



Sage User Network 2008 Conference



The conference was again a great success: the large exhibition space was welcomed by sponsors and delegates, Sage were there again to answer queries and take feedback from delegates, and repeating the presentations gave delegates the opportunity to attend every session.



Delegate comments from the 2008 Conference:

"Great location. Exhibition spacious, which made a pleasant environment "

"I had a really good time and have come back with some good ideas and good leads which I am sure we will benefit from as an organisation"

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Sage at the Sage User Network 2008 Conference

Sage Strategy Update

Jim Scott, General Manager, and Stuart Lynn, Head of R&D, opened the event by taking delegates through Sage's plan for the future and sharing a look back at where the focus had been within the business and, moving forward, where the focus will be in the future.

Looking Back...

- Strengths
 - Strong heritage
 - Thoroughbred ERP application
 - Progressive CRM application(s)
 - Well understood by Partners and Clients
- Opportunities
 - Bias towards Sage 1000 (2/3 of capacity)
 - Bias towards Line 500 (1/3 of capacity)
 - Treating symptoms and not root cause
 - Not enough focus on usability
 - Ambiguous product direction and "The Business"

Looking Forward...

- How we go about things will most definitely be different
 - More focus on the client (software usability & key features)
 - Leverage assets from around the Sage Group
 - Sharing technologies (only write what hasn't already been written)
 - More collaboration and resource sharing to maximise effectiveness
 - Agile development processes to speed up delivery
 - Actively pursue innovation

More Opportunities

- Usability (Navigation, ease of use, efficiency)
- Mobile
- Interoperability (Common 'open' Standards)
- Ecommerce (PROTX)
- Information Management
 - Reporting (Paper, PDF, Electronic, Charting)
 - Business Intelligence (Business Performance Management)
 - Work Spaces (Customisable Portal)
- Interoperability with Microsoft Office (Google Apps)
- Payroll
- Human Resources
- Construction
- Services

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Sage Workshops

Sage also held workshops at the event: Andrea Weiss headed a workshop on “Web Logging and the Sage Web Site” and a “Line 500 / Sage 1000 Roadmap Workshop” was led by Amanda Turvill, Andrew Credland, Jo Fuller and David Laird.

A “Feedback Corner” was also hosted by Sue Worth from Sage: Sage were there to listen to their customers and take onboard the responses to a survey completed by delegates.

I would like to thank all the Sage staff who attended the event; over the years the conference has proved itself to be a great opportunity for Sage to get close to their customers and take onboard first hand comments about the product and the organisation as a whole.

Line 500 / Sage 1000 Roadmap Workshop Objectives

- Sage Management Statement
 - “At the heart of the Sage brand is a desire to provide customers with a truly extraordinary, breathtaking experience”
- Our Objective from this session
 - Understand where we can improve Line 500?
- Workshop Format
 - Strengths and Weaknesses of the Product?
 - The top 3 improvements your business would like to be made to your Sage product?

A detailed report of the discussions that took place at the Sage workshops will be available soon with the conference presentations on-line.

Information Now Available in the [Members Area](#)

- You can now view the Sage Training Schedule in the Members Area
- Presentations from Sage User Network meetings
- The Members area is also the only place where you can view and vote on the Sage Line 500 Wish List
- How to access the Sage Docweb and Online Help

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.

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

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Web Logging & Sage Web Site Workshop Feedback

Andrea Weiss, Sage

"Thanks to everyone who attended the web site workshop. Below is the feedback that is required to be added onto the web site and we will incorporate this with our other feedback from our channel partners. Shortly we will be producing a roadmap of the changes to the web site and publishing to everyone. I will make sure that a copy of this is posted to the Sage User Network web site for you all to see.

Lastly, there was some feedback about 3rd party providers, so I attach a web link which is a download of our "Sage Additions Catalogue" for you all. This includes all development partners for all Sage products."

[Sage Additions](#)

