

REACH-Out~~~~~

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Microsoft
GOLD CERTIFIED

Partner



Microsoft Dynamics CRM 4.0 – New features and enhancements released by Microsoft

Microsoft announced December 17, 2007 that Microsoft Dynamics CRM 4.0 has been completed and released to manufacturing with general availability scheduled for January 2, 2008.

Microsoft CRM is a customer relationship management solution that provides the tools and capabilities needed to create and easily maintain a clear picture of customers, from first contact through purchase and post-sales. With modules for sales, marketing and customer service, Microsoft CRM delivers a fast, flexible and affordable solution that drives consistent, measurable improvements in every business process, enabling closer relationships with customers and helping to achieve new levels of profitability.

The new version is offered under two product names: Microsoft Dynamics CRM 4.0 for on-premise and partner-hosted deployments and Microsoft Dynamics CRM Live for Microsoft-hosted deployment. Designed with a single unified-code base for both on-premise and on-demand deployments, Microsoft Dynamics CRM enables customers to choose the right deployment model for their specific business and IT needs, with the flexibility to change deployment models over time if their needs or preferences change.

Some of the significant new benefits and capabilities of the new release include:

- ▶ An advanced multi-tenant architecture that supports multiple companies per server
- ▶ Extended global capabilities including user choice of more than 25 languages and pervasive support for multiple currencies
- ▶ New business intelligence capabilities including cross-entity views and an end-user ad hoc reporting wizard
- ▶ Advanced business process automation based on Microsoft Windows Workflow Foundation
- ▶ New collaboration capabilities with Microsoft Office Communications Server 2007 including real-time presence indicators within the CRM application

From small businesses to large enterprises, from on-premise deployments to partner-hosted Dynamics CRM, all the way to the new Microsoft Dynamics CRM Live service, this new release of Microsoft Dynamics CRM offers an outstanding user experience, exceptional ease of use and configuration, and flexible platform technology that enables the delivery of world-class customer relationship systems for all segments and every type of business around the world.

Special Points of Interest

**Convergence 2008
Orlando**

**Microsoft Support
Plan Changes**

**Intuit Solution
Provider**

**Dynamics GP User
Group**

REACH Service Plans

At the Helm

**REACH Attains IW
Competency**

**REACH Sales Tax
Utility**

**Dynamics Learning
Plans**

ISV Corner: REACH-Solutions Sales Tax Utility for Dynamics GP and Retail Management Software

Many companies have been significantly affected by the recent changes to Arkansas sales and use tax law. Included in these changes is that now sales tax is based and calculated on where your customer takes delivery of your product no matter what shipping method (common carrier, company truck, mail, etc.). Therefore you must know what the sales tax is at that city and county to which it is delivered.

How will you manage these taxes?

The REACH-Solutions Sales Tax Utility insures your Microsoft Dynamics GP and Retail Management Software solutions will always reflect current sales tax information for your customers.

Our user-friendly, simple interface makes maintaining and updating your Dynamics GP and RMS tax tables as easy as possible.

REACH-Solutions Sales Tax Utility uses CCH, a subscription based tax service, to create, update and inactivate Tax Details and Schedules. Here are the product features for Dynamics GP and RMS.

Sales Tax Utility for Dynamics GP

- ▶ Converts CCH data into Microsoft Dynamics GP format and imports them as tax details and tax schedules.
- ▶ Easy installation and setup—Can be ready to use in as little as 10 minutes.
- ▶ Multi-company—Setup tax schedules and tax details in as many or as few companies as desired.
- ▶ Partnered with CCH, utilizing their ZipSales database.
- ▶ Capable of using the CCH ZipSales + 4 databases to offer even greater options and accuracy.
- ▶ A standalone application that does not require Microsoft Dynamics GP to be active.
- ▶ Full documentation and online help files.
- ▶ The Integrated Customer Update feature works with the Microsoft Dynamics GP customer maintenance screen, as well as the GP customer address maintenance screen, to apply a tax schedule to a customer. This provides the ability to assign a tax schedule ID to a new customer in Dynamics GP as you setup the new customer. This feature will attempt to match a tax schedule ID to each new customer as they are created in the system and will alert

the user when no tax schedule could be successfully applied. Utilizing the CCH ZipSales + 4 database, an exact match will be applied.

▶ The Customer Update Utility feature examines customer master files to apply the correct sales tax schedule to customers. By matching the CCH tax information to the Customer master record, using City/Sales/Zip, it will find the correct tax schedule for the customer record in batch mode. If the customer record cannot be successfully matched to a single tax schedule, the utility will provide a report which will list the unmatched customers, as well as list possible tax schedules for those customers. Utilizing the CCH ZipSales + 4 database, an exact match will be applied.

