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## UNDERSTANDING THE SAGE DATA CLOUD

### Why It's Important to Your Sage 300 ERP System

During [Sage Summit 2014](#) in Las Vegas, there was a lot of talk about **Sage Data Cloud** and the important role that it plays in Sage's mobile and cloud technology vision. So we thought we'd take a closer look to help you understand what Sage Data Cloud means for your Sage 300 ERP ("Accpac") system - today and into the future.

#### What is Sage Data Cloud?

[Sage Data Cloud](#) is technology that acts as a hub - or bridge - that connects your Sage 300 ERP system to a whole new world of mobile applications, software, and services delivered from the cloud. As seen in the diagram, it enables data and transactions to flow freely, and synchronize, between the cloud and your on-premises Sage 300 accounting system.

In fact, this technology is already at work delivering some of the newer [Sage Web & Mobile Applications](#) like Sage Mobile Sales, Mobile Service, Online Billing and Payment, and Sage Inventory Advisor. This library of new and innovative add-on applications will grow as Sage continues to leverage the Sage Data Cloud platform.

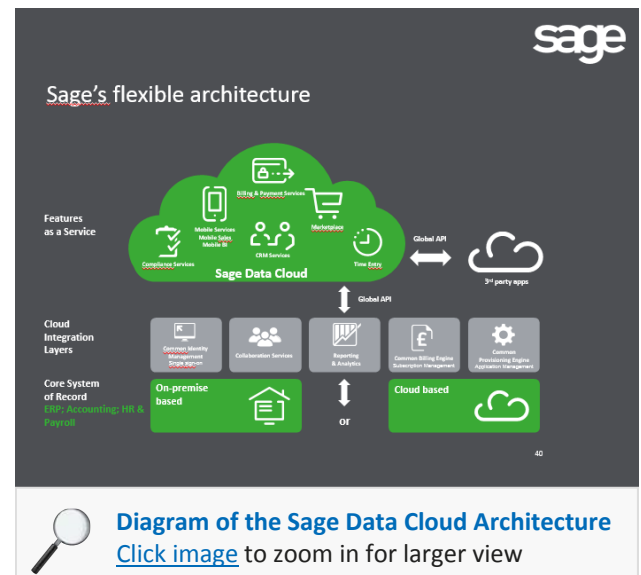
#### Why Should I Care?

For some companies, choosing between the cloud and an on-premises installation is an either/or decision. But not everyone is sold on trusting ALL of their critical financial and operational data to a cloud vendor for safe keeping. With Sage Data Cloud, you don't have to choose because you get the **best of both worlds**. Sage describes it as a "**Hybrid Cloud**" which means that you have some data on-premises (on **YOUR** server) and some data in the cloud.

Sage Data Cloud also preserves your existing investment in Sage 300 ERP while at the same time extending available features and functionality through web-based cloud applications. You get the flexibility and ease-of-access (anywhere and on any device) that the cloud offers while preserving your existing workflow, investment in training, and any customizations you've applied to your on-premises installation.



Visit the [Sage Data Cloud](#) website to learn more or [contact us](#) with your questions.





# Spotlight On: CRM

## What is Social CRM?

Successful companies are increasingly using tools like [Sage CRM](#) to develop and manage customer relationships. But if you focus only on your own internal CRM data, you could be missing opportunities online. Nowadays, more consumers are using social media to research products, ask questions, and solicit recommendations from their social network.

So we want to introduce you to the concept of **Social CRM**. Combining social media conversations with your in-house CRM data to help uncover new opportunities.

### What is Social CRM?

Social CRM is often used as a synonym for social media monitoring, where a company monitors services like Twitter, Facebook, and LinkedIn for relevant mentions of their business or product.

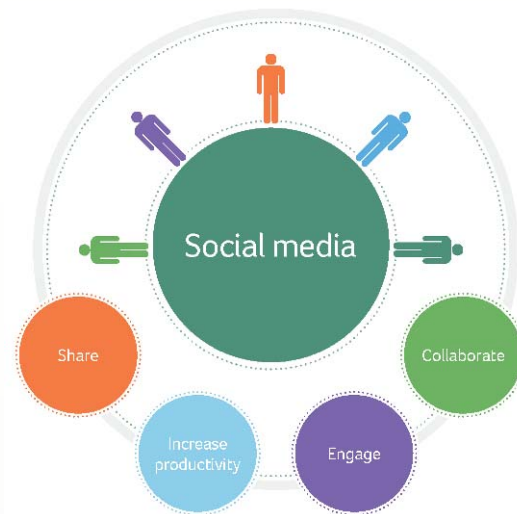
But Social CRM is more than just monitoring what people are saying. It makes social media a part of your regular business workflow by combining traditional CRM tools (like Sage CRM) with online customer conversations/activity.

