

FORWARD

A PUBLICATION BY



RIDE THE WAVE *to the future*

- WHY DISTRIBUTORS CHOOSE TO PARTNER WITH NSA
- NSA – WE HAVE YOUR BACK
- WHAT'S TRENDING WITH INFOR CLOUDSUITE
- NSA PLUS – MANAGED SERVICES

A close-up of the nose of a wooden surfboard with a blue and white paint design. The letters 'NSA' are painted in a white, outlined font on the wood.

NSA RIDE THE WAVE *to the future*

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

NSA TIMELINE

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

2020

MCI Aquisition

2021

TUG Channel Partner of the Year

LETTER FROM



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. We have refined our process over the past 3 decades to ensure our client success.

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!

infor

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



Channel
Partner



Alliance
Partner



Alliance Partnership:
Consult, Advise, and Integrate

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

CONSIDER INFOR CLOUDSUITE DISTRIBUTION

**IF YOU ARE A CURRENT INFOR 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.



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.

infor CloudSuite
Distribution



Scan to learn more about
Infor CloudSuite Distribution

BUSINESS OPTIMIZATION REVIEW

SCHEDULE YOUR **BOR** DISCOVERY **CALL**



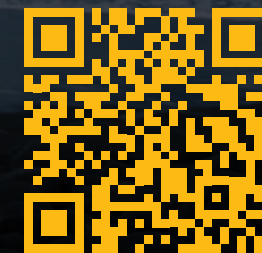
Scan Code with Camera

"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

"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 nuggets with
Davey Glantz and 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
- ✓ Support and Implementation

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

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

RESULTS

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

- ✓ Executive Summary
- ✓ Narrative of Our Discovery and 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 to help develop a go forward plan.

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





DID YOU KNOW ...

GLET IMPORT FROM EXCEL

You can now import an Excel journal batch entry directly within GLET. This is much faster and easier to use than doing a manual GLET journal entry or using the GLEBI batch import.



EXCERPT FROM CSD ONLINE HELP:

In GL Transaction Entry, select the Import from Excel option after you select a group. Your Excel file can be formatted to include these fields:

- ✓ Account
- ✓ Amount
- ✓ Reference
- ✓ Vendor
- ✓ AP Invoice Number
- ✓ Customer
- ✓ Invoice Number
- ✓ Check Number
- ✓ Extended Reference

All fields are optional, with the exception of Account and Amount. The account number must be the full GL account number, without asterisks, and must match an existing GL Account Setup record for the current year.

Note: The order of the fields, or columns, does not matter. The columns can be in any order, but the column headings must be specified exactly as shown in the list.

The import file is validated against your existing GL account codes, and vendor and customer records, if applicable, during the import. You must be authorized to update GL accounts, including entries for allowable divisions based on your SA Operator Setup-Other Options settings. You must also be authorized to make manual GL postings based on the GL Manual Posting and GL Account authorization points.

Any errors in the imported data are noted in the Status Message column. You cannot click Submit until all errors are resolved. In addition, no editing can be performed in the Import lines grid, with the exception of deleting records. Any corrections or changes to transactions must be made in your Excel file and the file re-imported.

Note: The Import from Excel option is an alternative to using GL Entry Batch Import Report. The Import from Excel process is performed directly in the GL Transaction Entry grid, as if you are manually creating GL transactions, and does not require that you transfer your Excel file to a cloud server before importing it.

For more information and the full article with step by step screenshots please follow this direct QR code.

