



Sage User Network 2009 Conference

19 – 20 October 2009

[Scarman Centre, Warwick University, Coventry](#)

At this event we will have Third Party Presentations, User Case Study Presentations, an Exhibition area and the Sage Product Roadmap. In addition we will be holding “clinics” and product workshops which will be headed by Sage personnel. We have new sponsors this year; [see our website](#) for details.

Key features:

- all presentations will be repeated
- the agenda has been designed to give the delegates an opportunity to see ALL presentations
- the exhibition will be open Monday 19 October and Tuesday 20 October
- set breaks throughout the day
- second day extended

Of course there will also be evening entertainment with plenty of opportunities to network and meet with other users and leading Sage personnel.

The location is a purpose built conference centre with excellent facilities and with 204 en suite bedrooms, Scarman is one of the largest residential training and conference centres in the UK.

Places are limited so we recommend that you book your place now. At a fraction of the cost of a day's consultancy, can you afford to miss this opportunity?

[Book early to secure your place](#)

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Don't forget that all presentations from Sage User Network meetings are available online in the Members Area of www.SageUserNetwork.com

Sage User Network June Meeting

Thank you to Gordon Hancock, our chairman, who very kindly hosted the June meeting at his site, University Hospital Birmingham, and to all the presenters who took time out to come and spend the day with us.

We were lucky enough to be joined by Paul Stobart, Sage CEO UK and Ireland Region. Paul opened the meeting with a very inspiring and interesting talk about the current financial climate and how it is affecting both small and large businesses. He covered his own experience of having to make difficult decisions in order to protect the future of Sage and did not shy away from explaining the reasons behind the demise of BDE Group, one of Sage's biggest Business Partners. Our thanks go to Paul for joining us at the event.

Sage Professional Services Group

Mike O'Riley and Anya Wagenaar, Sage Professional Services Group (PSG), took us through some case studies showing where features and functions have been deployed for some customers to improve their business performance and deliver demonstrable benefits. The PSG is made up of 25 staff with over 200 years combined Sage Experience.

Sage PSG – What They Do

- Reduce time to value and help you get the best from your Sage investment
- Keep a long term relationship with you in whatever form you want
- Jobs range from 1 day to multiple 100's
- Full System implementations, upgrades, migrations, enhancements, specific training, usage advice
- Sage core product and customisation/personalisations, integrations to your in house systems, Sage added value modules, integration of selected 3rd party components
- Use Accelerator project methodology

Sage “How To” Process Guides

We were also joined by Chris McAteer, Senior Technical Author. Chris explained that Sage are working on process guides for routine operations such as Year End and Period End. Chris showed some examples and then took feedback from the delegates. You can see the examples in the presentation on the website.

Full copies of all presentations are available on line in the Members Area of www.SageUserNetwork.com

Sage User Network June Meeting

The Future

Andrew Credland presented the Line 500 and Sage 1000 Roadmap and what is due for development. Included were specific goals for Reporting, Integration and the User Interface.

Benefits for Line 500 Users

- **Improved UI and Usability Experience**
 - Long term - individual workspace for each user
 - Long term - unified user interface across Sage 1000 suite
 - Sorting and filtering of list based data
- **Common reporting tool**
 - Long term - one reporting solution across the whole suite
 - Long term - options for excel export across whole ERP
 - Simplified creation of reports and documentation
- **Improved Integration**
 - Suite components integrated utilising S Data
 - Sage overview across 3rd party product offerings
- **Start up ERP Focus Groups**
 - Organised through Sage User Network
 - Birmingham 25th June, focused on Commercial and Financial modules

Benefits for Sage 1000 Users

- **All benefits outlined to Line 500 customers**
- **Additional features from Line 500**
 - Flexibility to integrate with all Line 500 modules
- **Additional features from CRM**
 - Flexibility to integrate with other features of Sage CRM
- **Flexible Upgrades**
 - Upgrade ERP and CRM at different times to fit around business

Sage User Network June Meeting

How we've ripped cost out of our processes

Gordon Brown from AESSEAL demonstrated how the company have reduced operation costs for a very skilled and configurable product. With 200 seal types, 10 material options, 100 face material combinations and other options there are around 400 billion combinations for their mechanical seals.