▶ Account Number Mapping allows users to specify which general ledger default accounts will be assigned to the imported tax details. This module allows users to specify the general ledger default accounts that will be assigned to tax details during the import process.

Sales Tax Utility for Microsoft RMS

- ▶ Converts CCH data into Microsoft Dynamics RMS format and imports them as item tax and tax tables.
- ▶ Easy installation and setup—Can be ready to use in as little as 10 minutes.
- ▶ Partnered with CCH, utilizing their ZipSales database.
- ▶ Capable of using the CCH ZipSales + 4 databases to offer even greater options and accuracy.
- ▶ Full documentation and online help files.
- ▶ The Customer Update Utility feature examines customer master files to apply the correct sales tax schedule to customers. By matching the CCH tax information to the Customer master record, using City/Sales/Zip, it will find the correct tax schedule for the customer record in batch mode. If the customer record cannot be successfully matched to a single tax schedule, the utility will provide a report which will list the unmatched customers, as well as list possible tax schedules for those customers. Utilizing the CCH ZipSales + 4 database, an exact match will be applied.

For more information on the REACH Sales Tax Utility and how it can work with your Dynamics GP or RMS solutions, please call Kerri Padgett today at 501-481-9117.

Convergence 2008 Orlando—Where it all comes together!

Increase your knowledge, skills and business opportunities at Convergence 2008 Orlando.

Convergence is the premier event to learn about all of the Microsoft Dynamics Business Management Solutions and how to help improve your business results. At Convergence 2008 Orlando, you can meet, mingle, talk and learn how Microsoft Dynamics solutions can benefit your business. You will get an up-close, hands-on experience with Microsoft Dynamics solutions, plus an opportunity to meet and learn from other Microsoft Dynamics customers who face the same challenges as you.

Convergence provides an exceptional agenda of various speakers, detailed product demonstrations and over 240 concurrent product discussions, presentations and in depth learning sessions for all user levels.

Convergence 2008 Orlando Highlights:

242 Concurrent Sessions—Build your skill set on Microsoft Dynamics products.

User Experience Lounge—See new technologies in action and talk directly to developers.

The Microsoft Learning Center—Train one-on-one with Microsoft experts.

101 Interactive Discussions—Share your experience and hear from others on Microsoft Dynamics products.

Structured Networking—Schedule meetings with peers as well as Microsoft and REACH-Solutions team members.

Product Pavilion—See the latest technology and product developments.

Keynote Address from Steve Ballmer—The chief executive officer of Microsoft will deliver the opening keynote at Convergence 2008 Orlando.

At Convergence 2008 Orlando, the opportunities are plentiful and the learning is up to you. When you attend, you'll have the opportunity to personalize and customize your learning experience by choosing from hundreds of learning sessions. No matter what your business solution—you are sure to find the knowledge you're seeking at Convergence.

"This is a great opportunity to learn more about your software and the people that design it. We encourage all our customers to attend Convergence each year and we hope

to see you there!," Tom Major, President of REACH-Solutions, said.

To learn more about Convergence 2008 Orlando and to hear what past attendees had to say about Convergence, please visit the official Convergence website at www.microsoft.com/dynamics/convergence. Start making your plans to attend Convergence 2008 Orlando today. Located near Walt Disney World in Orlando, this is an excellent opportunity to mix business with pleasure by attending Convergence 2008 Orlando and taking a family vacation.

We look forward to seeing you there!

"This is a great opportunity to learn more about your software and the people that design it. We encourage all our customers to attend Convergence each year and we hope to see you there!"

Welcome New Customers!

Controlled Automation, Inc.

Bryant, AR

Hawkins Company, Inc.

Fort Smith, AR

Arlington Hotel

Hot Springs, AR

Mosaic Templar Cultural Center

Little Rock, AR

AR Dept. of Health—In Home Services

Little Rock, AR

Microsoft Announces Changes to Software Assurance Support Plans—Changes increase value

All customers who are current on a Standard A Microsoft support plan or Software Assurance Open/Open Value plans for Microsoft Dynamics will now receive four additional Microsoft technical support incidents.

the customer’s Standard A Plan expires. On February 1, 2008 if that customer so chooses, they will re-enroll in the Business Ready Advantage Plan and receive 6 technical support incidents as part of that plan enrollment

These changes include Standard A for Microsoft Dynamics GP, Microsoft Dynamics SL, Microsoft Dynamics RMS and Microsoft Dynamics Small Business Financials, as well as Software Assurance Open/Open Value for Microsoft Dynamics CRM.

