

QUARTER

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QUARTERLY
NEWSLETTER
FOR OUR NAV
CUSTOMERS

The Advisor

Learn NAV at Your Pace with E-Learning

If you are a Microsoft Dynamics customer enrolled in the Business Ready Enhancement Plan you have unlimited access to E-Learning for Microsoft Dynamics at no additional charge. This means you can access the learning materials, when you want and learn it at the pace you want.

Visit <https://www.microsoftlearning.com/dynamics/> for more information.



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Microsoft Dynamics NAV 2009

Is it really? **Simple** Smart. Innovative.

Curious if the new RoleTailored user experience in Microsoft Dynamics NAV 2009 lives up to the tag line and ultimately is worth the upgrade? Microsoft was too, so they conducted a study to measure whether improvements are being made in the user experience of NAV 2009 versus NAV 5.0 Classic.

Perhaps "easy as pie" is a little extreme, but the study did show that users who are familiar with the business processes associated with finance and sales but who have little or no experience with Microsoft Dynamics NAV can quickly start using the program with minimal to no training, meaning NAV 2009 can help you save considerably on training costs.

Microsoft ran two usability benchmark tests to compare the two versions from a user experience perspective. These tests were based on two roles that represent key functions in a typi-

cal company: sales and finance. One focused on the role of Susan, an order processor, and the tasks required in her position and the other on the role of Phyllis, an accounting manager and her related tasks.

Every one of the participants in the tests were new to Microsoft Dynamics NAV, and were only given a brief introduction to the core concepts of both the Classic and the RoleTailored user experience prior to testing. For each task, it was determined what percentage of people were able to complete the task within reasonable time, how satisfied they were about performing the task, and how much time it took them to complete the task successfully.

Results showed that there were many positive user experiences among the participants.

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Referral Rewards

Do you know of a company that is struggling with their business information systems, not getting enough support with their current system, or both?

Let your colleagues know that Gilbert & Associates is available to assist them and that we would be honored to have an opportunity to earn their business. Our customers get personal attention, prompt support and solutions that match their needs. We can save the day and you can be a hero! Plus, there's a little something "extra" special in it for you too!

For your first referral that turns into a new customer, we will send you a \$500 Visa Gift Card.

For the second referral that turns into a new customer, we will send you a \$1,000 Visa Gift Card.

For the third (fourth, fifth, and so on) referral that turns into a new customer, we will send you a \$2,000 Visa Gift Card.

Now, wouldn't that be useful for that new workstation you've had your eye on? Contact us for more information or to make an introduction to someone you know with business automation needs.

AutoTask Knowledgebase



Ever had a problem you thought would be a simple fix? You now have a way to search for simple fix solutions yourself through AutoTask.

We recently added a knowledgebase built on solutions to past customer problems. This is a tool designed to help you find solutions to common Microsoft Dynamics NAV problems and get you back on your feet quickly.

The AutoTask Knowledgebase, available through your AutoTask login, is just like any other knowledgebase you might use only it is specific to Gilbert & Associates. The knowledgebase includes solutions for Error Messages and complex issues, as well as simple tips and tricks you may find helpful. Our knowledgebase is constantly growing in depth and breadth of information, so check back regularly for new solutions. Who knows, it may save you the time of submitting a service request!

We launched AutoTask about a year ago to help us have greater control over our open issues and project management. Over the past year, we have evolved the way we use AutoTask and invite you to do the same. Be on the lookout for emails regarding a new Client Portal launch in March. In the meantime, give us a call if you need help accessing AutoTask and if you haven't used AutoTask before we invite you to check it out, take a look at our new knowledgebase, and let us know what kinds of solutions you would like to see included!

[Simplicity of NAV 2009, cont'd]

Comments included NAV 2009 having a better user interface and easier navigation, cool new tools such as filter as you type and FastTab information visibility, and the familiarity of navigation panes also present in Office 2007. "I like that it has an auto-complete feature...Navigation is much easier in the new version. ...It was a lot quicker-fewer steps to do the same thing. There's a better chance I can sit down at it and figure it out without being told how to do it," remarked a participant.

When the average success rate was calculated for both tests, it became clear that NAV 2009 significantly outperformed its predecessor with a 63% success rate for completing tasks. Not surprisingly, the results show that if people are able to perform a task on a new

product without much difficulty, they are more satisfied with the product and vice versa. NAV 2009 had higher satisfaction rates in nearly all of the tasks performed.

"It was a lot fewer steps to

The study shows that users were more successful and more satisfied with NAV 2009 compared to NAV 5.0 and the tag line of "Simple" seems to fit the latest version. New users are likely to require less training to get up and running with NAV, saving time and costs, and are likely to have a very positive first experience with the program.

If you're curious about how they conducted the study, checkout Microsoft's whitepaper entitled Benchmark Study User Experience in its entirety on our website under the Newsletter section.



Meet the Team: Hub Gilbert

Have you ever wondered how Hub Gilbert, a small town Montana boy, came to be the owner and CEO of Gilbert & Associates?