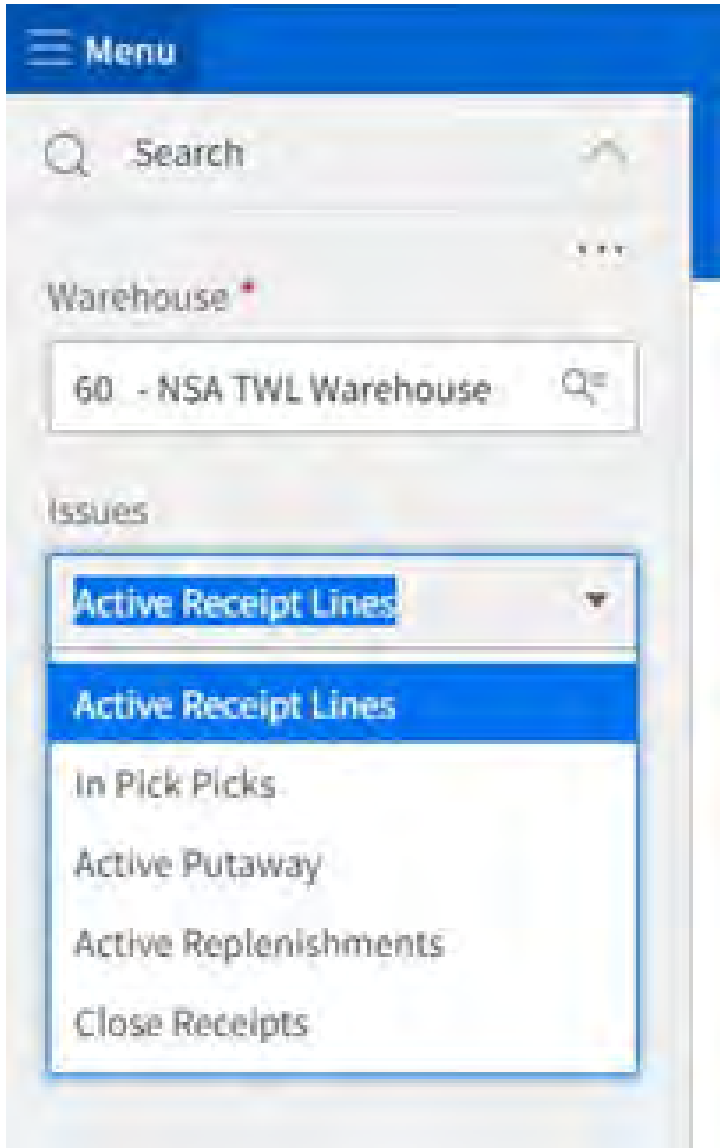


Article by:
Kathy Lundquist
VP Professional Services

DID YOU KNOW ...

TWLEA TWL RF ADMIN MAINTENANCE

You have made the move to CSD, now what do you do when a pick or a receipt is locked, and you can't run a Q&D to release it? Good news, there is a standard menu, TWL RF Admin Maintenance (TWLEA) to clear those locks.



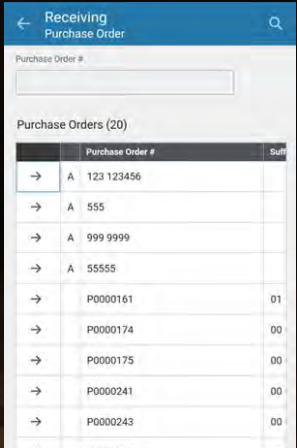
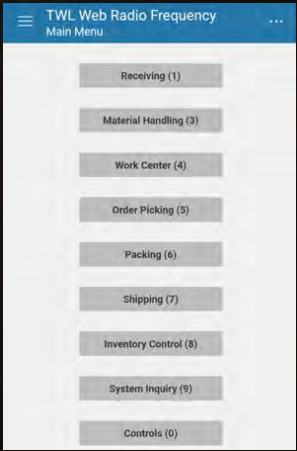
For more information and the full article with step by step screenshots please follow this direct QR code.



Article by:
Barry Cooper
Senior Business Consultant

A QUICK LOOK... ITS HERE, HTML5 TWL RF

Looking to migrate to the new version of TWL RF? Join me at session 255 to take a tour and explore the web version of TWL RF. During the session we will look at the setups required to deploy, as well as some common day to day functions, like receiving, stock put-away and picking.



WHAT IS ETL?

