FORWARD

An NSA Publication

5 ANALYTICS
that prove you need to
UPGRADE or CHANGE YOUR ERP SOFTWARE

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FALL 2017 EDITION

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LETTER FROM THE PRESIDENT

'Tis the harvest season and our wonderful partner relationships are certainly providing a lot to reap. We put in the time to find the best of the best to serve our clients so they can get more out of their INFOR SX.enterprise software. Then we bring those partnerships to you, our clients, in streamlined reporting, add-ons, integrations, protection and security, cloud-based services, and more.

As a shout out to our partners, we wanted to extend a warm thank to you them and the hard work they put in for our NSA clients, at times behind the scenes.

Your Partner in Success,

Patrick VanPutte

Patrick VanPutte
President & COO
NSA Professional Services

P.S. We are hosting and participating in many events this fall. Please go to our website to see what we are up to and hopefully get involved.

www.nsacom.com/blog

We'll see you soon!

Neil Smilowitz, NSA Founder/CEO and Patrick VanPutte, President/COO celebrating at the NSA 30th Anniversary Gala.

COAST
APPLIANCE PARTS COMPANY

"We have 14 total locations from San Diego to Fresno with 2 distribution centers. We are a wholesale OEM parts distributor for the appliance industry. We've got brick and mortar in all the major markets in southern and central California. We are a full line OEM parts distributor for Whirlpool, Frigidaire, General Electric, Electrolux, Thermador, Maytag, Bosch, the list goes on for the manufacturers we supply for. **There are always plans for growth. Bottom line.**

We've been with SX.enterprise Trend since 1990 and various versions of it. **NSA helped us with the initial install and set up and we've been with them ever since.** Infor SX.enterprise Trend has been around for a long time; it's a stable platform, very robust platform. **Partnering with NSA has been priceless. They know the system. They know us.** It's made it so we don't need to change.

They are our IT department basically. We have an internal IT department but when it comes to problems, they are on it immediately. **They are a great company to work with.** Everybody there has always been really helpful. Whenever we need something, we just call.

Honestly, **NSA has been helpful through multiple issues.** Even some major issues. We basically lost our database and had to rebuild it, 12-months-worth of data. **They worked day and night on it.** They were great. This was just eight months ago.

I have recommended NSA to multiple companies, multiple times because of their ability to serve and to take care of issues and problems in an expedited manner."

Kirk Coburn
Vice President and CFO
Coast Appliance Parts Co.

"
As long as we are with SX.e Trend, we'll be a partner with NSA.
"

5 ANALYTICS THAT PROVE YOU NEED TO UPGRADE OR CHANGE YOUR ERP SOFTWARE

By Carol Shinya

When making the decision to purchase a new ERP system or upgrade your existing one, it's best to execute and apply as many analytic metrics tests as possible. Not only do you want to ensure that every ERP metric tool is ready for deployment, but you also want to prove to your management team or board of directors that your ERP proposal is a warranted business proposition.

Here are 5 ERP metrics that will make your purchase argument stronger:

1 REDUCE PRODUCTION EFFICIENCIES

When a company is experiencing lost time at the production level, it can mean two things: either you have an error in your baseline metrics, or you're simply over-running your system's current capabilities. While this characteristic alone shouldn't be seen as the solution, when applied with other similar negative measures, it can become a useful justification to purchase a new system.

2 CREEPING SLOWDOWNS IN OPERATIONAL CYCLES

Similar to reduced production efficiencies, this metric suggests reduced operational viability. When attempting to establish a foundation for the new ERP system purchase, this bit of analytic investigation can serve as just another piece of persuasive "bad news."

3 IRREGULAR OR INTERMITTENT BUSINESS FORECASTS

This ERP performance metric represents a weakening in the system's ability to both develop and properly account for its total number of data channels. This metric, too, when in concert with other performance calculations, can suggest that the current system in use is reaching the end of its useful life cycle, making the purchase of a new ERP system necessary.

4 LARGELY UNNOTICED SCHEDULE SLIPS

The majority of ERP systems apply a policy-based process to establish baseline production schedules. If your current system is spontaneously slipping the established schedules, or if your expected schedule elements are irregular, this may be an indication that the system is overloaded or maximized at a data processing level. This is another strong argument that a new system purchase is necessary.

