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## MOVING SAGE 100 TO THE CLOUD New Program Simplifies Migration

Sage has recently introduced a new program designed to facilitate and simplify the process of moving your Sage 100 data and system to the cloud. Let's take a closer look at the details and benefits of the new **Sage Partner Cloud** framework.

### What is Sage Partner Cloud?

In a nutshell, Sage has created tools, forged strategic partnerships, and developed a framework for Sage Authorized partners to assist you in moving your Sage 100 software to the cloud. This new Sage Partner Cloud program includes 2 options for moving to the cloud, one of which leverages the power of Microsoft Azure, a widely-used and well-respected cloud hosting platform.

### Top Benefits of Sage 100 in the Cloud

A few of the top benefits that customers experience when moving their ERP to the cloud include:

**Security** - top-tier cloud hosting providers invest *heavily* in data and systems security at a level that's cost-prohibitive for many small and mid-sized businesses. In short, your data is likely more secure (from things like cyberattacks) in a hosting environment than on your own servers.

**Uptime** - top cloud providers boast 99.99% uptime. You also benefit from redundancy measures, such as automatic backups, so in the rare event that a server does go down, you're up and running again faster than most companies can resolve a similar "server down" situation in-house.

**Open and Flexible** - Microsoft Azure is an open and flexible cloud-computing platform that allows you to easily dial up and adjust technology resources to scale with your business without having to buy, install and configure new equipment as you grow. What's more, the open architecture "plays well" with 3rd party applications which is important for Sage 100 customers using some of the most popular integrated add-ons for payroll, E-Invoicing, sales tax automation, and others.

**Cost Savings** - Investing in hardware, servers and IT staff can be very expensive and, in the long run, unpredictable. The upfront and ongoing costs to purchase, setup, and maintain your own data servers and hire the staff to support it (or pay outsourced IT) can add up quickly.

### All the Benefit, None of the Hassle

Sage Partner Cloud was developed to deliver all the benefits of running your Sage 100 software in the cloud without any disruption to your business or having to implement and learn a new ERP system. In short, it's the same Sage 100 you know and love, but with the added benefit of security, reliability, flexibility and cost savings that comes with a cloud deployment.



[Contact us](#) to learn more about Sage 100 cloud migration options or with any questions about what the process entails.



# SAGE CRM

## Benefits of Integrated CRM and ERP

Sage CRM is powerful software on its own. But when you combine that wealth of sales and customer data with the accounting and operational data from Sage 100, you get a whole that's far more powerful than the sum of its parts. Read on to learn why.

### Overall Boost in Efficiency

Sales people often need data about customers that's only stored in the accounting system (i.e. credit limit, recent purchases, etc.). As such, the finance team is bombarded with requests from sales team members which can result in a lag between when the information request is made and when it's eventually fulfilled (after all, finance is busy too!). Not only is this process inefficient internally, the delay can impact the sale if the customer decides to purchase from your competitor who was quicker to respond.

When Sage CRM integrates with Sage 100, your sales team has all the customer and transaction data they need without fumbling around in the accounting system or asking finance to follow up. This not only keeps sales and finance focused on their respective tasks, it helps sales reps shorten the sales cycle **AND** focus on the deals most likely to close.

### Visibility and Revenue Growth

When CRM and ERP operate in independent silos, you don't get the full benefit of seamless communication between teams and departments, nor the reporting visibility of a single system that combines sales and operational data for a complete and consolidated view of your business.

Armed with a 360-degree view of your customers' history and buying preferences, your sales team can more easily find upsell and cross-sell opportunities on existing deals to drive additional revenue. Plus, integrated CRM and ERP can help reveal untapped opportunities in existing customer relationships.



### A Better Customer Experience

"I'll have to call you back and follow up," isn't something a customer loves to hear. Surveys have shown that average response time to customer requests is more than 12 hours. Furthermore, some companies fail to follow up at all.

With integrated Sage CRM and Sage 100, everything you know about your customers is in one single system. So whether it's sales, support, or accounting, anyone who has contact with a customer has up-to-date data right there in the system they use everyday. That means sales people have access to inventory availability, recent shipments, or customer credit status right in Sage CRM. It also means that service staff is better able to resolve customer inquiries on the spot, rather than passing them to another department or promising to call back hours/days later.

Get in touch if you haven't already connected CRM with ERP and want to learn more.

## News You Can Use

Here's a collection of brief news and updates related to your Sage 100 software.

### Upgrading the Sage Knowledgebase

According to [a recent post](#) on the Sage City forum, the Sage Knowledgebase (Sage KB) will soon be getting an upgrade (expected in early September). As part of the upgrade, the knowledgebase specifically for Sage 100 content will "live" at a new URL.

Unfortunately as a result, any personalization you may have set up on the existing knowledgebase won't transfer to the new platform. But on the plus side, you'll be able to use your Sage credentials to log in to the new Sage KB which is one less password to remember.

For those that aren't familiar, the Sage KB provides a deep library of technical articles written by Sage Support analysts that provides a quick, self-guided troubleshooting resource for common issues in Sage 100.

### Slow Performance Loading Screens in Sage 100

Some customers are reporting slow performance when loading screens after upgrading to either Sage 100 2020 or Sage 100 2021. While not all customers are experiencing a problem and Sage hasn't provided detail on whether all or only certain screens are impacted, they have announced in a [recent posting](#) on the Sage 100 Knowledgebase that a fix will be available with the upcoming releases of Sage 100 2020 Product Update 4 and Sage 100 2021 Product Update 2 (likely available in September).



### More Detailed Tracking in Paperless Office (New in 2021)

The release of Sage 100 2021 earlier this year introduced new features that make it easier for you to track and view where electronic documents are being sent. An **Electronic Delivery Log** button is now available on the following tasks:

- Customer Viewer
- Vendor Viewer
- Employee Viewer
- Journal and Register Viewer
- Period End Reports Viewer
- Report Viewer

Select a document and click the new Electronic Delivery Log button to view the most recent date and time that the document was sent, the user who sent it, the status of the submission, and the recipient's email or fax number.

In addition, two new electronic delivery inquiry tasks added to the Paperless Office Main menu allow you to view a list of documents delivered to customers and vendors. Refer to [What's New in Sage 100 2021](#) for full release details.

**Sage Business Partner, Inc.**

123 Main Street, Suite 100

Anywhere, USA 90001

**(800) XXX-XXXX**



Info@website.com

| www.website.com