

# FORWARD

An NSA Publication

## Is Your Data at Risk?

*NSA's Total Data Protection Solutions*

COVER STORY PAGE 4

SPRING 2017 EDITION

# INSIDE THIS ISSUE

## CLIENT SPOTLIGHT

Carolina Wholesale Group - Upgrade Success

03

## BUSINESS INTELLIGENCE

Trends of 2017 and Beyond

08

## COVER STORY

Ransomware & Protecting Your Data

04-05

## PARTNER SPOTLIGHT - MITS

"They are a valued partner."

09

## STAFF SPOTLIGHT

Q & A with Jon Yourman

06

## EXTREME UPGRADES

Hottest Topic at TUG

10

## INFOR ALLIANCE PARTNERSHIP

An Incredible Network to be a Part of

07

## JUST FOR FUN

Spring Into Summer, Word Jumble & Cool Recipe

11

## LETTER FROM THE PRESIDENT

*This month, many people will be celebrating commencement, moving from one phase to the next. This is a time not just to celebrate the graduates in our lives but to think about how we, too, can commemorate a movement upward and onward.*

*For NSA Professional Services, we are doing this in part by releasing the second edition of our new quarterly magazine! We received wonderful feedback from the first (The TUG 2017 Edition) and hope that you continue to value the education and insights that we put in these pages.*

*Here's to hoping that you see success in your business and your life - and that you stop to enjoy it a little!*

Sincerely,

*Patrick VanPutte*

Patrick VanPutte

President & COO

NSA Professional Services





# CAROLINA WHOLESALE GROUP

An NSA Professional Services customer since 2003, Carolina Wholesale Group, the national distributor of office machines and supplies elected to update their technology to better manage an evolving business model and help eliminate disparate systems using ION, Infor's innovative purpose-built middleware solution.

Infor, a leading provider of business application software serving more than 70,000 customers, announced that Carolina Wholesale Group will upgrade to the latest version of Infor Distribution SX.e and implement Infor ION to integrate the application with its third-party solutions. NSA Professional services, an Infor channel and alliance partner, will continue to work directly with Carolina Wholesale Group.



**W**hile our current version has always been effective for managing the business, we have evolved and now need more advanced technology that can help us make smarter decisions," said Robert Collins, Vice President and CFO, Carolina Wholesale Group. "The latest version of Infor Distribution SX.e will automatically determine which of our warehouses orders will ship from based on current inventory levels and customer location. This will help enable better decisions for order processing without requiring more time from our staff."

"Continuing to work with our Infor channel partner, NSA Professional Services, was another large factor in our decision to upgrade because they have been a great business partner to Carolina Wholesale over the past ten years. They are extremely responsive to our needs and possess in-depth knowledge about their Infor product offerings," said Collins.



# RANSOMWARE IS YOUR DATA AT RISK?



NSA's service for total data protection solutions for distribution businesses, announced enterprise-class ransomware protection for enterprise and small to mid-sized businesses, is now available. Built into NSA's suite of services offerings, NSA's ransomware protection and recovery automatically detects and identifies attacks, notifying administrators to immediately rollback to healthy data. The solution shortens downtime, saves money and reduces the impact to businesses, giving companies an effective and reliable alternative to paying hackers' ransoms.

Recent research revealed that ransomware is fast becoming a ubiquitous security threat, **with nearly 40% of all businesses experiencing an attack in the past year.**

IT service providers report that 91% of those surveyed have seen clients victimized by ransomware. As malware advances in sophistication, the ability to rapidly identify an attack and quickly recover means a business is back up and running in minutes as opposed to days. NSA leverages our vendors' expertise in applying its customers' successes in rolling data back to pre-

malware snapshots and developed a new arsenal against malicious encryption, which is now incorporated into NSA's file Sync & Share offering, as well as ransomware detection within its flagship SIRIS appliances. Product enhancements support the company's commitment to ensure business data is secure and accessible, no matter where it lives.

Ransomware is a major concern to our distribution customers. While most are deploying robust anti-virus technologies and some are also educating their teams to look out for





suspicious emails, the sheer scale and pace of the phenomenon leaves most of our distribution market vulnerable. We have found that the rollback approach is the only way that NSA clients can truly effectively recover data and restore to pre-ransomware status. With NSA's new ransomware technology, we now offer peace of mind through a service where we can accurately detect an attack before the hackers demand any money.

With NSA's new ransomware detection feature, available on our SIRIS appliance devices, you can easily

identify a ransomware attack and roll systems back to a point in time before the attack hit. Ransomware, like most illicit software, leaves an identifiable footprint as it takes over a server, PC or laptop. NSA's devices, combined with simultaneous cloud image replication, provides optimal protection. Recovery is then simply a matter of restoring from a previous backup.

A recent survey found that a staggering 35% of businesses encountered ransomware in the cloud, leaving cloud-based file-sync-

and-share systems just as vulnerable as local systems. With the automatic ransomware detection and recovery throughout the NSA SIRIS products, we're giving data control back to customers and empowering them to save the day – the way it should be.

Contact NSA today.  
Ensuring your  
company's defense  
against ransomware  
can't wait!



