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# PSSI eUpdate Newsletter

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**Join Our List**

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**Coming Events**

**Mark Your Calendar Now**

✓ [April 10, 2008](#)  
**"Lean" Down as You Beef Up:** How to Use "Lean" Processes to Improve Your Business Performance.  
[Read More](#)

*Dear Callus,*

*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.*

## "Lean" Down as You Beef Up

At this half-day seminar, you will discover:

- **What "Lean" means in the real world - *YOUR world***
- **Why Lean is appropriate for *any size business*, not just the "big guys"**
- **The 5 Steps *you can use today* to implement Lean in your business**
- **The answer to the question: *How do we do it here ?***

*This event will be lead by the principals of Advanced Performance, Inc. API is a PSSI strategic partner with over 15 years' experience implementing Lean techniques - they don't just train, they help you implement. At this seminar you'll learn how to start making Lean happen at your company - now! Come ready to participate and learn.*

✓ **May 15, 2008**  
**"ALERE Business Applications - Simply Better Accounting and Manufacturing Software!"**

If you're involved in manufacturing or assembly," this event is for you! In one half day, you will see and hear about the many productivity-enhancing features in ALERE that are not normally found in manufacturing and accounting systems - including the ALERE "Configurator."

[Read More.](#)

✓ **June 19, 2008**

**PSSI Roundup!** After a year's hiatus, PSSI is delighted to host our 8th Annual Roundup Customer Conference.

[Read More](#)

**Letter from the President**

**Brian Sittley**



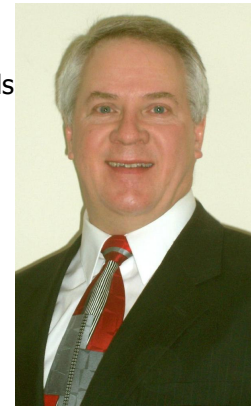
As a comedian I saw once said: "You learn something new every day... but *Boy, you skip a day...!*"

Amen. In technology as in business, the learning never stops. That's why we continue to offer our *free* (and *non-sales-y*) seminars on topics of interest to area manufacturers, distributors and other businesses. In the upcoming quarter we have THREE events on tap:

**April 10th**

Learn what **Going Lean**

**Larry Lukasik** is the founder of **Advanced Performance, Inc.** and brings 25 years of manufacturing experience in the areas of materials management, logistics, customer support, information systems and financial reporting. During his career, Larry has developed and directed supplier certification programs, warehouse management in a multiple warehouse environment, planning and scheduling in fabrication, machining and assembly operations, implementation of MRP II systems and simplified financial reporting in a lean environment. Prior to founding Advanced Performance, Larry held the positions of Materials Manager and Customer Support Manager at DovaTech, Ltd. (Division of Dover Corporation) and Vice President of Operations at Tri-State Industries, Inc.



**Jim Therrien** is a co-founder of **Advanced Performance, Inc.** An Air Force veteran, and an FAA licensed commercial pilot, Jim spent 18 years in the aviation industry. He has over thirty years of sales and operations experience, with more than ten years of invested in implementing Lean Manufacturing. Prior to Advanced Performance, Jim was Vice President of Operations, Vice President New Business Development, Vice President of Sales, Director of Marketing and General Sales

Manager for DovaTech, Ltd. (division of Dover Corporation). Jim has extensive business experience in North America, Western Europe, the Far East and Australia and is a graduate of the Center for Creative Leadership.

**Plan to attend this educational seminar the morning of April 10, 2008, at the PSSI office in south Bend.**

Click for more information about, or to register for, the API seminar: [Coming Events](#)

**NEW SPECIAL PRICING on Upgrades to Sage Pro v. 7.4**



**Attention users of SBT Pro Series or older versions of ACCPAC Pro Series!**

Are you running an older version of "Pro Series" (including 5.0, 6.0, 6.5, or 7.x)? If so, PSSI and Sage want you to know about **two new promotions** being offered now that will **save you money.**

can do for your company and how to get started **NOW!**

### **May 15th**

Listen to Rod Hatcher, the founder of TIW Technology of Easton, PA, talk about the **ALERE manufacturing solution** that has been winning over small to mid-size manufacturers across the USA for *twenty-five years now!*

### **June 19th**

It's the return of our **(8<sup>th</sup> Annual) ROUNDUP...** featuring speakers from across the state *and* across the country. Our annual customer and prospect conference is your best chance to learn about the premier software solutions for business, and learn about topics crucial to small business survival.

We make it easy - and even the lunch (OK, sometimes breakfast) is on us! **Call us or sign up online NOW for these informative, useful and free seminars!**

As always, we welcome your feedback.

Regards,

Brian

**Brian R. Sittley**

*"Providing Mission-Critical Information Systems for Business Since 1987."*

We're here to help!

