can target the right opportunity at the right time, accurately track responses, and continually refine the marketing process. In the selling phase, SageCRM puts your salespeople in control of their pipeline, allowing them to effectively manage and forecast sales, resulting in shorter sales cycles and higher



Your Sage Accpac ERP financial and operations modules are at the core of a powerful end-to-end solution.

close rates. When an opportunity becomes a customer, the customer care capabilities give your service team fast online access to service requests, call and escalation history, and e-mail response—enabling them to quickly resolve issues and create up-sell opportunities. By integrating SageCRM with your core Sage Accpac system, you can reduce errors by sharing customer data, and further empower customer-facing teams with access to relevant accounting information.

## Business Intelligence

Today's business leaders require access to comprehensive business metrics to respond quickly to changing market and business conditions. With the Sage Accpac Insight module you can capture relevant data from anywhere in your enterprise and integrate it into meaningful reports that can be securely distributed across the organization.

## Retail Management

The Sage Accpac ePOS (point-of-sale) software allows you to create an end-to-end solution for your retail operations. Naturally, POS provides cash register capabilities, but it also provides tools to understand buying patterns and ensure you have the right merchandise at the right price. Tight integration allows your retail locations to get up-to-the minute inventory availability and pricing information from the back office, and allows back-office staff to monitor retail sales transactions. The POS module can

scale from a single retail location to multiple sites with dozens of tills.

## Warehouse Management

For distributors, efficient shipping and receiving are key to reducing costs and maintaining profitability. The Sage Accpac WMS (Warehouse Management) software automates your inventory-handling and order-fulfillment processes, and helps you better manage your supply chain. It works as part of a complete distribution system by interfacing with radio-frequency hardware, barcode technology, and shipping systems. WMS integrates with the Sage Accpac Inventory Control and Order Entry modules to create an end-to-end fulfillment solution.

## Web Store Management

With Sage Accpac Online eCommerce you can create and manage a comprehensive Web store that is tightly integrated with your Sage Accpac system. You can build your store from a customizable template or design it to tie in with your brand. Web order and credit card payment data is sent automatically into Sage Accpac. Item pricing changes within Sage Accpac automatically updates your Web store. The Online eCommerce system provides your customers with a user-friendly shopping experience, with intuitive navigation, full search and help functions, and e-mail notifications.

## EDI

Many large enterprises today require their trading partners to do business with them by way of EDI. Sage Accpac Exchange is an affordable EDI solution that uses the Internet to communicate with your trading partners via all major value-added networks (VANs). The Exchange module integrates with your Sage Accpac accounting system. Above and beyond the ability to exchange data with your trading partners, the automated flow of information also can increase the speed and accuracy of all your purchasing, shipping, and receiving processes.

Sage Accpac end-to-end solutions can be used to give your organization a competitive edge, reduce costs, and enhance customer satisfaction. Give us a call with your questions. ☆



## In The Spotlight Sage Accpac Online



The ability to host your business management software with an ISP (Internet Service Provider) rather than deploying it on-site has been available for well over a decade. For much of that time a hosted version of Sage Accpac ERP has been offered—Sage Accpac Online. In this article, we'll take a look at the benefits of selecting a hosted solution as well as the specific strengths of Sage Accpac Online.

### Hosted Solution Benefits

#### Reduced Need For In-house IT Expertise

Unless your company is in the computer industry, IT systems management is probably not a core strength of your organization. If you have difficulty finding and retaining qualified staff to run your IT systems, using hosted software may be something you want to consider. When you outsource your software systems, you only need a PC and Internet access, so the need for internal IT staff is greatly reduced.

#### Predictable Costs

Have you ever had a system crash that required you to purchase new hardware that wasn't in the budget? With a hosted solution, one convenient monthly payment covers everything from infrastructure and software support to back-ups and software updates. Accurately budgeting your IT solutions is much more straightforward.

#### Grow Your Business Smoothly

Hosting your software also can be preferable if you are experiencing fast growth or adding locations frequently. It can absorb a lot of time and effort to connect new locations to existing networks, and you need to keep an eye on system capacity every time you add a new employee to the network. With a hosted solution, you simply call your service provider or consultant and everything is handled for you.

#### Other Considerations

Of course, there also are situations in which an on-premise solution is preferable. Organizations requiring a high degree of customization of their software will have more flexibility with an on-site solution. And if you already have Sage Accpac running in house, there may not be a big benefit to making a change to a hosted solution.

### Sage Accpac Online Benefits

If you think a hosted solution is right for you, Sage Accpac Online offers broad flexibility not always available with other hosted solutions.

#### Pay For What You Need

As you might expect, the same modular structure is available with Sage Accpac Online as with the on-site solution, so you get a tailored system and pay only for the components you need. Integrated CRM is available online as well.

#### Tailor The System

You can tailor screens to match user workflow and create additional fields to capture business-specific data.

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#### Secure And Reliable

A Service Level Agreement guarantees system reliability, availability, and performance, making your system truly worry free. Data is transmitted over a secure private network connection, and you set the access passwords yourself. Data backups are performed automatically and can easily be restored if needed. And because your data is off-site, your vulnerability to theft and natural disasters is reduced.

#### Platform Flexibility

Sage Accpac Online supports both Mac and Windows desktops. If desired, your operations staff can run on Windows, while your research and design team use Macs.

#### Your Choice

With Sage Accpac, you can choose whether on-site or hosted is best for your organization today without having to look too far into the future. Sage Software has a program that allows you to cost-effectively switch from hosted to on-premise and vice versa. Both solutions offer the same award-winning functionality. And we can provide the implementation and support needed for either solution. Give us a call for an evaluation of whether Sage Accpac Online is right for your organization. ★

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