

FORWARD

A PUBLICATION BY



SYNERGIZE *your* ENTERPRISE



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SYNERGIZE *your* ENTERPRISE

WHY DO **DISTRIBUTORS** CHOOSE TO PARTNER WITH NSA?

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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

MCI Aquisition and TUG
Channel Partner of the Year
NSA+ Plus Launched

2021

TUG Channel Partner
of the Year

2022

TUG Channel Partner
of the Year



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

Why have over 200 of your peers chosen to partner with NSA?

As your partner, NSA listens to you to understand your requirements, your needs, and your expectations. As your partner, we determine how NSA can add productivity and value to your business. Whether it is implementing best practices and industry standards or assisting with strategic direction.

Our mission every day is to provide a level of service to our customers that adds productivity and value to their business.

The partner you chose and the process that the partner takes you through determines the success of the project. As your partner, your success is our success.

Our implementation methodology is a proven prescriptive outcome-based approach supported by a team of senior consultants with deep product and distribution expertise.

To Your Success,

Patrick VanPutte
President/COO, CPA



Channel
Partner



Alliance
Partner

Alliance Partnership:
Consult, Advise, and Integrate

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

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

CONSIDER INFOR **CLOUDSUITE DISTRIBUTION**

**IF YOU ARE A CURRENT INFOR CUSTOMER OR SEARCHING FOR
A ROBUST, DISTRIBUTION-FOCUSED ERP**

infor CloudSuite
Distribution

INCREASED SECURITY AND REDUCED RISK

Deploying stable, available solutions on AWS.

ADOPTIVE INNOVATION

With CSD you are always up to date, able to take advantage of the latest innovations around analytics, social collaboration, extensibility and AI.

ACCESSIBILITY

There is the benefit of accessibility where employees can access information from anywhere at any time regardless of device and browser.

PREDICTABILITY AND SCALABILITY

With CSD you can easily scale the solution as your business grows, with predictable costs.

Scan to learn more about
Infor CloudSuite Distribution



BUSINESS OPTIMIZATION REVIEW

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.
- ✓ Increase User Adoption and Efficiency
- ✓ Meeting Strategic Goals
- ✓ System Setup and Configuration
- ✓ Workflow Recommendations
- ✓ Automation of Manual Processes
- ✓ Develop a Training Plan for Your Implementation
- ✓ Support and Implementation
- ✓ Help Map Your IT Roadmap
- ✓ Leverage More of the Software

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

- ✓ Review Every 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 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.

Discover more on **WHY** and **HOW** the **Business Optimization Review** can help your business.

Just Scan the QR to get started.



WHAT **THEY** ARE SAYING

"OTC Industrial Technologies has worked with NSA for more than 20 years, during which they have been our key partner as we have developed our use of the Infor platform. Their knowledge, both breadth and depth, is impressive and their willingness to work with us to solve business problems is what shows them to be a true partner."

Roger Abrahams
OTC Industrial Technologies
Vice President - IT

"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

Irr Supply has had a business relationship with NSA dating back to the 1990's. NSA's knowledgeable business consultants and programmers have helped Irr Supply fill in the gaps in the software and guided us to 3rd party products that improved our processes. For the last 18 months, NSA has been working with Irr Supply as we look to upgrade to WebUI/CSD. This included a BOR (Business Optimization Review) which identified areas in which we could improve. NSA's employees offer a full range of expertise from highly technical to understanding business processes. Irr Supply continues to leverage Patrick's team to complete the upgrade process.

Bob Hendricks
Irr Supply Centers, Inc..
Executive VP

"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

NSA Clients that have
SYNERGIZED THEIR ENTERPRISE



HEADWINDS AND TAILWINDS



Article by:
Neil Smilowitz
Founder and CEO

As we all face uncertainty as 2023 unfolds, we need to look at what lies ahead.