It's important to note that Social CRM is not a new idea that is going to **replace** a traditional CRM system, but an evolution and **extension** of how CRM is used.

### Benefits of Social CRM

Benefits of Social CRM can include:

- **360° View of Customers** - Track it all, from basic customer calls and email to social interactions and online recommendations.
- **Respond Faster** - Deliver timely responses and solve customer issues quickly using social channels.
- **Drive Revenue** - Leverage “social prospecting” to pick up on conversations and take advantage of potential revenue opportunities you might otherwise miss.
- **More Targeted Marketing** - Know which social sites your customers are using and what they are looking for to develop more targeted marketing campaigns.



### How Sage CRM Can Help

**Sage CRM** integrates with the top social media networks, such as **Facebook**, **LinkedIn**, and **Twitter**, so that you can engage consumers and monitor competitors online.

Another recently-added social feature in Sage CRM is the integration with **Yammer** - a private social network that allows your company and staff to collaborate across departments and office locations.

These integrations make it easy to leverage the wealth of valuable customer and prospect data on social media and combine it with your traditional Sage CRM data to unlock opportunity and insight that drives competitive advantage.

### Getting Started with Social CRM

[Contact us](#) for more information about Sage CRM or for help unlocking Social CRM functionality.



#### Want to Learn More?

Click to download “Making Every Customer Conversation Count: A Practical Guide to Social CRM”



# Spotlight On: HRMS

## A Closer Look At Sage Source

Did you know that as a Sage HRMS customer, you and your employees can access payroll history, publish company announcements, and extend the functionality of your HRMS system using [Sage Source](#)?

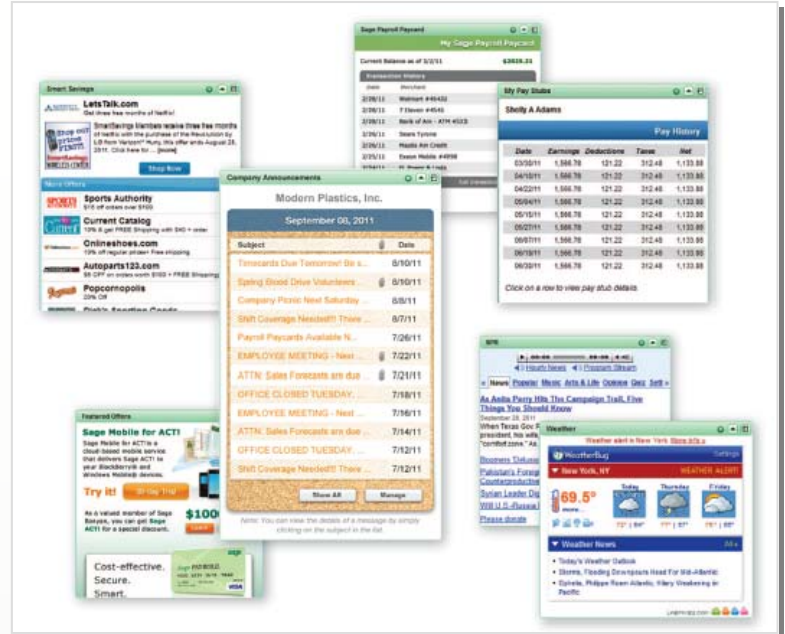
Sage Source is an easy-to-use, cloud-based workspace that can be accessed using any web-enabled device. It's a **free benefit** that's available to all Sage HRMS customers on a current Business Care plan. Let's take a closer look.

### Sage Source Features

Sage Source empowers your business by delivering cloud-based employee services that were once only available to larger organizations.

