

Sage User Network 2007 Review

2007 has been a great year for us. We started the year with the name change from Istug to Sage User Network and ended the year only one member away from reaching the target number of members for 2007.

The new web site was launched in February alongside the name change, and we added a more user-friendly discussion forum with extra facilities including personal messaging, notification by email when there are new postings, and a search facility.

We are now looking forward to an even better 2008, working constantly towards improving the service that we offer to members. One change we would like to make this year, is to hold our quarterly meetings in more varied locations - if you have facilities we could use, please let us know as soon as possible.

We are also very lucky that our Chairman, Gordon Hancock from University Hospital Birmingham, has agreed to stay on for another year. I would like to take this opportunity to thank Gordon, and all the members of our Committee, for their time and dedication.

Start posting in the discussion forum and be in with a chance to win a case of wine! Every quarter we send the person with the most posts in the forum a case of wine or the alternative of handmade chocolates, so get posting now!

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Information Now Available in the Members Area

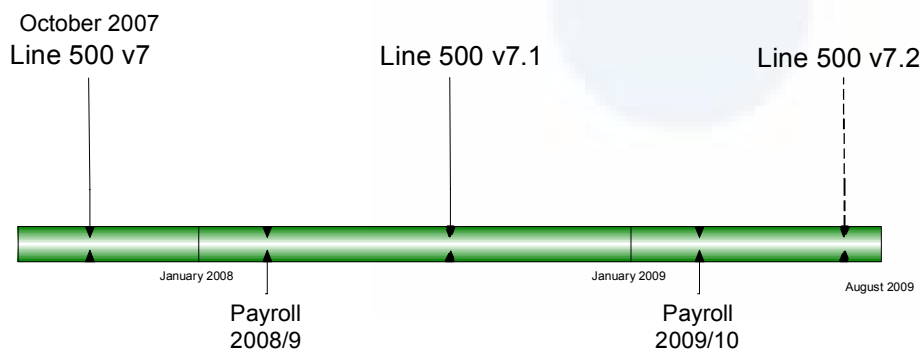
- You can now view the Sage Training Schedule in the Members Area
- Presentations from Sage User Network meetings
- The Members area is also the only place where you can view and vote on the Sage Line 500 Wish List
- How to access the Sage Docweb and Online Help

Sage User Network 2007 Meeting and AGM

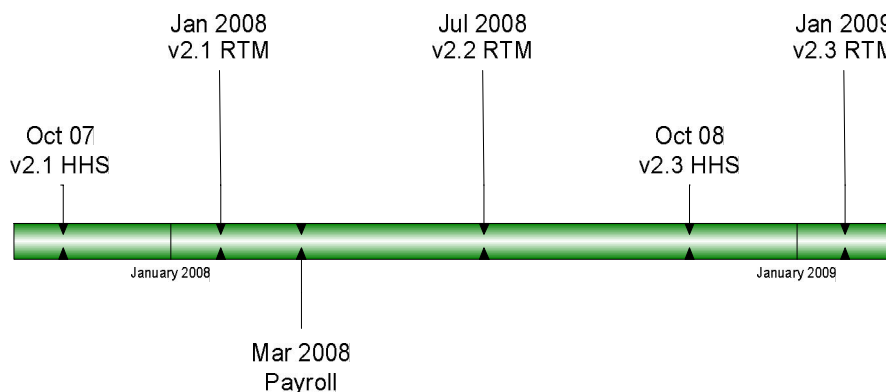
I would like to thank all the speakers who helped to make the February Meeting and AGM such an interesting event for the delegates.

The first presentation was the Sage Strategy Update, presented by David Pinches, Head of Software Group. David took delegates through the Sage product and suite development strategy which was followed by a Q&A session.