EXTRACT, TRANSFORM, LOAD

One of the greatest challenges with Cloud based software is the inability to easily access the data. Often Cloud software is multi-tenant – meaning many companies use the same database and program code. It's not practical or secure to allow each individual company direct access to the data. Data between tenants, even though it's segregated and protected, often shares the same underlying database and resources. If Company A ran a query against millions of records in their data, they may affect the performance of Company B that is using the same underlying system. That's not good.

COMPANIES WANT ACCESS TO THEIR DATA THOUGH!!

That's where an ETL (Extract, Transform, and Load) tool can help. Simply put, an ETL tool takes data from one place, changes it, if need be, and puts it somewhere else. Infor has an inbuilt ETL running that populates the DataLake in CloudSuite. There is another ETL that takes data from the DataLake, transforms it, and populates Birst Business Intelligence. ETL makes it possible to migrate and consolidate data from dissimilar sources and place it in a single, centralized location – different types of data can work together.

Many companies have established reporting systems that rely on direct access to the data. With SX.e, this has been an ODBC connection to either the database itself or an on-premise Data Warehouse such as Infor Insite/Fullfill Analytics. They often use common report writers such as Crystal Reports, Hyperion, or even Microsoft Excel. These reports aren't typically possible with Cloud Databases – without an ETL taking the data and moving it somewhere usable. An ETL can take data from the cloud, transform it, and put it in a usable format – such as Microsoft SQL.



Article by:
Brian Jones
VP of Technology

BREAK THE SILOS

ACHIEVING OPERATIONAL EXCELLENCE THROUGH CROSS-DEPARTMENT INITIATIVES

With the winter Olympics this February in Beijing, I frequently thought of how difficult it is to compete at a global level. You hear about strategies where they review all facets of their performance; equipment, nutrition, exercise, sleep, with the objective to eke out an extra 1% here or there. With this idea compounded over time, it will make the difference between winning and losing... and it works. If you've worked in distribution over the last decade, you can relate to today's Olympian and may be interested in a strategy to get your organization another 1%.

Managers are great at managing the resources directly under their control. Buyers can improve inventory turns and margins. Warehouse Managers can improve pick/pack/ship performance and accuracy. Customer Service can minimize call center wait times, and order entry accuracy. Credit can decrease bad debts and address held orders quickly. However, if you want to improve say, your "order to ship" process, this will involve multi-department collaboration from Sales, Credit and the Warehouse Manager. Managers all have different priorities, budgets, peak seasons, etc. and this is where the delays begin. When collaboration is required across departments, the complexity increases exponentially with each department added. Your chances of success decrease just as quickly. This is known as the silo tendency and it's within all organizations. Breaking down this behavior isn't easy but for those who do, the benefits are enormous.

PROS

Silos are not bad.... Companies organize themselves into silos (aka departments) since grouping people with a common objective allows for better focus. This also facilitates skills development which is required for complex tasks and efficiency/speed. It's also required for accountability and control.

CONS

The downside is that over time, these silos can get out of sync, resulting in duplication of effort or become slow to adapt to changes that are required for the organization overall.



Article by:
Mark Paterson
Senior Business Consultant

DID YOU KNOW...

SARE SA OPERATOR MENU SECURITY REPORT

Report - SARE

Ranges
New

← Previous → Next

Details ^

1. Operator Operator

2. Security Level Security Level

3. Function Function

Quick – how many of your users have access to run GLAY GL Year End? Who can run OEEPI Invoice Processing? Did you know there is a standard CSD report than can generate a list of function security levels for operators? This report has been available pre-CSD but many system administrators are not aware it exists or how to use it.

THIS REPORT INCLUDES RANGES ONLY, NO OPTIONS.

You can select for one or all operators (leave operator blank).

You can select for all security levels (leave blank), a specific level, or a range of levels.

You can select for one or all functions (menu access.)

For more information and the full article with step by step screenshots please follow this direct QR code.



Article by:
Kathy Lundquist
VP Professional Services

DID YOU KNOW...

SARF SA OPERATOR PREFERENCE REPORT

Who can take an order off hold? Do PO corrections? Change master balances? These are common questions that system administrators are asked. Did you know that SARF, SA Operator Preference Report, is a report you can use to see a list of operators with the allowance they were granted for particular flags/fields in SASO?

