FORWARD

An NSA Publication

LEADING YOU ON THE
PATHWAY TO THE
FUTURE

SPECIAL EDITION

TUG CONNECTS 2018

MARCH 26-29 | JW MARRIOT DESERT RIDGE | PHOENIX ARIZONA

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TheUserGroup.org

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**TEXT NSAPROS TO 44222
TO RECEIVE ALL OF NSA'S
PRESENTATION SLIDE DECKS.**

TUG 2018 is happening right now and, truly, this is one of our favorite events!

There are so many great information sessions, demonstrations, and opportunities to network. We look forward to this event each year.

Myself and the other NSA consultants attending would love to meet with you while we are here. Please contact us (www.nsacom.com/tug-2018) to book a time or stop by our booth #40 so we can discuss your company and upcoming projects that our professional services can assist you in completing.

Wishing you a successful TUG 2018!

Your Partner in Success,

Patrick VanPutte

Patrick VanPutte
President & COO
NSA Professional Services

PATHWAY TO THE FUTURE
GIVEAWAY

Claiming Your Echo Dot is as Easy as 1-2-3!

POCKET GUIDE

- Simply attend at least 5 of the 9 NSA Breakout Sessions.

- Bring the NSA Presentation Pocket Guide and get a hole punch in the orange squares from the presenter.

- Bring the punch card to our booth (#40) no later than Thursday, 1 pm.

All COMPLETED Entries will be sent an Echo Dot!

*See us for offer details. Group Sessions are not included in Echo promotion.

NSA is Proud to be a Silver Sponsor of TUG 2018

In appreciation for your continued support of NSA for the last 33 years, we would like to extend this $1,000 bill for you to use in any new engagement now or new project within the next year.

Our professionals are exceedingly passionate about their customer engagements; many of them have become friends and now consider NSA a crucial part of their team and overall success.

For those that are not yet NSA clients, this $1,000 will give you the opportunity to see why NSA clients are loyal and long term.

STOP BY THE NSA BOOTH (#40) to validate your $1000 certificate and let us lead you on **THE PATHWAY TO THE FUTURE** in distribution.

NSA
THE HUMAN SIDE OF ERP

A Support System for Your Pathway to WebUI / CloudSite

by Kathy Lundquist

Chewy. Gooey. Cloudy?

For those of us that have used Infor Distribution SX.enterprise for many years, we've seen numerous evolutions. We started with Trend character (CHUI). Simple, clean, single screen, easy to navigate, all keyboard driven. Users could enter orders and pay the bills, without even looking at the screen. They memorized the keystrokes — enter, enter, enter, F1 (go). Training was offered via classroom, consultant led onsite, VHS tapes and binders. Remember those black books? Yes, some of us still have them on our shelves.

Then came SX.enterprise graphical (GUI.) With the ability to have multiple screens open at once, users

were able to see more information. Hyperlinks allowed us to rapidly open connected files. We could work on multiple order screens, users could have more than one journal open at a time. Navigation was mouse driven, though we retained the ability to navigate without a mouse, helpful for users migrating from CHUI to GUI. For users migrating from CHUI to GUI, there was also a bit of a learning curve. Modifications became more complicated, making the decision to upgrade costly and disruptive. Training tools included CMI CDs and One-Stop Manuals. Yes, some of us still have those too.

Now we have WebUI / CloudSuite Distribution (CSD.) Web browser based, customers can elect to run the

application on premises or in the cloud. Monthly updates introduce features and functionality at greater speed. Every screen can be personalized. Knowledgeable users can 'extend' functionality without impacting the core product. Users can access and process ERP functions from anywhere on any device – laptop, tablet or smartphone. Modifications are encouraged to be eliminated or replaced by extensions, allowing users to be perpetually upgraded with each new release. One-Stop manuals have been superseded with online help. Training is via onsite, web sessions, and Infor Campus.

There are many questions posed by users, including how to determine when to move to the cloud and ways to leverage the latest technology. Assisting each other through the process is where TUG's WebUI/CSD SIG comes in. This group helps us find others who are live on WebUI/CSD or going through the implementation process. We ask questions, and leverage other's experiences to make our implementations easier. We also band together to address issues and prioritize enhancement requests.

The User Group (TUG) is an independent non-profit association of Infor Distribution product users. TUG states: TUG provides its members the opportunity to network and share solutions with a community of distributors using Infor Distribution software and relevant add-on applications.

