



Insight

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Points of Interest

Meet Nick Mendolia



Many of you already know Nick from his 5+ years of service at Visual South as one of our very talented consultants. Nick was recently promoted to Vice President of the Professional Services Group.

Q: What are your goals for the Services Group?

A: "We have great partnerships with our customers and my overall goal for the Services Group is to provide solutions that will be very beneficial and cost effective."

Q: How did you come up with the new programs currently being offered?

A: "Our newest solutions are in direct response to my personal observations, as well as comments and suggestions customers have made while I was working on issues for them."

"One example is our Virtual Classroom Training program. Ongoing training is vital to maintain efficiency, but I was seeing it put on the back burner because of budget and time constraints. We've created a solution that's flexible and cost effective to address these concerns. I'm very excited about this program and I hope our customers will give it a try."

Q: What else should our customers know about the Services Group?

A: "We strive to be a valuable resource for them for VISUAL knowledge. The Services Group Team is second to none. All of our consultants know the ins and outs of VISUAL, and they have all worked in manufacturing and understand the nuances of this type of business. I want our customers to see us as a resource for informed solutions as well as a valued business partner."

ClearFocus TRACs

Approaching tasks the same way day after day may feel comfortable, but if you are finding recurring issues in key areas, it could be a sign that internal processes are breaking down. Are you paying overtime to meet deadlines? Is your inventory continually inaccurate? Is it taking more than three days to close out the month?

Visual South has created ClearFocus TRACs to help our customers find solutions to problems occurring in key functional areas. Whether it's inventory management, material planning, scheduling, costing or auditing, ClearFocus TRAC's will improve your businesses performance using our proven 4-step process:

1. **Target.** We target the specific functional area that needs improvement
2. **Reload.** We reload your procedure arsenal by implementing Visual Best Practices
3. **Attack.** We attack the targeted area head-on by implementing proper training and procedure development.
4. **Confirm.** We confirm the project initiatives and goals have been met.

By focusing on a specific area, we can set very clear objectives from the start preventing 'scope creep'. The Visual South representative allocated to your project will be an expert in your particular area of concern and will create a process review, a gap analysis and a detailed TRAC plan for you. All TRAC projects include a review of new procedures and detailed instruction on how to create periodic reports to stay on track. You will be provided with a Standard Operating Procedures document and work instructions that can be easily updated as part of a continuous improvement strategy. For more information go to www.visualsouth.com/tracs.

Getting started is easy. Call Nick and tell him where you see a need for improvement. By combining our in-depth VISUAL knowledge with our continual commitment to your business success we can provide you with a time-saving, and cost-effective solution to meet your business objectives.

Virtual Classroom Training

Virtual Classroom Training is a new solution created to provide the VISUAL training you need in the most flexible & cost effective way offered to date.

Virtual Training is conducted via the web, with very minimal requirements—a computer with broadband internet access and a speaker phone are all you'll need to participate.

The benefits of Virtual Training include no travel expenses and the classes are just 4 hours in length (8a-12p). Employees can return to work

later the same day minimizing down time.

Additionally, you can have an unlimited number of employees participate in a virtual class for the cost of just one log in—just \$400. This is the best value we've ever offered on training. Classes currently being offered include: Report Builder, Visual Workflow, Sales Order Cycle, Accounts Receivable Cycle, Purchasing Cycle, Accounts Payable Cycle.

To register, please go to <http://www.visualsouth.com/virtualclasses.html> or call Lisa 704.721.6020 x 252.

Save the Date

Inforum 2008

Infor's Annual User Conference

The Venetian Hotel & Sands Expo

Las Vegas, Nevada

Oct. 14-16, 2008

To register, go to www.inforum2008.com

Class Schedule

A complete list of classes can be found on our web-site www.visualsouth.com. All classes are held at our Charlotte/Concord, NC training facility. Sign up for classes online or call our office at 704.721.6020.