

Productivity Strategies & Solutions Inc.

PSSI eUpdate Newsletter

News you can use...

December, 2007

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The PSSI eUpdate Newsletter gives you the latest business management information, software news and educational PSSI event schedules to help you get the most value from your information systems and procedures.

- **A Different Kind of ERP System**

How exciting is ERP Software? ERP is generally considered to be Accounting and Manufacturing software -- not really big-time excitement.

But suppose someone came up with systems that are substantially different from the norm in the way they work and the way you interface with them. That might be a *little bit exciting* - or at least *interesting!*

If you were to design an accounting system, what would it look like and how would you use it?

- Automatic Period Closings make closing entries and releasing batch postings to the general ledger obsolete
- Enter Company Info Once whether the companies you do business with are customers, suppliers, or both
- Mass Shipping & Receiving of orders en masse



TIW
TECHNOLOGY

From the President

TIW Corporation has been publishing manufacturing and accounting systems for more than 20 years. Their software is being used in thousands of companies nationwide.



Welcome to our December issue of eUpdate. On behalf of everyone at Productivity Solutions, and the great folks we partner with, we'd like to wish you a peaceful, satisfying and warm holiday season for you and your families. It goes by all too fast, and it's often so stressful, we sometimes forget to take a breath long enough to enjoy this special time of year for what it is - a time for pause and reflection

Meanwhile, this issue, we provide further info about solutions that our clients use to manage their businesses more effectively, and tools (like CRM) that improve customer satisfaction. Check out those links.

Finally, we are proud to have just been selected for the Sage Pro ERP national Business Partner Advisory Council. Our clients running Pro (who number well over one hundred) now have a direct conduit to what the future of Sage Pro ERP could be. If you have comments or suggestions on Sage Pro ERP that you'd like me to pass along to Sage, please drop me an email. I'll be sure they get to the very top managers of the division personally.

With the Holidays just around the corner, we've posted our availability schedules for your convenience as well.

Until next month, best wishes to all for a heartwarming Christmas and a prosperous New Year!

Regards,

Brian

As always, we welcome your feedback.

[Brian R. Sittley](#)
We're here to help!

Additional ALERE Information

• Why Choose PSSI?

Why choose PSSI for your mission critical business information needs?



Reason #4: Proven implementation processes & methodologies

In the difficult business of implementing the various components of an ERP system (accounting, manufacturing, CRM, warehouse management, etc.) nothing helps more than using proven methods to drive implementation success.

During the twenty-plus years that we have been doing this type of work, we have developed detailed, written "Roadmaps" for each phase of our business system process: from initial proposal, to sales process and client binders, through system implementation checklists, modification procedures, even our billing procedures.

Our processes are mapped in detail to best define expectations and match project steps with procedures and billings. Your success is our success.

• Success With CRM: #4 in a Continuing Series

In the last eUpdate, we discussed the 3rd step in a successful CRM implementation: Strategy First, Technology Second. This month we will discuss the 4th factor in CRM success.



Minimizing the Financial Risks of CRM Implementations:

If you like throwing money away, raise your hand. I don't see any hands going up, and I probably wouldn't even if we were in the same room. Wasting money just doesn't make good sense - business or otherwise. Yet we sometimes see people throwing money away by "investing" in CRM software without considering the full implementation costs, training costs and on-going maintenance. If these costs were not included in the budget, the activities are ignored and the entire CRM initiative fails.

Quick Links...

- [The PSSI Website](#)
- [Upcoming Seminars](#)
- [Products](#)
- [Services](#)
- [Business Solutions](#)
- [More About Us](#)

is not a one-time expense. Estimate your expenses over monthly, quarterly, yearly, and three year periods. Initial implementation, long term services and maintenance fees will outweigh the price of the software by a ratio of nearly 3:1, according to industry analysts. By considering the financial impact of your decision, you gain a better understanding of the system you need and the size if the implementation.

"Oftentimes, organizations are deterred from CRM because they



Additional Microsoft Dynamics NAV information

- **Warehouse Management Revisited**

When your warehouse is operating at peak efficiency, The effects can be felt throughout your company - and your customers' companies. Your warehouse employees are empowered and encouraged by their increased productivity, successful warehouse management and control of inventory. Your customers notice the quality of your service and are impressed by your quick and accurate order fulfillment. And you? With loyal employees and customers and total control over your costs, processes, and inventory, you're in a better warehouse management position than ever to take your business to the next level of success. To get the domino effect working for you, start with a powerful, feature-rich warehouse management system that integrates with, among others, your Sage Pro accounting system: EZ-WMS.

EZ-WMS distribution 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 software system by interfacing with radio-frequency hardware, bar code technology, shipping systems, and other warehouse automation equipment.

EZ-WMS distribution software significantly improves allocation of resources within your warehouse management systems. Its three carefully designed editions address the accuracy, efficiency, and improved customer service needs of an organization. As your business grows, you can easily move from one edition to a more complex one. The following chart compares the functionality included in each of the three editions and helps you determine which is right for your business.

Throughout the warehouse operations process, transcription errors are eliminated and EZ-WMS gives you accurate and immediate information on the quantity, location, condition, status, and history of any item in your warehouse at any time. Fully integrated with Sage Pro ERP, EZ-WMS ensures complete control and flow of information between the back office and warehouse floor.

Sending the wrong package or items to the customer may be more than just embarrassing-it may cost you a customer. In addition, it may cause a client great expense and downtime if they were counting on your firm to deliver the right product on time. Add to that the cost of compliance fines, and violating service level agreements, and it's clear: the shipping dock is your last chance to ensure your shipments are perfect every time. EZ-WMS eliminate these errors, and helps you deliver the service excellence your customers deserve.

You can run a lean, efficient warehouse management system with

EZ-WMS covering all the bases

- Receiving & Put Away
- Inventory Control and Replenishment
- Picking and Packing
- Shipping

Move goods from your receiving dock to your warehouse and into the right location with control, speed, and accuracy with advanced distribution software.

Easily and confidently track inventory movement across your entire enterprise with real-time, comprehensive inventory distribution software for efficient warehouse management.

Efficiently pick and pack goods using wave, batch, simultaneous, or sequential zone processes.

With EZ-WMS distribution software, streamline every step of your shipping process, from order entry, to estimating order weight, to producing packing slips and shipping labels.

[EZ-WMS Overview Brochure](#)

• [Did You Know?](#)

. . . that PSSI (formerly PMI) is a recipient of the Samaritan Counseling Center's "Family Values in Business" award? Recipients are noted for "affirming the importance of family and supporting individuals in their broader endeavors, and . . . for a strong commitment to the family needs of employees."



Why should you care?

The attitudes and morale of your suppliers' employees can make the difference between a good, healthy relationship and one that is a real chore to maintain. This is especially true when dealing with service industries; a bad supplier's attitude can ruin your day - and your company's business.

We all know that if people are happy with their jobs and their employers, they will do a better job for you. Job satisfaction results in better job performance. The company that truly cares about its employees, and treats them with understanding and respect, will foster that spirit of care and concern, not only for *their* company, but for the companies with which they work.

The next time you're talking with one of our employees, ask him or her how they feel about PSSI. I believe you will be pleased with the answer.

Other Industry & Civic Recognitions We Have Earned

- **PSSI Holiday Schedule**

PSSI will be closed for the holiday on the following date:

- **New Years - January 1st**

