

PSSI eUpdate Newsletter

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Coming Events

Mark Your Calendar Now

✓ **June 19, 2008**
PSSI Roundup! PSSI is delighted to host our 8th Annual Roundup Customer Conference.
[Read More](#)

Letter from

News You Can Use...

May, 2008

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.

Roundup is Coming!



June 19, 2008, 8:00 a. m.
South Bend, IN

**Roundup 2008
Keynote Presentation:**

Roundup 2008 Keynote Presentation

Phil D'Amico, St. Joseph County Chamber of Commerce

This year, we are honored to have as our keynote speaker, **Mr. Phil D'Amico**, the Director of Business Growth at the St. Joseph County Chamber of Commerce.

Phil will discuss, and answer questions about, some of the grants and funds available to all Indiana businesses.

If you are considering additional skills or certification training for your employees, you will definitely want to hear about these three state training funds that pay the costs of technical and skill enhancement employee training. PSSI is taking advantage of this opportunity and want to share our knowledge with you.

Training Acceleration Grants (TAG) provide funding for key workplace credentials that are portable - in our case, for CPIM certification.

The Skills Enhancement Fund (SEF) provides financial assistance to businesses committed to training their workforce by reimbursing eligible training expenses over a two-year term. This fund covers



the President

Brian Sittley



As we prepare to convene our 8th annual **Roundup** customer conference, I want to make a personal appeal to all of our customers not to miss this important annual event.

Roundup is the one time of year that all our key partners, vendors and fellow solution providers can assemble on one day in one place to show *you, our customers*, what works in today's technologies for the workplace.

In this and future e-mail messages, *eUpdates*, and especially in our quarterly print newsletter *Update* - which you'll be receiving in a few days - we'll tell you all about the keynote, breakout sessions and vendor representatives available to you that day. We have more **solutions** to tell you about than you'll probably have time to see.

So, watch for our

Indiana manufacturers and distributors across a broad range of skills and certifications.

The Technology Enhancement Certification for Hoosiers (TECH) grant program is designed to help Indiana companies meet the demands of the information economy by increasing the number of certified I.T. workers.

If you're an Indiana employer, you won't want to miss this presentation. Phil will begin his presentation promptly at 8:00 a.m., so don't be late.

A Once-A-Year Opportunity

Answer: *Your Birthday, Christmas, the Indy 500 and PSSSI Roundup*

Question: *What are four fun things you can rely on happening every year?*

Okay, maybe it's a stretch to say that birthdays are fun, but having a birthday every year is better than not seeing another a birthday. And, while Roundup doesn't have Santa Claus or Danica Patrick, it does have some interesting and fun business professionals who are willing to share with you information within their areas of expertise.

2008 marks the eighth year that the fine folks at PSSSI have presented the Roundup Customer Conference. Last year, it was slightly smaller and in a modified format, but the basic purpose and structure were all Roundup.

Many of the people who visit us on this day each year, have been to every event since the inception of Roundup. If it's not a habit you have gotten into, this would be a good year to start. Unlike smoking, booze and fast food, Roundup is not bad for your health, nor is it expensive. A day at Roundup is absolutely free; even the lunch (and a healthy lunch it is) is on us!

Each year, we arrange for speakers to cover topics that we believe you may be interested in. Each topic presented is of importance to businesses that make up the PSSSI customer base. If you use any of the accounting, manufacturing, warehouse management or CRM systems that PSSSI promotes and supports, you will find a session dedicated to that technology. Combined with the general management sessions that are useable by any business, we know you will leave Roundup at the end of the day with information you can take back to

"I appreciate you're continuing to do Roundup each year. I consider it time well spent seeing technologies available that may apply to me."

D. T.
PSSSI Client
Multi-Year Roundup
Attendee

newsletter or check out our website [Roundup Information](#) and read all about our guest presenters from across town and across the country who are coming here on one day, for just reason: **to help you make better, more informed decisions about the tools and processes you use to make your business more successful!**

Mark your calendars now and [register for PSSI Roundup](#) on [Thursday, June 19, 2008](#). As always, *it's all free - and even the lunch is on us!* See you there.

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!](#)

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your company for immediate improvement.

If you have a specific area of interest or concern, the vendor representatives and the entire PSSI staff will be at your disposal during the day. We can provide individual software overviews for you and your associates or simply let you discuss your concerns about the future and direction of the vendor companies, the software industry, or PSSI in a one-on-one environment.

This is a day for you! It has been structured to provide you with valuable, pertinent, up to date information. Start in 2008 to make Roundup a once-a-year habit. You'll be glad if you do; you'll be missing a lot if you don't.

Review the session schedule and register for Roundup. Today! We don't need to know which sessions you will attend, only that you will be here for all or part of the day.

