FRONTLINE SYSTEMS INC.

DIRECT ACTION AND BOTTOM LINE RESULTS 1st Quarter | 2009

Sage Accpac ERP Newsletter

WHAT'S ALL THE TALK ABOUT BUSINESS INTELLIGENCE?

Business Intelligence, or "BI" as it's commonly called, is a popular buzzword in the software industry. But as technology has matured, today's BI is more than just a buzzword … it's an affordable necessity for small and medium-sized businesses. In fact, you have a fantastic set of BI tools that are built right in to your Sage Accpac ERP software that can help slice and dice your way to better profitability and business growth. First, let's talk about what BI is exactly.

The Right Information at the Right Time

BI is an umbrella term that describes a variety of tools involved in the process of gathering & organizing data into graphical views and meaningful reports that enable quick and informed decisions. Put simply, BI delivers the **right information** in the **right format** to the **right person** at the **right time**. Without the tools that BI offers, it can be difficult to harness the volumes of data in your Sage Accpac system in a timely fashion. The resulting "information overload" can delay important business decisions. The ultimate objective of BI is to improve the relevance, timeliness and quality of useful information.

No "Techie" Required

One of the most important aspects of BI tools is that they enable **non-technical** users (like managers and executives) to create charts, graphs, and meaningful reports that interpret large volumes of data without the need for a technical degree. Too often key decision makers are forced to wait weeks or even months while the data they need is extracted and compiled by the IT department in a report that arrives well "after the fact."

It's Not Just for "The Suits"

One of the nice things about BI is that it works great as both a strategic **and** operational tool. Strategically, managers and owners can analyze trends, gross profit margins, and other key performance indicators. Operationally, departmental personnel can streamline procedures. Consider the example of a collections department that goes through a series of tasks, reports, call logs, customer notes, and possibly information in external spreadsheets to determine which customers are overdue. Using BI, all of those tasks and data can be consolidated into a single "Collections Dashboard" that provides a **graphical snapshot** of overdue customers along with "click of a button" access to underlying detailed account data when needed.

BI and Sage Accpac

Years ago, companies spent big bucks to purchase separate business intelligence software that "snapped on" to their accounting system. Today, Sage Accpac ERP provides sophisticated Business Intelligence tools that are built right in. Modules like Accpac Insight provide you with a high-performance analytics and budgeting. Also, Sage Accpac Alerts will monitor your system for time-sensitive events (example: low inventory) and send an automated email alert to the right person for quick and decisive action. Plus, Sage Accpac Version 5.5 introduced **new analytical dashboards** with "snapshots" that help you analyze, predict, and manage business performance.

Combining the power of BI tools with human business intuition will empower you with the ability to analyze trends, make tactical decisions and get a leg up on the competition. Contact us if you'd like to find out how to use BI in your business and what combination of tools works best for you.

Sage Introduces SageCRM Version 6.2

In January, Sage announced availability of the new SageCRM Version 6.2. With the introduction of Sage Accpac Extended Enterprise Suite in 2008, SageCRM is embedded within Sage Accpac and has become an important component of your system. So let's take a look at some of the new features and how they'll benefit your business.

OK, GIVE ME THE TOP LEVEL STUFF

Expanded Relationship Management - a new "Related Entities" feature allows you to set up and manage relationships between multiple entities such as a holding company and its subsidiaries. You can also use this feature to manage multiple sales reps selling to various divisions within the same company (which can help identify cross-sell opportunities).

Enhanced Email Management - ensure professional communication with the enhanced SageCRM email editor with multi-lingual spell check capability.

Simplified Address Management - a new Address Maintenance screen provides an overview of links between companies, people, and addresses to reduce potential duplicate entries and minimize data maintenance and administration.

Branding Toolkit - a new toolkit allows you to change the look and feel of SageCRM to better match your corporate brand. Included are a number of pre-configured themes that can also be customized by the System Administrator.

Contact us for more information or a demonstration of SageCRM Version 6.2.

What's New in Version 6.2?

To learn more about the new features of SageCRM Version 6.2, download a copy of "What's New in SageCRM Version 6.2"

SAGE ACCPAC PRODUCT UPDATE:

French and Spanish Language Overlays Ready for Download

New French and Spanish language overlays are available for your Sage Accpac ERP system. Language overlays translate the financial and operational modules, as well as the Help text, into either French or Spanish. The language overlays are **FREE** and can be downloaded from the Sage Accpac Support Center at http://support.accpac.com (login required).

TIPS & TRICKS

Scheduling Recurring Transactions

In business, certain things occur regularly like lease payments and insurance. For these transactions, you can rely on the **Recurring Transactions** feature in your Sage Accpac System. Here's how

1. Open the **Scheduling folder** in **Common Services**, then double-click the Schedules icon.
2. At the top of the screen, type a **Schedule Code** and **Description** for this transaction.
3. Select whether you want to **schedule a reminder** and who will receive notification (if "Specific User" is selected, enter his/her ID)
4. At the bottom of the screen, select the **frequency** of recurrence (daily, monthly, etc.)
5. Click the **Add** button
6. Open AR, AP, or GL and **attach** your recurring transactions to the **schedules** you've created.

STEVEN ERICKSON | Steve@flsinc.net | (952) 476-2401

CONTACT US ...

3449 Hamilton Avenue | Deephaven, Minnesota 55391 | (866) 435-0243 | www.flsinc.net