5 INDIRECT COST SPIRALS

Most ERP systems operate based on cost alerts that work to keep managers and production operators within budget. If your current system begins to calculate with even the slightest errors, it is a clear indication that your current ERP performance metrics may be beyond the system's abilities. In this situation, a new ERP system is needed sooner rather than later.

When convincing management that a new system is necessary, it's best to offer as much information and metric analysis as possible. Should you need help running these metric tests on your current system, or if you've already established the need for a new ERP system, NSA should be your next call. Our experienced team has a number of tools and strategies to test your existing ERP system and we can offer advice on when to purchase a new system and set you up with the perfect ERP system to ensure continued success for your company.

Q&A

WITH
KATHY
LUNDQUIST
VICE PRESIDENT OF PROFESSIONAL SERVICES

Kathy with her husband Dale and son Kevin.

Q: How long have you been in this industry?

A: I've been in the distribution and software industry for over 20 years as both an accountant and a consultant.

Q: What brought you to NSA?

A: When I worked as a controller, we selected SX.e (then called "Trend') as our ERP solution. NSA was one of the companies we worked with. It was such a positive experience that several years later, I joined the firm.

Q: What do you love about working at NSA?

A: NSA is a family! It's rare to have a group of people you genuinely enjoy working with as a team. We've worked together for years, and have complimentary skills. We have our customer's back and we have each other's back

Q: How do you help NSA's clients reach their goals?

A: We listen to them. We spend time getting to know the needs and concerns of the business. We bring experience with other customers and industries and they bring deep knowledge of their business. We collaborate. We're driven and goal oriented, so helping a customer achieve their goals is the definition of success.

Q: What are you passionate about?

A: Learning. Beating expectations. Challenges. I have a picture in my office of a storm-tossed ship with the caption "Challenges — anyone can hold the helm when the sea is calm." That about sums it up.

Q: Tell us about your family.

A: My husband, Dale, and I will celebrate our 30th wedding anniversary this October. Our son, Kevin, just graduated from college with a degree in Machine Tool Technology and landed a great job as a CNC machinist. We are blessed to be part of an extended, growing, beautiful family.

Q: What are your favorites?

A: My favorite foods are vegetables, especially a plate full of beets, brussels sprouts, squash, or a grilled romaine salad. For reading, I enjoy nonfiction, particularly history and biographies.

MOBILE & YOUR
Distribution Business

By Jon Yourman

When it comes to technology, these days it's all about mobile. No longer just for personal use; everywhere you turn mobile devices and tablets are being used among businesses across all industries for a multitude of purposes. This holds true for distribution businesses as well.

Here are three ways mobile is transforming the distribution marketplace:

ACCOUNT MANAGEMENT

With the proper mobile solution in place, your sales teams and account managers can easily access customer accounts. From a mobile device or tablet, they can pull up an account to quickly answer questions, check inventories and even place an order. Customers will notice the efficiency of your team and place you above the competition.

INVENTORY MANAGEMENT

By using mobile devices and tablets, inventory can be accessed from any point of the distribution process. Whether from the showroom floor, in the warehouse or on the delivery truck, your teams will know first-hand where your inventory is, what is available and what needs to be replenished. This data will undoubtedly help streamline your business.

REAL TIME DATA

When your business utilizes mobile, you can gain access to data from anywhere, at any time. No longer is there a need to be stuck inside an office waiting by the phone or computer. Your team will get delivery confirmations as they happen. You can effectively manage your team hands on, making sure they are on track and being as productive as possible.

NSA's Brian Weaver Speaks at XChange University Security Focus Event

This was a special pre-event held the day before the larger Xchange 2017 began. Brian Weaver presented on a very important topic: "Ransomware is the greatest IT threat to companies in 2017, prepare yourself!" He had over 50 attendees, many of whom voiced appreciation for his industry insight on ransomware trends and prevention. He was also interviewed at the event (you can see the video on our Facebook page).

The Presentation Covered:

◆ How fast is this IT threat growing?

◆ What are the latest ransomware viruses and how have infection tactics changed?

◆ What companies do these malware developers target & why?

◆ Why is it that once attacked, a repeat attack is likely?

◆ What best practices can a company immediately take to reduce risk of infection, and how to quickly recover if infected?