Sage Line 500 Roadmap



Sage 1000 Roadmap



Presentation Summary

- Sage is committed to supporting mid-market businesses
 - Growth is organic & through acquisition
- Choice between a single integrated system and a componentised system
 - Sage 1000, the new offering
 - Sage Line 500, with commitment to delivering a full roadmap
- Delivering against our customers requests
- Medium term roadmap will deliver further on
 - Additional integration of the core applications
 - More relevant and requested applications functionality
 - Expanding the suite concept
- Sage is listening and responding

Sage User Network 2007 Meeting and AGM

The Wider Sage Solution

Nick Voller, Sage Product Manager, presented on the Wider Sage Solution and reviewed some of the Sage software that can add value to your Line 500 software, and the Sage Line 500 commitment:

- Line 500 benefits from a dedicated product management and R&D team
- We'll continue to develop and support it through:
 - Listening to you and delivering what you require
 - Focusing on improving application usability
 - Improving the User Interface experience
 - Widening the integration capability through APIs
 - Supporting extended business processes outside of Line 500 through integration with other Sage software such as

- Sage Retail
- Sage Asset Manager
- Sage BI
- SalesLogix
- HR (Snowdrop)
- Sage Payment Processing (Protx)

Snowdrop

Ben Russell, Snowdrop Account Manager gave a brief overview of Snowdrop's HR and Payroll software modules, discussing both alternative delivery methods & market trends. Examples were given of customer benefits realised through HR & Payroll operational efficiencies, including employee self-service.

Payroll Year End

We were also joined by Nigel King, Senior Tester, and Viral Patel, Support Consultant, from Sage who ran through an update on payroll changes for April 2009, including e-filing of in year and year end forms, followed by some hints and tips.

Meeting Topics

If any of you have a specific topic you would like to see covered at a future meeting, please email Nicole James or call the Sage User Network on 0118 9813223

We are open to all suggestions.

We are also in need of members who are willing to present to the group, if you would like to volunteer please contact Nicole.

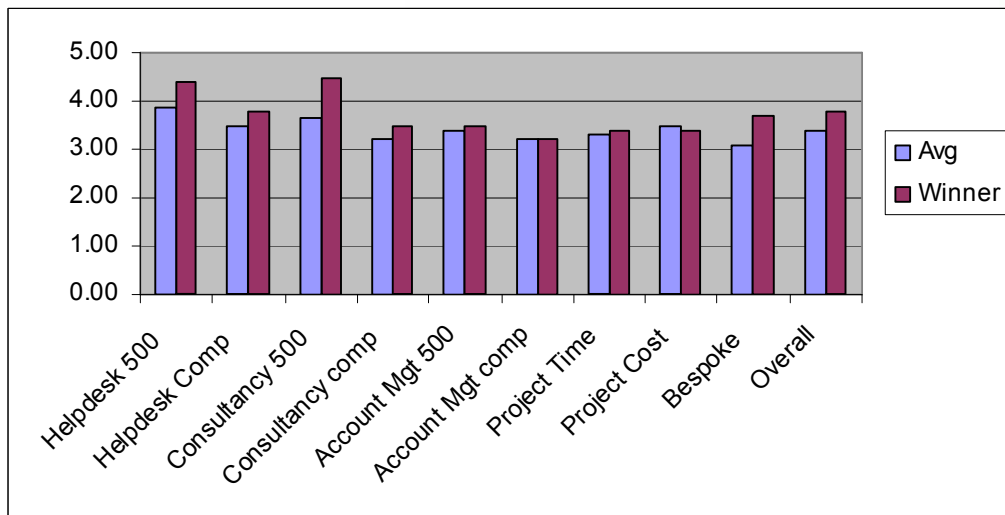
2007 Business Partner of the Year

The scoring structure was changed for 2007 as members had commented on the survey not giving enough useful feedback. The new structure enabled members to comment on the following areas:

