

ENTER Pathway to the FUTURE



NSA COMPUTER EXCHANGE CORP.

Channel
Partner

infor

Alliance
Partner

Why Do **Distributors** Choose to Partner with NSA?

NSA Timeline

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All senior business consultants have a minimum of 15 years on SX.e / CSD and 20+ Years in Distribution.



1984

NSA Founded

1986

GAP Reseller – R&D Systems

1990

First Trend Reseller

1998

Software Integration Center for R&D Systems

2016

First Implementation Alliance Partner for Infor

2017

Expanded our Reach Throughout Canada

2020

TUG Channel Partner of the Year

LETTER FROM NSA

Since 1984, NSA has been helping successful wholesale distribution businesses grow and prosper by leveraging and implementing world class software and processes.

Our mantra is simple and clear - the right product, the right process, and the right people to ensure a successful project and a long-term relationship. Having over 3 decades of working knowledge our processes have become refined beyond reproach.

Our people are the cornerstone of every NSA experience with experts who originated from within the distribution industry as well as technical experts who have consistently kept their finger on the pulse of the industry.

NSA has a long history of building long-term relationships dedicated to helping our clients in any way possible with proven results!

The image features a large, stylized handshake in the center, with two hands in business suits. The handshake is surrounded by a glowing blue digital particle effect, with many small, bright blue dots and streaks emanating from the point of contact. In the top left corner, the Infor logo is displayed in white lowercase letters on a red rectangular background. The background of the entire image is a light gray gradient.

infor

We strive for complete customer satisfaction.
It's what we refer to as *"The NSA Touch."*

Alliance Partnership: Consult, Advise, and Integrate

We are recognized leaders within the enterprise service and technology market with established business practices and solutions designed to help companies improve their operational efficiency.

Channel Partnership: Sell & Install - Implement, Optimize, and Maintain

See how our featured spotlight partners strengthen Infor's delivery model through specialized industry expertise and deep experience with Infor technology.

CONSIDER INFOR CLOUDSUITE DISTRIBUTION

IF YOU ARE A CURRENT SX.E CUSTOMER OR SEARCHING
FOR A ROBUST, DISTRIBUTION-FOCUSED ERP



SUPPORT EXPANSION **SCALABILITY**
REDUCED TOTAL **COST OF OWNERSHIP**

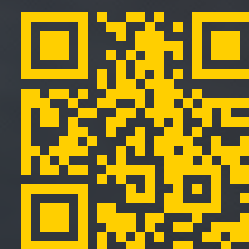
Infor CloudSuite™ software delivers an unmatched user experience, with ERP at its core—ready for the last mile, and ready to help SMBs and enterprise-level organizations take full advantage of the business benefits of cloud technology.

infor CloudSuite
Distribution



ENSURE **SECURITY AND RELIABILITY**
REALIZE FASTER **TIME TO VALUE**

The unique challenges you face as a wholesale distributor can no longer be addressed in real-time, forcing you to rethink the way you do business. Tomorrow's challenges are solved only when solutions are more agile than the people and processes they support.



Scan to learn more about
Infor CloudSuite Distribution

Micro-Vertical Expertise

Delivers Business Value Faster

infor



PHVAC



JANSAN



INDUSTRIAL



ELECTRICAL



BUILDING SUPPLY



AUTOMOTIVE



Infor CloudSuite Distribution provides comprehensive, end-to-end functionality that helps boost performance across your entire organization. It's also continuously getting better, with new capabilities every 30 days. Just enable new features as they become available to take advantage of additional capabilities.

Distribution Focused

Investment in industry specific functionality built in from sales through operations, service, and delivery.

Innovative

Multi-Tenant Cloud Platform for integration, workflows, contextual BI, extensibility, IoT and AI.

Modern

A beautiful user experience to support a new generation of workers.

Faster Time to Value

Implementation accelerators and best practices baked into every wholesale distribution deployment.

Complete Suite

Scalable group of applications to meet your specific needs.