HEADWINDS

The economic reality of what lies ahead is uncertain. Many of us are dealing with inflation, supply chain issues, interest rates, overhead costs, and personnel issues.

TAILWINDS

Technology utilization can bring efficiency in reduced cost and better ROI. NSA is introducing some new technologies that bring about these changes. We will be presenting them at TUG CONNECTS 2023. Please stop by our booth for the unveiling.

We are happy to introduce NSA PLUS+ which is our group of solutions for all facets of your enterprise which brings about change, better ROI, cost reduction, and provides greater security.

We have provided many clients with a roadmap to weather the potential storm ahead. Many of our clients have taken advantage of our Business Optimization Review (BOR). This executive review identifies weaknesses and provides opportunities to “weather the storm,” reduce costs and create more efficiencies for your distribution business.

We’d be happy to discuss this in person at TUG CONNECTS 2023. We also have a website page dedicated to BOR and BORs are the topic of two NSA videos featured on our website. Visit the “NSA Nugget” website page to watch video interviews with our clients we label “nuggets” and watch clients who have participated in an NSA BOR share the knowledge they gained by the experience.

NSA PLUS+ solutions and a Business Optimization Review are the primary “tailwinds” you should consider implementing into your business operations this year.

Looking forward to discussing this topic further and meeting you all at the 16 sessions we are hosting and at the NSA booth in the solutions center.

ENHANCE YOUR INFOR SX.E & CLOUDSUITE WITH NSA +PLUS



Article by:
Brian Weaver
Vice President of Sales

As Infor’s first reseller and with our 35 years of experience, we have built an impressive fleet of add-on solutions designed to take your ERP system to the next level.

These solutions include over 25 vendor solutions and our own designed “Connectors” to make integrations faster and less costly. Many of these vendors will also be at TUG 2023, along with the team from NSA. A deeper dive into the available offerings will be provided in a breakout session, please consider attending to find out more.

One of the more sought-after categories is in the security space. We have our branded “NSA pyramid of security services” with a prioritized hierarchy of many critical solutions designed to best train, protect, alert, authenticate, detect, remediate and recover your environment. This suite of offerings will substantially minimize breaches & disruptions, as well as provide rapid recovery when it may be needed.

We also offer several of the best e-Commerce solutions in the Infor Distribution ERP space, each of which offer their own unique value. NSA can assist with determining the one that best fits your needs.



With our various Business Intelligence options, we can help you elevate the wealth of data from your ERP system into actionable reports and dashboards for the entire company, from executives to end users

NSA can assist you with many other application solutions to extend and enhance CSD, from CRM, Document management to an array of network and hardware solutions, including hosting, barcoding, servers to wireless devices.

Please contact Brian at NSA to explore which solutions may be high priorities for your organization.

brian.weaver@NSACOM.com | 716.710.2940 | NSACOM.com



OPTIMIZE YOUR WAREHOUSE TECHNOLOGY



Whether you use an RF based Warehouse Management System (WMS) or a paper-based system, maximizing efficiency **is key** to an effective warehouse.

From warehouse design, product arrangement to business processes, and everything in between, efficiency is gained or lost in all areas. In this article, we are going to take a high-level look at some key items to upgrade your warehouse.

Changing the physical design of your warehouse might not be in the cards, but your racking layout might be. Take a walkthrough of your warehouse and put yourself in the shoes of the workers, does the flow make sense for your business as it is today? Not just for picking, but for all areas of the process.

Don't just stop there, review these items as well:

Bin Location Structure

- Is it easy to read and understand?
- Do users spend time looking for the correct location?
- Are the location labels quickly visible and do they clearly identify the correct location?
- Does the flow from one location to another make sense?
- Bin sizing.
- Do the locations have dead space that could increase storage space by reducing bin size?
- Are the locations accessed easily and safely?

RF Equipment

- Is your RF equipment causing a slowdown in process?
- Are they intuitive to users?
- Can they be used for more than just WMS functions, such as communications or documenting issues?

