

IWI Services: New Support E-Mail

IWI Consulting is pleased to announce our new streamlined support service via e-mail. To submit support requests by e-mail, please use support@iwigroup.ca. This new support e-mail address is distributed to all support personnel at the same time. This ensures you the fastest response time by the person best able to assist with your particular request.

To learn more about support service and other services we offer, click on the services section of our website at www.IWIGroup.ca, or contact us directly at **1-866-916-3851**.

Testimonial: HRMS & IWI

"I've worked with IWI and the Sage HRMS system for a little over six years. The team at IWI is great! They are really good people, easy to get along with and prompt with replies. The HRMS software is user friendly, straight forward, easy to use, and it has all the reports and everything you could need for HR. The system also links to our Accpac Payroll so the whole process is completely integrated and streamlined. We have 95 employees, but I'm able to manage it all thanks to our HRMS system!"

- Doreen Karvatsky
HR Manager, ICECORP Logistics Inc.

The New Normal: **Doing More with Less**

You've managed to stay afloat through one of toughest economies ever. Now signs are pointing toward a recovery. But will everything just go back to the way it was before the recession? Not likely. The post-downturn economy will redefine how businesses operate and compete.

The downturn was not simply part of a regular business cycle; it's part of a "new normal." Recovery will happen—slowly—but business has fundamentally changed. Customers have adjusted their attitudes and shifted their expectations—and these changes are becoming entrenched.

Doing more with less—cost-cutting, downsizing, improving efficiencies—is here to stay. The competitive landscape has also dramatically shifted. The recession caused a competitive shakeout, and only the strongest have survived. Your competition is leaner, hungrier, and wiser than before.

But uncertain times can be an ideal time for bold companies smart enough to take advantage of opportunity. While others are waiting for strong recovery indicators, you can get a head start on the competition and watch your sales soar and your costs decrease. To thrive, not just survive—you need to get ahead of the curve. Take advantage of shifting market trends and thrive in the post-recession economy.

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Solutions: **Human Resource Software - It's More Affordable Than You Think**

If you are still using spreadsheets to manage HR, read this! Human Resources management systems (HRMS) are more affordable than you think! In fact most mid-sized businesses recoup their investment within six months of implementation. Besides realizing significant time savings and reduced errors, compliance tracking can save little issues from becoming big problems.



If you still track benefits, training, and recruiting manually and/or via spreadsheets it's time to look at a fully featured HRMS solution. Imagine the powerful reporting and analysis capabilities you'd have to manage your workforce. Now imagine that your HRMS solution includes employee self-service and benefits enrollment to automate workflows, streamline routine employee requests, and improve efficiency and productivity. An integrated database feeds a seamless flow of information to continuously deliver time and money savings.

Ready to learn more and find out just how affordable an HRMS solution really is? Contact us today! Or, see for yourself what a fully featured HRMS solution looks like, by attending our [Sage HRMS webinar - June 14th, 12.00 p.m. EST.](#)

IWI Webinars

Don't miss our 2nd Quarter IWI Webinar offerings! Registration is easy. From our home page, click on webinars, then the webinar listing you want to attend, and you'll be taken to a simple registration form.

Sage FAS (May 17th 2011 10:00AM EST)

Sage ERP Accpac Financial (May 24th 2011 10:00AM EST)

Sage HRMS (June 14th 2011 12:00PM EST)

Sage ERP Accpac Inventory Management (May 31st 2011 10:00AM EST)

Service Manager (June 7th 2011 10:00AM EST)

What's New in Sage ERP Accpac v6 (June 21st 2011 1:00PM EST)

Tips & Tricks

If you use the Sage ERP Accpac Extended Enterprise Suite you'll want to check out our new Tricks and Tips videos. New Sage ERP Accpac and SageCRM videos are available on our website monthly. Visit www.iwigroup.ca/tips_tricks.php or click on the Tips and Tricks icon on the right side of our home page. Our latest videos include:

ERP

- Portal Interface & Shortcuts
- Inventory Quantities, Costs & Day End Processing
- PO Invoicing Flexibility

CRM

- Track Web Leads by Linking Web Forms to Marketing Wave Activities

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1. Get a head start—start reinvesting capital

Most companies will wait for the recession to be declared officially "over" before they begin spending again. Beat the crowd and start planning for strategic capital spending now—on R&D, IT infrastructure, and enterprise resource planning (ERP) systems. It may seem counterintuitive, but if you plan for strategic capital spending in key areas now, you'll save in the short- and long-term and end up lowering your overall cost structures. Additionally, vendors are more flexible now. Some vendors are offering longer-term agreements, so you can better predict costs. The bottom line: Invest now, save later—and beat the crowd



2. Position yourself to benefit from pent-up customer demand

Improving the customer experience is critical to retaining—and attracting—customers in any economy. Signals pointing to a recovery will help your customers gain confidence. Focus now on building strong relationships with customers, targeting those in growth industries. As the economy begins to turn the corner, you'll benefit from your customers' pent-up demand. Visibility into customer behavior is critical. An integrated CRM solution allows companies to improve the customer experience and more effectively convert leads and prospects into paying customers. The bottom line: Improve your customers' experience and watch your top-line grow

3. Free up cash flow—the true measure of a successful business

Improving the bottom-line improves cash flow. Another way to spur growth is to find creative and effective ways to reduce your costs. Use your ERP solution to get costs under control, without increasing resources or operating costs. More effective supply chain processes reduce waste. Better planning reduces expenses. The bottom line: Improve bottom-line revenues and free up your cash flow

4. Do more with less

Now is the time to optimize workflows to be smarter, more efficient, and more productive. When the recovery starts to gather momentum, you'll already be a lean machine. If you have had to lay off employees or freeze staffing levels, minimize "brain drain" effects by centralizing data and making your internal processes more efficient. Automating processes, such as reporting, can save time and enable you to do more with less. The bottom line: Streamline and automate your processes, and do more with less

5. Tap into critical-information to make faster and better decisions

Your data may be your most important competitive tool. To respond to market trends in a more agile way, you have to know how your business is operating on a day-to-day basis. Make sure you have access to reliable data so you know what to do next and so you can quickly react to shifting economic conditions and seize opportunity. Real-time business intelligence will give you more transparency into your operations and support better decisions. The bottom line: With reliable business critical information, you can quickly react to shifting economic conditions and seize opportunity.

The post-downturn economy will redefine the way you do business and the way companies compete. Agile companies are actively preparing for the post-crisis world and IWI Consulting is here to help.