You can run this report for all SASO fields, a specific field, for example, Oeupdtcustpofl Allow Access to Maintain Cust PO #, or fields that display on a specific SASO page, for example, page 6 – Cost Controls. Though these page #'s are specific to GUI SASO, you can still use this report in CSD.

For more information and the full article with step by step screenshots please follow this direct QR code.



Allow Override of Order Approval Status

Yes
Yes
No



Article by:
Kathy Lundquist
VP Professional Services



TOP 15 CSD PROJECT **PITFALLS**

After every project do you find yourself saying “If I knew then what I know now..... I would have done this differently.” I am pretty sure I’ve said that at least a thousand times, probably more. A big thank you to one of our expert clients who suggested I write this up, (you know who you are!)

With so many SX.e users migrating to CSD, when someone suggested this was an important topic, I thought why not, let’s learn from our past projects. Some of these items would apply to any project, some more specific to CSD.

Time

Be realistic with your time and add a contingency to account for the unexpected. Someone falls ill during the project, you lose a project resource, a new business challenge, a pandemic hits! Ok well perhaps the pandemic is pretty unique. Ensure that you’ve provided ample time to perform all the necessary tasks.

Integrations and 3rd Party Products

We tend to underestimate the time needed to build an integration and test it. Additionally, if you’re reliant on 3rd party external resources, you can’t always control their availability. Make sure that you notify your 3rd party partners early in the process so that you know their resources will be available when you need them.

Resources

Recognize that the project team resources may not be fully dedicated to the project, so tied in with #1, be realistic about how much time they can devote to the project. Even if they are, they will still get pulled for other business challenges or “asks”. Also recognize, not all resources are equal. Some may need help, they may not have any experience in this type of project or their role in this project, so they may need some additional time or help.

Forms

If you are replacing your current forms with the IDM Forms, begin the process early and make sure they are fully tested including printing, faxing (if using) and email.

Project Timeline

Again, be realistic. Include or account for high/low seasons within your business and plan accordingly. Don’t forget to limit work during popular times of the year where the team may have some downtime or vacation including Thanksgiving, Christmas, and summer vacation. Or times within the year where focus may be elsewhere such as year-end, audit, supplier/vendor annual negotiations, and trade shows are just a few examples. Take all of these into account when building out your timeline and go live. Set your go live based on your timeline. Do not try to fit the tasks to meet an arbitrary go live date.

Historical Data

Do you really need 20 years of historical data? Consider purging some of the old data before migrating to CSD.

Testing

Test everything, especially any items with large volume of data that may need to be processed or updated, such as PDEM Pricing Mass Maintenance, in batches. There may be different limitations than what you may have had in an On-Prem environment.

Training

Use different training methods. Recorded training sessions with a follow up live training generally meets most learning styles. Don’t forget to ask your end users to practice. In fact, assigning practice labs or scenarios to practice will ensure even better adoption and an easier go live.

Go Live Timing/Simulation

Do track timing and tasks for your go live, ensure a conventional 2-day weekend is sufficient for your migration. Go live weekend includes migrating your database from On-Prem to CSD, creating your Ming.le users, possibly populating Data Lake and Birst, just to name a few. You will also be making AO changes, Security and Authorization Point changes, setting up new Table Values and possibly doing Mass Maintenance to populate fields for new features in CSD. If you find that there is simply not enough time or it leaves little buffer, consider turning on new features after go live, the following weekend/ week to give you a little bit of breathing room.

CRP

Perform a Conference Room Pilot (CRP). Think of this as a dress rehearsal. It confirms the decisions made during the project are correct, will identify any areas that may need tweaking, and identify potential downstream issues.

Elastic Search

Searching in CSD is different than GUI (or CHUI) so make sure to cover searches in your training and don’t forget the benefits of Facet Search and Saved Searches. Overall, the inquiries also have better capabilities like grid list filtering, ascending/descending columns, so don’t forget to point out these benefits.

