

# PARAGON NEWS

The Midwest's Leading  
ACCPAC Solution Provider

FALL 2004

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## Paragon Consulting Group Named ACCPAC Development Partner

We are pleased to announce that Paragon Consulting Group has recently earned the title of ACCPAC Customer Relationship Management (CRM) Development Partner. By working in cooperation with ACCPAC, Paragon will be involved in the firsthand development of industry specific customizable solutions and enhancements to ACCPAC CRM software. This title, reserved for a select few ACCPAC Business Partners, was awarded to Paragon because we have more ACCPAC customization experience than any other Midwest ACCPAC consulting group. This valuable experience, paired with the feature-rich ACCPAC CRM product, will provide you with even greater flexibility and customization options for your ACCPAC CRM system. To learn more about ACCPAC CRM, please see inside or visit our website at [www.pcginc.com](http://www.pcginc.com) for a FREE on-line 30-day trial.

## Paragon Introduces Three New Training Courses

### What You Will Learn

Do you use ACCPAC **Inventory Control (IC)**, but are unsure how to take advantage of its time saving features? Join us for complete training on IC, and learn how to better track and manage your inventory. Learn how to take advantage of categories to classify stock for reporting purposes, allocate costs to departments or cost centers, and manage location-specific information. Learn how to properly use stock and non-stock items, correctly make adjustments and how to best configure customer pricing utilizing price lists and contract pricing. The IC course also covers the available costing methods, cost accounting, physical inventory processing, transfers, vendor part number usage and bill of materials.

If you are struggling to keep up with order processing, attend our **Order Entry (OE)** course to learn how to increase productivity and customer service. Learn how to enter quotes and turn quotes into orders, use standing orders, copy customers' previous orders to create new orders and quickly email documents to customers and prospects. The course also covers everything you need to know to process shipments, invoices and credit notes with efficiency and accuracy.

Learn how to best utilize OE Inquiry features to analyze transaction history, customer account status, customer sales history and open customer orders.

**Purchase Order (PO)** management demands real-time access to all of your inventory information. The Purchase Orders training course teaches you how to properly enter active, standing and blanket purchase orders and how to automatically create purchase orders based on minimum stock levels and customer orders. Learn how to consolidate items from multiple purchase orders onto a single receipt, create one purchase order from multiple requisitions and select the requisition details by vendor numbers. Accounts Payable personnel should attend this course to learn the proper ways of entering vendor invoices through PO for a 3-way match with PO, Receipt and Invoice. The course also covers vendor returns, additional cost proration and proper receipt costing.

We invite you to take advantage of these valuable training courses. Please see page two for further training details.

## Training Schedule

### Crystal Reports – Basic

8:30 am - 1:00 pm  
December 1  
February 23

### Crystal Reports – Advanced

8:30 am - 1:00 pm  
December 2  
February 24

### ACCPAC System Manager

8:30 am - 1:00 pm  
November 9  
February 8

### ACCPAC General Ledger & Financial Reporter

8:30 am - 1:00 pm  
December 8  
February 9

### ACCPAC Accounts Payable

8:30 am - 4:00 pm  
November 11  
February 10

### ACCPAC Accounts Receivable

8:30 am - 4:00 pm  
November 23  
February 15

### ACCPAC Inventory Control

8:30 am - 4:00 pm  
November 30  
February 16

### ACCPAC Purchase Order

8:30 am - 4:00 pm  
November 16  
February 22

### ACCPAC Order Entry

8:30 am - 4:00 pm  
November 18  
February 17

All Advantage Series courses include training manual (\$95 value).

## Pricing Structure

### 8:30 am - 1:00 pm

\$375 for first attendee  
\$295 for subsequent attendees

### 8:30 am - 4:00 pm

\$495 for first attendee  
\$395 for subsequent attendees

To register for training courses contact Jessica Scordato at 312.669.9500 x20 or [jscordato@pcginc.com](mailto:jscordato@pcginc.com).

## CRM 5.6: Built to Perform

With more than two-dozen major enhancements and reasons to upgrade, this is the most exciting ACCPAC CRM™ release ever! Check out some of the hot new features and see why ACCPAC CRM 5.6 is the best mid-market CRM resource for you.

### A Complete Solution

ACCPAC CRM is an award-winning, wireless and Internet-based suite of applications that provides enterprise-wide access to vital customer, partner and prospect information anytime, anywhere. Designed to support all aspects of customer relationship management, ACCPAC CRM is rapidly deployable in-house or as a hosted application. Even more, ACCPAC CRM seamlessly integrates with your back-office ACCPAC accounting applications. ACCPAC CRM uses industry-leading technology to foster better business practices and effortless information exchange throughout your enterprise. With ACCPAC CRM you can quickly analyze, manage and synchronize sales, marketing and customer care activities across all points of contact.

The screenshot displays the ACCPAC CRM Quicklook interface within a web browser. The browser address bar shows the URL <http://zeus1/crm/eware.dll/go>. The page header includes the ACCPAC CRM logo and contact information for A Midland & Sons: Phone: 44 1473 894 8181, E-mail: [info@AMidland.co.uk](mailto:info@AMidland.co.uk). The interface features a navigation menu with tabs for Recent, Summary, QuickLook, Key Attributes, Marketing, Notes, Communications, Opportunities, Cases, People, Addresses, Phone/E-mail, Company Team, and Library. The main content area is divided into three sections: Communications, Opportunities, and Cases. The Communications section shows a table with columns for Date / Time, Action, Person, Details, User, Territory, and Status. The Opportunities section shows a table with columns for Status, Description, Person, Product, Opened, Stage, Priority, and Territory. The Cases section shows a table with columns for Status, RefId, Priority, Fix in, Person, Product, Description, Assigned To, Stage, Territory, and SLA Status. The interface also includes a sidebar with navigation icons for Find, New, My CRM, Team CRM, Marketing, Reports, Administration, and Log Off.