In addition to the increased support incidents, the plan names for Standard A and Standard B have been changed to help reflect the increased value of these plans and to be more consistent with the “Business Ready” name used for Enhancement Plans. Starting December 1, 2007, customers re-enrolling or enrolling in a new plan will purchase their plans under these new names.

Increased Support incidents for customers enrolled in existing plans.

Customers who are currently enrolled in a Standard A Plan will automatically receive the four additional support incidents. These incidents were added to the customer’s account on December 14th, 2007. For example, a customer who purchased Standard A on February 1, 2007 will have four additional technical support incidents through Microsoft added to their account on December 14th, 2007. Those incidents can be used through February 1, 2008—the date

the customer’s Standard A Plan expires. On February 1, 2008 if that customer so chooses, they will re-enroll in the Business Ready Advantage Plan and receive 6 technical support incidents as part of that plan enrollment

that can be used over the course of the year. Customers can view their remaining incidents in their Products and Services summary on their CustomerSource homepage.

The new plan name for Standard A is Business Ready Advantage Plan and includes six Microsoft technical support incidents.

The Standard B plan name changes to Business Ready Advantage Plus Plan and includes unlimited Microsoft technical support incidents.

Support incidents in the Business Ready Advantage and the Business Ready Advantage Plus Plans can be used for support on any module included as part of the Business

Microsoft Support Plan Changes for Dynamics GP, Dynamics SL, RMS and Small Business Financial	
Previous Plan Name:	Standard A Plan
Number of Microsoft Support Incidents:	2
New Name:	Business Ready Advantage Plan
Number of Microsoft Support Incidents:	6
Previous Plan Name:	Standard B Plan
Number of Microsoft Support Incidents:	Unlimited
New Name:	Business Ready Advantage Plus Plan
Number of Microsoft Support Incidents:	Unlimited
Previous Plan Name:	Enhancement Plan
Number of Microsoft Support Incidents:	None
New Name:	Business Ready Enhancement Plan
Number of Microsoft Support Incidents:	None

ness Essentials or Advanced Management licensing options for Microsoft Dynamics GP or Microsoft Dynamics SL. For more information on Microsoft Software Assurance Support Plans, their benefits and the recent plan changes, please call Kerri Padgett at 501-481-9117 or visit CustomerSource at www.mbs.microsoft.com/customersource.

REACH becomes QuickBooks Enterprise Solution Provider

REACH-Solutions has been selected as one of 99 companies nationally to be an Intuit Solution Provider for QuickBooks Enterprise Solution. Enterprise Solutions, designed for growing businesses, is the most powerful QuickBooks product and is a flexible and affordable business management solution designed specifically for growing businesses. The software helps businesses efficiently input, organize and access the information they need to manage finances, inventory, sales, purchasing and allows employees to make key decisions for growth.

"Becoming an Enterprise Solutions provider means REACH can offer customers a full range of powerful business solutions that can meet most budgets and business sizes. We are very proud to partner with Intuit and of our Enterprise Solution provider status," Tom Major, President of REACH-Solutions, said.

About Intuit, Inc.—Intuit, Inc. is a leading provider of business and financial management solutions for small and mid-sized businesses; financial institutions, including banks and credit unions; consumers and accounting professionals. Its flagship products and services, including QuickBooks®, Quicken®, TurboTax® software, simplify small business management and payroll processing, personal finance and tax preparation and filing. ProSeries® and Lacerte® are Intuit's leading tax preparation software suites for professional accountants. Founded in 1983, Intuit had annual revenue of \$2.67 billion in its fiscal year 2007 and has approximately 8,000 employees with major offices in the United States, Canada, the United Kingdom and other locations.

For more information on Enterprise Solutions, visit the Intuit website at www.quickbooksenterprise.intuit.com.

REACH Dynamics GP User Group meets and elects officers

The REACH Dynamics GP User Group had their first meeting on Tuesday, November 27th to discuss the format and schedule of future meetings, elect group officers and get to know one another.

President of the group is John McAtee of Arkansas Lighthouse for the Blind and Vice-President is Duane Quesinberry of Improved Construction Methods. REACH-Solutions Customer Service Representative, Kerri Padgett, will serve as Secretary and take all meeting notes. Consultant, Carla Jones, will serve as the REACH-Solutions liaison.