#### Quick Links

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### **Upgrade Offer No. 1**

This upgrade offer will be of interest to clients who have **extensive modifications** and therefore have not remained current on their Software Assurance ("SA") annual maintenance contracts.

From now through August 31, clients who purchase upgrades to any current modules at regular upgrade pricing **can forego the purchase of SA's** on those modules - they are now simply optional. This can result in annual savings of several thousand dollars on maintenance fees. It's Sage's way of helping those clients whose annual SA's hold little value because extensive modifications make regular version upgrading impractical from a cost standpoint.

This is your opportunity to **upgrade now with no penalties or fees** other than the cost of the module upgrades, **and then pay no annual maintenance fees thereafter**. This promo is **not** for everyone, as foregoing SA's means you won't be entitled to ongoing updates, but it may be right for certain (highly modified) clients.

### **Upgrade Offer No. 2**

For clients with **minimal modifications** - or as we see in so many cases, where the built-in functionality of Sage Pro ERP has now eliminated the need for modifications - there is an alternate offer. **But it's only available until the end of this month!**

These users can take **20% off the upgrade price of every current module** they own. What's more, they can purchase **new modules at upgrade prices** (typically as much as 50% off). With this promotion, the annual Software Assurance plan **is required**. However, if your system is not heavily modified, you **want to remain current on your SA** because it's your assurance that from here forward, you'll always be eligible for each new version upgrade for **no extra charge**. SA's are your best way of ensuring that your software **remains up-to-date** from this day forward!

Both offers provide direct money-saving benefits to you. And both are for a limited time. To help you sort out which offer might be right for you, call or e-mail **Jackie Sittley** [[Jackie.Sittley@pssiusa.com](mailto:Jackie.Sittley@pssiusa.com)] today. Remember, that Offer No. 2 expires on March 31<sup>st</sup>. If you've been even considering an upgrade, this is a good time to talk to us - we're here to help!

**What's new in MAS 90 & 200,  
Version 4.3**

## Sage MAS Update Coming This Summer

Sage Software will release  
MAS 90 & MAS 200 Version

SAGE MAS 90 SAGE MAS 200

4.3 around the June time-frame. Of the enhancements, perhaps the most significant is the "Paperless Office" functionality. This will give you the ability to e-mail or fax right from the MAS application, without having to invest in additional software. Along with enhanced Business Analytics, you will also find enhancements to the Sales Order and Accounts Receivable modules.

A comprehensive list of the enhancements can be found on the [PSSI Web Site](#).

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## Why Choose PSSI

**Why choose PSSI for your mission critical business information needs?**

Productivity  
Strategies  
& Solutions  
Inc.

Reason #5: **PSSI provides both "out-of-the-box" and highly customized solutions.**

While many of our offerings come from the business management software industry's leading providers (Sage Software, Microsoft Corporation, TIW), we specialize in *customizing* those off-the-shelf solutions to client needs.

By offering the potential for highly customized solutions when required, we can *change the roles of client staff* by providing specialized software solutions to help you manage otherwise time-consuming and repetitive business problems. By mapping our software to your unique requirements, we help you *improve your gross margins* by "building-in" your own competitive advantages into your business systems and procedures. Finally, by doing so, we *empower you to become more self-reliant*, following the training, to maximize your system productivity.

## Success With CRM: #6 In a Continuing Series



## Considering CRM Migration Paths for Maximum Acceptance

Stop and evaluate where your company is now in regards to customer acquisition, service and maintenance and think about where you expect it to be - *want* to be - within the next year or two.

Last month, we talked about looking for the "Quick Fix." To get buy-in throughout the company, a success in one area will certainly promote the acceptance in other areas of your company.

Are you only ready for "Sales Force Automation" today? Well, you can buy a low cost, off-the-shelf SFA solution. The questions to ask yourself then are, (1) "Will we be alone in trying to get the system up and running," and (2) "Does the SFA System have the future capability of integrating with our accounting and customer service functions?"

You should select a vendor and software product that will get you started quickly while enabling your CRM usage to grow as your company grows. If you don't plan ahead, time and money can be wasted that could have been avoided by investing in a more robust package from the beginning. You may find yourself alone on a shaky bridge.

"Over the long haul, how much is it going to cost you to buy from another vendor, do an implementation, and then integrate other functionality?" asks Martin Schneider of the 451 Group. "It takes a lot of money to keep buying products."

The bottom line is, develop a long range plan, decide what you want to accomplish with the system throughout company and within the various departments, then look for a CRM system that will let you grow.

For more information about selecting CRM Systems, visit the PSSUSA.com web site, and ask for the CRM White papers at: <http://www.pssiusa.com/DownloadForms/HowToChoose.htm>

Thank you for the time you have invested reading this newsletter. If you enjoyed it, please let me know. If you didn't find anything of value in it, please let me know that also.

Sincerely,

Ted Myers