An alliance of Network Groups with a proven success record of adopted enhancements, provides every member company regardless of size, a voice with Infor. TUG members have numerous networking and educational opportunities through our online community, webinars and face to face events, as well as access to a library of presentations from previous conferences.

TUG's Networks are the backbone of TUG. In them you will find others in your specific industry, using your ERP or in your specific position. TUG members

are free to share comments, ideas and solutions to software or other business issues with each other. And it is where product enhancement requests are discussed and input is provided to Infor for future software improvements.

To join the group WebUI/CloudSuite Distribution CSD, go to www.theusergroup.org and log into the member portal. We're an open group, all TUG members are welcome!

3 GROUP SESSIONS

WebUI / CloudSuite Networking Meeting
Monday - March 26, 1:00pm - 4:00pm

1:00pm Introductions

1:15pm - 3:00pm   Hot Topics - Infor

- What is the difference between Cloud and on-prem WebUI in terms of functionality?
- 3rd party interfaces – what's included CSD, WebUI?
- HYBRID GUI/WebUI On-Prem
- Upgrade migration path
- Ad-hoc reporting options, on-prem vs cloud
- General printing – forms and reports on-prem vs cloud
- Modifications vs 'extensions'
- Development ERS standard functionality
- Training tools – EPAK, Campus, other

3:30pm - 4:00pm Panel Discussion

Women in Distribution Panel Discussion
Tuesday, March 27, 4:15pm - 5:15pm

Come Ask the WebUI Customer:
An Open Q&A Session with Users
Already Running WebUI / CSD
Thursday, March 29, 8:00am - 9:00am

KATHY LUNDQUIST
Vice President of Professional Sevices

Kathy joined NSA in 1998 as a Senior Business Consultant. She's managed implementations and upgrades for multiple companies ranging from family O&O to publicly held corporations. As VP of Professional Services, her focus is helping businesses leverage system knowledge for strategic planning, compliance and best practices.

Prior to joining NSA, Kathy was Controller for Husky Injection Molding Systems, and Adjunct Professor for Cornell University – Industrial Labor Relations ILR.

BREAKOUT SESSIONS

SX.e / WebUI – Administrator Options (AO)

TUESDAY, 03/27 1:15pm - 2:15pm

Administrator options, also referred to as system flags, are key to configuring your SX.e system.

IF YOUR COMPANY IS:
- Preparing for a 'go live'
- Upgrading multiple versions
- Reviewing existing settings

IT'S CRITICAL TO UNDERSTAND HOW THE AOS IMPACT YOUR BUSINESS.

KEY TAKEAWAYS

- ◆ How to approach initial setups
- ◆ Impact of settings
- ◆ Documenting setups
- ◆ Access and security
- ◆ Tracking changes
- ◆ Overview of AO screens
- ◆ Not all options are equal – which should be changed with caution after 'go live'
- ◆ White paper documentation

Ad Hoc Reporting in SX.e via Excel

WEDNESDAY, 03/28 4:15pm - 5:15pm

While SX.e has a large variety of standard reports, there are many times your company needs specific data that is not easily obtained from these reports. Accounting departments in particular need quick access to specific data for analysis. Gathering information for audit requests can be burdensome if the data is not in a user-friendly format. Leveraging standard tools in Excel to create quick reports will be a game changer!

KEYTAKEAWAYS

- Benefits and drawbacks to Excel reporting
- Step-by-step how to
- Data dictionary
- Joining tables and fields
- Working with arrays
- Prompting for values (runtime variables) – date range, warehouse, sales rep, etc.
- Sample quick reports
- White paper documentation
  Note: this reporting tool can be used for all versions *except* cloud.

SX.e / WebUI-Finance and G/L Overview

THURSDAY, 03/29 9:30am - 10:30am

This session examines system integrations to the general ledger, control accounts and balancing. Share your experience, bring your questions.

KEYTAKEAWAYS

- Understanding the '5 levels of integration'
- T accounts (yay!) – analyzing workflow for typical system transactions
- Review control accounts
- Balancing to the general ledger
- Interaction with other users for ideas and best practices
- White paper documentation

The Pathway to Building Your Service Desk of the Future

by Brian P. Weaver

Traditional service desk measurements no longer make the grade, here is a way to transition what has been a service model executed as a capital expense into one of value-add.

