



Sage MAS 90 and MAS 200 Newsletter

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The Future of Extended Solutions

By now, you may have heard the recent announcement by Sage that many of the most popular Sage MAS 90 and MAS 200 Extended Solutions will be included in future product releases, while others will be phased out. If you currently own an Extended Solution(s) or are planning an upgrade to take advantage of the new features, then read on to learn about the future of Extended Solutions.

First, A Little Background

Extended Solutions were originally developed by a top Sage Development Partner to meet very specialized needs of the Sage MAS 90 and MAS 200 customer base. Sage acquired this library of functional enhancements, which includes over 1,000 titles, back in January 2004. Since then, Sage customers have had the opportunity of purchasing individual Extended Solutions titles to enhance their core system based on individual need.

Because there are over 1,000 titles and many are highly specialized, most of the individual Extended Solutions titles are owned by only 1 or 2 customers. On the other hand, more popular titles with broad appeal (like Paperless Office) were evaluated and Sage began incorporating some of them into Sage MAS 90 and MAS 200 Version 4.3. The recent announcement continues that trend.

The Announcement

In order to continue building value into Sage MAS 90 and MAS 200, simplify the product, and maximize support and development resources, Sage announced that they will begin phasing out many of the **least** popular Extended Solutions. At the same time, the features and functionality of the **most** popular Extended Solutions will be incorporated into the core system. That means all customers (on a current support and maintenance plan) will benefit from the new features over the next several products releases and updates ... all without the additional expense of purchasing separate Extended Solutions titles!

For a list of the most popular Extended Solutions that are scheduled to be included in future releases, visit: www.sagemas.com/products/sagemas90_mas200/extended_solutions.

What About the Phased-Out Titles?

Extended Solutions that are no longer listed on the SageMAS.com website (link above) have been retired. If you currently own a retired Extended Solution, you will continue to receive Compatibility and Product updates for Sage MAS 90 and MAS 200 Version 4.3 and Extended Enterprise Suite versions 1.0 thru 1.3 until 11/1/2010. Customers on a current support and maintenance plan will continue to receive support for retired titles until 11/1/2010.

[Contact us](#) to discuss your options and we'll develop a plan that's best for you. As your technology partner, we may be able to provide technical support so you continue to benefit from your retired Extended Solution or help you find an alternative solution that provides the same functionality.



Authorized Partner

A Closer Look at "Usability Enhancements"

As with any new release, there are always a collection of new features called "Usability Enhancements." These aren't typically the big-hitting new features that everyone eagerly anticipates. But depending on your workflow and how you use the system, they can be extremely important and go a long way in helping to improve your experience. That said, let's take a look at some of the Usability Enhancements anticipated with Version 4.4 scheduled for release during the first calendar quarter of 2010.

Persistent Report Preview Setting

Report Preview will now allow you to set your own (by user) default magnification level. After you set your preference, you can preview all reports at that setting without having to reselect all preferences every time you run a report. This customer-requested feature is seemingly minor but can really save a lot of mouse clicks and time for heavy report users.

Alias Item Inquiry

Alias Item Inquiry is a fantastic feature that allows you create an alias for items in your system that match the items in your customer and/or vendors systems. In other words, **Item A** in your MAS 90 system might be **Item B** in your customer's accounting system. Once you create an alias, you can now search based on your customer's item code (Item B) during sales order entry for example, then enter the order using YOUR Item code so it's tracked properly in inventory.

Alias Item Inquiry will be more available in Version 4.4. Previously only available in Sales Order and Purchase Order entry, Alias Item Inquiry will now be available in Inventory Inquiry and Maintenance.

Concept Menu Right Click

Concept menus will be accessible by right-click from within data entry grids in Sales Order, Purchase Order and Bill of

Materials. For example when you right-click in the data entry grid of Sales Order, a concept menu will allow you to easily jump to Item Maintenance, Item Quantity Inquiry, and Item Memo without additional keystrokes and clicks.

Business Framework Expanding

By now, you're probably familiar with the Business Framework originally introduced in the core modules (GL, AP). These customer-requested options (like dual-grid entry, drag-and-drop personalization, and Electronic Memo Manager) came as a result of extensive usability studies and enhancement requests. With Version 4.4, the Business Framework functionality will be available in Purchase Order, Bill of Materials, Inventory Management, and Bar Code.

[Contact us](#) to learn more about Version 4.4 or to request a copy of the detail Pre-Release Guide.

Tip: Creating an Alias Item Code

1. Launch **Inventory Maintenance** and click the **Main** tab. Pull up an inventory item.
2. Click the **Alias** button on the Top/Right side.
3. Enter an **Alias Item Number** and **Type**.
Note: Depending on the Type you select, additional fields may pop up allowing you to specify a customer or vendor.
4. Click **Accept**.

Now when you're entering sales or purchase order line items, you can look up items using your newly-created alias! (*Tip valid for v4.3*)

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SageCRM - More Than Just a Sales Tool

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

Marketing

For many businesses, customer relationships are considerably more profitable *after* the initial sale. Implementing marketing programs aimed at current customers can be an important advantage in building customer loyalty and mutually beneficial relationships.

[SageCRM Marketing](#) empowers your marketing team with tools to plan, execute, and evaluate the performance of targeted marketing campaigns. You can segregate campaigns aimed at new business vs. those that are targeted to existing customers as well as track and measure every phase of a given campaign. SageCRM Marketing also allows you to build a detailed profile of your customers over the course of your relationship to ensure that marketing communication is highly relevant. With the right information, your marketing team can design effective promotions based on a customer's previous purchases, product preferences, and other important characteristics of your relationship.

Customer Care

Sales and marketing bring new customers to your business, but your Customer Service department keeps them with you for the long haul. [SageCRM Customer Care](#) provides your customer service personnel with fast access to service requests, call and escalation history, recent customer communications, support cases, email communication,

documents sent and received, and much more. Plus, all service and support activities are captured in SageCRM so that you start to build a knowledgebase of common issues and resolutions. Your service reps can then use that knowledgebase to quickly resolve common challenges. Whether you sell products that require technical support or offer service agreements that continue well beyond the initial sale, SageCRM 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. And with all of that information at their fingertips, your customer service reps will have a better opportunity to cross-sell complementary products and services.

Mobile Access

If you have service personnel that work in the field, then all that great customer information stored in SageCRM is rendered useless unless you can provide access to your field personnel. That's where [SageCRM Mobile Solutions](#) comes in. Using a PDA, your field service reps have real-time access to customer contact information, account history, and can schedule follow up activities and appointments. Or you can use the web to access the same features ... even if you're not connected, you can work offline and synchronize with the SageCRM database later.

By enabling sales and service personnel to securely access SageCRM using the web or mobile device, you'll ensure they have information available to resolve customer issues quickly, place orders efficiently, and keep customers happy.

SageCRM is just another reason that the Sage MAS 90 and MAS 200 Extended Enterprise Suite provides you with a 360-degree view of your business. [Contact us](#) if you'd like to learn more or to discuss the benefit of upgrading to Extended Enterprise Suite.