Change Management

Do not underestimate resistance to change. Initially, users will be slower in the system as the screen layouts are different from what they’re used to. They will get quicker with practice. CSD is browser based, so there’s more screen “refreshing” but there are also benefits to it including better automation tools and added functionality. Counter the complaints with the positive benefits.

EDI

Begin the conversion and testing of your various EDI documents early. There may be file translations needed as well as a reliance on your trading partners’ availability to complete the testing. EDI, both inbound and outbound, is different with CSD so this may require more work than prior upgrades.

Personalize

Take advantage of the ability to personalize the screens to make them both more efficient and user friendly. Move fields around, make a field required or use colour to highlight a field, hide or move fields not in use. Consider re-creating different buttons or hot keys to reduce users need to move from keyboard to mouse.

RA

Perform a Readiness Assessment (RA) with your end users. This will confirm the readiness of your end users, identify any that may need additional training and/or practice time, and ensure a smoother go live.



Article by:
Carol Shinya
Director of Global Accounts

IMAGINE A DAY

Today the weather is shaping up to be a balmy, 85 degrees Fahrenheit in the shade. As you are working on your morning routine, you feel a vibration on your wrist and look over at your watch to see that your first meeting of the day starts at 9am. Time to head out, grab a coffee and read today's latest news before heading to the office.

You pay for your coffee by tapping your wrist on the payment terminal and as you head to your autonomous vehicle, another vibration on your wrist but this time it's different. It's a message telling you there has been an inventory adjustment and price update on a product your customer has recently purchased.

You better act quickly, so you put your ear buds in and ask your digital assistant to secure qty 10 for your client and send tracking after the product has shipped.

With that taken care of, you walk to your AV and are greeted by a friendly chime as the door opens to welcome you in for your morning commute. Your first sip of coffee is just what you've been looking forward to all morning.

Your vehicle's display shows the latest news headlines and the best route to take to the office in order to avoid traffic. You also get a glimpse into your sales performance to date which makes you think to ask your assistant to send a report to your office computer of all customers whose buying habits have changed recently. Your assistant obediently responds, "Your report will be waiting for you once you get to the office".

Once you arrive at the office, your morning routine begins. Bluetooth proximity sensors, geo location services and ANI (Artificial Narrow Intelligence) at work, the lights slowly illuminate, your computer comes alive, greets you good morning and with a summary of customers whose buying habits have recently changed in hand, you're armed and ready for the day ahead.

As lunch time nears, your assistant chimes in to ask you if you would like sushi or salad for lunch and with your command, your assistant diligently processes your request. Lunch is delivered and so begins your afternoon.

Curious about how operations are doing, you decide to ask your assistant to send you a summary report of current warehouse operations in order to get a good look at how the new voice picking robots are performing. With your assistant's response, you're happy to see that speed and accuracy has improved dramatically and picking errors have dropped by 90%. The investment is paying itself off!

As your work day comes to an end, your assistant reminds you that you have an hour workout scheduled for 6pm and that your AV is waiting for you downstairs to bring you to the gym.

With your workout complete, and your day almost behind you, the lights, triggered by an automated routine, change to a different, more relaxing hue. Calming sounds play in your room and the lights fade out another day.



Article by:
Rob Thayer
Sr. Technical Consultant

OUR SIX-STEP APPROACH

TO KEEPING YOUR DATA SAFE

Much like biological viruses, there are many ransomware threats circulating the web. With every occurrence, the sophistication of these viruses is increasing in a multitude of ways, including how they spread and how they encrypt data. As your IT service provider, we know that protecting your business from ransomware is not a single-prong approach. Being able to mitigate or prevent attacks is our top priority. We have put in place an agile, multi-layered approach that can adapt as new and increasingly hostile threats emerge.

WE PROTECT YOUR BUSINESS WITH A COMPREHENSIVE SOLUTION

New ransomware threats are constantly emerging and evolving. To learn how we can protect your business and provide a secure and collaborative environment for all your employees, contact us today, or better yet, attend our TUG breakout session on Security!