Hybrid Support

Single platform to traverse business models from distribution to service, to rental, to manufacturing.

5,000+ wholesale distributors trust Infor with their enterprise software needs. Micro-vertical expertise delivers business value faster and reduces transaction costs.

BUSINESS OPTIMIZATION REVIEW

SCHEDULE YOUR BOR DISCOVERY CALL

Scan Code with Camera



"I've been with Glantz going on 25 years and we've recently engaged with NSA to do the Business Optimization Review. I was really impressed with Patrick's team who conducted the BOR. It was a needed step in our evolution as an organization."

Davey Glantz

Glantz
Chief Executive Officer



Watch NSA video nugget
with Davey Glantz

"Their consultants have a deep understanding and knowledge of SX.e (quirks and all) which was evident from Day 1, and that knowledge combined with their systematic process of taking a deep dive into our current processes & procedures resulted in a long list of recommendations which we are now beginning to implement."

Mark C. Lammert

Crescent Parts & Equipment Co., Inc.
CFO



Watch NSA video nugget
with Mark C. Lammert

WHY CONSIDER A BOR

- ✓ New Implementations
- ✓ CloudSuite Distribution Migrations
- ✓ Continuous Improvement Initiatives
- ✓ Maximizing the Return on Your Software Investment
- ✓ Identify Any Gaps or Potential Risks to the Project, the Earlier We Know, the Better We Can Put in Place a Mitigation Plan.
- ✓ Meeting Strategic Goals
- ✓ System Setup and Configuration
- ✓ Workflow Recommendations
- ✓ Automation of Manual Processes
- ✓ Develop a Training Plan for Your Implementation
- ✓ Develop an Implementation and Training Plan

WE'LL HELP YOU PREPARE

- ✓ We Will Ask You to Answer a Short Questionnaire in Advance of the Process Reviews
- ✓ Provide Us with Any Existing Documentation: Process Flows, SOP's, Policy and Procedure Manuals
- ✓ Brief Meeting to Discuss Logistics and Answer Any Questions
- ✓ We Will Provide a Detailed Agenda for the Review Process

PROCESS REVIEWS

- ✓ Designated User in Each Functional Area
- ✓ Sales
- ✓ Pricing / Rebates
- ✓ Purchasing
- ✓ Inventory Management
- ✓ Warehouse Operations
- ✓ General Accounting
- ✓ Accounts Payable
- ✓ Accounts Receivable / Credit & Collections
- ✓ System Administration / IT
- ✓ Observe Their Daily, Weekly, Monthly Processes
- ✓ Understand Pain Points

RESULTS

We will provide you with a full report of our findings, including:

- ✓ Executive Summary
- ✓ Narrative of Our Discovery, Gaps, Pain Points, Risks, Recommendations
- ✓ List of Gaps, Pain Points and/or Risks

We will conduct an additional review with the project team and other stakeholders to evaluate the importance of the identified gaps and risks then develop a go forward plan.

OUR PROCESSES

We believe we have the right product, the right process, and the right people to ensure a successful partnership.

“The NSA Touch” is our personal commitment and total immersion into the success of your project.

PROVEN TO BE EFFECTIVE

“Reflecting upon our first year with NSA, the support from NSA’s services has more than accomplished our goal and gives us confidence to address opportunities in the future. NSA has trained our core users to be more effective in SX.e, has assisted in moving our servers to the AWS cloud, and has installed a business continuity & disaster recovery system, ransomware detection & restoration, and a business intelligence tool to help gather the data we need to make the best choices for the organization.”

Brent Reid

Turf Star / Western
Chief Finance and Strategy Officer

“We were embarking on a new business initiative and had some unique requirements and a hard deadline, so reached out to NSA for help. Both an on-time and under budget project with NSA for another successful launch. If you’re looking for a partner for any Infor related project, NSA should be top of mind.”