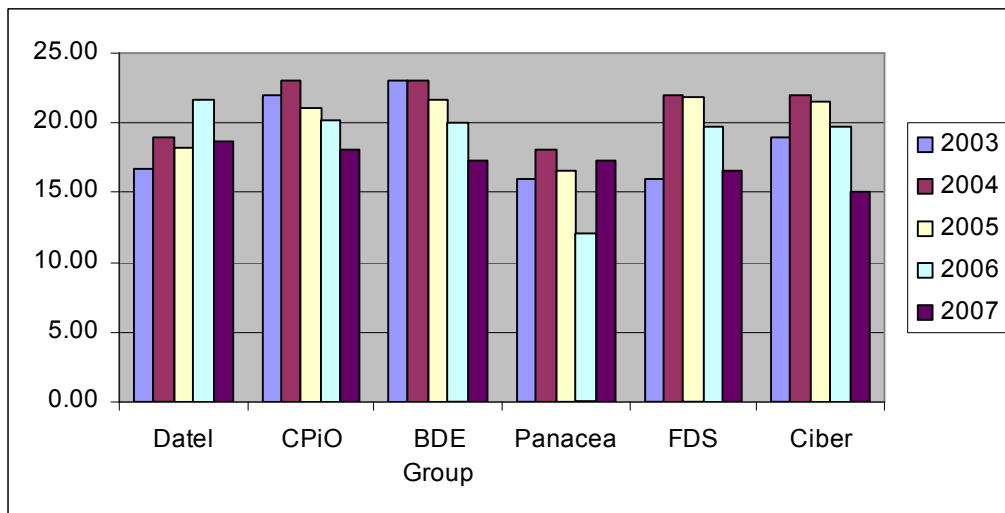
- Helpdesk: Sage / complementary products
- Consultancy: Sage / complementary products
- Account Management: Sage / complementary products
- Projects: Time and Cost
- Bespoke Work
- Overall assessment of the Business Partner
(scoring: 1 Poor - 5 Excellent)

I would like to thank everyone who completed the survey and congratulations to Datel who, for the second year running, won the Sage User Network Business Partner of the Year Award.

As can be seen by the score comparison below, Datel scored as much as 0.5 higher than the average in some areas.



Below you can also see the annual variations for each of the top six Business Partners, as voted for by you.



The **Sage User Network DISCUSSION FORUM** is for the exchange of ideas and to get your questions answered; it will only be an effective resource if you, the members, use it on a regular basis

Sage User Network 2008 Events

We would like to be able to hold our future meetings at more varied locations, unfortunately the cost of using external venues and catering makes most of the venues we look at cost prohibitive.

If you have a venue that we could use, either free of charge or at a minimal cost, please contact Nicole James, Sage User Network Technical Director, with details. We require a room that can seat a minimum of 40 delegates.

Newsletter Articles

Please can you send any articles for the next newsletter to Nicole James. Anything you would like to be published is acceptable – letters to the editor, user stories, hints & tips, comments on the service the Sage User Network provides.

Dates for your 2008 Diary

15 May 2008 - Meeting/Awareness Day
University Hospital Birmingham

11 Sep 2008 - Meeting/Awareness Day

20-21 Oct 2008 - 2008 Conference
Oxford Belfry, Nr Thame, Oxfordshire

Agendas will be published on the website
Book your place
(Meetings/Awareness Days are free for members)

Sage User Network Committee Meetings

15 Apr 2008 - University Hospital Birmingham

11 Nov 2008 - Sage Winnersh

If you are interested in joining our committee, please email Nicole James or call to discuss on 0118 9813223

Sage User Network 2008 Conference

20 – 21 October 2008

Oxford Belfry, Milton Common, Near Thame, Oxfordshire

Sage User Network 2008 Conference

Sponsorship Opportunities

Would your company like to be part of our 2008 Conference?

We offer a range of sponsorship packages, ranging from the Bronze Package (exhibition space only) right through to exclusive Gold Packages.

If you are interested, please email Nicole James or call the Sage User Network on 0118 9813223

Volunteer to Present
at the 2008 Conference
and your place will be
FREE!

Present at any other meeting
throughout the year and you
will be rewarded with a 50%
saving on your place at the
2008 Conference

