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A CLOSER LOOK AT SAGE 100 “c” Answers to Frequently-Asked Questions (FAQs)

Concurrent with the release of Sage 100 2016 back in November, Sage also launched a new product called **Sage 100c**. In this article, we’ll provide answers to some frequently-asked questions about this newest addition to the Sage 100 product family.

What is Sage 100c Exactly?

It’s easiest to think of Sage 100c as a new **deluxe** version of the same core Sage 100 software that has been available for decades. Existing customers of the “traditional” Sage 100 product would discover that features, workflow, and functionality in Sage 100c are nearly identical.

So What’s the Main Difference?

The main difference from the standard Sage 100 product is that Sage 100c features a totally new and modernized user interface along with unique screen and desktop personalization options. The new interface is also designed around mobile technology so you get a more modern Sage 100 experience across multiple devices from your desktop or laptop to your mobile phone or tablet.

How is Sage 100c Priced and Packaged?

Another difference from the traditional Sage 100 product which is sold under perpetual licensing is that Sage 100c is available on a **subscription basis only**. Sage 100c customers can choose monthly, 1-year, or 3-year billing. The product is available in 3 prepackaged bundles including **Essentials**, **Advanced**, and **Complete**.

In a nutshell, the Essentials bundle includes core financial functionality like GL, AP, AR, and Bank Reconciliation. The Advanced bundle adds sales, purchasing, and inventory. The Complete bundle offers everything in Essentials and Advanced plus RMA, Bar Code, and Bill of Materials. Some modules are also available a la carte including Job Costing, Work Order, and MRP, among others.

Should I Switch?

Since Sage 100c is a new premium option, current on-plan customers pay 15% over their existing Sage Business Care renewal cost to switch and upgrade to Sage 100c. While things can change down the road as new releases come out, Sage 100c - as it stands today - is functionally the same as the “traditional” Sage 100 product you may already be using.

So the question of whether you should switch will depend on how much value the mobility, modern interface, and bundled subscription pricing will have on your unique operations and business. In short, Sage 100c offers a way to leverage new and modernized technology without disrupting your current processes, workflow, and product familiarity.



[Contact us](#) with any questions about functionality or pricing of the new Sage 100c.



SAGE CRM

A Closer Look at MailChimp Integration

For many Sage customers, the announced integration with MailChimp that accompanied the release of Sage CRM 7.3 flew under the radar. So in this article, we'll take a closer look at what MailChimp is, how it works with Sage CRM, and why you should even care.

What is MailChimp?

First things first. [MailChimp](#) is web-based email marketing software that helps you design emails (i.e. newsletters), create campaigns, send them out, and measure results.

Why would you need a special tool for email you ask? After all, you can certainly send email newsletters out through your own email servers or popular services like Gmail, Hotmail, or Outlook. But those are really designed to send one-to-one email - or maybe to a small group of people.

On the other hand, an [email service provider](#) (like MailChimp) is designed to send **bulk email** to hundreds or even thousands of recipients without taking down your in-house server or landing you on a spam/blacklist. An email service provider (ESP) also implements safeguards that help you remain in **compliance with CAN-SPAM** requirements. Last, and maybe most important, MailChimp provides detailed reports on opens, clicks, and other email activity that allow you to measure the success of your efforts.

Sage CRM Integration with MailChimp

When you integrate Sage CRM with MailChimp, you unlock efficiency that makes your email marketing easier and more effective. In a nutshell, the new integration allows you to:

Push Sage CRM Contacts Into MailChimp - there's no need to maintain multiple contact databases in two separate software applications which can get messy and out of sync.

Create New Email Campaigns in Sage CRM - you remain right in Sage CRM as you launch new email campaigns. No need to switch back and forth between programs.



MailChimp

View Campaign Results in Sage CRM - campaign results data (opens, clicks, bounces, unsubscribe, etc.) captured in MailChimp is automatically written back to your contact records in Sage CRM. So the next time you bring up a contact and perhaps want to prepare for a follow up call, you can see how engaged they've been with your email outreach and what particular links they've clicked on right within Sage CRM. This data and activity can provide valuable insight into purchase intent and help drive more timely and effective follow up from your sales team.

Getting Started

Perhaps one of the best MailChimp features of all is that you can send email to up to 2,000 subscribers and 12,000 emails per month **totally free**. They call it the "Forever Free" plan.

If you have more than 2,000 subscribers/contacts, they also offer a variety of [pricing plans](#) depending on the size of your list, frequency of email, and desired "advanced" options.



[Contact us](#) with questions about the new integration with MailChimp or if you'd like help getting it set up and running within your Sage CRM system.

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Top 4 Reasons to Upgrade to Sage 100 2016

With some of the burden of year end processing now in the rearview mirror (hopefully!), you might be considering an upgrade to Sage 100 Version 2016 that was released late last year. If so, here are the top 4 reasons to upgrade.

1. Reduce ACA Compliance Burden

The new 2016 version includes a collection of new settings, fields, and reports that make it easier to track and manage requirements related to the Affordable Care Act (ACA).

2. Simplify Everyday Tasks

A collection of improvements make it easier to enter data and process transactions including expanded fields, extended item descriptions, and user preference settings. These new "everyday" features often come from existing customers that submit requests through the [Sage 100 Ideas Portal](#).

3. Save Time with New AR & AP Features

New features make it faster and easier to manage electronic payment vendors in accounts payable as well as customer memos for repetitive invoice entry in accounts receivable.

4. Automate Quotes and Expiration Dates

Quotes can now be promoted to sales orders, back orders, repeating orders, or master orders. Quotes can also include a default expiration date, among other new options.

Got Questions?

[Contact us](#) if you need help with an upgrade or would like a copy of the detailed customer upgrade guide.

Sage 100 Virus Warning!

LeChiffre Ransomware

A recent post on the [Sage Support website](#) warns of a new system threat called the "LeChiffre Ransomware Virus." Here are some details and what you should be aware of.

What is the Threat?

Sage reports that some Sage 100 customers may have one or more of their machines compromised by a ransomware virus called 'LeChiffre'. The following error message displays when starting Sage 100:

"Unable to create session object"

If you see this message, it means that the Sage 100 program files have been infected with the virus which renames the actual file, adds the extension *.LeChiffre, and encrypts the file rendering it unrecoverable.

How to Resolve

We recommend that you [contact us immediately](#) or get in touch with your trusted IT support provider to remove the virus from ALL machines on your network.

After removing the virus from all machines AND your backup files, restore the entire "..\MAS90" directory from a recent backup made **BEFORE** LeChiffre affected the system.

Note: Paperless Office PDF files *may* be affected and need to be restored as well.

For full details, click below to read the virus description, resolution, and disclaimer before starting any of these processes on your own:



[Sage Knowledgebase Article on LeChiffre](#)

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