Chris Chapman

Atlantic Mobility Products, Ltd.
Director of Information Technology

“There are many times we need quick access to SX.e data, whether for management reports or audits. Having the ability to create quick reports with Excel, a tool we already use, has been very helpful. NSA was able to tailor the training to our schedule and company requirements.”

Michael Clarke

Turner Supply Company
Chief Financial Officer

PLAN | EDUCATE | CONFIGURE | GO-LIVE | SUPPORT

Stage 1: Plan

Your uniqueness is not a challenge for NSA.

We're going to create a plan of action for migrating or implementing your ERP, including:

1. Project Charter
2. Implementation Milestones & Methodology
3. Optimization Review
4. Establish the Roles & Responsibilities
5. Establish the Timeline for the Project

**With the plan in hand, we'll implement the process.
A typical engagement follows this timeline:**

- ✓ Select Project Team
- ✓ Finalize Project Plan
- ✓ Risk Analysis Review

Business Optimization Review Understand Current Business Practice

- ✓ Meet with Functional Champions – Workflow
- ✓ Configuration / Process Recommendations
- ✓ Share Industry Best Practices

Software Installation

Begin Data Conversion

As soon as the test environment is set up in the new system, we will begin training your team through our education process.

Stage 2: Educate

NSA spends time with your team to make sure they fully understand how to use the new software and technology solutions. We use a “Train the Trainer” methodology and ensure your Subject Matter Experts (SMEs) fully understand and leverage the feature-rich functionality available in CloudSuite Distribution.

Many companies don't set their ERP systems up properly or feed the system accurate data. You get so caught up in the day-to-day operations of your business that your team may not fully understand or use the ERP system correctly, which results in bad processes and procedures that affect your bottom line. Our education/training process ensures your new ERP solution will be used properly so you gain the greatest benefits.

Training Tools (Infor Campus, UAP)

- ✓ Review Campus or UAP Training Topics
- ✓ Recommendations on Topics for the Core Team and Eventual End User training

We will spend time with you making sure the software is configured to your exact needs, and re-engineer some of your business processes to increase efficiency and bring you closer to reaching your goals.

Scenario Based Training (SBT)

- ✓ Hands-on Champion/SME Training
- ✓ Taught by NSA Senior Business Consultants
- ✓ Assist in Developing Training Labs for General/ End Users

Consulting and Business Process Engineering

- ✓ Work with Champions/SME's on Client Specific Business Processes (Future State)
- ✓ Customization Review
- ✓ Simulation/ Conference Room Pilot (CRP) Evaluation of Future State Business

Processes

When we are mutually confident your team is ready to use the new ERP solution, we'll take your new system live, and we'll be there every step of the way – before, during, and after the ERP solution has been implemented.



Stage 3: Configure

We will spend time with you making sure the software is configured to your exact needs, and re-engineer some of your business processes to increase efficiency and bring you closer to reaching your goals.

Configuring the new ERP solution involves:

- ✓ Extensibility and Personalization
- ✓ Creating Reports, Invoices, and Forms
- ✓ System Options
- ✓ Company Options
- ✓ Warehouse Options



Stage 4: Go-Live

The final stage of the implementation process involves taking your new ERP solution “live”, which means using it for real to operate your business.

By now, all of your data has been converted, everyone is fully trained, the system has been fully tested, end users have been evaluated for readiness – and everything is set up in preparation for going live.

The Go-Live Process

- ✓ Full Production Audit
- ✓ Readiness Assessment
- ✓ System Load Test
- ✓ Go-Live

Going live with a new software solution can be a scary experience, but you can feel confident that NSA will only move to this stage when all milestones leading up to this point have been met satisfactorily, and the technology and people are ready.

Stage 5: Support

Our relationship doesn't end when your ERP solution has been installed.

We don't just give you a generic 800 number for support with random agents who lack the tribal knowledge of your business and implementation. If you have questions or problems we continue your one-on-one relationship with the business consultant you've been working with throughout the entire process of planning, training and re-engineering.