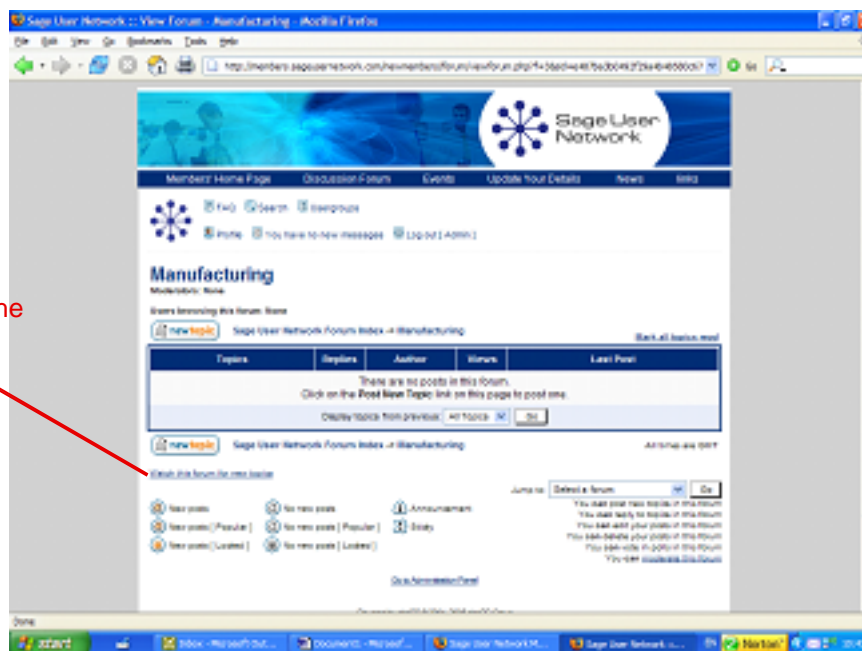
Sage User Network Discussion Forum

How to "watch" a Forum or Topic

In order to receive e-mail notification of postings you must update your profile to add your e-mail address. This will NOT be visible to other members of the forum.



Once you have added your e-mail address you are then able to "watch" a forum (see screen below): you will be notified via e-mail of any new postings in that forum. If a new posting is made within a forum you are watching, you will receive an e-mail with a link to that posting. You will then be able to sign up to "watch" the responses to that posting in the same way that you signed up to watch the forum.



CONGRATULATIONS! to Gordon Cooper, Futaba Tenneco UK Ltd
 Gordon has won the case of wine for this quarter. Close runner ups were Gary Moorhouse from Stovax Ltd, David Thompson from Discovery Foods Ltd and Simon Taylor from A. Nelsons & Co Ltd.

Discussion Forum: Additional Functionality

Private Messaging



Private messages allow users on a board to contact each other out of the public eye. Private messages can be described as a cross between email, instant messaging, and forum posting.

To use private messaging, you must be logged in to the board. Look at the top of any page, and click "You have X new message(s)". This will take you to your private messaging center.



Sending

There are three primary ways to send a private message. First, you may go your private messaging center and click New Post. Secondly, you may click Post Reply from a private message you are reading. Finally, you may click the PM link on any user's profile or post.

The posting form is identical to the normal posting form with a few exceptions:

Username - The username of the person you want to receive the message. If you are replying to a PM, or clicked the PM link in someone's profile, this field will be automatically filled for you.

The Outbox

When you send a PM, the message goes to your Outbox. It remains in the Outbox until the recipient visits his/her Inbox, at which point it is moved from your Outbox to their Inbox. While the message remains in your Outbox you may edit or delete your post if you like. The message remains in your control until it is received.

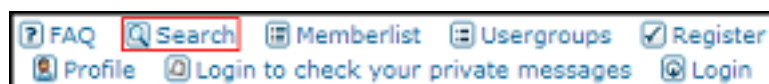
Receiving

There are three ways that one may be notified of a new private message. Most obvious is the Private message link at the top of every page. It will display You have X new message(s), where X is the number of new messages you have. You may click this link to take you to your Inbox.

You may be informed of new PMs by an email sent to the email address your username is registered to. You may also be informed of a new PM by means of a small window that pops up while you are viewing the board. Email and pop-up notification will contain a link to your Inbox. Email and pop-up notification may be enabled/disabled in your Profile (see previous page for where to find this).

Searching

The forum has a search system that will allow you to find topics you are interested in. To get to the search page, click the small Search link at the top of any page.



You may use the asterisk(*) wildcard character to broaden your search. The asterisk will match any number of characters.

WIN! WIN! WIN! WIN! WIN!

Every quarter the person who has made the highest number of posts in the forum will receive a case of wine or handmade chocolates as a thank you.

GET POSTING NOW!!