



Your Ruby Slippers

Sometimes you become so focused on life you miss the power you hold within yourself and within your technology.

Like Dorothy in the Wizard of Oz, she knew her Ruby Slippers were magical, but had no idea what specific powers they held. We find this many times in working with our clients, they underestimated the powers of Sage Pro. Frequently we will receive a call from a company asking for a solution to a business problem they have been trying to resolve. They have spent countless hours working with Excel spreadsheets, clipboards, paper forms or whiteboards. They become so exasperated that finally they give us a call to ask for a solution. It gives us no greater joy than to direct them to a function within Sage Pro that they have owned all along. It cost them no more than a phone call. What they received back was priceless in their eyes. In other words, you have had the power the whole time.


At Gilbert & Associates, we feel bad that these companies were going through all these patchwork solutions, when a well-thought out procedure in Sage Pro was right under their nose. Was it a flaw in our training process? Was it a lack of discovery that should have been done in a pre-implementation analysis? Or was it simply a process that suddenly reared its head as one of the most important issues currently confronting that company, simply a blip a few months ago? At that point, it was too late to raise these questions. But both parties are happy that the problem is resolved, and they can move on to the next big issue.

Take for example one company that called us a while back. They felt frustrated that their customers had seemingly recently begun to use them as a bank. Collection calls were running higher, payments were coming in later and later, resulting in this particular company to start drawing more on their own lines of credit. Discussing this with them, we asked if they were using the finance charge functions and dunning letter capabilities in Sage Pro. They were completely unaware of this functionality prior to our conversation, and we are happy to say it's serving them well.

Another manufacturing company was challenged with complex configurations on their products, with each product sold having to go through a strict and time-consuming order entry process. Not only that, it required a very convoluted spreadsheet to configure the product, requiring maintenance on this spreadsheet, as well as double entry on the part of the salesperson. This was prone to lots of costly errors and required lengthy training sessions with new hires. A quick conversation allowed us to suggest the use of their product configuration capabilities in their manufacturing modules. The sales order process is able to use this even without manufacturing needs. The sales person was presented with all the options at the time of order entry and only had to enter the order once.

And a favorite story of mine is one of our larger customers who called us saying they had budgeted \$250,000 for a new system that would effectively handle returns. When we dove into the problem, we found out they were completely unaware of the returns capabilities of Sage Pro, and had been using a spreadsheet to manage returns. This spreadsheet was in use by the salespeople, the warehouse and the accounting people, and had over \$750,000 of returns on it that they had determined would never show up in their warehouse. They determined this would pay for a new system. They had suffered for several years with this home-grown system.

I bet you never thought of Sage Pro as your pair of Ruby Slippers, but the lesson for all of us is to realize that we probably already have the capabilities we need out of our system. Sage Pro is considered in the top tier of its competitors when it comes to functionality, containing most features available in its competitors combined all in one package. If you're struggling with an issue that presents a threat to your business goals, we invite you to take a "fresh eyes" review of Sage Pro. Here's how:

- Take a tour of the Transaction, Maintain and Print menus in each application. If you are unfamiliar with one of the options, press F1 once in the option, and it will give you an overview of its features.
- Open the DocOnDisk  icon on your Sage Pro Desktop, and review the major topics in each Table of Contents.
- Check out the What's New in DoconDisk (or check them all out at our website www.gilbertassociates.com/news) If you have recently upgraded, you may not even be aware of some of the new features.
- Feel free to simply click your heels three times and repeat "There's no place like home", Oh wait! That's Dorothy! As usual, just give us a call. We love talking to our customers.