1. Access to Infomine Online for everyone (end users, directs and BPs)
2. Online documents or an online system which allow you to do comparisons of products between versions. For example that highlight all defect fixes made between versions or all functionality changes (say a list of projects which then link to the detail)
3. View of your calls that a BP has logged with Sage and a copy of all updates that are sent
4. If there is an error in the software – can it be like Microsoft and allow you to send an error report, either to your BP or to Sage.
5. Would like to see all wishes that are logged and have the ability to add your own Vote for it to be done, or tag your entry on so that when it is done, you can be notified of it's availability
6. Release dates for software
7. Information on patches, what has changed in a patch and any other relevant information about impact to the system and how to install it
8. Allow people to post comments to rate projects/modules are any bits of the software. For example like you can leave a book review on "Amazon" or a review of a hotel on "Trip Advisor"
9. Access to see contract renewal dates for support and maintenance contracts with the option to set an alert as a reminder
10. The ability to post feedback on a Business Partners performance, good and bad
11. provide a list of 3rd party suppliers of complimentary or add on software and have the ability to down load it (for example the Additions Catalogue)
12. Would like to see layouts of database schemas and dictionary tables
13. Access to a knowledge base. Microsoft seems to be the acceptable format generally although speed has to be faster than theirs
14. Knowledge base articles need to be tailored to versions of the software so that if the information differs between versions of the product it should be highlighted
15. Latest versions of the roadmap
16. Ability to online chat (GTA, or Java based apps generally as these do not require software to be loaded locally).
17. A compatibility matrix for platforms and operating systems against product versions available
18. Ability to post comments and reviews as per point 8 on 3rd party supplier software and additions
19. Links to Sage User Network web site
20. A list of fields available in Forms Editor. Ideally this would be built into the product so that when you hover over a field it tells you what the table and field name is from the data dictionary but also the field and form name it relates to. Access to this needs to be set at certain levels as would not want this for all users
21. Put the project CD's online and not just on CD
22. Make all online help pages saveable as PDF downloads so that customers can import them into their own user instructions or knowledge bases
23. Put up org charts and who's who guides
24. Put up an events list, what's on etc, including Sage events, BP events, 3rd party supplier events and anything that is associated with our industry
25. Please keep the site simple and easy to use with no downtime
26. Make it accessible to everyone
27. Make the site have clear pathways and workflows, so that when you navigate from one area to another, what you are looking for is easy to find and pages contain relevant information
28. Ideally what is required as per point 16 is the ability to enter a search criteria of either a question or a keyword and if you cannot find what you need in the form of an FAQ or help then there is a button which allows you to chat to someone online.
29. Online chat which is available immediately and where the person at the other end can either chat/talk you through or use remote technology to take over your screen and show you
30. Provide documents and FAQ's along with video captures for help
31. Provide access to a knowledge base
32. Ensure quick response times

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Sage Line 500 v7.1

Andrew Credland and Jo Fuller presented on what's new in v7.1:

- 2 New Projects
- Over 30 Customer Enhancements
 - Accounts Receivable
 - Account Payable
 - Cash Management
 - General Ledger
 - Inventory Control
 - SOP/POP
 - Works Orders
- New Drill Downs

Customer Enhancements

- Accounts Payable Aged Creditors Analysis
 - Additional Range Selection fields have been made available
- **Accounts Payable Authorised Invoice Posting***
 - The Amount field has been added to this to allow users to see the value of unauthorised invoices
- Accounts Receivable
 - The General Ledger Posting Code description field can be displayed when displaying the General Ledger distributions
- Cash Management
 - It is now possible from Journal Entry go to a specific page view by the F11 (Goto Page)
- **Purchase Order Processing**
 - New Sequencing options have been added to the Purchase Order Summary enquiry by Alpha, Supplier and product code
 - In Purchase Order Receipts a warning message is now displayed when the qty received is less than the qty ordered and the more to come flag has been set to 'Y'
- Sales Order Entry and Invoicing
 - When enquiring on a back order or orders that have been despatched you can now view the original order qty as well as the required and despatched qty
 - Despatch notes produced in bulk via the picking list option can now be printed in customer code order.
- Telesales
 - The first twelve characters of the credit card number on the Telephone Payment details screen are no longer visible and been replaced by *
- Inventory Control
 - **GL Distribution Analysis/Post***
 - To help reconcile the GL the report now lists the WH and Product code for each inventory movement
- Works Order Picking lists
 - The Following fields can now be printed on the Works Order picking list:-
 - Bin Location
 - Batch/Lot No
 - Pallet No

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Sage User Network 2008 Conference WINNERS!

CONGRATULATIONS TO THE FOLLOWING WINNERS!



Patrick Walsh, Nelsons, won the Sage User Network draw from the completed critique forms for a case of wine

Mark Godwin, Gregory Distribution Ltd, has won the draw for a bottle of champagne from the completed Sage feedback forms



Steve Allan, Red IT Solutions Ltd, had the most money at the end of the casino night and won an iPod

Defacto held a business card draw for a Nintendo Wii which was won by Robin Smith, J+S Limited



Datalinx held two business card draws, each for a bottle of champagne: won by John Girvan, Galgorm Group Ltd and Simon Taylor, Nelsons

Dermot Reddin, Joint Replacement Instrumentation Ltd won a Nintendo DS from Caliburn Software Ltd



If you picked up a postcard from the Document Genetics stand make sure you complete it and post it back to them – a draw from the completed postcards will take place for the prize of a flight in a Tiger Moth

Timothy Merridew, Cherwell Packaging Ltd, won a bottle of champagne from the Codis business card draw



Di Richardson, Hertfordshire Partnership NHS Foundation Trust won a case of wine from the BDE business card draw

A business card draw for a bottle of champagne was held each day by Version One, winners were Will Eastbury, Accantia Health & Beauty, and James Green, Stovax Group



Red IT Solutions Ltd held a business card draw for a Nintendo Wii which was won by Ian Rocky, The Binding Site Ltd

Sage User Network Notice Board

Dates for your 2008/09 Diary

9 Dec 2008 - Meeting/Awareness Day
Sage, Winnersh

5 Feb 2009 - AGM / Meeting
Sage, Winnersh

19 May 2009 - Meeting/Awareness Day
Location tba

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

Committee Meetings

11 Nov 2008 - Sage Winnersh

22 Jan 2009 - Sage Winnersh

27 April 2009 – University Hospital Birmingham

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

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.

CONGRATULATIONS

to Gary Moorhouse, Stovax Group

for the most posts in the Sage User Network Discussion Forum

Thank you for participating

KEEP POSTING! Next quarter it could be you!