

THE SOURCE!

For Workflow Resources News & Sage Pro ERP updates, tips and tricks

Volume 1, Issue 1

A Publication for the Customers & Affiliates of Workflow Resources, Inc.

1st Quarter 2008

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David Platt testing wine from a recent harvest, from his newest venture, Canzona Vineyards. Stay tuned for the Workflow Resources Customer Appreciation Party featuring the first release from Canzona Vineyards.

Keep for Reference

Call 707-538-9083 or our new toll free number 888-538-9083

New Phone Extensions:

Sales, Customer Service & General Inquiries.....ext. 2
Mark DaVia.....ext. 102
Karen Smart.....ext. 103
David Platt.....ext. 104
Priority Support.....ext. 4

Letter from the President

Dear Friends & Colleagues,

I hope this finds you enjoying the New Year and that you had a wonderful Holiday Season in 2007. This year is already shaping up to be one of our best yet, and we have many wonderful things that we are excited to share with you:

- First, let me welcome you to our first issue of THE SOURCE!. Our new quarterly newsletter will highlight product updates, industry news, training opportunities, your successes and much more.
- I am also very excited to announce the addition of a new consultant to our team, Karen Smart. Read more about Karen in "Meet the Team".
- We have also launched a brand new website. I hope you will visit it soon as it will be a terrific resource for our customers and the first place that important news will be announced.
- Our customer survey gave us some fantastic ideas thanks to your feedback. Read more about it and our new support features below including our new "Quarterly Check In".

Please feel free to submit ideas, questions, and comments for the next edition of THE SOURCE! We want to keep the information here and on our website relevant to YOU!

I'll look forward to hearing from you soon.



Customer Survey Results

Thank you to everyone who participated in our customer survey. We are thrilled with your responses and all the great ideas we gleaned from your comments. Although many of you gave us scores of 10 across the board, it was evident that we had some room for improvement on support options. As a result, we have made a few changes that we think will make a world of difference:

- All of our consultants are now available by calling a single number. Please call 707-538-9083 or our new toll free number 888-538-9083, and use the extensions shown in the side bar.
- We also have a new "Priority Support" option. When you call our number and enter extension 4, the system will search for the next available consultant. We have already seen a big improvement in response time thanks to this new system.
- We have also included information on how to access training classes on page 2. Many of our support needs are training related.

(Continued on page 2)



WORKFLOW RESOURCES, INC.

Our New Website!

Be sure to visit our entirely new website. Here you will find tips & tricks for Sage Pro, important news and announcements between newsletters and much more.

www.WorkflowResources.com

20% of all businesses experience some form of disaster every year? One in 5 businesses that experience such an event will not survive.

Sage Software University

Did you know that Sage offers an on-line University? Check out all the different training courses available to Sage customers at www.SageSoftwareUniversity.com. You are sure to find the training you have been looking for.

Begin by selecting any of the search options including: product, type of training, location, track, schedule and advanced search. Each search will allow you to quickly and efficiently find the course you are looking for. Sage even offers 4 different training types including pre-recorded webinar, live webinar, live training, and lunch and learns.

Once you have found the course of your choice, click on the 'Register Now' button then check out. Its that easy!

Disaster Recovery & Prevention

Did you know that 20% of all businesses experience some form of disaster every year? One in 5 businesses that experience such an event will not survive. When we think of planning for disaster recovery, most of us think about fire or some natural event. However, we seldom think about what would happen if a piece of technology becomes unavailable.

You might be surprised to learn how few disasters are caused by nature. While business disasters can be caused by nature or a fire, the single most common cause is hardware failure. Our businesses today are totally dependent on technology. Even small businesses rely on technology. There are PCs on desktops, email, website availability, broadband connectivity, network(s) and server(s) and even VOIP phones. For most businesses the IT department is a black box that keeps technology secrets. When things are working properly, we seldom give any thought to how much we depend on the resources stored inside that black box. There are literally thousands of things inside that black box that have to work 100% of the time, or else. Of course, nothing ever works 100% of the time. This is why hardware failure accounts for such a large fraction of disasters. Basically it is "out of sight --- out of mind". However, every device has some finite life and will die eventually, often sooner than we hope and usually at the worst possible moment.

Having a written disaster recovery plan is crucial in dealing with inevitable business disruptions. So how do you go about making such a plan? Find out by reading the rest of the article on our website at www.WorkflowResources.com/DRarticle.

Meet the Team: Karen Smart

Karen Smart has worked in the software industry for years. She joins the Workflow Resources team as an implementation consultant, and specializes in software installations and the corresponding project management, technical support, pre-sales consulting and on-line training. "I'm thrilled to be part of the Workflow Resources team and to provide a total solution for our customers' needs."



Karen applies her strategic abilities outside of work too. She manages to juggle her two teenage boys into her heavy travel schedule. In the little spare time she has, Karen enjoys gardening and has an enviable Orchid collection. She also enjoys playing Mah Jongg, an ancient Chinese board-style game, competitively.

"Karen is a great resource for Workflow Resources", stated David Platt, CEO of Workflow Resources, Inc. "Workflow Resources and our customers are lucky to have her as an extended part of our team".

Continued: Customer Survey Results

- Finally, we will start taking a more proactive approach to supporting you and your software. This quarter, we will be checking in with you about your back up and disaster recovery process (see the article above).

To show our gratitude for your continued business, we are planning a "Customer Appreciation" celebration in conjunction with the first release from Canzona Vineyards. More information will follow soon. In the meantime, please keep communicating with us on how we can continue to improve our service to you!



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