



# The RIGHT Track

*Business Solutions...the right way  
with the right people*

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## IMPORTANT!

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A Few Tips for New Year  
Resolutions to Boost Your  
Business:

Be Sure To Set Goals in Writing!

Ask a Client for a Referral!

Learn Something New About  
Your Business!

Build Rock-Solid Procedures!

Delegate Effectively!

Focus on Client Service!

## GREETINGS!

Happy New Year to each of you. We sincerely wish for you every success in 2008 and the best of luck in keeping your new year resolutions. The dictionary defines a New Year's Resolution as "a commitment that an individual makes to a project or a habit, often a lifestyle change that is generally interpreted as advantageous."

Whatever your personal resolutions are for 2008, be sure that you include a dose of optimism, a pinch of improved self worth, and a pound of joy in your heart.

*"Be at war with your vices; at peace with your neighbors; and let every year find you a better man."*

*Benjamin Franklin*

## TIDBITS FROM TIM



It's hard to believe but another year has officially begun. Over the years I have watched many of you grow your companies, overcome challenges, and make the necessary changes to better serve your clients. The more I learn, the more I respect each and every one of you and your entire organizations for your dedication and tenacity. I hope that you look at us here at BTM as a true member of your team because we certainly do view you as a part of our team. I thank you for all of your support, your comments, suggestions, and

encouragement. In a few short months BTM Solutions will be 10 years old; time has really flown.

We have made some very exciting changes and additions here at BTM that I know will help us become a better team member for you. One of the things that I have always believed in is that we should run on our strengths as much as possible. Recently we hired Keith Mullinex as our new Project Manager. Keith comes to us from a large organization with many years of experience in our industry. He is already showing that he will take the lead and bring projects to a new level. Dow Ford has taken over as Support Department Manager. His background in management and his nature makes this a natural fit for him. As many of you will remember, he started in the Support Department and then became our first Project Manager. He got that position off the ground and is

now very excited about being back in the support arena. Melissa Kellum has moved to Client Services Director. This move will free her to run on her strengths of helping with implementations, working with you more closely, and passing on her vast understanding of business and the products you use to the rest of the support and implementation team.

There are times that change is hard; however, these changes were welcomed by all involved. Keeping with our theme, we really are striving to offer "Software Solutions, the Right Way, with the Right People"! Thank you for your support! Our prayers are always with you, and may you have a blessed 2008!

Tim

## SIGNIFICANT STUFF FROM SOUTHWARE

### SouthWare's New Mobilization Technology

SouthWare Innovations will release its new Mobile Technology during the 1<sup>st</sup> quarter of 2008. The Mobile Interface is designed to help service providers deliver better value at less cost to their customers.

Using the BlackBerry **"Store and Forward"** feature, technician can now deal with service orders even when working in "out of service areas". When connectivity is restored, the BlackBerry will update the central system and receive new information.



The BlackBerry stores parts inventory, service orders, technician information, Equipment Information, service history, fix-fail codes and customer information. Service technicians can update and complete service orders off-line on the BlackBerry and later update the central system when connectivity is resumed.

Planned update options include: Clock In-Out; Record Odometer Readings, Parts used, and Service Order Status; Completing the Service Order; and locating technicians (with G.P.S. info in the BlackBerry).

## 2008 BTM USER CONFERENCE

The 2008 BTM User Conference will be held at the Fogelman Executive Conference Center in Memphis, Tennessee, June 9, 10, 11, 2008. This is a wonderful, convenient, and comfortable facility on the University of Memphis campus which should make your conference experience a very enjoyable one. More details will follow at a later date. Just mark your calendars in INK today and plan to join us in June - you'll be glad you did!



## ESSAY ON SAP

### SAP Customers In Their Own Words.

Listen to what SAP customers have to say about SAP Business One.