Documentation

- Do you have your current business processes documented?
- Are the users trained on them regularly?
- Do they have access to them if needed?

These are just a few key areas to review to improve the effectiveness and efficiency of your warehouse. As you take a good hard look at your warehouse, don't forget the users. They can have invaluable insight to upgrade the warehouse.

Want to learn more, I will be at the TWL/WMS Network meeting, or you can find me at the NSA booth.



Article by:
Barry Cooper
Senior Business Consultant

DO YOU 'KIT' OR SHOULD YOU VALUE ADD?



Do you have children? Maybe you are involved in a child's life enough to have participated in the building of some of their bigger toys. Either way, we have experienced looking into a box, seeing lots of parts, and magically a few hours (or days) later, we have something!

Let's focus on the box for a moment. Let's say this box contains all of the components necessary to build a trampoline. This box of components is a kit and was sold to you as product "TRAMPOLINE" at a set price. You, the consumer, have no idea the cost of the poles, netting, and other components.

Build on Demand kits display availability in order entry based on the availability of the components assigned, meaning if all components are available, the kit is available. If one of the components is out of stock, and not set as backorder acceptable, the kit is out of stock. Kit components are not reserved to the kit until "Product A" is added to an order.

This means that the components can be sold individually, and bins located separately. Build on Demand kit pricing can be determined and rolled up based on the components costs and prices, or you can set the Build on Demand kit pricing separately from the components.



Prebuilt kits are built through a work order process, separate from the order entry process. They are then added to inventory as a single product once the work order process is complete. The components are consumed through the work order process. Prebuilt kit pricing is established by rolling up the prices of the components or established manually. The cost of the prebuilt kit is calculated through the work order process.

Add to both kit types, you can offer optional products or substitutions. Need to add a labor product to represent a flat rate? Completely ok!

Taking what you've learned about kits above, let's take it up a notch:

Value Add

Let's take the components, combine them with a sequence of steps and record the labor costs associated, then call it a Value Add order.

For example, building a Go-Kart. You may order the motor from Vendor A, the frame from Vendor B, the tires from Vendor C, etc. Imagine you putting the go-kart together whilst using an external vendor to paint the frame. You have the components, you want to estimate the cost of labor, and you need work orders to print in a sequential order for your team to be able to process the request. Your team records the actual time it took to complete their step/sequence and have this reflected in the true cost of the finished product, and one of your steps is to send the frame out to Vendor E to have it painted and then returned to you. All of this can be accomplished with Value Add orders. What does the customer see? They purchase the Finished Good product number. They do not see all the steps it took to get there.

With all of the options, WHAT WILL YOU CHOOSE?



Article by:
Kira England
Senior Business Consultant



HEY SIRI

SAVE ME SOME SERIOUS TIME

We often place value on money or tangible items but one of our most valuable commodities is time.



Article by:
Rob Thayer
Senior Technical Consultant

In a world where everything is so fast-paced, we all could use a little help getting things done more quickly and efficiently.

Today I woke to the obnoxious sound of my alarm blaring in my ear. While I did appreciate that modern technology has brought us to a point where all I had to do was speak a command to tell my alarm to stop, I didn't appreciate having to get out from under the cozy blankets to start my long, long day ahead. If only there was a shortcut for that!

Slippers on, stretch and yawn, I make my way down to the kitchen to get my morning coffee. A quick peek out the window and it's another dark and gloomy winter's day but Siri has been hard at work already running her morning automation. The kitchen lights are already on and the radio playing my favourite station.

Before heading to the office, I asked Siri to start my car to warm it up. She obediently responded, "This is done!"

Having a bit of time before the car is warmed up, I decide to go through my calendar and emails.

Looking over my calendar, I'm already feeling overwhelmed, and I hadn't even left the house! Then going through my emails, I see that my manager wants his daily product report and Joe from ABC Corp would like a copy of his signed invoice!

