



Tandem Connections

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Why Should I Purchase a Support Contract from Tandem Technologies?

Tandem Technologies receives a lot of questions from our clients about the difference between the yearly support purchased from Sage and the yearly support contract Tandem offers. Some of those questions include: "We have our own IT, why do I need support from Tandem?" or "We have staff that have utilized Sage 300 and other Sage solutions for years, why do I need to pay for training?" or "We don't use very many of the modules, why do I need support?"

By maintaining your Sage Business Care you benefit from continuous improvements to help boost competitiveness and minimize business risks. Sage invests in research and development to update and extend Sage products so customers can continuously improve their business.

Sage Yearly Business Care or Maintenance Plans have three options to meet your business needs:

- **Silver Business Care:** Product enhancements and critical updates, version upgrades, access to 5 Sage support cases annually, 24/7 access to the online support knowledgebase, 1 use of Sage Intelligence Report Manager and Sage CRM, discounts on Sage Time, Sage Payment Solutions, and Sage Payroll Solutions.
- **Gold Business Care:** All the benefits of the Silver Business Care plus; unlimited number of support cases, unlimited Anytime Learning courses, Upgrade Planning assistance, 1 use of Sage Intelligence - Designer Module, discounts up to 30% on Realtime Learning, Sage Checks and Forms, and Sage Summit conference registration.
- **Platinum Business Care:** All the benefits of the Silver and Gold Business Care plans plus; unlimited number of premium support cases (the ability to schedule your support calls with dedicated Platinum Support Team members after a 2-minute hold time), 2 additional uses of Sage Intelligence and Sage CRM, discounts up to 50% on Realtime Learning, Sage Checks and Forms, and Sage Summit conference registration.

Tandem Technologies Yearly Support Contracts (include, but are not limited to): Unlimited help desk support, guaranteed response times, additional training, reduced hourly rate on new projects or services not included in the contract, upgrades to your Sage or ALERE solution(s), and consultant time needed for discussion of new products or business processes that your company are wanting to implement.

Like software plans, Tandem offers several plan options so that we can ensure we meet the needs of your company and how you utilize your software.

Mark Your Calendars! - Tandem Technologies Monthly e-Sessions

July e-Sessions:

➤ **Sage 300 - How to Set Up Payroll Deductions in Sage**

Date: Thursday, July 21, 2016

Time: 1:15 PM to 2:30 PM CDT / 2:15 PM to 3:30 PM EDT

Tandem felt this was a good time to discuss holiday, vacation, and paid time off using the benefits of Sage's Payroll module for tracking accruals, other benefits and deductions. Join Karen Smart and go in depth with the Sage 300 and Sage HRMS Payroll module. We will be showing attendees how to set up accruals, benefits and other payroll deductions.



➤ **ALERE - Providing a Remote Physical Inventory Screen for your iPad Users**

Date: Thursday, July 21, 2016

Time: 12:15 PM to 1:30 PM CDT / 1:15 PM to 2:30 PM EDT

ALERE MERGE product is still some 8 months away, but today we're finding ways to get ALERE Accounting functions in the hands of your mobile iPad users. Join Dennis McVeigh as he shows the promise of ALERE mobile-friendly structure, lending that functionality to providing your field teams with specific access to ALERE functions. Dennis will demonstrate getting to a specific ALERE function, the Physical Inventory input, and reconcile menus from a remote device without launching the entire ALERE Accounting product.

August e-Sessions:

➤ **Sage 300 - Exclusive Interview with Mark Kornhauser of Technisoft**

Date: Thursday, August 11, 2016

Time: 1:15 PM to 2:30 PM CDT / 2:15 PM to 3:30 PM EDT

Karen Smart will interview Mark Kornhauser, Managing Director of Technisoft, who will share his knowledge of the service industry and what new functionality companies will find in the latest release of Technisoft Service Manager. Technisoft Service Manager enables in-depth control of job costing, scheduling of resources, preventative maintenance, service agreements, and field staff directly from Sage 300.