Article by:
Brian Weaver
VP of Sales

OUR BEST-IN-CLASS APPROACH CONSISTS OF SIX LAYERS:

PATCHING

The most basic layer of protection is to monitor and patch all computers and applications. With the latest patches, we can address all known OS Security vulnerabilities. Patching provides the most basic layer of protection to operating systems, especially once a security flaw is uncovered. We provide the latest patches to ensure your operating systems are running at peak performance and that all system vulnerabilities are addressed.

ANTIVIRUS AND NETWORK MONITORING

People are being targeted through more sources than ever — email, ad networks, mobile applications and devices. Anti-virus and network monitoring examines all files and traffic and filters them against all known threats. We keep virus definition files updated to protect these systems.

BACKUP AND DISASTER RECOVERY

There is sometimes a gap between when a threat is first introduced and when we receive notification and can develop a remedy. We do a full-system backup to protect your back-office systems. This enables us to stay on top of things when an attack occurs and provide a recovery option for unknown threats and even the most catastrophic failures.

ENDPOINT BACKUP

Although there's a layer of protection on your back-office systems, you still need to have backup and recovery of data for devices. These devices create, share and store business data, and if a cybercriminal captures this proprietary and sensitive information, it can have a significant impact on business productivity and profitability. We do real-time data backup on these endpoints to prevent business critical information from being compromised.

SECURE FILE SYNC AND SHARE

We want to allow your employees to collaborate securely from any location and using any device — even their smartphones and tablets. Using our enterprise-grade, secure file sync and share solution, you can grant access and editing controls for specific documents, such as Word documents, Excel spreadsheets and PowerPoint presentations, and we can help employees to recover documents that are maliciously or accidentally deleted.

EDUCATION AND AWARENESS

The most important step in our process is to create awareness about these threats. We offer training and educational materials to help you educate your employees about cybersecurity risks, new ransomware strains and best practices for spotting phishing attempts, suspicious emails and other security risks. Empowering them to be proactive and encouraging them to report questionable content using rewards and incentives will help increase awareness and decrease overall risk.

NSA PLUS

THE IMPORTANCE OF AN ANNUAL NETWORK SYSTEM REVIEW

Almost three quarters of all network attacks start with an email attachment or link.

Software and operating systems impact performance, not just hardware.

Older Windows Operating systems like 2008R2, can't be fully protected by any Antivirus.

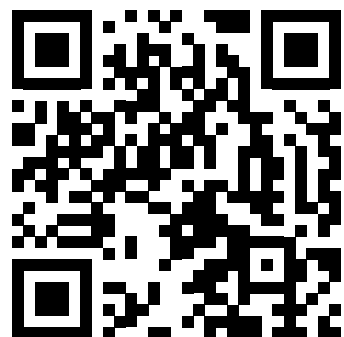
NSA has had an increasing concern, that many of our client's network systems are not where they need to be. Server operating systems that are outdated cannot be fully protected by any means and cannot securely support the software or services that run on them.

NSA is now fully invested in providing network-based services that are focused on providing solutions, that can help address these concerns.

We can help you identify your security risks and improve your ERP performance with a Network System Review.

Call to book your Network System Review today!

For more information please visit nsacom.com/checkup or follow this direct QR code.



Article by:
Glenn Bell
Senior Technical Consultant



NSA OFFERS THESE NETWORK TECHNOLOGY SOLUTIONS AND MORE:

- Enhanced Firewall and Antivirus solutions
- Examine e-mail flow for security and deliverability
- Multifactor Protected VPN Solutions
- Multifactor Protected Server Operating Systems
- Operating systems – Setup, Migration and Upgrades
- Server Cloud Hosting solutions
- Assistance with Active Directory and Group Policies
- Authentication services
- Linux/Unix assistance
- Mail flow Migrations and Protection – Office 365
- Full Network Backup Solutions *including Office 365's Cloud Tenant Data*
- Network Topology Planning
- WIFI Assistance
- Remote Access Solutions
- Managed Services – Proactive Assistance and or Notifications

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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