MBA business software

www.mbabsi.com

sage
Authorized Partner

sage SILVER
Development Partner

sage
Certified Trainer

BETTER INTELLIGENCE IN SAGE 100 ERP 2014

Released in March, Sage 100 ERP Version 2014 is designed to connect you to the information you need to make better decisions, which is why you'll find plenty of new features and options in Sage 100 Intelligence Reporting. Here's a closer look.

Easier to Install, Access, and Use

To make installation and access even easier, Sage Intelligence now **installs automatically** with the Sage 100 ERP workstation setup (previously a separate step). Plus, Sage Intelligence can now be launched directly from the Sage 100 ERP Module Menus toolbar and the Tasks tab.

The updated version of Sage 100 ERP Intelligence Reporting is compatible with both 32-bit and 64-bit versions of Microsoft Excel® 2007, 2010, and 2013. Sage Intelligence is even easier to use featuring an updated interface for the Report Manager, Report Viewer, Connector Module, and the **Report Designer Add-In** giving you maximum control over report layouts and designs.

A New Subscription Bundle

The **Sage Intelligence Reporting Bundle** is a new way to purchase the reporting suite which is delivered as a subscription license with no long term contracts. This option includes an unlimited number of Report Manager and Viewer licenses, access to the Report Designer, and the Connector module which allows you to consolidate important information from multiple data sources.

> ***Note:*** *Sage Intelligence can still be licensed through individual users and modules. Customers that have already purchased Sage Intelligence cannot switch to the Sage ERP Intelligence Reporting Bundle.*

New Profitability Dashboard

Also new in 2014 is the Sage Intelligence **Profitability Dashboard**. This new visual report provides at-a-glance profitability of your customers, products, or sales team based on the week, month, or quarter.

The Profitability Dashboard provides you with meaningful graphics to help you quickly identify and analyze high volume products, top performing salespeople, and trend lines. With this information at your fingertips you'll make faster and more informed business decisions.

Sage 100 ERP 2014 - What's New Guide

Grab a copy of the **What's New Guide** to take a peek at the entire range of new features and product improvements included in Sage 100 ERP 2014.

Understanding the "Customer"
In Customer Relationship Management (CRM)

We are satisfied customers

It's easy to think of CRM software as a tool that only the salespeople use. But great **Customer Relationships** (the "CR" in CRM) are built on more than just sales. So let's take a look at some of the components of CRM software, like Sage CRM, that will help you deliver a wonderful and consistent experience with every customer interaction.

Customer Communication and Response

No doubt your accounting department gets regular requests from sales and customer service regarding the status of customer orders, shipments, credit limits, payments, and endless other accounting and operational inquiries.

When Sage CRM is integrated with Sage 100 ERP, all of your company data - from sales to accounting - is centralized in one single database. That means everyone in your company (using ERP *or* CRM) has access to customer information and can get answers quickly by performing their own inquiries.

Not only does your accounting staff benefit from fewer daily interruptions, but your customers get a faster and more direct response from the people they deal with most often - your sales and customer service staff.

Customer Marketing

Many businesses find that customer purchases made **after** the initial sale are considerably more profitable. Therefore, ongoing marketing programs aimed at current customers can be an important aspect of building customer loyalty and mutually beneficial relationships.

The **Sage CRM Marketing** component allows you to build a detailed profile of your customers to ensure that marketing communication is highly relevant. With the right information, your marketing team make can design more effective promotions based on a customer's previous purchases, product preferences, and other important characteristics of your relationship. Simply put, CRM software can help you understand and identify the true up-sell and cross-sell opportunities in every customer relationship.

Customer Service & Support

Sales and marketing bring new customers to your business, but your Customer Service and Support department keeps them with you for the long haul.

Sage CRM Customer Care provides your customer service personnel with fast access to service requests, recent customer communications (phone/email), support cases, call and escalation history, documents sent and received, and much more. Plus, all service and support activities are captured and documented in Sage CRM so that you start to build a knowledgebase that can help your service reps quickly resolve common customer issues.

Whether you sell products that require technical support or offer service agreements that continue beyond the initial sale, Sage CRM Customer Care provides the tools you need to manage resources, quickly resolve issues, track customer requests, provide high quality service, and build long-lasting and loyal relationships.

CRM is for Everyone - Not Just Sales

Even though CRM software is most often used by the sales team, remember that customer relationship management touches everyone in the company. Tools like Sage CRM can bridge departmental gaps and disconnected data to help create a truly great customer experience from sales and service to the warehouse and accounting.

Contact us about using Sage CRM to create great customer relationships.

Sage 100 ERP 2014

To upgrade or not to upgrade? That is the question on the minds of many customers now that **Sage 100 ERP 2014** is released and available for download. You may be wondering whether moving up to the latest version will benefit your company. So here are 8 reasons to consider an upgrade.

1. You Want to Leverage the Cloud

Sage 100 ERP Version 2014 allows you to connect your ERP system to the **Sage Data Cloud** - opening up your business to a world of add-on applications. That way, you can selectively leverage the cloud where it makes sense for your business - while the rest of your "core" ERP system remains on-premises. It's cloud convenience on **YOUR** terms.

2. You Want to Get Paid Faster

Give your customers the convenience of paying bills online with **Sage Billing and Payment**. This new subscription-based application provides your customers with a 24/7 self-service web portal so they can manage their accounts and make payments anytime - before, during, or after business hours.

3. You Want to Close More Sales

The new **Sage Mobile Sales**, a native ipad app, provides your salespeople with the tools and information they need - from customer purchase history and inventory levels to remote order entry and payment processing - to close more sales out in the field or away from the office.

4. You Want to Reduce Excess Inventory

The new cloud-based **Sage Inventory Advisor** helps you reduce excess inventory by continuously monitoring and analyzing your system's data to provide improved stock forecasting and optimal replenishment recommendations.

5. You Want Tighter CRM Integration

Sage CRM is even better-connected with Sage 100 ERP 2014 including a tighter integration, along with improvements to product stability and integrated reporting.

6. You Need More Intelligence Reporting

The new **Profitability Dashboard** for Sage Intelligence Reporting gives you at-a-glance profitability snapshots of your customers, products, and salespeople.

Sage 100 ERP 2014 also adds one of the most popular requests submitted through the customer ideas portal. You can now **keep the print window open** after printing or previewing custom or financial reports.

7. You Want Faster and Easier Search

Find the customer, vendor, or item records you need faster with the new **Auto-complete** feature. Simply begin typing the item name or description and Sage 100 ERP will automatically populate a selection of closely-related matches. Plus, the **Search Grid** window has been updated to make search even easier.

8. You Need to Find Invoices Fast

Find invoices faster with the **Invoice List Button** that's now available in more places (where you'd expect to find it) including Accounts Payable Invoice Data Entry, Repetitive Invoice Entry, and Accounts Receivable Repetitive Invoice Data Entry.

GOT QUESTIONS? READY TO UPGRADE?

Contact us if you'd like assistance with an upgrade or if you want to learn more about the new features and system requirements of Sage 100 ERP 2014.

MBA Business Software

1117 Perimeter Center West, Suite E210

Atlanta, GA 30338

(800) 274-8041

Info@mbabsi.com | www.mbabsi.com

MBA
business software
www.mbabsi.com