



TECHNOLOGY SOLUTIONS DIVISION
ECHELBERGER, HIMEBAUGH, TAMM & CO., P.C.

EHTC Technology Solutions

March 2007 Partner and ISV Newsletter

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Contact Us

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Come See Us at Convergence 2007

Come visit us at Microsoft Business Solutions Convergence 2007, March 10-14, in San Diego, California. The EHTC Technology Solutions booth, Booth 634, will be set up to show all our ISV products and we look forward to having a conversation with you and your customers. If you are not familiar with our products, please stop by and allow us to tell you about them. We are also interested in meeting you and getting your input for future releases. We are currently in the process of designing an extension to our Infuse™ product that integrates Dynamics™ CRM and the SL Project series. If you have a customer or prospect that might be interested in this integration, please stop by and talk to us about it. There is no better time than now to be sure we understand your needs.

We will be showcasing these products at our booth:

INFUSE FOR DYNAMICS CRM AND DYNAMICS SL

KEEP DYNAMICS CRM AND DYNAMICS SL IN SYNCH with Infuse – the link that helps you focus on business opportunities by eliminating information gaps across your enterprise. Infuse maximizes your Dynamics CRM and Dynamics SL investment by supporting key customer-related business processes and makes the information visible across departments. This integration enables both applications to share customer information and recognize critical data from both systems, thereby allowing you to see one consolidated view of your customers.

ECHARGE

PROCESS CREDIT CARDS EASILY with eCharge – a utility that delivers a flexible, yet powerful and secure credit card processing solution for Dynamics SL. eCharge enables you to verify credit card payments in real-time. Whether you are taking orders on the phone, from the web, or at the counter, eCharge offers a solution that compliments your distribution workflow process.

INVENTORY PLANNER

PLAN YOUR INVENTORY EFFECTIVELY with Inventory Planner automating the purchasing process in Dynamics SL. Using min/max and reorder point logic, this application generates reviewable purchase orders as required. Not all companies need an overly-sophisticated replenishment process; they may simply need a tool that tells them when stock is getting low, and then automates the purchasing process. That's exactly what Inventory Planner does.

AUTOPOG

CREATE PURCHASE ORDERS FROM SALES ORDERS with AutoPOg facilitating the process. AutoPOg creates purchase orders directly from sales orders in Dynamics SL. Unlike other utilities, including out-of-the-box Dynamics SL, AutoPOg allows the processing of non-stock items and the ability to aggregate lines from multiple sales orders (and different shipping addresses) onto a single vendor purchase order.

AUTO KIT BUILDER

BUILD KITS AUTOMATICALLY with Auto Kit Builder managing your kitting process. You no longer need to maintain an on-hand supply of built kits or worry about updating Dynamics SL after a sale to make sure your inventory stays current and accurate because Auto Kit Builder builds the kits from their component parts as they are sold.

Auto Kit Builder Lowers Inventory Volumes and Increases Customer Satisfaction

Today's business environment puts a lot of pressure on reducing idle capital and on increasing customer satisfaction. Auto Kit Builder can help you achieve results in both areas. If you are in the business of selling various kits that are comprised of many of the same component items, then you understand the struggle of managing those component stock levels. If you preassemble your kits, then you run the risk of not having enough component items on hand to satisfy orders for some other kits. But, if

you do not preassemble your kits, your order fulfillment process is delayed while you manually process the kit assembly. It is a lose/lose situation. This is where Auto Kit Builder can help. Auto Kit Builder will assemble your kits for you when you finish each order. This allows you to sell kits and manage your inventory at the component level. It also allows you to virtually eliminate the extra manual step of processing the kit assembly when fulfilling an order therefore reducing the time it takes to get the product to your customer.

Here's a quick scenario to illustrate this. Let's say that your company is a distributor of household tool kits as well as individual tools. You sell hammers, screwdrivers, wrenches, pliers, saws, toolboxes, etc. You also sell kits that include a toolbox containing various combinations of these tools. If you get an order for 100 *Deluxe Toolbox* kits, you would have to make sure that you recognize the 100 assemblies in Dynamics SL before you shipped the kit or run the risk of having your inventory be out of synch with actual inventory levels. This would delay your sales fulfillment process. Optionally, you could carry a stock of several, pre-assembled *Deluxe Toolbox* kits so that you could quickly ship your orders. The trouble with this is that now your inventory level of individual components shows up as lower than it actually is and might lead you to think you can't fulfill an order for 100 Phillips screwdrivers. Your best option seems to be to carry extra screwdrivers so that you'll be sure of having sufficient quantities. As you can imagine, with several, similar kits available in your catalog, you quickly have to maintain an unreasonable number of screwdrivers in order to fulfill orders quickly and keep your customers happy. With Auto Kit Builder, you can have lower inventory levels and have the kits assemblies process automatically so that you will not only keep your customer satisfaction levels high, but constantly have true visibility into your actual inventory levels. Now, your biggest concern is maintaining appropriate inventory levels and knowing when and how many items to order. We can help you with that too, with our Inventory Planner module, but that is for another article.

I Am Listening!

As the manager of our ISV products, I need to be in tune with how our products are either succeeding or falling short of filling the needs of your customers and prospects. That is the reason for this section in the newsletter. You will see the "I Am Listening" section in here from time-to-time. I might be asking you questions or I might be telling you what I have heard. Either way, I hope it will help foster the channels of communication so we all can be even more successful.

EHTC Technology Solutions has just come out of a very successful year. I have you to thank for that. THANK YOU! But I think we all can do even better next year. My products are doing well in the market place. They are hitting a few sweet spots in the Dynamics SL arena, but with a little attention in the form of modifications and enhancements, I think they could become an even better addition to your portfolio of solutions offerings.

Many of you have heard a quote, that I believe was coined by someone at *Pragmatic Marketing*[®], "Your opinion, although interesting, is irrelevant." This phrase is used to describe Product Management's responsibility to gather and make decisions based on market-derived facts, not his/her personal opinions. That is why I come to you. I recognize you as experts in your individual markets. Each of you has an area of expertise that I would like to tap into. I know the overall market space, but I definitely need your input. You know what you can sell and what I can do to make my products sell better into your space. Please send any and all comments to me at BrianC@ehtc.com. There isn't anything that I don't want to hear, whether good, bad or ugly, related to new features, enhancements, sales tools, etc. Remember, I am listening.

Respectfully yours,
Brian Crooks, Manager, ISV Products, EHTC Technology Solutions