It also looks like I'll be making a trip out to see Frances at Acme Corp this afternoon.

If only I had the address in my contacts, but I don't so, I'll have to log in and look for it in the system as soon as I get to the office.

With all this technology, you'd think there's a way to save time and help to get everything done in a day!?

Imagine sending, receiving, or even printing a report from CSD using only your voice!

Rushing out the door to meet your client at their office but don't know how to get there? You can just ask Siri for directions!

Most of us hold the ability to do these things and it's been in our pockets all along.

Follow along and let's discover the possibilities together at 8:00 am Wednesday, June 7 - session # 352

Hey Siri? Is there a way to get information from my ERP even faster and easier?



INFOR DATA LAKE

METHODS FOR *EXTRACTING* INFORMATION



Article by:
Brian Jones
Vice President of Technology

What is the Data Lake?

Infor's Data Lake is an integral component of the Infor OS Data Fabric Suite. It's designed to allow storage and retrieval of objects in Infor's CloudSuite Architecture. Data Lake and CloudSuite are built on Amazon Web Services and are highly scalable.

A Data Lake is not a database. It is a centralized repository for storing large amounts of structured, semi-structured, and unstructured data. Essentially any data type object can be stored ranging from data files such as text files, JSON files, XML Files, CSV files or binary files such as images, Excel and Word documents, videos, PDF's, and more. Data is stored in its native format.

Data in the Data Lake is stored as a data object. The data object consists of the raw, native data and the object properties, also known as metadata. The metadata of the objects provide aspects about the data that helps identify and search for it. The metadata of the objects provide aspects about the data that help identify and search for it.

The Data Lake also has the ability to provide versioning of the data. Nothing goes out of the Data Lake unless it is intentionally purged. This allows querying of data in various present and past states. This can be useful for auditing or rolling back changes. This is very powerful and is often used to analyze data that may have been removed from the host system.

What is the Data Catalog?

While the data object is the piece of data and information about that piece, the Data Catalog is the actual map of what the data itself contains. Think of it as the repository holding the definition of documents used in Infor OS – and thus underlying applications such as CloudSuite Distribution (CSD). These individual records are known as schemas and as an example, tables from CSD that are replicated to the Data Lake each have a schema record in the Data Catalog telling what that table looks like.

What is Compass?

Infor provides a service called Compass that can be used to process NDJSON or DSV data. NDJSON is the type of data that comes from CSD. DSV is delimited data such as a comma file. Compass formats the data and puts it into data partitions that allow for an SQL like experience in viewing the data. This data is partitioned by day – so the first new objects of the day create the partition.

There are several ways to get to the Data in the Data Lake.

- Compass UI
- Compass Service API
- Compass JDBC
- Infor ETL
- Data Lake API
- Infor OS Add-in for Excel

Where can I find more information?

Please refer to the Infor Data Fabric User Guide and Infor ION ETL Client for Data Lake Administration Guide as well as Infor Campus for more information on the Infor Data Lake and using tools around it.

DID YOU KNOW...

NEW BUSINESS RULE FOR CSD SALES ORDERS

This new business rule (SASBR) must be created to enable the new functionality, with the Rule Value set to yes.



Article by:
Rose Ketterer
Business Consultant

YES

NO

Are you a CSD customer? Do you experience lag time when processing sales orders with greater than 200 line items? In the March 2023 Infor release, Infor introduced a new Business rule to optimize code and process the sales order faster, (oegetorderdata).

THE BUSINESS RULE MUST HAVE THESE KEY VALUES:

sxxmlrule.tradingpartner = ""
sxxmlrule.docHandler = "config"
sxxmlrule.direction = ""
sxxmlrule.nodeNm = "Infor.WebUI"
sxxmlrule.attrNm = "UseOEIOLinesV2"
sxxmlrule.ruletype = "ConfigSetting"

DOWNLOAD INFOR CSD
RELEASE NOTES HERE



CSD ROLE BASED SECURITY

Role Based Security (RBS) was introduced with the CloudSuite Distribution CSD March 2023 release. This is a welcome step towards streamlining the setup and maintenance of operators in CSD and with the SOD Separation of Duties process.

