



# Sage 100 ERP Newsletter

From Business Computer Associates, Inc.

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Contact Information

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Enterprise Resource Planner, IT Service Provider

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## SPOTLIGHT ON: SAGE CRM

### How It Works With Your ERP System

In the past, you have learned how CRM software can organize and automate sales, marketing, and customer service in much the same way that Sage 100 ERP does for accounting, reporting, inventory, financial management, and more.

But in this article, we want to focus how Sage CRM works together with your Sage 100 ERP system to help you understand why companies are increasingly prioritizing an integrated approach to CRM and ERP.

### One Version of the Truth

Customers are at the heart of any business. But too often, customer data is spread across multiple systems which isn't good for accuracy, efficiency, customer service, or reporting.

When you combine Sage CRM w/Sage 100 ERP, you have a single source for all customer data and transactions from contact details, shipments, credit history to quotes, orders, and customer service requests. So when someone from sales, accounting, or operations pulls up a customer record, they see one version of the truth.

Sales or Customer Service, can also check things like order status, credit history, or inventory availability while they are talking with the customer in real-time. No reports need to be run from accounting.

### No More Duplicate Data Entry

When you connect CRM w/ERP, you create a seamless workflow that eliminates the hassle and inefficiency of entering the same data in multiple systems.

When a sales person enters a quote or order in Sage CRM, the data is automatically transferred into Sage 100 ERP. Accounting no longer has to re-enter the same order data from hand-written notes or printed reports from sales.

Sales and accounting can both enter transactions or change customer records and have the data update system-wide without duplicate data entry or ever leaving the familiarity of their respective Sage CRM or Sage 100 ERP systems.

### Data Integrity and Consistency

It's no surprise that if multiple departments enter data into multiple disconnected systems and spreadsheets, you're likely to end up with data that's inconsistent and unreliable.

Integrated CRM and ERP eliminates that problem so you no longer waste time reconciling reports, tying out balances, and piecing things together. Integrated CRM and ERP provides consolidated reports and a 360 degree view of your business that's accurate and reliable.

### Not Your Grandfather's CRM

A lot has changed over the years - Sage CRM is no longer a narrowly-focused departmental tool used only by sales and marketing. Integrated CRM and ERP is all about bridging gaps between departments so everyone across your company is working from the same system and data for better efficiency, profitability, and customer service.



### CRM Across Your Business

Request a copy of this free eBook to learn more about extending the power of CRM across your entire business.

## Sage 100 Supported Versions Update

With the release of Sage 100 ERP Version 2014 earlier this year, it's important to take note of the currently supported versions as well as which products have been retired in case you're running an older version.

As a reminder, the standard Sage policy is to support the current version (2014) plus two versions back (in this case, Versions 2013 and 4.50).

Refer to the following snapshot (image below) for a quick glance at currently supported versions of Sage 100 ERP or click download the [Supported Versions Detail in PDF](#).

Sage 100 ERP (Formerly Sage ERP MAS 90, 200, 200 SQL)	2014 (Standard, Advanced, and Premium)	2013	4.50	4.40
Release date	Feb-14	Dec-12	Aug-11	Feb-10
Phone and web case support (Retirement date)	Yes	9/30/16	9/30/15	9/30/14
Quarterly and year end updates (AP and Payroll as needed to support State and Federal eFiling)*	12/31/16 (Use eFiling and Reporting)*	12/31/15 (Use eFiling and Reporting)*	12/31/14	12/31/13
Tax table updates (TTU)	12/31/16	12/31/15	12/31/14	12/31/13
Product updates (Formerly service updates)	Yes	Yes	6/30/13	No
Hot fixes**	Yes	12/31/15	12/31/14	12/31/13

### Sage 100 ERP Supported Versions Matrix

## Sage 100 ERP (aka MAS 90 / MAS 200) Version 4.4 Retirement 9/30/14

In accordance with standard Sage support policy, product support for Sage 100 (aka MAS 90 or MAS 200) **Version 4.4** is officially retired as of **September 30, 2014**.

**Note:** Final tax table and year-end updates are provided in the year **prior** to retirement - December 31, 2013 in this case. Therefore, Payroll tax table and year-end updates for Version 4.4 will **NOT** be available for December 31, 2014.

[Contact us](#) if you'd like to plan for, discuss, or begin an upgrade to a currently-supported version.

## HORIZONS CONFERENCE 2014

### Save Your Seat for this Year's Conference!

Get ready for this year's Horizons Conference taking place December 3, 2014.

#### Make sure to register today to reserve your seat!

The Horizons Conference provides Sage 100 ERP users the opportunity to network as well as learn new product updates/tips, to help you maximize the use of your solution.

Sage Consultants will also be on hand to answer product questions. Looking forward to seeing you in December!

Holiday Inn  
3225 NW 87th Avenue  
Doral, FL 33172

Complimentary lunch will be provided.  
Limit of 2 people per company.

[Learn More and Register Here>>>](#)



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