



Convergence Technologies Ltd

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LATEST SAGE 100 NEWS & UPDATES

Here's a collection of product updates, reminders, and upcoming events that we think Sage 100 customers should know about.

Coming Soon: Sage Operations Management

Beginning in February, Sage 100cloud Manufacturing will be referred to as **Sage Operations Management**. But it's more than just a name change. That's because in Q2 2020, Sage plans to release two new industry solutions including **Sage 100cloud for Distribution** and **Sage 100cloud for Manufacturing**. The name change will help avoid confusion between just the manufacturing component and the new bundled solution for both manufacturing and distribution. Stay tuned to this newsletter for more detail to come when Sage Operations Management is officially released.

Reminder: Changes in Tax Form W-4

As published in our previous Year End 2019 newsletter, an update from legacy payroll to Sage 100 Payroll 2.0 may be required in order to comply with the new Form W-4 that went into effect on January 1, 2020. In order to comply with these changes, customers must be on Sage 100 Payroll 2.0 (Version 2018 or higher). **Sage 100 Version 2017** and earlier **will not support** the additional fields necessary to correctly calculate federal withholding taxes within the system and would need to be calculated outside of Sage 100 and adjusted manually.

Related: [FAQs on the New 2020 Form W-4](#)

Sage Summit 2020: Early Bird Pricing

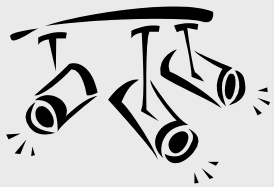
As a reminder, Sage Summit 2020 is quickly approaching. Scheduled for May 12-14 in Orlando, Florida, this year's event will showcase in-depth learning tracks, featured keynote speakers, an expansive trade show floor, and some fun activities. **Early bird pricing of \$499** is now available through **February 10, 2020**.

Full details and registration at [Sage Summit 2020](#)

End of Support: Windows 7 and Windows Server 2008 R2

More than 10 years after its original release, Microsoft no longer supports Windows 7 (as well as Windows Server 2008 R2) as of January 14, 2020. As a result, Sage can no longer offer support for Sage 100 or Sage 100cloud running on either of these older Windows platforms. If you fall into that category, we recommend that you upgrade to a [currently supported version of Sage 100](#) as soon as practical. As always, be sure to contact us if you need support or help with an upgrade.

I NEED SUPPORT



SAGE CRM

Your Swiss Army Knife in the Front Office

Sage CRM is known for helping you organize and streamline sales activities like managing contacts and appointments or creating quotes and orders. But many don't realize that it's also highly adaptable - like a Swiss Army Knife - and can go beyond just sales functions to help you understand your customers better ... across your entire business.

Tools for Targeting the Right Customers

Sage CRM Marketing functions can help you generate more targeted campaigns and a better return on your marketing investment through features like:

- Integration with MailChimp to leverage the power of budget-friendly email marketing
- Automating communications to build relationships with prospects and keep leads warm
- Planning campaigns, tracking results, and collecting data so you can send your next campaign to the right people at the right time
- Send special offers and discounts to the right audience based on their purchase history stored in Sage CRM

Features to Improve Customer Service

You already know that customers are the lifeblood of your business. But do you have processes and technology in place to ensure that every interaction with your company is an efficient and pleasurable experience? Sage CRM for Service puts customers first with tools that help you:

- Leverage Sage CRM data to cross-sell and up-sell related products and generate repeat business
- Managed and automate customer service issues and resolve cases faster
- Monitor customer service metrics like call volume, case history, and resolution time to continually improve



Bridging the Front and Back Office

Because Sage CRM is designed to work hand-in-hand with your Sage 100 system, you get the added benefit of bridging the typical communications gaps between sales activity in the front office and accounting and operations activity in the back office. The result is greater reporting insight across your entire business, as well as improved communications and productivity, all of which creates new opportunities for business growth.

In practical terms, it means you can:

- Consolidate accounts into one reliable source for better data integrity
- Eliminate errors by entering data - like new quotes, orders and customers - only once
- See payment history, order status, customer cases, quotes, orders, shipments and more in one place

A lot has changed over the years - Sage CRM is no longer a narrowly-focused departmental tool used only by sales. It's time to start putting that Swiss Army Knife to work for your business!



Introducing the Sage Business Cloud Marketplace

Sage recently introduced the **Business Cloud Marketplace** - a new 'one-stop shop' where customers can go online to browse and find add-on tools and apps to manage and grow your business. Here's a closer look at this new platform.

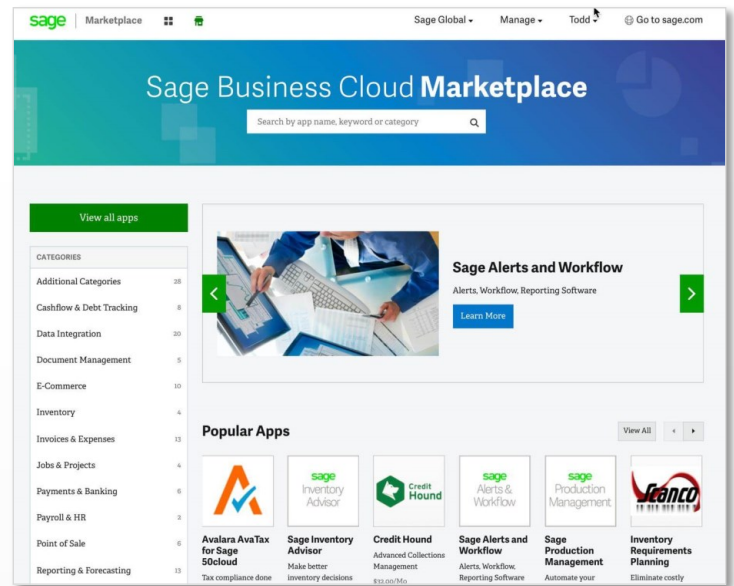
What is Sage Marketplace?

[Sage Business Cloud Marketplace](#) (Sage Marketplace) is a website and platform where Independent Software Vendors (ISV's) can showcase their integrated solutions designed to work hand-in-hand with Sage 100. These "add-ons" extend the core functionality in your ERP software to add even more automation and efficiency in areas such as:

- Document Automation
- AP Automation and Approvals
- EDI
- Electronic Payment Processing
- Shipping Management
- Barcode and Production Management
- And more ...

All of the solutions in the Sage Marketplace have been vetted by Sage so you have the confidence in knowing they've been tested to integrate and work with your Sage 100 system.

According to Sage, the new marketplace helps to accelerate their strategy of becoming a great Software as a Service (SaaS) company. What's more, Sage Marketplace supports their goal of offering customers extended benefits and choice that are available from a wide, growing, and vibrant Sage ecosystem.



Benefits to YOU

Just a few of the benefits to customers like you include:

- Access to hundreds of trusted and integrated apps that help automate tasks, simplify processes, and get even more value out of your relationship with Sage.
- Easily find sales information, brochures, customer reviews, see a demo, or take a product tour in one place, without having to visit multiple third-party vendor websites.
- For selected apps, you get the benefit of a single billing relationship with Sage rather than separately with another vendor or vendors for multiple apps.

[BROWSE APPS NOW](#)

***Note:** Sage Marketplace is launching initially in the U.S. followed by the UK and Canada later in 2020.*



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