

PCM EDGE

3rd Quarter 2008

A Quarterly Newsletter for
Precision Computer Clients &
Affiliates

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Meet the Team: Peter Heinicke



Peter Heinicke, President of Precision Computer Methods does everything from setting the vision and goals for the company to installing software. He got his start in the industry in 1978; growing the team, developing the business; and identifying new products to sell. At the encouragement of his family, he incorporated in 1979 and has been helping companies with their software solutions ever since. "If there is any way I can help my clients I will, states Peter.

Peter got his start in high school when he took a computer programming class and really liked it. He then became interested in Physics and went on to receive a Masters degree from Princeton University. Before PC Methods grew into a mature company, he worked for other companies to supplement his income. At International Harvester, now called Navistar he worked as a programmer analyst and designed software for truck design and engineering and also supported their CAD CAM department. He then went to work for Fermilab as a systems analyst and designed software that would allow them to acquire the data and record it onto magnetic tape. "What I did for Fermilab is very similar to what I do with Sage Pro; taking pre-existing software modules and putting them into the hardware to get the data out." says Peter.

Outside of work, Peter enjoys reading and watching movies. His favorite author is Patricia Cornwell because he enjoys how she develops the main character in each book. Peter has been married to his wife Karen for 16 years and they have two children, Jeremiah (12), and Abigail (9). He is the most proud of being a dad. "I like the idea of providing an environment where my kids can learn who they are, and not be bent into something they don't want to be. I enjoy encouraging them to be who God has made them to be."

Peter is also very involved with his church. He has been the treasurer for 12 years and enjoys going on youth retreats and mission trips. He went to New Orleans after Hurricane Katrina hit, and has been to Mexico to help build a church. Peter says, "It just felt like helping people is what I should be doing with my life, and that it's the best way I can serve the Lord."

Accelerate Cash Flow by Managing Relationships

Relationship Management is something that every successful business MUST focus on improving every day. It is the core of our existence and applies to any department, title and organization. Having a system in place to centralize all of your important financial and client data will enable your financial team to do what they are supposed to do... collect money.

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Noted & Quoted

"Thank you very much for the professional service that you gave our company. The spring is our busiest time of the year and of course the time when our computer program would fail. Your company made the transition to the new software quite painless and we really appreciate the way you efficiently evaluated our needs and installed the computer system for us. We found the price for the software to be reasonable and the service outstanding. You both are very knowledgeable in your field I especially liked the way you kept us up to date on the progress of loading the software into our new computers and that we received our computers exactly when you said we would. I would definitely refer your company to anyone in need of a new computer or computer services."

Donna Brown, Jim Melka Landscaping & Maintenance, Inc.



Did You Know PC Methods offer's IT Services?

PC Methods has a full service IT consulting team providing a full range of network, hardware and software services. This service proves to be valuable as PC Methods is already familiar with your accounting, business management and CRM solutions, making them a great option for help with your IT needs.

Since 1978, PC Methods has offered personalized, cost effective, accurate and dependable services. These services include:

- Server installation and replacement
- Software installation, update and license management
- Backup and restoring
- Capacity planning
- Wiring and certification
- Network security
- Information resource management advisement

For a limited time, PC Methods is offering a free Budget Review, a \$600 value. If you'd like to learn more about the IT services PC Methods offers, or if you'd like to take advantage of this valuable offer please contact them at (630) 208-8000.

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Imagine if a customer called 5 different people in 5 different departments within your organization. This customer said "I am about to catch a train and I have 60 seconds before I have to hang up. I want to place an order when I get back to the office and need to know the discount I was given on my last order so I can create the proposal on the train." How many different answers would this customer receive? "Let me transfer you to sales", "Have we agreed to give you the same discount on this order?", "I can't access that information in 60 seconds", "I don't have access to that information let me transfer you", "Do you know your customer number?", "Who is your sales representative?", "Can I email you the information?" etc. The bottom line: Relationship Management must be simplified in order to improve internal and external relationships.

This will in turn make it easier for your financial team to get information, track calls, automatically follow up with customers and bring in more CASH faster.

If this sounds like an area you could improve in, we have good news. Sage Accpac ERP now comes with SageCRM (Customer Relationship Management) in the all new Sage Accpac Enterprise Suite; a great system that will allow you to have control over your processes and resources. But more importantly, it gives you the tools you need to effectively manage, automate and build relationships with customers and vendors – through all phases of the buying, selling and payment cycles.

For more information about using an all inclusive suite of programs that will increase your office productivity without adding personnel costs contact PC Methods today.