#### **Mark Novakovich**

*VP of Finance*

**Control4**

SAP Business One provides Control4 with a truly integrated offering, including customer relationship management (CRM), reporting tools, and bill-of-materials capabilities as part of the core product. And SAP is priced so Control4 can add new valuable features in the future.

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#### **Michael Rodrigues**

*CEO*

**Triangle, Inc.**

With SAP Business One in place, Triangle, Inc., has been able to expand operations and services, gross greater revenues, and net higher margins without adding staff. It also makes faster decisions based on real-time data.

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#### **Paul Rakkar**

*Group Financial Controller*

**TimeOut, Ltd.**

Travel publisher TimeOut has reduced costs through faster reporting capabilities – which, in turn, helps it monitor revenues and achieve better KPIs. And, with SAP Business One in place, it has reduced accounting costs by 50%.

**Anne Keogh**  
*Financial Director*  
Needahotel.com

Needahotel.com wanted a new system that would be embraced by staff and provide ongoing support on which everyone could depend. SAP Business One fit the bill and also is speeding month-end financial activities, taking from over a week to about four days.

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**Ian von Rooyen**  
*Financial Manager*  
PA Betterbond

PA Betterbond discovered hidden benefits, in addition to faster reporting, with its new SAP Business One application. Once the staff started using the system, they found many new helpful reports and structures they weren't aware of before implementation, which increased productivity.

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**Michael Cromar**  
*CFO*

CoreLogic, Inc.

SAP Business One has made life easier at CoreLogic. The implementation cost is 20% less than what was budgeted. Increased system uptime translates into higher productivity. And, with SAP, CoreLogic can simply use the customer relationship management (CRM) capabilities within SAP Business One, instead of purchasing a separate CRM application.

## SOFT TALK FROM SOFTWARE SUPPORT

The goal of BTM Solutions is to give the best possible service the entire year, but it never hurts to renew that goal at the beginning of a new year. In an effort to offer the best support to you, please take note of the items listed below. We will follow these to the best of our ability and would appreciate your cooperation in following them also.

1. When we receive your request for support via phone, email, or fax you will be given a **Reference No.** Please keep this number as it will aid us in tracking the progress of your support call and the issue you are calling about.
2. Please feel free to email your support issues to us; however, we must ask that you email them to [support@btmsolutions.com](mailto:support@btmsolutions.com). If you feel you must email a person directly, **please copy the support address in your email.** The same principle applies to cell phones. **Please contact support at the standard BTM phone numbers only.** Contacting BTM support personnel via their personal cell phones does not allow us to properly track your call and response times. Following these procedures is the **ONLY** way we can be responsible for the quality of support you receive from BTM.
3. We ask that you provide us with the names of **1 or 2 key people** on your staff as our main contacts for your company. This will assist us in preventing duplication of phone calls and therefore save you time and help eliminate confusion.
4. Please provide us with the **email addresses of anyone who would benefit from receiving information from BTM.** Hopefully, this will aid you in making sure your employees stay up-to-date about your software.

5. BTM plans to stay in contact with someone in your company on a regular basis in 2008. Whoever calls on your company, please feel free to **inform them of any issues, problems, or concerns you may have**. Knowing your concerns is the only way we can help you and make sure your software assists you in running your business in the most effective manner.

Thank you in advance for helping us to help you. We look forward to a very profitable relationship in 2008 and wish you every success in your business ventures.

#### PLEASE WELCOME A NEW TEAM MEMBER



**Keith Mullinex**  
**Project Manager**

Keith joined BTM Solutions in December, 2007. He has a B.S. degree in Computer Science from the University of Alabama and over 25 years experience in IT. Keith's background includes programming, technical support, project leadership, and management. He is married to Deborah, and they have three children. One is a student at Auburn University, one is a student at the University of Alabama, and the other is in junior high school.

**If you have any questions or if we can ever help you in any way, please do not hesitate to call, email, or write! We love to hear from you!!!**

**BEST WISHES FOR A HAPPY NEW YEAR!**



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