By connecting with **Sage Source**, you get access to valuable resources that complement your Sage HRMS system such as:

- **Payroll Self Service** - improve accuracy, reduce mistakes, and decrease the amount of time your HR team spends on routine employee requests.
- **Online Pay History** - provide employees with secure online access to summary level pay history.
- **Sage Source Services** – A catalog of subscription-based add-on solutions that extend Sage HRMS functionality.
- **Customizable Dashboard** - displays professional and personal tools so your employees have quick access to the resources and data they need every day.
- **Company Announcements** - publish company-wide announcements using online bulletin boards.
- **Employee Profile** - employees can view their paid time off balances, including vacation, sick, and personal days.
- **Company Directory** - easy access to employee contact information like names, phone, and employee photos.



### Getting Started with Sage Source

Getting started with Sage Source is simple and does not require any implementation or IT administration. To get started, all you have to do is [register at Sage Source](#) using your customer ID and email address. You can then invite others in your organization to sign up for Sage Source through the easy-to-use interface. It's that simple!

After registering, you and your employees can use a laptop, tablet, or any web-enabled mobile device to take advantage of all Sage Source features in the office or on the road.

And perhaps best of all, Sage Source is a **free benefit to all Sage HRMS customers** on a current Business Care plan.

Register at: <https://app.sagesource.com/portal/signup>



[Download a copy](#) of the **Sage Source Overview Brochure** or contact us for more information.



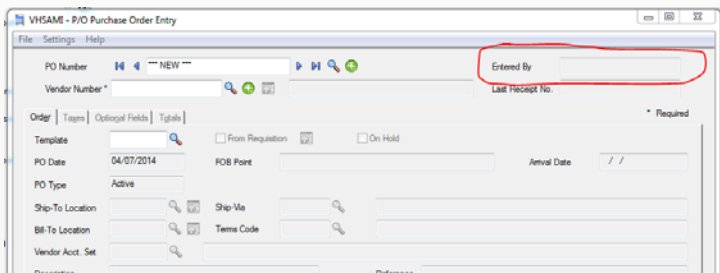
# New Features By Module

## Sage 300 ERP 2014

In previous newsletters, we introduced you to some of the major enhancements that were part the Sage 300 ERP 2014 release like the redesigned desktop, new modern interface, Sage Mobile Apps, and more. In this article, we'll take a look at some of the functional improvements that were made in various modules - many of these less-advertised features might have flown under the radar.

**GENERAL LEDGER** - The **GL Transaction Listing Report** now allows you to include multiple fiscal years and periods. In addition, Financial Reporter now supports Excel 2013.

**PURCHASE ORDER** - A new **Entered By** field on the transaction entry screens (Requisitions, PO Entry, Receipt, Invoicing, and Returns) allows you to quickly determine who entered the original transaction, providing a better audit trail.



**INVENTORY CONTROL** - A new checkbox option will **Allow Duplicate Serial Numbers** for companies that have serialized inventory and lot tracking turned on. To activate this feature, navigate to the **I/C Options** screen.

There's also a new **Unit Cost** field on the **Lot Numbers Inquiry** screen that displays the unit cost for items in a lot. It is calculated based on quantity of items in the lot and the total cost of the lot. To find this new field, navigate to:

[IC Statistics and Inquiries > Lot Numbers Inquiry](#)

**BILL OF MATERIALS** - A new field labeled **"Use as Default"** displays when creating a Master Number. This option allows you to set a BOM number as the default when creating assemblies and disassemblies.

**SYSTEM MANAGER** - Improved user management for **JanPak** and **IAP** users have been combined onto 1 screen making it easier to determine who is signed in and what activities they are currently performing.



See Also: [Manage Current Users Video Tutorial](#)

## Want More Detail?

These are just a few of the new features that are included in Sage 300 ERP 2014. For full details, download the guide [What's New in Sage 300 ERP 2014](#) (PDF).



## END OF SUPPORT NOTICE

### MICROSOFT WINDOWS XP

As you probably heard by now, Microsoft officially ended support for Windows XP as of April 8, 2014. A long-running and popular operating system, Windows XP was originally introduced over 12 years ago.

#### What Does This Mean for Sage 300 ERP (Accpac)?

Sage has stopped supporting any version of Sage 300 ERP (or Accpac) on Windows XP. It's important to note that Sage 300 ERP 2014 is not compatible with Windows XP. Any future product updates for other versions like 2012, 6.0, and 5.6 will not be compatible either.

#### We're Here To Help!

[Contact us](#) with questions or if you need help with an upgrade to a supported version of Microsoft Windows.

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