THE STEPS WE NEED TO CONSIDER...

1 **DEFINE THE ROLE A SERVICE DESK SHOULD PLAY** The old model role "provide aid to associates on technology issues". Instead, think: "reduce employee downtime and maximize their productivity"...the path to adding real value for the company!

2 **PERFORMANCE METRICS OF SUCCESS** Instead of: time to answer, number of phone calls taken, timely reporting - instead measure: first call resolution (80%+), lower response times, educating associates to minimize issue recurrence.

3 **LISTEN TO END USERS, ACT ON THEIR FEEDBACK** Service desks need to evolve and adjust to changes in business needs and technologies, and to the end user themselves. We need to interact with millennials differently than with older end users. Seek feedback on: timeliness of response, effectiveness of resolution, communication methods, educations, and overall satisfaction.

4 **SELF-SERVICE ADOPTION** Accept tickets by phone and email only? Consider deflecting many service desk calls with an end user self-service portal. Users can locate prior responses to similar issues from your knowledge base and may solve the issue without a ticket submission at all! Other capabilities include a chat function for a quick and easy ticket submission.

5 **A KNOWLEDGE-BASE PLATFORM** Encourage pro-active knowledgebase submissions. Valuable information is rarely shared, and by empowering end users with a platform for quick and easy submissions, we build the knowledge base faster, more efficiently, and make it actionable.

6 **TRAINING SERVICE DESK TEAM** Training enables your service desk staff to confidently and accurately handle questions that come their way.

7 **PUBLISH A SERVICE DESK CATALOG** This document brings consistency & structure to the interface between end user and service desk technician. It showcases scope of service, methods of engagement (calls, email, chat, text), reduces service desk costs, increases end user experience.

8 **REFRESH SERVICE DESK TECHNOLOGY** Using legacy technology you miss opportunities to improve service effectiveness. New features automate workflows (even automated resolutions with monitoring & remediation systems), offer remote support, advanced analytics, and is highly mobile with user access from any technology — tablets and smartphones wherever and however they need it.

9 **BEST PRACTICES** Clearly defined processes and measurements, service desk team collaborations, reduce costly escalations, and evaluate the impact on the organization.

10 **CELEBRATE SUCCESS** Track & reward contributions from the service desk team, base it on the value they are delivering to the organization and you will retain your top performers and incent them to strive for higher achievements.

YOU CAN'T BE EVERYTHING TO EVERYONE. Determine what you can or should support internally, consider 3rd party service organizations like NSA for areas you do not have in-house competency. If you elect to build it on your own there is significant investment in platforms, training, and culture, so it will take time. We invite you to contact NSA and let us deliver you value, quickly and effectively.

BRIANWEAVER
Vice President of Sales

Brian has over 20 years of experience in ERP, Distribution, and Cloud & Managed Services providing solutions to meet the challenges of businesses. His background includes 10 years with an ERP developer, 8 years on Cloud team with Distributor Ingram Micro, and over 2 years' experience with NSA. A frequent speaker at technology conferences, this is his second year presenting at TUG. He is married to his lovely wife, Lee, of 35 years, and blessed with 4 amazing daughters.

BREAKOUTSESSIONS

Building a Service Desk
with Case Studies Presented by Carol Shinya

TUESDAY, 03/27 2:45pm - 3:45pm

Distributors are on a constant lookout to gain efficiencies. Realizing productivity improvements from your staff can deliver big results, learn how to leverage a service desk to help achieve it! This session is relevant to a distributor that may want to build a service desk themselves, or what to look for in an outsource partner.

KEYTAKEAWAYS

- ◆ Documenting issues
- ◆ Identifying trends
- ◆ Multiplier effect of multiple methods of interaction: phone call, chat, alerts, artificial intelligence
- ◆ Analytics for continual improvement
- ◆ Best practices

Ransomware Survey: Evolving Trends

WEDNESDAY, 03/28 1:15pm - 2:15pm

Ransomware threats continue to grow and evolve. Exclusive NSA/TUG session on year over year changes from the most extensive Ransomware survey ever conducted — from more than 100,000 small & medium sized businesses worldwide — survey reviews changes from Q2 2016 through Q2 2017. Gaining this knowledge is a must to best prepare your company!

