

# Productivity Strategies & Solutions Inc.

## PSSI eUpdate Newsletter

News you can use...

January, 2008

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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.

### • **Business Intelligence: Productivity for the Masses**



#### Information as We Know It

Over the last decade, most small and mid-sized businesses (SMBs) have implemented Enterprise Resource Planning (ERP) systems to help manage their day-to-day business processes such as accounting, order entry and operations. Distribution companies have typically augmented these systems with inventory control and warehouse management capabilities while manufacturing companies have added bills of materials (BOMs) and Material Requirement Planning (MRP) functionality.

Unfortunately, most of the "information" in our ERP systems is data, not information. Numbers are only significant in relationships. Bringing the data together in easy to use, easy to manipulate formats results in information which will allow you to understand where you are and where you are going. Perhaps that "bringing together" is being done now by re-entering the numbers into spreadsheets; maybe it's not being done at all and you're flying by the seat of your pants.

#### What is BI?

Business Intelligence (BI) is an umbrella term that describes the

#### From the President



Welcome to our January, 2008, issue

of eUpdate.

Recently you may have seen - and chuckled at -- the Southwest Airlines commercial that accuses the productive young business person of taking "productivity enhancers." His cagey denials only seem to emphasize his guilt, while playing on the "enhancers" news dominating much of the media today.

Funny, but as clichéd as "productivity" seems to be in this day and age, we tend to take it pretty seriously around here: after all, it is our first name! So we hope readers of this issue of eUpdate will appreciate some of the productivity enhancers referenced herein, like the article on using Business Intelligence to manage your business better . . . or our continuing series on how to successfully implement CRM in your organization.

And speaking of productivity enhancers, check out our NEW seminar schedule in this issue. Invest just one half-day to learn how you can start to implement lean processes in your plant (April) . . . or how a complete manufacturing and accounting system that sells for under \$30K can transform the way you do business (May) . . .

For additional information about these, and other, business successes, click on the **PSSI Case Study links** below.

Finally, mark your calendars now for the return of our 8th annual Roundup customer conference on June 19th. We hope our articles, tips and free seminars will be productivity enhancers you won't mind taking.

Regards,

Brian

As always, we welcome your feedback.

[Brian R. Sittley](#)

**We're here to help!**

process of gathering, manipulating, and analyzing data from past and present sources, and providing intelligent reports that enable you to make informed business decisions. It provides interactive, real-time, business-critical information on behaviors and trends of your business and market.

### Manufacturers and Distributors: Take Heed

The need for easily accessible business intelligence is even more relevant for manufacturers and distributors than other segments. With ever-increasing price pressures coming from overseas competitors, the need for manufacturers and distributors to extract and analyze key actionable data is more critical than ever before.

### What Can BI Do For You?

- Deliver decision-driving information across your organization. Employees can access real-time overviews of business metrics; drill down into the details of transactions, customer records, and histories; and keep their finger on the pulse of your business operations.
- Fuel productivity with relevant information and tools. With access to up-to-date information and powerful analysis and reporting tools, employees can monitor performance, analyze trends, and spot potential problems before they occur.
- Work smoothly with Microsoft Office system programs. Tight integration across with familiar programs such as Microsoft Office Excel makes it easy to access, analyze, and share information.

### The Next Step

SMBs are increasingly utilizing BI to help identify areas of improvement that can lead to lower costs and increased revenues. BI is one of the most powerful management tools available. And, BI is available in various forms to work with almost any ERP system.

To learn more about BI, click the following links to download Business Intelligence information:

[Sage Software BI White Paper](#)

[Microsoft Dynamics-NAV BI Information](#)

## PSSI Case Studies

### • **PSSI Educational Event Schedule**

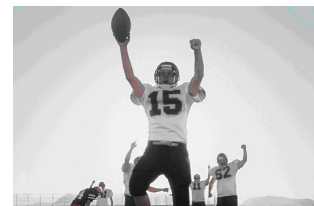
- [Alpha Systems, Inc.](#)
- [Clean Seal, Inc.](#)
- [Rollie Williams](#)

## Paint Spot, Inc.

### Quick Links...

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

- **April 10, 2008: "Lean" Down as You Beef Up!** Learn how to use "Lean" processes to improve your business performance, accelerate deliveries, reduce overhead and labor costs, while freeing up cash.
- **May 15, 2008: ALERE Business Applications - Simply Better Accounting and Manufacturing Software!** See and hear about the many productivity-enhancing features not normally found



were largely due to companies biting off more than they could chew. The multimillion-dollar implementations of yesterday required a significant investment in people and process changes. Because companies weren't ready for this, CRM applications became expensive "shelfware." CRM project leaders learned that smaller, more manageable projects can yield quick wins, build more momentum, and result in higher end-user adoption.

As is the case with most new endeavors, it's best to start small; learn to crawl before you try to walk or run. Trying to get everyone in the company using CRM from the start is a sure recipe for disaster.

"You're building a holistic approach, but on a step-by-step process," says Martin Schneider, enterprise software analyst at The 451 Group, an independent technology industry analyst company focused on the business of enterprise IT innovation.

Next month you will learn how "Considering Migration Paths" can increase the effectiveness of any CRM implementation.

Learn how PSSI has helped other companies succeed with the CRM implementation process. Tell us your needs and let's discuss whether a CRM system can help you too. Contact Jackie (Jackie.Sittley@pssiusa.com) or call her at 574-239-2444 to schedule a free, preliminary needs analysis,

[Click here for a "white paper" reviewing all 11 Steps to Ensure Successful CRM Implementations](#)

- **Why Choose PSSI?**

Why choose PSSI for your mission critical business information needs?



Reason #4: **Proven implementation processes & methodologies**

In the challenging business of implementing the various components of an ERP system (accounting, manufacturing, CRM, warehouse management, etc.), nothing benefits you 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.

**[Learn More Aout PSSI](#)**



• **Did You Know?**



. . . that PSSI (formerly PMI) has twice been named the "Reseller of the Year" for U.S. Software's Unity Data Collection System? We were cited for "dedication to solving customer problems by providing innovative software solutions and exceptional technical support."

**Why Should You Care?**

Most companies that deal in products or raw materials are very familiar with bar codes. Your raw materials coming in are bar coded; the finished goods you ship are, or soon will be, bar coded. Bar coding speeds up the shipping and receiving processes and improves accuracy.

Shop floor data collection can be another highly effective use of bar codes. In this environment, bar codes can be printed on sales orders and work orders before they are sent to the shop floor. As operators complete production steps or phases, that information can be recorded in the computer system. When a customer calls looking for the status of their order, it can easily be determined based on the last production station through which the order passed.

U. S. Software is one of the country's best known and preminent developers of bar code & shop floor data collection systems. The fact that PSSI in recent years has twice been selected as "Reseller of the Year" is evidence of our dedication to the product line, which in turn, benefits you during the selection, implementation and use of bar coding systems.

**[Other Industry & Civic Recognitions We Have Earned](#)**

