

PSSI eUpdate Newsletter

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Coming Events

Mark Your Calendar Now

✓ **[September 25, 2008](#)**

TIW Technology, Inc.

Rod Hatcher, President of TIW Technology, will present a seminar designed to help mid-sized companies operate more efficiently through improved technology. Featured will be the ALERE Accounting and

News You Can Use...

July, 2008

Dear Ted,

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 Over (for another year)!

June 19, 2008

The 8th annual PSSI Roundup was held on June 19th in the PSSI company offices. Presented in an educational format, our guests heard about a variety of business management and technology topics.

Roundup 2008 Kick Off



PSSI founder and President, Brian Sittley, kicked off Roundup 2008.

Manufacturing systems - one of the few ERP systems designed from the ground up to use the full capabilities of Microsoft Windows.

[Read More](#)

Letter from the President

Brian Sittley



First off, thank you to the dozens of clients who took the time to attend our 8th annual Roundup customer conference last month. Your feedback was overwhelmingly positive, the range of solutions was broad and well-received, and we think our vendor-partners did a good job of conveying What's New in software and business technology.

Looking forward... In two months we will be sponsoring a special half-day, full-blown demonstration of one of our best (and best-selling) manufacturing solutions, ALERE from TIW Technology. This full-featured product tour will be conducted by none other than Rod Hatcher, TIW President and co-Founder.

If you're in manufacturing and your software is doing less than a wonderful job of helping you manage better (you know who you are...) then don't miss this half-day session on Sept. 25th, here at PSSI. We'll have more details in the weeks ahead. Come see this robust but affordable solution used by thousands of job shops and manufacturers across the USA!

These seminars are just our way of letting manufacturers and distributors from across the Midwest see and learn about the best business management software solutions on the market today. As always, we welcome your

Roundup Speakers' Presentations

Many of the Roundup breakout session speakers have provided copies of their presentations. If you were unable to attend, or if you attended and would like a copy of the presentations, you will find them at the link below. They are in either PowerPoint or pdf format.

Click on this [Roundup 2008 Presentation Request Link](#) to proceed.

Mining for "Nuggets" of Wisdom



Attendees at the Sage Pro, Version 7.5 breakout sessions listen as Mike Bongiovanni, Sage VP, discussed the enhancements.

Sage Pro ERP Version 7.5

Version 7.5 is now available

SAGE PRO

In late June, 2008, Sage Software, Inc., began shipping Sage Pro Version 7.5 to customers with current Software Maintenance Agreements. Substantial enhancements have been included in this release, particularly in the manufacturing modules.

feedback - we're here to help!

Regards,



Brian R. Sittley

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

Quick Links

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We suggest that all SBT or Sage Pro users review the enhancement listing. It may be that, with the current changes, you will benefit from upgrading. The continued need for some of the custom changes made to your system in the past may be eliminated with the enhanced Pro 7.5.

For more information about the enhancements in Sage Pro Version 7.5, go to [Sage Pro ERP Version 7.5 Enhancements](#) or contact PSSI. Let us help you determine whether there are benefits to your company from upgrading.

Lists of all Sage Pro enhancements since Version 6.0 are available by e-mail if you [request all Sage Pro Enhancements](#).

MAS 90 & MAS 200 Version 4.3

Sage Software has been busy over the winter!

SAGE MAS 90

SAGE MAS 200

The second newly enhanced Sage Software software solution is MAS 90 / MAS 200. Sage Software has been shipping Version 4.3 to customers with up to date Software Maintenance Agreements for about a month.

The "Paperless Office" is now included at no additional charge with MAS 90 and MAS 200. One of the cool things Paperless Office can do, according to Beth Bowers, MAS Consultant, is print all of your Period End reports as PDFs. Each report is created separately, with a date included in the automatic name, but you only have to choose to perform Period End, like normal.

Yes, you can print many reports to PDFs now, but you have to browse to find the right spot on your server (or local workstation), then change the name of the file. With Paperless Office, this is all taken care of automatically. You just choose to print it, and away it goes.

You can even setup CUSTOM reports in Paperless Office!

And don't forget - you do not have to setup ALL customers to receive email or fax invoices. You can mix and match as much as you want - some customers can get emails, some can get faxes, and others can get hard-copies. They'll ALL go in the correct format with just a click of the Print button.

Jump on the Green Bandwagon! Upgrade to 4.30 and save on paper, binders, and office space.

To obtain a copy of the MAS 4.3 enhancements, [link to MAS 90 and MAS](#)

Success With CRM: #9 In a Continuing Series



Don't Leave Training 'Til The End:

While this month's CRM tip is aimed primarily at CRM, the same principle applies for all new or upgraded systems.

Training is absolutely critical.

Yet, training is often considered the last component of an implementation. Training receives the least funding and results in end-users receiving a new application at the last minute.

It's like the old joke about the college professor who tells his class, "Don't worry about those chapters in the text that we skipped; I'm sure they have been adequately covered in the final exam." "Surprising" your employees with a new information system, while providing little or no training, is certainly destined to fail.

Training should begin immediately following integrator and software selection. This is not to say the hands-on training should begin immediately. What should begin is training on the philosophies, concepts and procedures that will be affected by the changes. The sooner training begins, the sooner end-users realize they're part of the process and the quicker they realize the benefits of the application.

Training should be designed around your business procedures. If your procedures will change with the conversion to the new system, the training should reflect those changes. We have all attended, and been disappointed with, "generic" training sessions. During these events, all of the features of the tool are explored, but most of them will never be used in our environment. Training must be appropriate for the audience.

"Training should begin as soon as the vendor is selected," says Suda Harvard, CRM specialist for Global Knowledge. "The more time to train, the

better off you are."

For more information about CRM Systems (or training), call us at 574-239-2444 or visit the PSSUSA.com web site, at: <http://www.pssiusa.com>.

The Man Who Sold Hot Dogs



One of my favorite fables

Many years ago there was a man who lived by the side of the road and sold hot dogs. He was hard of hearing so he had no radio. He had trouble with his eyes so he read no newspaper.

But he sold hot dogs.

He put up signs on the highway telling how good they were. He stood on the side of the road and cried: "Buy a hot dog, Mister?" And people bought, because he was so enthusiastic.

He increased his meat and bun orders. He bought a bigger stove to take care of his growing trade. He was happy selling hot dogs and people enjoyed doing business with him.

One day his son came home from college to help him out . . . and something happened.

His son said, "Father, haven't you been listening to the radio? Haven't you been reading the newspaper?"

"The situation in the middle east is terrible. The domestic situation is worse. The country is headed for a great depression."

Whereupon the father thought, "Well, my son's been to college, he reads the newspaper, he listens to the radio, and he ought to know."

So the father cut down on his meat and bun orders, he took down all his advertising signs, and no longer bothered to stand on the highway to sell his hot dogs.

And his hot dog sales fell almost overnight.

"You're right, son," the father said to the boy.

"We certainly are in the middle of a great depression!"

PSSI 2008 Holidays

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

Monday, September 1st		Labor Day
Thursday & Friday, 27th and 28th	November	Thanksgiving
Thursday & Friday, 25th and 26th	December	Christmas

Ted, 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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