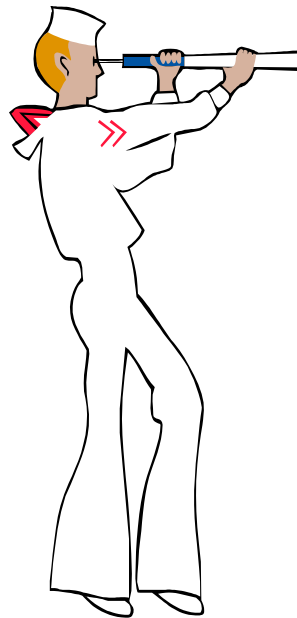
The user group will meet quarterly at different locations to share user knowledge and discuss many of the features within Dynamics GP.

"We are very excited about having a Dynamics GP User Group where our customers can gather locally and learn from one another," Tom Major, President of REACH-Solutions said.

For more information about the Dynamics GP User Group, please contact Kerri Padgett at 501-481-9117.

Let the Cat out of the Bag—In the Royal Navy the punishment prescribed for most serious crimes was flogging. This was administered by the Bosun's Mate using a whip called a "cat o' nine tails." The "cat" was kept in a

leather or baize bag. It was considered bad news indeed when the cat was let out of the bag.



A Square Meal—In good weather, crews' mess was a warm meal served on square wooden platters.

Rummage Sale—From the French "arrimage" meaning ship's cargo. Damaged cargo was sold at a "rummage sale."

Pipe Down—Means stop talking and be quiet. The "Pipe Down" was the last signal from the Bosun's pipe each day

which meant "lights out" and "silence."

Bear Down—To sail downwind rapidly towards another ship or landmark.

REACH-Solutions Service Plans—Gold, Silver or Bronze— Benefits range from discounts to service availability

In March of 2007, REACH-Solutions introduced enhanced levels of service through annual service plans. We understand your time is best spent contributing to the growth of your business and not having to deal with problematic system issues. That's why we offer support plans to all our customers to provide flexibility in payment terms and support levels.

Beginning January 1, 2008, customers not on a REACH Service Plan will receive 3 Support Calls through December 31, 2008 at no charge, with additional Support Calls at \$145. For some customers, 3 Support Calls may not be enough, so below we've outlined our plans for services based on your usage expectations.

These plans, available in our Gold, Silver and Bronze packages, provide predictable support and packaged benefits as well as guaranteed response time to address your technical support issues.

GOLD Plan Benefits include:

- 12 support calls/emails, additional \$75 each
- 2-hour response time, 8 to 5, M-F
- Version upgrade (1 per year)
 - Server Included
 - Workstations at \$50 each
- Payroll Tax Update Application (1 per year)
- Service Pack Application (1 per year)
 - Server Included
 - Workstations at \$50 each
- No charge for Remote Support Connection but hourly rates still apply
- Discounts on blocks of service
 - \$135 Hourly Rate (regular rate \$145/hour)
 - Blocks of 10 Hours
- 10% Discount on Additional Modules
- Up to 2 Persons of Contact
- 24 X 7 Service Availability
- Travel time charged at \$50 per hour outside LR Metro

SILVER Plan Benefits include:

- 9 support calls/emails, additional \$85 each
- 4-hour response time, 8 to 5, M-F
- Version Upgrade (1 per year)
 - Server Included
 - Workstations at \$50 each
- Payroll Tax Update Application (1 per year)
- Service Pack Application (1 per year)
 - Server Included
 - Workstations at \$50 each
- No charge for Remote Support Connection but hourly rates still apply
- Discounts on blocks of service
 - \$140 Hourly Rate (regular rate \$145/hour)
 - Blocks of 10 Hours
- 5% Discount on Additional Modules
- Up to 2 Persons of Contact
- 8 to 5, Business Day Service Availability
- Travel time charged at \$60 per hour outside LR Metro

BRONZE Plan Benefits include:

- 6 support calls/emails, additional \$100 each
- 6-hour response time, 8 to 5, M-F
- Payroll Tax Update Application (1 per year)
- Service Pack Application (1 per year)
 - Server Included
 - Workstations at \$50 each
- \$50 charge for Remote Support Connection plus hourly charge
- 1 person of contact
- 8 to 5, Business Day Service Availability
- Travel time charged at \$70 per hour outside LR Metro

For more information on how your organization can benefit from the REACH-Solutions Service Plans, please call Kerri Padgett at 501-481-9117.

WHAT'S HAPPENING AT REACH?

Employee Profile: Kerri Padgett

Kerri L. Padgett of Little Rock has joined the staff of REACH-Solutions as the Customer Service Representative. Kerri received a B.A. in News Editorial—Mass Communications from the University of Arkansas at Little Rock in 2000.