For a detailed Roundup overview and a listing of the breakout sessions, visit the [PSSI Web Site](#).

And it's all **FREE**

"Even the lunch is on us"

[8th Annual Roundup!](#)

News From MapleTronics

Congratulations, Wes!

GOSHEN -- **Wes Herschberger**, founder and chief executive officer of MapleTronics Computers, has accepted a position on the Intel Corporations North American Channel Board of Advisors.

He is one of 19 board members from across the United States and Canada and the only member from Indiana. In his new role, Herschberger will represent the 325 Intel Channel Partner Premier Members by advising and giving feedback to Intel about its programs, products and the issues most important to MapleTronics and other Premier Members' clients.



Herschberger credited his appointment to the board to his "teammates at MapleTronics Computers and the work they've done."

Speaking at PSSI Roundup 2008

Note that Wes will be presenting one of the break-out sessions at PSSI Roundup 2008. He will be discussing the need for, and alternatives to, managing data backup. Not only do you need to protect yourself from possible data corruption and loss on your server due to power interruption, hardware failure, user errors or sabotage, you also need to consider the potential loss if your company should be hit by a tornado, flooding, or other "acts of God." Learn about the advantages of off-site storage alternatives and means.

The second area Wes will cover is Realizing Return On Investment (ROI) from your information and technology systems. Every year, small and mid-sized businesses make technology investments of tens of thousands of dollars. Wes will tell you how to measure ROI and how to make sure you're getting everything possible from your investment.

Are You Throwing Away Money in These Tight Times?

How much can your company afford to lose this year because of out-of-stock situations, or conversely, because of the carrying costs of too much inventory?



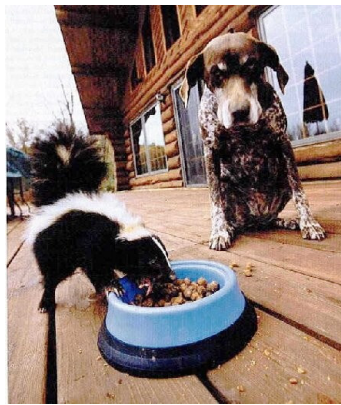
Midsized companies may gain as much as 35 percent in annual revenue by improving inventory control. Inventory experts offer advice on how to recognize when it's time to upgrade, and how to make sure the change is effective.

According to inventory expert and author David Pyke, [excerpted from an article by Douglas Gantenbein for Microsoft.com] it might be time to upgrade your inventory systems when it becomes difficult to perform these tasks:

- Identify "dead stock." A company might think its inventory is adequate and in good shape, but some items can become obsolete or languish in your warehouse for weeks or months.
- Decide where to locate inventory. It's cheapest to have inventory located as close as possible to the manufacturing site or distribution center, rather than in warehouses far from company headquarters or even on a customer's shelves. But you should weigh that against the ease of delivery to customers. Advanced inventory management systems help with this analysis.
- Track manufacturing status. If you manufacture complex products requiring many parts and days or weeks for production, you need to know the exact location and status of

- your products in the manufacturing pipeline, and whether the material needed to finish those products is on hand.
- Understand the appropriate amount of "safety stock" - stock needed in case of a supply problem or unexpected orders. Most businesses cautiously purchase too much safety stock. For example, monthly demand might vary from 900 to 1,100 items, or between 500 and 1,500. Even though the average is the same, the safety stock you need is quite different.

Success With CRM: #8 In a Continuing Series



Plan for Disruptions

Sometimes, no matter how well planned a CRM implementation is, there will be unforeseen issues that come up and throw everything off schedule. You experience industry changes, changes in the business environment and competitive changes. You may find some skunk eating your lunch.

To meet these issues, companies change. If you're not changing, you're going to lose out - sooner or later.

Companies may make acquisitions or they get acquired, sections are sold off or outsourced, and executives get replaced. When making a CRM implementation, these are changes that management must be ready for. A firm can reorganize its sales territories or replace its CRM project leaders, which can have a significant impact on its CRM strategy.

"Many times projects are planned to be completed in 90 days, but all of a sudden it's day 120, because at day 45 there was a shift in the nature of the business," says John Norkus, a principal at Deloitte Consulting. "That's nobody's fault, it's just a part of doing business. It's going to happen, but executives and management in charge of any CRM implementation have to take this type of event into account. They can't plan in a vacuum."

For more information about CRM Systems, call us and ask for the CRM White Papers or visit the PSSUSA.com web site, at:
<http://www.pssiusa.com>.

PSSI 2008 Holidays

PSSI is generally closed on Saturday and Sunday. In addition, we will be closed to observe the holiday on the following dates:

Monday, May 26	Memorial Day
Friday, July 4	Independence Day
Monday, September 1	Labor Day

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

Marketing Manager

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Productivity Strategies & Solutions, Inc.