# Q&A

WITH  
**JON**  
**YOURMAN**  
SENIOR SYSTEMS ENGINEER

**Q:** How long have you been in this industry?

**A:** I have been with NSA for 20 years.

**Q:** What brought you to NSA?

**A:** My love for technology brought me to NSA. Being able to work with the latest and greatest technology products and being able to implement solutions that make the customer better served to handle day to day activities.

**Q:** What do you love about working at NSA?

**A:** I enjoy being able to work as a collaborative team and knowing that everyone has each other's best interest in mind – trying to make our company as a whole better each and every day.

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

**A:** I help our clients by finding the best solutions to handle all of their needs.

**Q:** What are you passionate about?

**A:** Professionally – I enjoy learning about the new technology that is out there, educating myself on how to implement it successfully and provide the best experience for our customers. Personally – I strive to make my children's lives better, helping them learn and being there for them.

**Q:** Tell us about your family...

**A:** I have been married to my wonderful wife, Malorie, for 11 years. We have 2 children. Jacob, 6 and Molly, 4.

**Q:** What about your favorite things?

**A:** My favorite movie is Star Wars and my favorite sport is Football.



# INFOR ALLIANCE PARTNERSHIP

We recently announced the expansion of our role in the Infor Partner Network (IPN). NSA has been an Infor Channel Partner for over 30 years and has helped many clients in that capacity, so taking the next step and advancing to an Alliance Partner is very exciting for our team.

For starters, Infor is an incredible network to be a part of. As a leading enterprise software provider offering strategic applications for specific industries, Infor has over 90,000 customers across 170 different countries. With such a vast network, there will be so many opportunities where we can assist and we're truly looking forward to doing so.

As an Alliance Partner, NSA can consult, advise and integrate with Infor as well as other Alliance Partners. Together we will strategize to ensure that Infor products and services are providing as much value to customers as possible. Being accepted as Alliance Partner means that Infor recognized NSA as a leader in the industry; they trust our team, our experience and capabilities and that is a huge honor for us! We look forward to working alongside Infor and other Alliance Partners and continuing to do what we do best – provide solutions to businesses in need.

"Bringing NSA's thirty-three years of experience in ERP strategies to our customers was a painless decision. We look forward to continuing to grow our relationship with NSA in order to help provide our customers with superior support for years to come." - Samuel Kaufman, Alliance Director, Infor



Channel  
Partner



Alliance  
Partner





# BUSINESS INTELLIGENCE TRENDS OF 2017 & BEYOND

If you don't know by now, Business Intelligence (BI) is the best way for your organization to stay competitive in the market. BI utilizes a variety of tools and methodologies to allow organizations to collect data, analyze it, and transform it into reports and visualizations that make analytical results available to decision makers. Business intelligence can accelerate your decision-making process, help your organization optimize processes, increase efficiency, create new revenues, and ultimately gain an advantage over your competition.

Over the last years, we've seen BI revamp organizations of all types and sizes, and we predict it will continue to become more and more popular. Here are the top three trends to look out for in 2017:

## MODERN BI TAKES THE LEAD

Last year, many organizations began making the shift to modern BI. The capability to evaluate analytics moved from the hands of very few to the fingertips of many, as businesses transitioned away from the IT-centric reporting platforms to modern BI and analytics platforms. Organizations are empowering even non-analysts to explore data and collaborate with their findings. In 2017, we will see modern BI become a top priority for organizations of all sizes across all industries.

## ANALYTICS MORE ACCESSIBLE

Technological advancements have made working with data feel more natural; online data is no longer a language only IT specialists understand. In 2017, advanced analytics will become the new standard for business users and will no longer be reserved for use by data scientists and experts exclusively. In the past year, we've already seen business users leveraging powerful analytics functions, and in 2017, they will continue to expand their analytics skill set.

## DATA LITERACY CRUCIAL SKILL

As advanced analytics become more accessible to business users, data literacy will become a new necessary skill for professionals of all types. Last year, LinkedIn listed business intelligence as one of the hottest skills to get you hired and we don't expect to see that changing anytime soon. Just as proficiency in Microsoft Office is expected of all business professionals, in 2017, competency in analytics will become fundamental in the workplace.

Now is the time to implement a Business Intelligence program for your business, no matter how large or small your organization may be.



# “ They are a valued partner.”

“We’ve been working with NSA for a couple of years and truly appreciate their creative thinking, and the new ideas for collaboration they’ve brought to the table. Our relationship with the NSA team is strong, as is the relationship we have with their clients. Working with Neil, Patrick, Brian and Kerri is very rewarding—who wouldn’t want to work with this terrific group of people?”

“NSA does an outstanding job supporting their clients. This comes through in every interaction we have with them during the process of helping solve their customers’ reporting and analytics challenges.”

“Integrity, customer-focus, creativity, collaboration—these are some of the attributes we look for in a partner. We also look for companies that we can have fun working with. NSA ticks all those boxes for us. Our partnership has been a win-win all around—for us, for NSA, and most importantly, for NSA’s clients.”

“The future is indeed bright for the MITS-NSA partnership.”