A Little More About Brian:

Brian has over 10 years of experience in the Cloud & Managed Services field. He was the #4 hire in 2006 in the newly formed Ingram Micro Managed Services business unit and helped it grow to over 200 associates in 8 years. Experience in executive leadership roles in Distribution as well as Managed Service resellers, helping to successfully build thriving Cloud & Managed Services business from the ground up. Presently Vice President of Sales at NSA Professional Services, headquartered in Hicksville, NY. A frequent speaker at Industry events, as a subject matter expert on ransomware.

PRIORITIES, PRIORITIES

Everyone knows that you can't brush your teeth, walk the dog, text a colleague, and eat your lunch all at the same time. It simply won't work, and you'll look like a fool for even trying. But every day, so many busy business owners and their staff scurry throughout the day "trying" to multitask. Worse is when the day ends 3 hours later than expected and we're left thinking that there just aren't enough hours in the day. But it's never that there's not enough time, it's all about how you spend that time.

So, let me give you a quick tip on how to ensure you get done what actually matters in a given day and still leave room for all the other stuff that gets thrown your way.

First, at the end of each day, take out a piece of lined paper (yes, paper still exists and is useful). Now, at the top, write PRIORITIES and number the first two lines "1." and "2."

Next, draw a line across the page under number 2.

Then, write the top two priorities you want to get done tomorrow on those top two lines (this is also a great way to plan ahead). These should not be monumental long-term projects, although they might feed directly into one, but rather tasks that are of high importance that take no-longer than 30 minutes to complete. If you think they will take longer, break them into shorter tasks and decide again, what two will be the top priorities.

Finally, and here's where the magic happens, tomorrow when you get to your desk, DO NOT do anything else before first attacking those first two priorities. Don't check your voicemail. Don't check your email. And don't start some other unimportant busy work. If other things come up, put them on the list, but remember that you have to get number 1 & 2 done first.

What this exercise and future habit will do is, one - give you direction from the moment you step into the office which can give you momentum to tackle the rest of the day; and two - it will force you to avoid other busy work and procrastinating techniques that keep you from getting important things done!

You've heard it a million times, I'm sure, but when everything is a priority, NOTHING becomes a priority. So, make a list. Knock out the first two most important/must do's (AKA priorities) first. And never again, think for a moment that there's not enough time in the day.

UniLink & NSA
Professional EDI Services
Build Success for the
Infor SX.e Community

Every successful initiative requires vision, strategy, and execution. Most companies have a firm grasp on their vision and strategy: focusing on topline growth, prioritizing expense reduction, and remaining relevant and easy to do business with.

THE EXECUTION IS OFTEN WHERE COMPANIES LOOK FOR HELP.

Done right, universal document exchange—and EDI, specifically—lowers cost and complexity for both you and your customers. The UniLink EDI cloud model initiative offers:

◆ No risk
◆ Zero capital expenditure
◆ Nearly immediate payback
◆ Maximum ROI
◆ Lower total cost of ownership

UniLink specializes in EDI forms exchange, with the capability to handle over 40 unique transaction types, including the industry's most common:

◆ Purchase order, 850
◆ Invoice, 810
◆ Advance ship notice, 856
◆ PO acknowledgment, 855
◆ PO change request, 860

To serve Infor SX.e users, UniLink will work alongside NSA to build 100% electronic trading partner connectivity (suppliers and customers), regardless of their technical capabilities or existing systems.

> *NSA is an experienced SX.e services partner with a reputation for helping businesses achieve success through the best technology solutions. They provide customer support and consulting services to help implement, customize, and improve SX.e environments. - UniLink*

Combining the NSA approach with the UniLink mapping expertise, communications technology, and data center infrastructure, together we will create a fully electronic environment for your invoice processing.

By eliminating paper documents, you gain immediate improvements in overall financial performance:

◆ Remove the time and costs associated with manual data entry and processing, while also reducing errors.

◆ Speed up collections and payment processing to achieve healthier cash flows.

◆ Eliminate postage and other delivery expenses.

◆ Gather real-time data to empower management with better visibility into procurement and AP processes.

◆ Increase your market competitiveness and your value to new and existing customers.

NSA CLIENT PROMOTION:
Sign up between now and *DECEMBER 31, 2017* and we will connect your ERP system and map up to three transactions, at *NO CHARGE*. Where else do you get free, guaranteed initial implementation? *THAT'S A $650 VALUE!*

Visit **unilinkgroup.com** and **NSACOM.com** to learn more.

UNILINK