First, a few points of clarification:

- A **Role** is not a **SASO** template operator.
- Operators can only belong to one role in CSD.
- **Role** is not the same as **Profile**
- **Role** in CSD has no relationship to the **Security Roles** in Ming.le

Three new menu items have been added with RBS:

SASRBS SA Setup Role Based Security - Setup and Maintain RBS; applies across ALL companies

SARRBU SA Role Based Security Daily Update – run for single, range or all companies

SARRBM SA Role Based Security Sync with Meta Data – run if new menu/operator field/authorization point added; applies across all companies

SASRBS is the role based security setup and maintenance screen; the other two additions are reports that perform updates. SASRBS has four tabs:

General

- o Setup the Role Name and description

Operator Settings

- o Maintain settings for some (but not all) SASO Operator Setup fields/flags

Menu Function Security

- o Maintain settings for SASO Operator Setup menu

NOTE: this does NOT include sub-functions.

The initial menu security will apply to the sub-menus.

Authorization Point Security

- o Maintain settings for SAA-authsecurity Authorization Security Admin

Once the **SASRBS** Role setup is complete, operators may be assigned to that Role in **SASO** Operator Setup - Role Name.

To update the operator security with the RBS, run the **SARRBU** update report. Infor recommends setting up **SARRBU** as a nightly stored report, run after users are logged out for the day.

To change an operator's Role, simply change their **SASO** Role Name and run the **SARRBU** for that operator to update their security. NOTE: as with any change to CSD operator security, the operator needs to log in after the changes have been made for the new security to apply.

Before setting up roles in **SASRBS** for the first time, run **SARRBM**. As enhancements are delivered, adding new operator fields, menu items or authorization points, run **SARRBM** to sync the meta data. This will bring those new fields into **SASRBS**, where role based security can then be maintained.

For a deeper dive on RBS, attend Session **#408 Operator Security & Role Based Security**.



Article by:

Kathy Lundquist

Vice President of Professional Services

THOSE 'OTHER' ORDER TYPES



Article by:
Kira England
Senior Business Consultant

We've all done it. We have implemented or migrated to SX.e or CSD. We jumped the hurdles and cleared them, we went live! Users are shouting "We've made it!". Fast forward five months... five years... or fifteen years... "Anyone remember what those other order types are in order entry?" You may have a user or two that remember. In my experience, most brushed it off to the back of their mind and said "We'll come back to it." Well, here's our moment, we're coming back to it!

STANDING ORDERS Standing Orders (ST) are orders that provide the same merchandise to a customer on a recurring basis. A Stock Order or Direct Order is created based on the Standing Order defined criteria. When creating a Standing Order, the user will define how often an order needs to be produced and what type of order is to be created. When the 'conversion date' is met, the Standing Order remains, and a separate Stock or Direct Order is created. From there, it is treated no differently than any other Stock or Direct Order.

FUTURE ORDERS Future Orders (FO) are orders with a future delivery date. This is a single order that will not reserve inventory until the 'conversion date' is met. The 'conversion date' is based on the requested ship date and takes into account the lead time and a user-defined cushion period. When the conversion date is met, the Future Order converts into a Stock Order. From there, it is treated no differently than any other Stock Order. The order's promise date is also updated by adding the longest lead time days and the user-defined cushion.