## **Mickey Lass**

Senior Vice President  
of Business Development & Administration

**mits** Better decisions  
start here



*Unlock the Information Buried in  
Your Business Systems with Powerful  
Reporting and Analytics from MITS*





# EXTREME UPGRADES

One of the hottest topics on the minds of successful distributors, as well as those who attended TUG Connects, is extreme upgrades. With old, antiquated systems, some of which are 10+ years old, still in place and harboring mass amounts of critical data, it's no surprise really that to elevate them to a current platform requires an EXTREME upgrade.

Knowing that an extreme upgrade is needed and preparing for one, however, can sometimes carry an overwhelming amount of responsibility, which is exactly why we put together this list of key considerations for your next implementation or upgrade of this magnitude.

**PLANNING** – a project plan is a must for keeping your implementation or upgrade on track.

**CHANGE MANAGEMENT** – communication is key; how to communicate; what consistent message will be communicated. Be mindful of effectively communicating with change-resistant users.

**HARDWARE & ENVIRONMENT** – requires planning for current system needs and growth.

**DATA CONVERSIONS** – where is the data coming from and what clean-up is needed?

**WHAT'S NEW** – know all the new features and functionality available on the new version; include it in your training plan.

**FORMS** – review all forms to determine how to incorporate new fields that are available.

**REPORTS** – review new version changes that affect reports; review Report Manager vs Report Scheduler.

**MODIFICATIONS** – a full review of all mods – can a process be changed; does new functionality replace the modification?

**ROLL OUT STRATEGY** – which strategy will work best for your situation? Big Bang or phased roll out?

**TRAINING** – a training plan is needed; ensure adequate training materials are available to the users; ensure proper scheduling so that all users are properly trained. Determine resources for users post training – help desk; documentation; help files within the software.

**DOCUMENTATION** – requirements for documentation – public company vs privately held. Create an organized, accessible central repository.

And, of course, Go Live and Beyond – where help desk and continued training are critical to the ongoing success of the upgrade.

This may feel like an oversimplified list of key considerations, but when you've been helping successful companies with EXTREME upgrades since 1984, like we have at NSA, you become an expert in intricately exploring each one of these areas to ensure success every time.

If you're headed toward an extreme upgrade, or any upgrade for that matter, and would like an NSA specialist to review your plans or help you with the heavy-lifting throughout the process in its entirety, please contact us today. As an Infor Alliance Partner, we'd be glad to help in any way we can.



# Spring Into SUMMER!

## De-clutter Your Home

Organize and sort through old clothes, toys, or items around the house that are collecting dust and donate them to the less fortunate. Make it a habit to continue to keep rooms and other areas of the house clean.

## Set Goals

You may have hit January with a grueling exercise routine that's now waning. Reevaluate and make sure your goals are realistic. DON'T GIVE UP!

## Plant New Seeds

Now is a great time to do something new. Write the book you've been thinking about writing, join that group you want to join, or take that college course that's been on your mind.

## Have a Chat

It may be old fashioned but the attraction of social networks and Internet games can detract from real face time. Make the time for a conversation with family or friends.

## Get Outdoors

Take advantage of the weather to take a walk in the park, or visit the mountains and enjoy nature.

## WORDSCRAMBLE Birds

Unscramble the letters in the clues to find the different birds. Then use the circled letters to discover a secret word.

1 NTAUHTC  
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

2 ECKADIHCE  
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

3 SRROPWA  
☐ ☐ ☐ ☐ ☐ ☐

4 AIEGPM  
☐ ☐ ☐ ☐ ☐ ☐

5 NOEIPG  
☐ ☐ ☐ ☐ ☐ ☐

SECRET WORD

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

1 Nuthatch 2 Chickadee 3 Sparrow 4 Magpie 5 Pigeon Secret Word: Springtime

## A Refreshing & Tasty Recipe for a Warm Summer Day!



## WATERMELON & FETA SALAD WITH MINT

Level: Easy  
 Total Prep: 20 Minutes  
 Serves 8

### Ingredients:

- 1 7-8 lb. seedless watermelon
- 1/2 cup extra virgin olive oil
- 3 limes, juiced
- 1 1/2 tsp salt
- 3/4 tsp black pepper
- 1 cup fresh chopped mint leaves
- 1 1/2 cups crumbled feta cheese (goat or sheep's milk feta is best)

### Directions:

Cut the rind from the watermelon then chop the watermelon into 1" chunks. Place chunks in a colander to drain. In a small bowl, whisk together olive oil, fresh lime juice, salt, and black pepper to create a dressing. Place chunks of watermelon in a large salad bowl. Pour dressing and chopped mint over the watermelon and toss to coat. Crumble the feta into the salad bowl and mix gently to integrate the cheese into the salad. Serve chilled.

# YOU NEED NSA

Channel  
Partner



Alliance  
Partner

Preparing to go public?

Considering your options  
for upgrading?

Forecasting growth  
through acquisition?

Having issues with  
commodity pricing?

Changing your business model?

Planning on changing  
ERP systems?

Is your company protected  
from ransomware?

Solving the many questions on  
the minds of top distributors



THE HUMAN SIDE OF ERP

WWW.NSACOM.COM ■ 516.240.6020