Sage | Sage 300 Certified Consultant 2016   sage | Sage CRM Certified Consultant 2016   sage | Sage HRMS Certified Consultant 2016

Tandem Connections

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Business Challenges and Growth Keeping You Up at Night?

Running a business has never been for the fainthearted, but some of the challenges of doing business can be particularly daunting. Sometimes business challenges require more than a quick-fix meeting or phone call.

When I have a business challenge or I'm struggling to find a solution to a business objective, I get out in my flower gardens and backyard pond. I get my hands muddy, and I mean serious mud and muck. This is where I can let my mind relax and creative ideas flow.

I've been gardening for years, but even with the experience under my belt, my flowers and pond still surprise me. Things don't grow the way I planned or hoped they would, "rogue" plants show up and start growing like, well, weeds, and even my most looked after plants fail for unknown reasons.

Your best ideas can fall flat. Totally unexpected things can happen and throw a wrench into your functioning business. You can't grow a garden overnight and there's no such thing as "overnight success." Things take time; that doesn't mean you need to plow your garden under or give up on your business.

While my creative ideas and requirements may differ from yours, you can benefit from the collective experiences of our Tandem partners' expertise.

While our clients range from small mom-and-pop storefronts to large multi-location corporations; all businesses are confronted with some of the same technical and process struggles. Over the next few months we are conducting webinars on how to address some of the business challenges we are _all_ confronted with.

Does your company have a business growth road map planned? Is your organization able to track and accomplish everything it needs to reach monthly, quarterly and yearly growth goals? Do you need better tools to provide analytics or meaningful reports? Are your employees trained and able to access the data to create those reports? Are you concerned with the difference between cloud-based systems, SaaS, or on-premise solutions? Which option is most cost effective for your business?

There is a progression to change. Tandem's business value is to align your company with the tools, training, consulting and/or software to lower the challenges your organization faces.

Tandem Summer Series e-Sessions

Please join us on **Thursday, June 22, 2017 for the first webinar of the series, "Reporting & Productivity Solutions: Information + Tools = A Better Night's Sleep"**. We will provide educational information and tactics to take your business to the next level. We'll expose business solutions to some of the most challenging business struggles.

Then join us on **Thursday, July 20, 2017 for the second webinar of the series, "Staying Alert and Keeping the Flow: How Alerts and Workflow Automation Can Help Your Business"**. We will be showing how setting up alerts for important transactions and events can benefit your business. We'll also show ways to set-up a workflow for business processes that are important to your revenue growth.

Going forward – The next webinars will be based on what _your_ business challenges are. After the first and second webinars, we will be conducting a survey from the attendees; based on their responses we will tailor the next 2 webinars in this series to your business objectives.

<u>Mark Your Calendars!</u> - Tandem Technologies Monthly e-Sessions

May e-Session:

    Due to the Memorial Day holiday, we will not be holding a Sage 300 or ALERE e-Session.

June e-Session - First in the Summer Series:

➢ **"Reporting & Productivity Solutions: Information + Tools = A Better Night's Rest"**
   Date: Thursday, June 22, 2017
   Time: 1:15 PM to 2:15 PM CDT / 2:15 PM to 3:15 PM EDT
   Join us for educational information and presentations on predictive analysis tools, boosting productivity, and how to increase profitability with better reporting tools.

- Are you still mailing invoices to your clients?

- Are you spending excessive amounts of money purchasing check stock for <u>each</u> bank account?

- Would you like to be able to create custom reports without involving a programmer or the IT/Application Development department?

- Would you like to learn how report writers can reduce your work in Excel?

July e-Session - Second in the Summer Series:

➢ **"Staying Alert and Keeping the Flow: How Alerts and Workflow Can Help Your Business"**
   Date: Thursday, July 20, 2017
   Time: 1:15 PM to 2:15 PM CDT / 2:15 PM to 3:15 PM EDT
   Join us for our second webinar of the series as we show you how setting up alerts and triggers for important transactions and events can benefit your business. We will also show you ways to set up a workflow for business processes that are important to your revenue growth.