BLANKET ORDERS Blanket Orders (BL) are similar to future orders but with different capabilities. A Blanket Order will contain one or various products with varying quantities, and the potential to ship to different locations on different dates. The user will also be able to decide how the separate releases are to be billed: individually by shipment or bill in a lump sum. Sounds like a lot, right? Blanket Orders can be as simple or as complex as needed. After the creation of the Blanket Order, the user will produce the releases. The Blanket Releases (BR) are what actually control the what, when, where, and how many. Initially, neither the Blanket Order nor Blanket Release(s) are reserving inventory. When the conversion date is met on a Blanket Release, it changes from stage Entered to stage Ordered. At this point, available inventory is reserved. From there, the Blanket Release is treated like a Stock Order.

FULFILLMENT ORDERS Fulfillment Orders take Blanket Orders and Releases to the next level by adding in fulfillment rules and making rules specific by warehouse and even by customer. If you want to have orders created in the warehouse or warehouses with the most available, done! If your customer needs to only utilize certain warehouse locations, you can set the use only preferred warehouses. Ecommerce orders can come into CSD as Fulfillment Orders and then allow your team the flexibility to choose which warehouse(s) the products are pulled from BEFORE they become releases, reserving inventory and, inevitably, shipping to your customer.

EXPLORE THE BENEFITS OF *MIGRATING* YOUR MAIL SYSTEM TO



Benefits of Migrating to Microsoft 365 with NSA

1. **Unified Communications:** Microsoft 365, brings together the most essential communication tools under one roof, allowing you to manage email, chat, video conferencing, and document sharing with ease. This unified approach enhances collaboration and simplifies the user experience.
2. **Access Anywhere, Anytime:** Microsoft 365 is a cloud-based solution, meaning you can access your email, documents, and applications from any device with an internet connection. This flexibility ensures that your team can stay connected and productive, regardless of their location.
3. **Scalability:** Microsoft 365, is designed to grow with your business, allowing you to easily add or remove users and adjust storage and features as needed. This scalability ensures that you only pay for what you need, making it a cost-effective solution for businesses of all sizes.

Powerful Tools within Microsoft 365

1. **SharePoint and OneDrive:** Microsoft 365 includes powerful document storage and sharing tools, such as SharePoint and OneDrive. These platforms, allow you to securely store and share documents, collaborate on projects in real-time, and access files from anywhere.

In today's competitive business landscape, adopting the most advanced communication and collaboration tools is crucial for success. Microsoft 365, offered by NSA, stands out as the most progressive email and productivity suite available.

2. **Microsoft Teams:** Microsoft 365's communication platform, Teams, streamlines collaboration by integrating chat, video conferencing, and file sharing. This powerful tool enables your team to work together seamlessly, whether they're in the same office or across the globe.
3. **Advanced Collaboration Features:** Microsoft 365, offers a suite of cutting-edge collaboration tools, such as the ability to store and share marketing videos, co-author documents, and utilize advanced project management features. These tools can significantly enhance your team's productivity and foster innovation.

Why Choose NSA for Your Microsoft 365 Migration?

1. **Expertise:** NSA's team of professionals has extensive experience with Microsoft 365 migrations. We understand the complexities involved and have the skills necessary to ensure a smooth and successful transition.
2. **Security:** Security is a top priority when migrating to Microsoft 365. NSA's team is well-versed in the best practices for securing your data.
3. **Personalized Approach:** At NSA, we recognize that every business has unique needs and requirements. Our team will work closely with you to develop a tailored migration plan that meets your specific goals and minimizes disruptions.
4. **Post-Migration Support:** NSA's commitment to your success extends beyond the migration process. We offer ongoing support and guidance to ensure you get the most out of your Microsoft 365 experience and continue to operate securely and efficiently.



Article by:
Glenn Bell
Senior Technical Consultant

HELP *SECURE* YOUR BUSINESS

WITH NSA COMPUTER EXCHANGE AND BARRACUDA EMAIL GATEWAY DEFENSE



Article by:
Glenn Bell
Senior Technical Consultant

Protect Your Microsoft 365 Tenant from
Email-Based Threats and Data Loss

In today's digital age, email has become an essential communication tool for businesses of all sizes. However, it has also turned into a prime target for cybercriminals, with over 70% of intrusions originating from email. Microsoft 365, one of your company's primary data repositories, requires more than just basic protection. That's why at NSA Computer Exchange, we recommend Barracuda's Email Gateway Defense, the same solution we use ourselves, and offer our expertise in integrating these services for your business.