KEYTAKEAWAYS

- ◆ Evolving Trends
- ◆ Changes in attack frequency & tactics
- ◆ Primary target industries & company sizes
- ◆ Types of attacks and their impact on businesses
- ◆ SMB recommendations for prevention and recovery

NSA Leads Another Happy Client on the PATHWAY TO THE FUTURE

RotoPRECISION
Precision in Motion

We would like to thank you all for your professional "can-do" attitude to our recent technology recovery and hardware upgrades at RotoPrecision.

The humor (if there is any humor in these kind of "hardware issues") of the complete failure of one of our raided arrays while in the process of getting new hardware installed to replace it, was not the timing anyone ever looks for. But, with the timely contacts starting with **Carol and the availability of the supporting team through NSA truly made the difference.** The right people with the right attitude to make us feel that we are in good hands and on a good partnered path to systems recovery.

The hardware upgrade/replacement **project was completed ahead of planned schedule** with professional and the personal care and relationship that is hard to find in the technology support and service industry today.

Our sincere appreciation and recognition of these efforts and **looking forward to a continued relationship in our technology needs** at RotoPrecision.

Sincerely,

John Mayo

John Mayo
RotoPrecision Inc.

A New Pathway to Product Lifecycle Optimization: SX.e Maintenance

by Carol Shinya

Your SX.e annual maintenance is an important part of your strategic vision, ensuring your ERP system gives you the tools to remaining competitive. Perhaps this has never been more important to your organization than it is today.

As of January 2018, there are now three specific categories for your maintenance lifecycle:

- Mainstream: fully supported, most robust/complete, exists for 3 years post next release level
- Extended: S1 critical fixes updates only, at a premium cost, exists for 2 years post Mainstream
- Sustaining: pre-existing fixes only, excludes updates & fixes

By far, the best option for SX.e clients is to maintain a release version under Mainstream maintenance.

NSA, a designated SX.e Alliance Partner, has been awarded this status as Infor has recognized NSA's consultant team's depth, breadth and experience, and they have witnessed our stellar success in guiding SX.e upgrades (extreme upgrades included). NSA will ask the right questions and deliver the right resources at the right time to help you discover the best path to upgrade, one that is best for your company, specific to the needs of your organization. We can help you answer these critical questions:

- So, what does this mean to me?
- How does this impact my business?
- What should be my next step?
    - Do I stay on my current release? If so, for how long?
    - Do I upgrade, and when?
    - If I upgrade, to what? GUI? WebUI? On-Premise? CloudSuite?

There is no one correct answer for everyone, each distributor needs to carefully weigh and evaluate what is best for their business (yes, we have a process for that!). The decisions you make will be critical, and the impact will be felt throughout the organization long-term. NSA has been there to successfully guide, train, convert and implement upgrades to SX.e for decades. We will ensure yours is the right decision for your company and done with the least disruption to your business and your associates.

Even if you are on Mainstream maintenance, the best managed companies strategically look beyond the current year or two, asking themselves: Where do I want to be in 3, 5, 7 years?

Let the team at NSA show you what all our current clients already know, that we can be your trusted SX.e technology partner for the future!

CAROLSHINYA
Director of Global Accounts

Carol is an intricate part of the NSA team, supporting both US and Canadian clientele. She works hard to understand each client's unique needs so that our team can properly implement the right solution for their business. While Carol has only been with NSA for a year, she is an industry veteran with 27 years in distribution, 7 years working for wholesale distributors, and 20 years in software consulting and support. Truly an asset to our team and your business's success.

BREAKOUTSESSIONS

SX.e / WebUI Operator Setup & Security

TUESDAY, 03/27 4:15pm - 5:15pm

Review of the different operator security attributes and how to optimize creation and maintenance.

KEYTAKEAWAYS

- ◆ Structure/attributes of the operator security screens
- ◆ Documenting setups
- ◆ Governance and control considerations
- ◆ Function security and security flags
- ◆ Overview of some security functionality
- ◆ Authorization points
- ◆ White paper documentation

Navigation Techniques – WebUI

WEDNESDAY, 03/27 2:45pm - 3:45pm

Navigating WebUI, structure of the different windows, performing the different searches and leveraging the various inquiries.

KEYTAKEAWAYS

- ◆ Different ways to access the WebUI menus
- ◆ Different types of search in WebUI
- ◆ Leveraging the inquiries
- ◆ How to access notes, contacts, reports and help

System Update

LOADING...