➤ **Sage 300 - Sage 300 Can Provide Landed Cost Your Way**

Date: Thursday, August 25, 2016

Time: 12:15 PM to 1:30 PM CDT / 1:15 PM to 2:30 PM EDT

Sage 300 supports landed cost, but you have to track down broker invoices, trucking bills that arrive late and other invoices to match them back to inventory, and the timing of A/P invoices received do not align with the need to get A/R invoices out quickly. The problem? Inventory landed cost is not always accurate. Join Dennis McVeigh to learn how you can use Sage 300 "hidden" fields to record landed cost parameters so your company can record landed cost using current data, and with some modifications, to your Crystal Reports. You can print sales reports and inventory reports with landed cost your way! You have to do some prep work, but maintaining landed cost gets easier since "hidden" fields are always available in any report that accesses the data tables.

➤ **Sage 300 - Technisoft Service Manager Demo**

Date: Thursday, August 25, 2016

Time: 1:15 PM to 2:30 PM CDT / 2:15 PM to 3:30 PM EDT

Join Daniel Jeffrey from Technisoft, as he demonstrates how Technisoft Service Manager is integrated with Sage 300 and some of the awesome features it has for your company such as: Integration to Time Cards, Recurring Time Entries feature, specify G/L segment overrides at Site Level, Price Escalation, Response feature enhancements, Equipment downtime measure, new "Service" Meter Reading type and much more!

Enroll now at <http://tiny.cc/e-session>

Join Tandem Technologies at Sage Summit - Chicago, IL

Thank you to all of our clients and future clients that have already registered for this year's Sage Summit. If you haven't already registered, there's still time! Register at www.sage.com/sage-summit and use our promo code TANDEM.

At Sage Summit you will have the opportunity to hear keynote speakers Sir Richard Branson; Motivational Speaker and Investor on ABC's Shark Tank, Daymond John; Actor, Ashton Kutcher; Actress/Singer, Gwyneth Paltrow; Actress, Zooey Deschanel; Businessman and Investor on ABC's Shark Tank, Robert Herjavec; and Co-Founder & CEO of Kickstarter, Yancey Strickler.

Attend breakout sessions to learn more about Sage 300, Sage CRM, Sage Fixed Assets, Sage HRMS, as well as third party solutions such as Technisoft Service Manager, Wellspring PrintBoss and Auto Simply Manufacturing.

Meet up with Tandem consultants, interact and network with other Sage users. Share some great meals and attend the Customer Night Event to unwind, enjoy refreshments and rock out with Grammy-nominated band, The Killers!



Exclusive Interview: Technisoft Service Manager for Sage 300

While Tandem Technologies is at Sage Summit, we will be recording an exclusive interview between Karen Smart and Mark Kornhauser, Managing Director for Technisoft. Mark will be sharing his knowledge of the service industry and what new functionality companies will find in the latest release of Technisoft Service Manager.

Then, on Thursday, August 11th, we will be unveiling the interview in a 2-part informative webinar series. The first being the interview between Karen and Mark; the second being Daniel Jeffrey from Technisoft providing a demo of Technisoft Service Manager, where he'll dive in and showcase how this solution is integrated with Sage 300, some of the awesome features it has, and how this solution can benefit your company.

If Your Company Provides Services That Include...

- Labor scheduling and dispatch
- Preventative maintenance
- Warranties
- Manufacturer/Vendor returns
- Service Level Agreements
- Warranties



...then this 2-part informative webinar series is for you! Technisoft Service Manager will accommodate your workflow today and can easily be scaled to grow with your business into the future. It enables in-depth control of job costing, scheduling of resources, preventative maintenance, service agreements and field staff directly from Sage 300.

Some of the industries that benefit from the solution are: Commercial Amusement Equipment, Building Maintenance Services, Heavy Equipment Rentals, Plumbing and Electrical Contractors, Heating and Air Conditioning, Telecommunications Equipment and Services, Office Equipment and many more.