Benefits of Barracuda Email Gateway Defense:

Barracuda Email Gateway Defense offers advanced protection against phishing, malware, and other email-based attacks, ensuring the safety of your Microsoft 365 tenant data. In addition to comprehensive security, it provides the following benefits:

Data Backup:

Microsoft 365 does not inherently back up your data. Barracuda's solution, however, ensures that your SharePoint, OneDrive, mailbox data, and Teams are backed up without data limits, safeguarding against data loss resulting from security breaches or accidental deletion.

Archive Search:

Barracuda's searchable archive simplifies the process of finding and retrieving any email message, ensuring compliance with legal and regulatory requirements. It serves as a true business solution with full archiving capabilities.

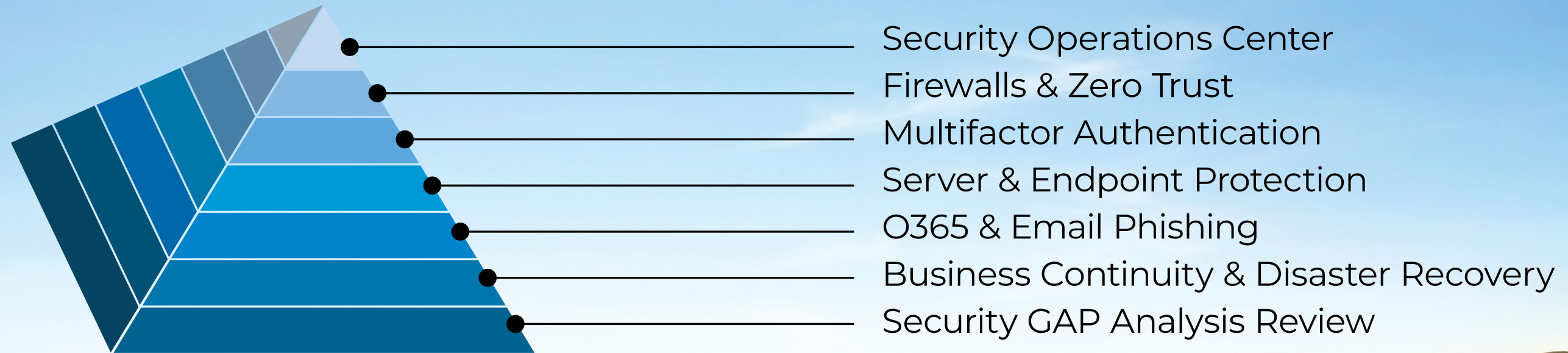
Impersonation Protection:

Barracuda's Email Gateway Defense detects and blocks email impersonation attempts using AI and forensic analysis. Account takeovers, a primary goal of phishing messages, allow attackers to monitor mail flow and communicate with banks, clients, and vendors while pretending to be you.

Barracuda PhishLine:

Educate your employees on the latest phishing techniques, helping them recognize subtle phishing clues and prevent email fraud, data loss, and brand damage. PhishLine transforms your workforce into a robust line of defense against damaging phishing attacks, a requirement often demanded by cyber insurance providers.

NSA SECURITY PYRAMID



- ▶ **Security Operations Center:** 24x7 “eyes on your environment” designed to detect, identify, respond & remediate any security threats.
- ▶ **Business Continuity & Disaster Recovery:** when something does get through your security defenses, it is critical to be able to quickly and effectively restore operations and to eliminate the threat as soon and as quickly as possible.
- ▶ **Multifactor Authentication:** either second layer authentication (via text or email code verifications), or password less biometric authentication, designed to verify authorized access.
- ▶ **Security GAP Analysis Review:** Before determining an action plan, it is important to understand what security is currently in place and to then put in place a plan to enhance existing security as well as develop a prioritization on security gaps in your environment.

