



Newsletter Vol. 2- Introduction

Softengine News is dedicated to keeping you up to date with the latest information regarding SAP Business One systems, Softengine solutions and Best Business Practices.

What's New?

Spotlight on Service – “Monitor & Alert” Plan

How to Avoid Costly Business Interruptions & System Downtime? For the past few years we have been answering emergency calls for help from our customers due to system downtime, corrupted data and lack of good backups.

We decided to do something about it; we expanded our technical support and we acquired world-class diagnostic tools. It is now your turn to get proactive and take preventive measures to avoid costly and sometimes disastrous emergencies. The answer is our **Monitor & Alert Plan** for your Servers. We offer proactive monitoring for a **flat fee per month** instead of an hourly rate.

We do not want you to worry about your valuable business data. You will also gain the peace of mind of knowing that **your servers are being watched and that your backups are occurring**. As a courtesy to you, we will perform an analysis of your network and recommend a specific **Monitor & Alert Plan** tailored for your site. We want to help you to concentrate on your business while we support your IT department needs.

The following is an Actual Example of a 1st day Monitor & Alert Report (02/25/09).

“Brief status update (a detailed report as well as a short summary report will be sent to you on a weekly/monthly bases):

We started monitoring the following servers: TS, SB, and SQL.

- Desktop monitor was installed on 2 available clients. A service is running and monitoring for any new desktops and will install the agent automatically.
- External Vulnerability Scan is scheduled to be performed in the next days.
- The following points which needed to be addressed:
 - o Couples of issues with the Exchange server were already found on the preliminary checks and they will be handled.
 1. Exchange 2003 Std SP2 - Database Size nearing Threshold Limit resolution in 2 steps:
 - A. Expand database size by 15%. Note: - Expandable limit is 75 GB.
 - B. Generate more white space by informing end users to download email to Personal folder (PST), and then perform offline defrag of exchange database during non production hours or weekend after successful exchange database backup
 2. Found issue with “Microsoft Connector for POP3 Mailboxes” we will work to resolve the issue.
 - A. The spyware application already found and removed several malware from the desktops.
 - B. Several important Microsoft patches are missing and they will be installed in the next days.

- C. The last SQL server backup is from 2/12. We immediately performed a manual backup, researched and enabled the SQL server background agent to perform the maintenance tasks. Better backup settings will be configured in the next days.”

Our Client’s response: “We look forward to working with you and thank you for the update. I am sure that we have a lot to improve! Softengine's alert to reaching our database threshold and our backup being over one week old was a life saver...it saved us costly downtime and a lot of valuable data.” - Dan Sheehan, Winplus

One can clearly see how this preventative service can avert the potential disaster of servers crashing and not having an up-to-date backup of company database. In this case, there were 10 days of company data that had not been backed up. Just imagine what that would have done to the business had the server crashed. And further, think how long it could have been before the server was in fact backed up had our service not noticed that it was not being done regularly. In addition, our initial scan discovered “open doors” that allowed outsiders to enter the system.

We invite you to visit the details on our new website at <http://www.softengineusa.com>

Spotlight on Service – Semi-Annual Onsite Maintenance Meetings

As part of our Maintenance Service for 2009, we’ve included two (2) **FREE** onsite visits during which we explore with our customers the potential for the improvement of their SAP Business One Systems. We review the current situation and analyze any system-issues, needs and any planned business changes that could potentially affect one’s System-Setup. Together, we develop a strategy and a plan of how Softengine can better support our client’s business. Each meeting takes about 2 hours.

Since a customer’s “go-live” date, Softengine may have added and developed numerous Business One features and improvements that can contribute to and be added to one’s System with relatively little effort. As part of our pro-active consulting, we introduce our clients to some of the new Products and Services that we believe could prove to be of significant value to their installation.

Are You a Best-Run Business?

Reducing Costs With Efficient Operations

If only it didn’t cost so much money to make money. That’s the predicament of many small businesses and midsize companies. Customers keep demanding more for less – and those product and service enhancements cost you more to provide even though you get paid less for them. Larger competitors often have deeper pockets – plus, they enjoy economies of scale that you can’t match. Untamed costs can deplete the precious working capital that is critical to your ongoing operations and new expansions.

But there’s a bright side: you can get a handle on costs by taking systematic steps to improve operational efficiency. By instituting efficient automated processes throughout your organization, you can reduce waste, unnecessary overtime, and a host of other cost factors. **Integrated business software systems**, such as SAP Business One, put this efficiency overhaul within reach, quickly and affordably. As you gain more control of the debit ledger, both sides of the balance sheet improve: cutting costs gives you higher gross margins and enables you to boost revenues by offering your customers more competitive pricing and terms. Saving money helps you make more money. Plus, changing red ink to black helps you, your employees, shareholders, and investors sleep easier.

The common thread is the need for a clear understanding of how you can improve your cost structure, and a plan to execute that improvement. Once inefficiencies are identified, you can target improvements, such as:

- Automating processes
- Eliminating errors in order fulfillment
- Streamlining inventory
- Procuring materials at better prices
- Optimizing staffing and resources