If you're interested in attending our webinar series on Technisoft Service Manager or have any questions regarding this solution, please fill out our online request form at www.tiny.cc/TSM_request.

ALERE NEWS - v11.0 To Be Released Late 2016

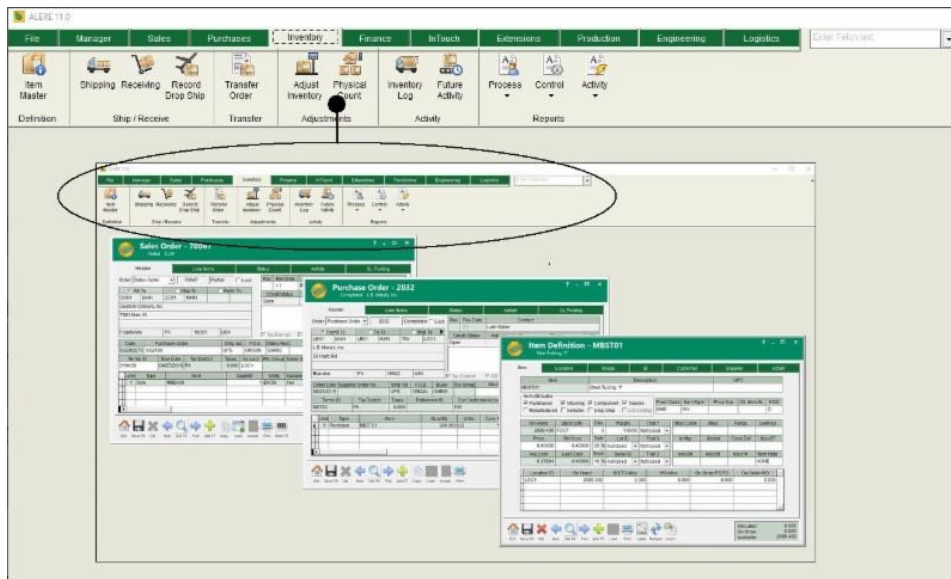
TIW Corp. is announcing ALERE v11.0, with the first major user interface update in a number of years and it will allow for one single product. If you are using both ALERE Accounting and Manufacturing the number of users you have in each package will be combined. For example, if you have 10 accounting users and 5 manufacturing users, then you will have 15 concurrent users in ALERE v11.0.

Ribbon Menu

The ribbon menu is the most modern of interfaces yet retains ALERE's familiar screen-on-screen capabilities. Fetch has been moved up onto the menu bar. Clicking on the arrow will display the combined lists of search criteria. The most common search functions used by an individual will automatically migrate to the top of the list. Alternatively, each user can "peg" favorite searches to a specific position in the list.

The menu structure itself can be easily modified to suit the needs of the company and individual users.

Screen-on-screen will be maintained as well as the screen layouts. The one noticeable item missing is the image area on the left-hand side of many of the screens. The active tab will be colored light grey and the inactive tabs will be dark green. This is to increase the visibility of the active tab.



Stay tuned because Tandem Technologies will be providing a free webinar showing you all the new features and changes as soon as our consultants have access to it.

Upcoming ALERE Accounting & Manufacturing Events

The courses are taught onsite at TIW Corp, located in Easton, PA and registration with prepayment is required. A discount of \$100 may be taken for each additional person from a company that is taking the same seminar. Registration includes seminar materials, continental breakfast and lunch.

Reminder: If you are an ALERE client, you get a FREE ticket to training when you renew your support contract!

ALERE Manufacturing Technical Seminar \$595.00 | July 18th and 19th | 9am to 5pm EDT

This seminar is perfect for the first time ALERE Manufacturing user or as a refresher course to bring you up to speed on the newest features and processes.

ALERE Accounting Technical Seminar \$895.00 | July 20th, 21st, and 22nd | 9am to 5pm EDT

This seminar is perfect for the first time ALERE Accounting user or as a refresher course to bring you up to speed on the newest features and processes.