The projects undertaken by AESSEAL include design automation via a web page and a simple form, despatch automation and auto-receipts. See more detail in the presentation online.

IronSpeed

Will Eastbury, Simple Health & Beauty Ltd, showed us the benefits of using IronSpeed Designer, a database driven code and documentation and development environment.

What is code generation?

- Code generation is basically using an established set of patterns and templates to deliver applications quickly.
- It delivers a common look and feel across applications.
- It is an advanced form of templating, nothing more.
- It's benefits are enormous in speeding up development.

There are other packages available that deliver the same results; more information on IronSpeed and how it works can be found in the presentation on the website.

Know Your Business

In addition to showing the new enquiry functionality in versions 6 & 7, Chris Blythe also gave some helpful hints on how to understand your business with the use of Sage and other products such as Business Objects, SageBI, SQL/Web. Chris highlighted the need for up to date information and immediate data extraction. Some suggested areas to look at include unposted batches, unapproved invoices, credit control and uninvoiced orders.

Chris's tips:

- Invoice registration – track real creditors, don't wait until invoices approved
- AR dispute codes – credit control management without buying the module!

AP dispute codes – old unapproved invoices

- Use aged debtors and aged creditors (aged forward by due date) to calculate cash flows

The [Sage User Network DISCUSSION FORUM](#) is for the exchange of ideas and to get your questions answered; it will only be an effective resource if you, the members, use it on a regular basis

Sage / Sage User Network Focus Groups

The focus group meetings, the first of which were held at the Binding Site, are off to a flying start - this can only be attributed to the enthusiasm and dedication of the people taking part. I'd like to take this opportunity to convey our thanks and deep appreciation to all who contributed.

Amanda Turvill the Sage Enterprise Product Manager facilitated with Cherryl Holliday and Graham Hoyle, Business Analysts, assisting and Nicole James was in attendance to keep us all in order. The morning session was devoted to the financial modules and the afternoon session was devoted to the commercial modules. The theme for each of these groups was "Are the modules/options under discussion still relevant to you". Each of the groups followed a similar agenda.

Cherryl Holliday, Sage Senior Business Analyst

The purpose of each Focus Group was to:

- Ascertain whether modules/options are still relevant
- If no longer used, why? Not Fit for Purpose? Any other reason?
- Ratify findings with external interested parties
 - o Focus groups
 - o Site Visit – business process
- Explore information gathered internally
- Demonstrate progress
 - o Focus groups
 - o WebEx, Conference Call
 - o Business Partner interaction

[Sign in to read more in the Members Area](#)

The Sage User Network has also set up specific forums within the Members Area for participants to continue discussions and keep in touch with each other throughout the life of each Focus Group.

Simply sign into the Discussion Forum within the [Members Area](#).

Member Details

If you change your contact details, company name, system etc, please [let us know](#) so that we can keep our records up to date.

Thinking of NOT joining the Sage User Network?

Thinking of NOT joining the Sage User Network?

A while ago the subscription to the Sage User Network was due for renewal.

At the time the manager in charge of the budget asked if we needed it as we are in a recession and any costs that can be cut should, indeed, be cut.

Quote: - "Is this subscription a worthwhile investment?"

Although we have double membership my, then, colleague didn't really use the User Network and certainly didn't use the forum so I had quite a battle on my hands to convince the manager of the 'worthiness' of the subscription. (£££ peanuts to some companies but nonetheless justification was required.)

As Nicole will probably confirm, our accounts department dragged their feet with payment but eventually did renew the subscription and we also nominated a different colleague as a user.

I have been 'enjoying' subscription to the forum for some time and find all manner of help and information within it. It seems somebody has nearly always done what you may want to do next with Sage.

The icing on the cake.

Some months on and our Sage Business Partner fell into trouble as many businesses do in a recession.

What do we do, who do we turn to?