*CRM Quicklook gives you an instant view of customer communications, sales opportunities and cases, for quick access to the information you need most.*

Regardless of how, when or where your customers, partners and prospects choose to interact with your company, ACCPAC CRM gives you a decisive advantage by providing comprehensive, easy-to-use tools to successfully manage these relationships. Jim Borck, reviewer for *Infoworld* magazine raves, "ACCPAC provided, hands down, one of the most flexible interfaces I've encountered." ACCPAC CRM is a comprehensive, easy-to-use application that is great to work with, makes perfect technical business sense, and provides cost-effective results for your company.

### Freedom To Choose

ACCPAC CRM provides your company with an award-winning product that fits your needs today and in the future. It comes in multiple editions and is rapidly deployable at your place of business or as a hosted service at [ACCPACcrm.com](http://ACCPACcrm.com). As your company grows, ACCPAC CRM can grow right along with it, providing scaleable upgrades designed to keep pace with your expanding business.

## Loaded with Features

ACCPAC CRM offers the advanced functionality needed for effective sales force automation, marketing, customer care and call center support across industries, all accessible through a web browser or wireless handheld device. With ACCPAC CRM, key personnel have easy access to common, client-focused information, enabling them to provide better and more personalized service to help foster customer loyalty.

“ACCPAC (CRM) provided, hands down, one of the most flexible interfaces I’ve encountered.”

—Jim Borck, *Infoworld*

## Instant Integration

ACCPAC CRM is built to integrate with the technologies that you choose to run your business, without dictating your technology choices. ACCPAC CRM provides out-of-the-box, instant bidirectional integration with ACCPAC accounting solutions like nothing else available today, so that CRM users always have real-time access to the most up-to-date information. And, if you’re using other accounting or legacy systems, ACCPAC CRM has the built-in ability to integrate with virtually any database or system.

## True Customizability

ACCPAC CRM provides customization tools that allow businesses to rapidly modify all aspects of the system. ACCPAC CRM’s open architecture greatly reduces development and maintenance costs and allows seamless integration with other mission-critical applications across your enterprise. With easy-to-use onscreen tools, managers and administrators can create and modify fields, screens, tabs, tables, views, scripts, work flow, and security settings on-the-fly. Paragon Consulting Group staff is skilled in CRM customization and will help you create the CRM solution to fit your business requirements.

## Award Winning Solution

ACCPAC CRM received several awards in 2004 including the prestigious *Network Computing* magazine’s Well Connected Award which represents information technology’s greatest offerings for the year. Additionally, ACCPAC CRM won the Fifth-Annual CRM Excellence Award from Customer Inter@ction Solutions. See for yourself why ACCPAC CRM has been the recipient of numerous awards. Visit our website at [www.pcginc.com](http://www.pcginc.com) to sign up for a FREE 30-day trial.

### What can ACCPAC CRM do for you?

1. Sales Force Automation
2. Marketing Automation
3. Customer Care
4. Web and Wireless Access
5. Document Library
6. Computer Telephony Integration
7. Customer Web Self Service
8. Microsoft Outlook and Lotus Domino Integration
9. Thin-Client Architecture
10. Automated Workflow

If you are interested in learning how ACCPAC CRM can benefit your organization, contact Peter Wolf at 312.669.9500 x 14 or [pwolf@pcginc.com](mailto:pwolf@pcginc.com).

## Hot Deals

### Competitive Upgrade Promotion

For a limited time, realize significant savings when you switch to ACCPAC Advantage Series Enterprise, Corporate or Small Business Edition through the competitive upgrade program.\* Promotion expires December 24, 2004.

### Foundation for the Future

Upgrade from ACCPAC Plus, BPI or VisionPoint to Advantage Series Enterprise, Corporate or Small Business Edition and receive 50% off of registered core modules when you pay standard upgrade pricing for the System Manager and LanPaks. Act now because offer expires December 24, 2004!

### SupportPlus Renewal

From now until December 24, 2004 ACCPAC will waive the reinstatement fees on your support renewal, resulting in extreme savings for you. Renew today to receive multi-year discounts and to take advantage of the new ACCPAC 5.3 features.

\*Certain eligibility requirements apply.

## Upcoming Webinars

ACCPAC Advantage Series

ACCPAC CRM

ACCPAC Human Resource (HR) Series

ACCPAC Insight

ACCPAC Warehousing Management

ACCPAC Sales Optimizer

ACCPAC Exchange

ACCPAC Query

ACCPAC eTransact Web Store

ACCPAC ePOS (Point of Sale)

D-Bit Fixed Asset

Iciniti Webstore

Iciniti Credit Card Processing

Orchid Return Material Authorization

Orchid Budget Information Management

Orchid Inter Entity Transactions

Seradex Manufacturing

Avalara AvaTax Sales Tax Calculation

UniDevCo Sales Analysis, Ops Inquiry and A/R Inquiry

Please visit [www.pcginc.com](http://www.pcginc.com) to view full promo details and webinar listings.

To register for a webinar contact Jessica Scordato at 312.669.9500 x20 or [jscordato@pcginc.com](mailto:jscordato@pcginc.com)



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