- Are you losing track of potential clients or business because you didn't follow through or remember to touch base?

- Does your software alert you to accounts that are past due?

- Do you have PO's not being fulfilled so that you can ship product on time to your clients?

- Do you need to know when stock levels drop below a certain level?

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

2 Free Hours of Consulting/Training[*]

To discuss your business growth and changes your company is thinking about

* Must attend one Summer Series Webinar. Offer subject to change.

On-Premise ERP vs. Cloud ERP Solutions

When selecting a new ERP system, one of the most critical factors in your decision will be whether you choose cloud ERP vs on-premise ERP. So, what's the difference and which one is right for you? Cloud-based ERP systems have become much more popular in recent years – especially among small to midsize businesses. But there are many reasons why a company might choose a traditional, on-premise system.

The fact that both services are equally promising has led to ongoing discussions about the superiority and security of one over the other. The fundamental point is that not all solutions work equally well in the cloud on in an on-premise solution. There are benefits and disadvantages to both platforms.

Here are some key factors to consider when weighing whether to use on-premise or cloud-based ERP software.

➢ **Deployment and Pricing**

The biggest difference between these two systems is how they're deployed

- On-premise software is installed locally, on a company's own computers and servers.
- Cloud-based software is hosted on the vendor's servers and accessed through a web browser.

Another key difference between is how they are priced.

- On-premise software is generally priced under a one-time perpetual license fee. There are recurring fees for support, training and updates.
- Cloud-based software is priced under a monthly or annual subscription basis, with additional recurring fees for support, training and updates.

➢ **Customization**

For many organizations, the ability to customize to their specific needs and requirements is paramount.

- On-premise software can be customized, but those customizations are tied to your current software deployment and are not easy to re-implement with future versions.
- Cloud-based software is continually upgraded by the provider so you can be sure you're always using the latest, most advanced version. Because of the cloud platform today's leading cloud applications are built upon, your previously implemented customizations may carry forward when the solution is updated.

➢ **Security**

Security is often the top concern, considering how critical the data stored in an ERP system is – including company financials, corporate trade secrets, employee information, client lists and more.

- On-premise software systems are historically considered very secure because the hardware and software are installed locally. Access can be more closely monitored and controlled. However, the need to constantly patch these systems with updates and customizations may introduce security risks.
- Cloud-based software data security is handled by the vendor, but you should still work with the vendor to ensure the highest level of security. Most providers make securing their systems a top priority by providing strong, industry standard data security certifications.

➢ **Mobile Accessibility**

As the world continues to go mobile, the need for an ERP solution to be accessible from anywhere cannot be overstated.

- Mobile accessibility can pose an issue for on-premise as these often require a third-party client to communicate between a mobile device and the software.
- Cloud-based software provides real-time data that can be accessed via the Internet anywhere, at any time. That means you can see accurate information on laptops, smartphones, and tablet devices. Many even offer native mobile apps.

➢ **Infrastructure**

Another common concern with any ERP solution is the inability to operate due to software, hardware and infrastructure malfunctions. Operational disruptions can translate into hefty losses.

- On-premise software requires that your IT team spends a significant amount of time and budgeting to ensure you system is up-and-running when you need it, including maintenance of hardware, software, data backups, storage and disaster recovery.
- Cloud-based software is provided by the vendor, who hosts and maintains all the IT infrastructure for you, ensuring the system is always running and that your data is secure. This redundancy ensures that there's no down time.

<u>We're Here to Help</u>

If you are struggling with which solution is best for your company, give us a call at 866-392-6132.

Save 80% on Your Check Processing and Forms with WellSpring PrintBoss — For ALERE and Sage 300

No special printing hardware is required for this software that has seamless integration to your accounting software; it is capable of printing to HP compatible laser printers. This software is very inexpensive ($495.00) and uses blank check stock and paper, thus eliminating the need for securing your company's check stock and paying big dollars for pre-printed check stock and other forms like invoices, sales orders and purchase orders.