The Pathway to the Future of Your Software is in the Questions You Ask

by Linda Gavin

Sometimes you don't know what you don't know. When it comes to your software, what you don't know can limit productivity and cause frustration for your users. Technology is changing very rapidly and it's hard to keep up with all the options available to you.

How do you make the most of what is available today? Can you go mobile and continue to effectively drive your business? Can you put your head in the cloud while staying grounded? Is it time to take a new look at your software and see it in a different way? Can you remain profitable while investing in new technology? Can you afford not to adopt new technology?

Think about a few areas of your business:

INVENTORY/PURCHASING Have your vendors changed the way they do business? Are there new requirements that need to be met in order to do business with certain vendors? Are there features and functionality that will assist in more effective buying?

SYSTEMS Do you find your users need more information available faster? How about internal social media? Can workflows prove beneficial for follow up and approval processing? Do users need better reporting; and the ability to slice and dice their reports? What are the benefits of document management?

ACCOUNTING Do you need to interface to a credit reporting service? Are you using an invoice and payment processing interface? Does your payables department need an AP invoice center?

ORDER ENTRY How quickly can customer service interface to drawings and schematics to give your customers needed information? Can they send that same documentation out with the click of a button? How easily can they find their products? How effectively are they servicing your customers day in and day out?

These are just a sampling of the questions that should be considered for review. Each of NSA's Senior Consultants have 20+ years of experience in wholesale distribution and continue to grow with technology as it changes.

Get in touch with NSA and let us lead you on "The Pathway to the Future."

LINDAGAVIN

Senior Business Consultant

Linda joined the NSA team as a Senior Business Consultant in 2011. She has been involved in leading and supporting implementations, upgrades, and operational reviews. Linda thrives on helping businesses analyze their processes to ensure they are making effective use of their software investment.

Preceding NSA, Linda was a Senior Business Consultant with Infor and has prior experience as a System Administrator, Implementation Specialist, and Training & Help Desk Coordinator.

BREAKOUTSESSIONS

Inventory Replenishment – Set it and Forget it

TUESDAY, 03/27 2:45pm - 3:45pm

Are you aware of the settings that facilitate the Buyer's Control Center? This session will look at the Administrative Options (AO) for Purchase Order Replenishment and Warehouse Transfer Replenishment. Product line settings for transfers and purchase orders will be covered along with rounding, buying units and standard packs. Maybe you did set it and forget it, or maybe you forgot to set it. Whether you are new to the Buyer's Control Center or a seasoned buyer, getting back to basics is always a good idea.

KEYTAKEAWAYS

- ◆ AO settings for replenishment
- ◆ Impact of settings
- ◆ Vendor replenishment
- ◆ Product line purchase levels and parameters
- ◆ Impact of buying unit, standard packs and rounding
- ◆ Transfer replenishment
- ◆ Impact of transfer unit

Working with Master Customers, Ship To's & Groups

THURSDAY, 03/29 11:00am - 12:00pm

This session will review the AR Master records in GUI and WebUI/CSD. The Group feature allows you to group customers having a common thread, and also offers you flexibility in performing several AR tasks (service charges, unearned discounts, currency, credit manager, credit limits, hold periods, sales order status).

KEYTAKEAWAYS

- ◆ View consolidated and individual credit limits
- ◆ Analyze consolidated and individual customer accounts receivable data
- ◆ Place groups of customers on hold
- ◆ Apply cash to a group of customer invoices, as well as individual customer invoices
- ◆ View freight and tax information relative to invoices to identify problems during the cash application process
- ◆ Manipulate invoices based upon the group

Your Pathwa
Future is Thro

by Brian P. Weaver

NSA is committed to the Infor SX.e Cloud Suite Distribution (CSD) in lock step with Infor. Our consultants have been hard at work to learn and are now executing implementations of CSD, Infor's most advanced and ground-breaking release in years!

So what is so different, why did Infor and NSA make such a massive commitment, and why should an existing SX.e distributor care?

CSD IS REVOLUTIONARY: Built on the powerful Xi technology stack, which delivers a more responsive design incorporating advanced machine-learning and big data analytics. The Xi tech stack delivers on major user interface improvements built on HTML5, with a personalized look and feel that can be tailored for

every user. CSD is not only stronger at its core, but it also delivers powerful extensibility with API's via ION to processes that formerly were imbedded in custom code, and Ming.le — a comprehensive social collaboration platform.