Hub graduated from University of Montana with a degree in Spanish and ventured to Seattle to translate for a year post graduation. During this time, he was also working at a gourmet sandwich shop and found a new love for cooking.

Hub's love for cooking, combined with an entrepreneurial spirit, led him to start his own catering business

here in Seattle. When the catering was slow, he temped as a typist, gaining exposure to the PC and Lotus 123. The wheels of curiosity were churning and Hub began questioning how he could utilize his computer skills to help determine the cost of soup. His solution was to write his own recipe program, and that's exactly what Hub did. A contact made from catering became his first consulting job and at that point, Hub knew that although he loved cooking, he enjoyed the atmosphere of consulting even more.

Years later, Hub's love for cooking, foreign language, computers and technology are still strong. He is semi-fluent in Spanish, but says one of his personal goals for the year is to brush up on conversational Span-

ish, and keep up his language skills for future travels. His lifetime goal is to visit all seven continents - he only has two to go.

Hub's professional goals for 2009 include continuing to hone his CEO skills and expanding his business knowledge. When asked to reflect on his favorite part of his job at Gilbert & Associates, he said he enjoys that the relationship with his clients is more like a partnership than anything else, "I not only get to speak with other business owners, but learn from them as well," says Hub. In conclusion he says, "I see lots of potential in the future with Gilbert & Associates current product lines and I'm excited about the future of technology and ERP systems.

Hub's Coleslaw

Salad:

- 1 head green or red cabbage, thinly sliced
- Red or green grapes (opposite color of cabbage) to taste
- 4 oz. feta cheese, crumbled
- 1 bunch green onions, green parts only
- 1/2 cup toasted almonds, chopped or thinly sliced
- Salt and Pepper to taste

Dressing:

- 1/2 cup white vinegar
- 1/2 cup white sugar
- 1/2 cup vegetable oil

Mix dressing well until sugar is dissolved. Mix salad ingredients together in large bowl. Dress salad approximately 15-30 minutes prior to serving. Serve chilled.

Check it Out!

We are in the process of redesigning our website to include more resources and content that is valuable to you.

In the last month we've added new webcasts, Tips & Tricks, and NAV 2009 brochures. Keep your eyes open for even more new content pertaining to you and your business.

And while you're at it, let us know what you think of GilbertAssociates.com. What would you like to see on the website? We would love to hear your feedback!



This Month's Q&A Technology Tip

Q: How can I get a better picture of what is going on behind the scenes in NAV?

A. Pressing Ctrl + F8 on any screen in Microsoft Dynamics NAV shows you a list of all the fields in a record and their current values. This is especially helpful for diagnosing problems with posting groups, tax settings and other information that is not normally shown. This information can also be copied into Excel for further viewing and analysis.

Field	Value
Purch. Order Line No.	0
Drop Shipment	No
Gen. Bus. Posting Group	NATIONAL
Gen. Prod. Posting Gr...	RETAIL
Tax Calculation Type	Sales Tax
Transaction Type	
Transport Method	
Attached to Line No.	0
Cost Price	
Area	
Transaction Specification	
Tax Area Code	ATLANTA, GA
Tax Liable	Yes
Tax Group Code	MATERIALS

T. No.	Description	Location	Quantity	Reserve	Unit of M.	Unit Price	Item Information
1	US-MAN-10 Manual for Loadspeakers	WHITE	10		PCS		<ul style="list-style-type: none"> - Deep Card - Availability (75) - Substitutions (0) - Sales Prices (0) - Sales Line D...



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4 Things You Don't Want to Miss
in This Edition of *The Advisor*:

1. Learn about Microsoft's 0% financing offer
2. See if NAV 2009 lives up to its tag line— Simple.
3. Get your special invitation to a NAV 2009 launch event

The Advisor | Quarter 01 | February 2008



Now is the time to buy! Microsoft is helping credit-approved customers gain access to capital and invest in their businesses even in uncertain economic times. New customers who qualify can receive 0% financing for 36 months from Microsoft.

Want to know more? Give us a call or check out our website at www.GilbertAssociates.com for more

Upcoming Microsoft Webcasts

- **Wednesday, March 4th, 2009 | 9:00 am| Work Faster and Smarter with Microsoft Dynamics NAV 2009**

Learn how to improve workflow and provide quick access to pertinent information tailored to specific job functions with NAV 2009. Visit GilbertAssociates.com/events.html and click on the REGISTER NOW link below this event to reserve your spot.

Upcoming NAV 2009 Launch Event

- **Late March, 2009**

In today's economic uncertainty, everyone is trying to cut costs. Implementing an ERP system can provide you key insights and the business intelligence you need to keep costs low. Come see how Microsoft Dynamics NAV 2009 will help you work faster and smarter, and gives your business the flexibility to adapt to new opportunities and growth. This is a free event for anyone interested in NAV 2009.

Watch your mail, email, and our website for opportunities to register!