Additionally, for check processing, PrintBoss accommodates unlimited bank accounts (10 initially) with different logos and signatures for each, creates a positive pay file to the bank, restricts the personnel who can print checks and a security protected signature can also be added. PrintBoss can also manage all of your forms and send out PDF's via e-mail to customers or vendors.

We already have many clients utilizing this software and saving money. **Get in touch with us today for a demo; call 866-392-6132, Option 1. Or attend our June 22nd Summer Series webinar, and receive a 2-Free Hour Consultation/Training coupon.**

Every Company Needs Customer Relationship Management

Not all businesses refer to their customers or vendors in the same way. Some refer to them as members, clients, or constituents. In the end, every business has some type of group that requires constant and consistent contact to keep business thriving. Customer Relationship Management (CRM) is more than just a set of processes – it is a business culture focused on winning and keeping your business thriving for life. CRM is all about understanding the habits and preferences of those groups so that you may keep them coming back, understand trends, determine marketing success and failures, provide services to stay ahead of the competition, and increase staff awareness of any customer needs. All of these things lead to increased efficiencies within your organization. Here are just a few:

1. New Opportunities – because the more you know about your customers/clients, the better prepared you are when they are ready to make their next purchase or donation by identifying those cycles.

2. Improved Offerings or Services -- satisfaction is the success factor for any business and your CRM solution should ensure it includes the ability to do marketing and link to important marketing feedback.

3. Better Decision-Making – ability to get comprehensive reports of behaviors, marketing results and sales activity about what is working and what is not.

4. Automated workflow and lead tracking and alerts for leads/customers
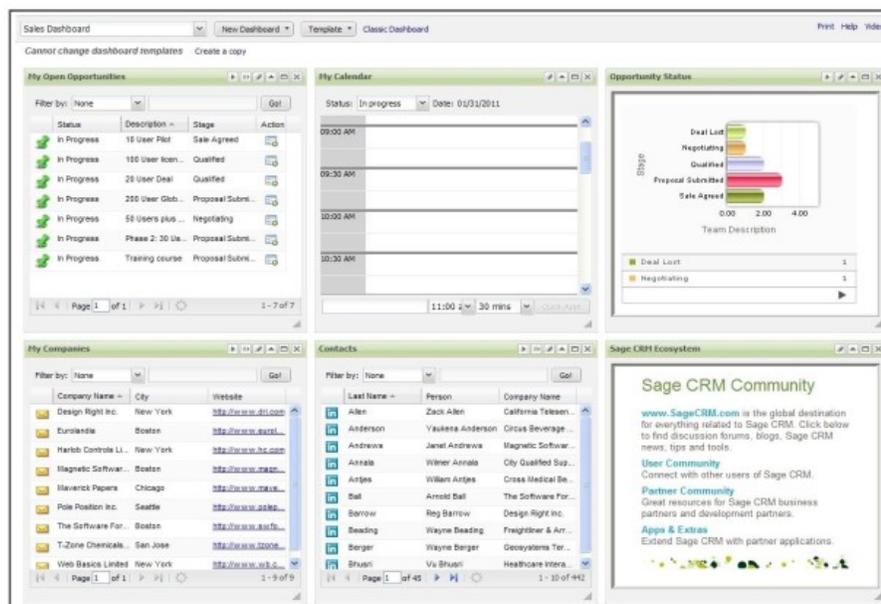
Tandem Technologies can help management in determining ways your organization will benefit and be more profitable with a relationship management solution. Your CRM should be able to determine trends in sales and marketing campaigns, give accurate reporting of lead-to-close ratios by employee, and access to information that is necessary to make strategic decisions about your business.

Attend our July 20th Summer Series webinar and receive a 2-Free Hour Consultation/Training coupon to discuss your business growth and changes you may be thinking of making.