Post Go-Live Services

- ✓ Transition to Support
- ✓ Annual Business Process Analysis
- ✓ Training on New Functionality
- ✓ Consulting on New Business Initiatives



WHAT THEY ARE SAYING

"There aren't enough words to express our thanks for the support your organization has provided, it was outstanding. This was a very difficult time for us as a Small Business, and we depend on relationships we establish with organizations such as NSA. Every time we have reached out to you, you have been very responsive and helpful. We have been blessed by your efforts, thank you!!"

Diana Bonebrake
Bursma Distributing
Controller

"At Irr Supply Centers, Inc. we recently virtualized a part of our data-center. NSA recommended a Datto Backup Appliance which takes hourly snapshots of our VMware environment. Datto also supports agent based backups to servers outside of the VMware footprint. Give yourself peace of mind and make the investment in Datto. NSA provides excellent technical support and training for the Datto product."

Kevin Saky
Irr Supply Centers, Inc.
IT Integrator

"I found that [the NSA team] were all knowledgeable and responsive whenever I had any questions! Because of their commitment to our success, we decided to move ahead with our Extreme Upgrade and Server migration with NSA! I do not regret my decision. The project went smoothly, we met our target go-live date, came in under budget and I'm alive to tell the tale!"

John Kociuba
Gear Centre
General Manager

"Continuing to work with our Infor Channel Partner, NSA Computer Exchange Corp., 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."

Robert Collins
Carolina Wholesale Group
Vice President & CFO

"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. In most cases, we have their cell phone numbers. Whenever we need something, we just call. It's all of them. "

Kirk Coburn
Coast Appliance Parts Co.
Vice President and CFO

"We would like to thank you all for your professional "can-do" attitude to our recent technology recovery and hardware upgrades at RotoPrecision. The hardware upgrade/replacement project was completed ahead of planned schedule with professional and the personal care."

John Mayo
RotoPrecision Inc.
Owner



Why Managed Services Make Sense

Rapid Change. Many companies in today's world are challenged with outdated technology, including home-grown enterprise systems that can't keep up with ever changing business needs. Finding qualified information technology employees is just as difficult and adds significant infrastructure costs. This is space where managed services providers positively impact efficiency and bottom-line results.

The Outsource Edge. Working with an extended information technology team without the overhead of hiring, training, salaries and benefits allows companies to put their full focus on running their businesses. Managed services providers have concentrated expertise in information technology with many different business systems. The solutions created by these providers are customized to fit the needs of each company.

Rely on Others. Developing a beneficial partnership with a managed services provider allows a company the ability to keep its pioneering, self-reliant spirit and remain in control of the systems implemented within the company. The managed services provider with whom a company chooses to work is just that – a service provider.

4 AREAS OF IMPACT TO CONSIDER WHEN ENGAGING A MANAGED SERVICES PROVIDER:

1 CLOUD COMPUTING

Moving company operations to a cloud solution may seem risky. This in fact is not true - cloud systems have been proven to be more reliable and less prone to outages than a local on-premise system. A technology provider hosts and manages software applications and is responsible for maintenance and security.

2 DATA BACK-UP & RECOVERY

All company data is extremely valuable. Effective, reliable back-up systems will ensure that precious data is not lost. If a breach or natural disaster occurs, a state-of-the-art recovery system designed by the managed services provider gives a company peace-of-mind that its data can and will be recovered.

3 CYBERSECURITY

System security is an ongoing battle, especially with an ever-increasing mobile workforce connecting to internal systems. The technology provider will ensure a company's firewalls are solid and create user access and identity solutions.

4 TECHNOLOGY USER SUPPORT

On-site or virtual help desk functions can be provided through managed services. Small and medium-sized companies may find it difficult to staff their own help desk – and it may not be as cost-effective.

SERVICE PARTNERS

ERP Solutions

Channel Partner  Alliance Partner



Business Intelligence



Network & System Security



Business Continuity & Disaster Recovery



e-Commerce



Hosting



CRM



Other Partners



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Business Optimization Reviews
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API Integrations and Personalization
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