My first port of call was the Sage User Network forum.

WOW!

A simple post in the forum was followed by no end of assistance in our endeavors to gain support of a Business partner. I found that the downfall of the Business Partner was already known to Sage and gears were turning to have support in place for all the customers who had been left in the same predicament.

(I haven't seen many other posts on the matter - they must not be members?)

Nicole sent me information about Business Partners who are available and the Partner of the year history and we invited several of them in for talks.

We have still yet to decide but the ball began rolling from a single post in the forum.

Thanks for that - to all members who contributed (and still are contributing/supporting each other via the forum)

Talking to business partners is a bit like buying a car without seeing it.

A Support contract isn't tangible - they all want to support you and they can all offer that support.

Guess where we'll be asking for 'user experience' of our chosen business partners?

Yes - their customers via the forum!

Gordon Cooper

**Costing Engineer
Futaba Tenneco UK Ltd.**

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Sage User Network Notice Board

Independent Product Reviews

The Sage User Network have recently added a new section to the website: independent product reviews. The aim is to visit members who use add-on products to get a real feel of the benefits of using the software.

My first visit was to The Parkside Group to look at how they have used the Datalinx Warehouse Manager solution to streamline their processes to benefit the company.

For these reviews we ask the main users of the system to complete a Product Review document which is the same for every site we visit. We ask for the respondents to be as honest as possible and each of the add-on companies will be sent a copy of the review by their customer before they are posted to the website.

If you have a product that you would recommend (or not!) and you would like the opportunity to tell other members about it, please let us know.

The first review is available on the website: [login to the members area](#) and click on "Independent Product Reviews" in the right hand column.

Dates for your 2009 Diary

[19 – 20 October Sage User Network 2009 Conference](#)

17 Sep - Meeting/Awareness Day
Sage, Womersley

8 Dec - Meeting/Awareness Day
Location tba

Agendas will be published on the website
[Book your place](#)

Committee Meetings

19 Nov - Sage Womersley

If you are interested in joining our committee,
please [email Nicole James](#) or call to discuss on
0118 9813223

CONGRATULATIONS

to Gordon Cooper, Futaba Tenneco
for the most posts in the Sage User Network Discussion Forum

Thank you for participating

KEEP POSTING! Next quarter it could be you!

Sage User Network Notice Board

Newsletter Articles

Please can you send any articles for the next newsletter to Nicole James. Anything you would like to be published is acceptable – letters to the editor, user stories, hints & tips, comments on the service the Sage User Network provides.

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LinkedIn

LinkedIn is a business-oriented social networking site founded in December 2002 and launched in May 2003 mainly used for professional networking. As of February 2009, it had more than 35 million registered users, spanning 170 industries.

The purpose of the site is to allow registered users to maintain a list of contact details of people they know and trust in business. The people in the list are called Connections. Users can invite anyone (whether a site user or not) to become a connection.

A contact network is built up consisting of their direct connections, the connections of each of their connections (termed second degree connections) and also the connections of second degree connections (termed third degree connections). This can be used to gain an introduction to someone you wish to know through a mutual, trusted contact.

The "gated-access approach" (where contact with any professional requires either a preexisting relationship, or the intervention of a contact of theirs) is intended to build trust among the service's users. LinkedIn participates in EU's International Safe Harbor Privacy Principles.

The searchable LinkedIn Groups, feature allows users to establish new business relationships by joining alumni, industry, or professional and other relevant groups.

We have setup Sage User Network as a group and currently there are 40 members from around the world from end users, reseller or Sage themselves. You do not need to be a member of the user group to join the LinkedIn group. The group allows questions to be posed for discussion online. We currently have a discussion about what projects are being undertaken and how to crack reporting in Line 500.

If you are not already a member take look and see, if you are already a member of LinkedIn.

Please [join the group](#) and feel free to contribute to the discussions.

Volunteer and SAVE!!

If you present at the 2009 Conference your place will be FREE!

If you have presented to the group in 2009 already, you are entitled to a 50% DISCOUNT

[BOOK YOUR PLACE](#)