RELIABLE & SECURE: Keep your valuable data secure, current and reliable. CSD is made available to users through Infor's partnership with Amazon Web Services (AWS) to give distributors access anywhere, anytime, on your preferred device. In addition, the AWS platform delivers best-practice protocols in application, network, physical and operational security as well as deep monitoring of this highly secured infrastructure - which translates into 99.9% average historical uptime. There have been an average of over 1.9

ERP
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million attempted and failed attacks quarterly, far greater reliability, uptime, and security than most distributors can deliver on their own.

BE NIMBLE: CSD is far more flexible and nimble, ready to quickly accommodate any changes in a distributor's business. If you are planning a major expansion, acquisition, new product line, or other expected or unanticipated moves that might impact your compute power or processing requirements, CSD has the ability to quickly adapt as needed. Beat your competition on speed to market.

REDUCE TOTAL COST OF OWNERSHIP (TCO):
Since data is no longer stored on-site, say goodbye to: expensive servers and hardware, managing firewalls and endpoint security, dealing

with expensive outages. Operate lean and redirect the valuable personnel resources that were responsible for your on-premise infrastructure to strategic, value-add initiatives.

TAKE ADVANTAGE OF SPEED TO VALUE: With pre-configured, flexible, business processes/templates/tools/simulations, you can deploy or upgrade with minimal upfront investment — in weeks or months, not years!

Engage NSA and let us take you on a journey to modernize your systems, making you more nimble, competitive, and ready for any challenges the future might hold. We will travel with you on your Pathway to the Future... through the cloud.

GET AHEAD with NSA's Consulting Services

By Patrick VanPutte

If you have a big project in your 1-3 year plan, or if you are looking to take your company to the next level within the next 5 years, NSA is here to help with our expert consulting. Now is the time to start planning goals and initiatives for success. NSA will guide you on your pathway to success and help map out your business software upgrades and customizations.

With over 30 years of focused experience helping businesses utilize tools and technology surrounded by industry standards and best practices, NSA is equipped with the knowledge and resources to help you reduce costs and increase profitability.

OUR CONSULTING SERVICES INCLUDE:

- Implementations & Upgrades
- Integrations for Mergers & Acquisitions
- Project Management
- Best Practices
- Business Process Re-Engineering
- Special Projects
- Training
- Support
- Data Migration & Conversions

Our goal is to help you get the most out of your business. Making large strategic changes and growing a company is difficult, but you can trust our team of experts to make it less stressful and more manageable. It's not enough to just implement the right software for your business, it is imperative to use it to its fullest extent to secure future success. We will make sure you're using the right software and using it well.

To get the most out of your business, contact a member of our expert staff and let's make this a banner year.

NSA

THE HUMAN SIDE OF ERP

Carolina Wholesale Group Values Partnership with NSA

Carolina Wholesale Office Machine Company, Inc. (AKA: Carolina Wholesale Group – CWG), is one of the largest office machine and supply distributors in the country, celebrating our 45th year in business. The breadth and depth of the CWG product mix is unsurpassed in the industry, including: fax machines, printers, copiers, calculators, typewriters, dictation/transcribing, telephones, presentation equipment, paper handling, shredders, cash registers, time clocks, and supplies for each. CWG serves all 50 states plus Canada and Puerto Rico, and carries over 10,000 active items representing over 100 manufacturers.

In 1998, CWG engaged NSA to support their SX.e ERP system and complimentary applications. CWG recognized the critical importance of a partner to effectively support the ERP system we rely on both in our everyday business functions, as well as being key to supporting the organization's growth.

Perhaps no other challenge highlights the value of NSA to CWG than the hardware failure experienced in July of 2011. In that month a powerful tornado swept through the area, resulting in a power outage. The server subsequently lost a controller and hard drive. CWG attempted a restore from an internal tape backup, only to discover the tapes were corrupted, losing 6 months of data, as well as being down for several days.

NSA stepped in and really delivered, immediately freeing up and deploying a team of experts. Over a two-week period, they worked around the clock, through evenings and weekends, to help us rebuild the data. They were able to piece the information together from files, stored reports and extracts from the data warehouse. NSA is always there to have our backs, especially when we need them most.

Over the course of our 20+ years of partnership with NSA, they have stood with us through several upgrades, projects, mergers, and acquisitions. The value of our relationship with NSA is a critical part of our success now, and will continue to be into the future.