"Kerri's academic achievement and professional accomplishments in customer relationship management will enhance REACH-Solutions' ability to better serve our growing customer base. With Kerri on deck, we feel our customers are in very capable hands," Tom Major, President of REACH-Solutions said.

Her professional experience includes time as the Director of Key Account Services for a large local provider of shared mail services as a stint as a Client Services Manager with a local advertising agency.

We are very proud to have Kerri join the REACH team.

Welcome Aboard Kerri!

REACH gains Microsoft's Information Worker Solutions Competency

REACH-Solutions has attained the Microsoft Information Worker Solutions Competency. This certifies REACH-Solutions as a Microsoft partner with proven skills and experience in building solutions using Microsoft Office SharePoint Server and Microsoft Office systems that allow companies to improve their productivity and data quality through unified communications and enterprise content management.

"Having the Information Worker certification allows REACH to better serve and support businesses; offering them a complete technology solution," Tom Major, President of REACH-Solutions, said.

For more information on Information Worker Solutions, please call Support at 501-664-1180.

At The Helm: A Message From Tom



I seem to always hammer on you about Convergence. That's because it

really is a fantastic event. It's for customers plus Microsoft employees and Dynamics Partners. It provides a huge amount of information about the software(GP, SL, SBF, RMS, and CRM) that you use every day. This year it's in Orlando Florida from March 11th through the 14th. You can find information on registration on CustomerSource, this newsletter, or call Kerri Padgett at 501-481-9117.

I've noticed lately, that some of you are purchasing solutions to address functionality needs that you might

need like time and attendance or field service or document imaging. I would encourage you to give us a call to get our recommendations. It might save you some headaches and money.

Recently, we've been called at the last minute asking us to move GP to a new Server. Please be aware that this is not an easy process and takes several hours to accomplish. If you're making changes to your software, Servers, workstations, or network, you might want to check with us to make sure there are no issues. We've had a couple of customers who suffered losses(time and money) due to poor planning.

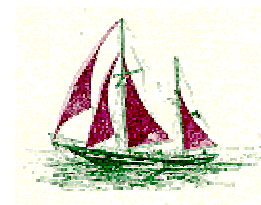
We are approaching the anniversary of the REACH Service Plans. Those customers that purchased a Plan re-

alized significant savings on Services over the past year. I would encourage you to closely consider them. If you have any questions about our Service Plans, feel free to call us.

Lastly, let me say that we value your business and if there is anything that I or any of our staff can do to assist you, please let us know.

Have a GREAT '08!

Tom Major



REACH-Solutions

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Tips for Getting the Most from your Microsoft Dynamics Solution

Learning Plans for Microsoft Dynamics

Help your employees focus on specific goals and access the training they need to gain in depth product knowledge and obtain certifications.

Microsoft offers Learning Plans which are a great tool to help your employees get trained on Microsoft Dynamics™ and related products. Training on Microsoft Dynamics is available in many formats to fit your needs—E-Learning, self-study training materials and instructor-led training—and certification exams for Microsoft Dynamics are available to validate your expertise. The learning plans outline every training and certification option available so your employees can choose the training that's right for them. By becoming trained and certified in various disciplines, you and your employees can document your knowledge on Microsoft Dynamics products and unlock the full potential of your Microsoft Dynamics solution adding value and increased productivity to your business.

To access the learning plans, please visit CustomerSource at www.mbs.microsoft.com/customersource/news/learningplansCV.

In order to utilize the Microsoft online learning plans, you must have access to CustomerSource. If you need assistance with this, please call Kerri Padgett at 501-481-9117.

Take a Tour of CustomerSource

CustomerSource is one of the primary features of the Microsoft Business Ready Service Plans and hosts valuable resources for you, including training, self-support resources, product information, downloads and more. With 24-hour access to timely and relevant information regarding your Dynamics solution, CustomerSource is designed to empower you to reduce your organizations support costs and increase productivity with your solution.

CustomerSource features include: a searchable technical support database, electronic support tools, support history, unlimited online training, software updates and downloads, documentation, newsgroups, news/newsletters, product announcements and information, online registration keys and account management.

Microsoft has developed an online tour of CustomerSource so you can learn how to be more productive with your Microsoft Dynamics solution by accessing the benefits of your Microsoft service plan.

To view the tour online and learn more about how you can benefit from CustomerSource, go to www.microsoft.com/dynamics/demos/customersource/index.html. Or call Kerri Padgett at 501-481-9117 to have the WinZip file emailed to you.