- ▶ **O365 & Email Phishing:** Over 70% of all intrusions are via email. It is therefore essential to develop a multi-layer email security to minimize the effectiveness of spear phishing, zero-day attacks. Include associate email testing & training.
- ▶ **Firewalls & Zero Trust:** includes minimizing/prevention of outside threats from breaking into your environment from the web or other external elements. Zero Trust assumes that all devices, users, and applications are potentially malicious and cannot be trusted until proven otherwise. As a result, the Zero Trust model relies on several key network security concepts to ensure that only authorized users and devices are granted access to sensitive data and resources.
- ▶ **Server & Endpoint Protection:** monitoring, updating anti-virus, encryption, keeping up to date on all application & operating system versions.



NSA+ is our branded suite of all complementary solutions to enhance the efficiency of your ERP and other systems. They are designed to optimize your distribution environment. Many categories have more than one offering, as we believe in client choice as well as finding the best solution to any client-specific need.

E-COMMERCE:

Clients looking to receive orders online via a website, and/or allow clients to self-service quotes online, NSA offers a variety of e-Commerce or Complete Supply Chain Platform Solutions to meet your specific requirements.



HOSTING:

For those clients that are looking to transition from their internal data center to a hosted environment of SX.e but are not ready to migrate to CloudSuite, NSA offers a variety of hosting solutions.



BUSINESS INTELLIGENCE:

Business Intelligence is all about creating a data-driven culture is natural when everyone can become more productive with tailored actionable data. With the ability to self-serve and collaborate using a single source of truth, teams can make better decisions and build cohesive plans across departments to achieve companywide goals.



CRM:

Client Relationship Management is all about managing your sales pipeline. Modern CRMs of today, using artificial intelligence to assist sales teams, identify complimentary products that many clients often purchase together, driving higher sales volumes and improving customer satisfaction.



EDI:

Often clients are mandated by large vendors to transact via Electronic Data Interchange (EDI) to conduct business with them. In addition, EDI streamlines several other vendor transactions.



PAYMENT MANAGER:

Optimize payment management and accelerate the process of receiving funds by utilizing an automated payment management system for efficient transactions.



DOCUMENT MANAGEMENT:

Electronic forms management systems eliminate the need for pre-printed forms and allow for easier electronic communication of these forms with clients and vendors. Easily retrieve historical forms as needed as well.



HARDWARE PARTNERS:

Need to refresh or add to your on-premises hardware? NSA has you covered, from servers to laptops and printers to data collection devices.



BARCODE/DATA COLLECTION:

Need data collection on your shop floor for more efficient PO receiving & shipping, physical inventory, and optimized put away? NSA has several options on devices as well as NSA-designed software for these functions as a one-stop solution.



TAX SOLUTION:

Managing tax rules and regulations in multiple states and local jurisdictions, and then managing changes to keep them up to date can be a nightmare and a full-time job. NSA offers a robust tax management platform to perform this function with one of the few state-certified providers for sales tax. This solution is also integrated with your ERP, and most CRM, and e-Commerce solutions.



NETWORK AND SECURITY:

Many network & security systems have gaps in protection. Server operating systems that are outdated cannot be fully protected by any means and cannot securely support the software and services that run on them. As such, NSA has a robust network solution suite, that we have worked closely with, for well over a decade.



NSA CONNECTORS:

NSA has designed software to integrate quicker and for less cost with CSD and SX.e than otherwise possible. These connectors are maintained by NSA to ensure any updates to CSD or the vendor solution remain fully functional. Connectors have been designed for: Billtrust & Esker A/R suites, and Avalara Tax.





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