

# PCI NEWS LETTER WINTER 2010



[TRAINING COURSES](#)

[CRM SPECIAL 50%](#)

[CALENDAR](#)

[DISCOUNT](#)

## New Prof.IT Users

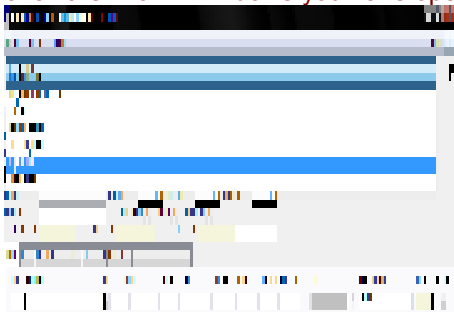
Pitchford Steelstock have been customers of PCI's since 1998 and following the success of the Stock.IT application have moved to the Prof.IT system. Pitchford are a successful family business based in Brierley Hill, West Midlands and supply a comprehensive range of merchant bar.

## Microsoft's New Server Operating System Family

Microsoft's Server and SQL (the database we use) 2008 is now the standard for new Prof.IT installations. Many of our customers run Prof.IT on Server 2003 and SQL 2005 and MS will continue to support this for a number of years to come. **Those of you, who are running on Server 2000 or SQL 2000, will be faced with the task of upgrading your MS product in the near future.** If you are using Server and SQL 2000 you may be faced with moving to the 2008 family, if however you are using Server 2003 and SQL 2000 you may be able to just change your SQL. For those of you who are about to fall asleep we've finished! If you would like confirmation of your situation please give us a call.

## Top Tips

Did you know that the bar under the menus can be used to move between windows? Just click it and you'll see a list of all the Prof.IT windows you have open.



## Windows 7

A number of us at PCI and quite probably a number of you have already started using Windows 7. We rather like it; it's more intuitive, much quicker than Vista and has some good additional features.

From a business perspective "hold your horses" for a little longer. Our testing hasn't discovered any issues but we are still waiting for our language supplier to sign it off – we are expecting this in about 6 – 8 weeks.

If you are thinking of upgrading from XP it needs to be a clean install, if you're upgrading from Vista we have been strongly recommend by a senior MS employee (our employee?) to avoid the upgrade and do a clean installation. If you are going to make any changes, please talk to us before doing so.

## Customer Conference May 2010

We will be holding our Annual User Day on **Tuesday 18<sup>th</sup> May 2010**. As with previous years, we will provide you with the opportunity to catch up on the changes of the previous year, look at what the new technologies are offering, see where the Prof.IT application is going over the coming year and have time to discuss any issues with us over a relaxing lunch (sounds too good to miss!).

We will send out Invitations and Agendas soon but you might like to put it in your diary now?

## Bad Weather Offer

Our JTI special offer has resulted in four new installations. JTI provides secure remote access to all your IT systems not just PCI's. **Sleep well whatever the weather!**

## Release Days

Our next application release is on your Testbed system and by the time you read this Newsletter a good number of you will have attended the associated **Free Release Day** here in Sheffield.

Matthew and Carl will liaise with you over the next week and arrange to upgrade your Live system as soon as you have completed your checks on your Testbed.

## Defragmenter

Now there's a word to conjure with! Those whose job it is to be knowledgeable about such things will already be aware that it's important to keep your hard drive well organised, however defragging a Microsoft SQL database is not the easiest thing in the world. We use a real time application designed to achieve just that, it is available for a 30 day trial period and can then be purchased direct from the supplier at [www.diskeeper.com](http://www.diskeeper.com).

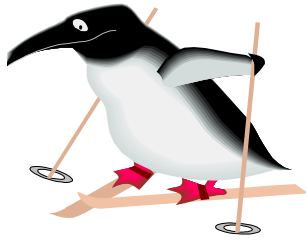
This will keep your hard drive in good order and help maintain your server's performance. Contact us for further information.

## In House Training

The next discounted "In House" training date is for Critical Path on Thursday 25<sup>th</sup> February. Please contact Sue to book your place.

## Comments

If you have any comments about this or previous newsletters please send them to [editor@pcisystems.co.uk](mailto:editor@pcisystems.co.uk)



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## **CUSTOMER RELATIONSHIP MANAGEMENT 50% DISCOUNT FOR FEBRUARY**

**A good quality CRM package enables your business to monitor, develop and grow the relationships you have with your existing and prospective customers. This provides a key element needed to grow your business and its profits.**

**Prof.IT** has a fully integrated Customer Relationship Management application that allows you to record as much or as little about your customers as you decide.

### **Features include:**

- Scheduling and tracking all customer calls and points of contact
- Building a detailed portfolio about each of your customers and prospective customers
- Storing data for each individual contact within a company
- Monitoring and tracking employees workloads and performance
- Producing criteria led Mail-shot, Fax-shot or e-shot lists, based on Region, Industry Type, Company Turnover etc

### **What are the Benefits?**

- ✓ Increased Turnover
- ✓ Increased Profitability
- ✓ Increased Customer Satisfaction
- ✓ Reduced Data Duplication
- ✓ Paper Reduction
- ✓ Increased Staff Productivity
- ✓ Not forgetting to call - Reminder facility

**Call Now to take advantage of the 50% discount on our CRM application**

## PCI's Training Course, Content Details and Dates 2010-2011

Course Title	Description	Date
Transport Manager	Prof.IT contains a fully specified Transport Management system that maintains records for vehicles types, vehicle specifications (weights, lengths etc), drivers, insurance dates, MOT dates, routes and loads. This information is used to manage the daily job of allocating drops to loads and produces the paperwork. The course covers all aspects of this system.	March 2010
Crystal Reports An Introduction	The course provides an overview of Crystal Reports giving practical opportunities to design and create your companies' own reports and documents based on existing designs. You will be able to change layouts, sort sequences and data grouping.	July 2010 December 2010
Crystal Reports Advanced Skills	The course provides practical opportunities to build new documents, inquiries and reports. This includes a standard Data Dictionary for the Prof.IT database and opportunities to include additional data.	August 2010 Jan 2011
System Management An Introduction	As the title suggests this course covers those areas that are usually maintained by a System Manager. They include Back-up procedures, Data Recovery, User Access, User Permissions, Workflow, Teams and Groups.	April 2010 October 2010
Stock Management	This is designed to help you make the most of your stocks, to maximise your stock turnover and predict your stock requirements. It covers Stock Reporting and Valuation, Reorder Levels and Procedures and Forecasting.	September 2010
Critical Path Analysis (CP)	During the day you will be shown how to set-up templates, create Critical Paths, integrate them into parts of Prof.IT, such as Product Development, enter information and use of the automatic "To Do List" and reports.	Feb 2010 June 2010
Customer Relationship Management (CRM)	CRM packages are often 'stand alone'. This course is designed to help you get the most out of Prof.IT's integrated CRM module. It covers how to import prospect databases, create merged mailed shots, monitor responses and set reminder	May 2010 Nov 2010

**By sharing the day with other Companies you can lower you costs significantly, please call the Sheffield office for details on booking and costs.**

## PCI's Calendar of Events and Publications 2009 - 2010

What's On	Feb	March	April	May	June	July
Events	NEASS Dinner			User Day		
Release Day						
Training PCI House	Critical Path	Transport Manager	System Management	CRM	Critical Path	Crystal Standard Skills
News Letter	Winter			Spring		
Special Offers	Promotion			Promotion		
What's On	August	September	October	November	December	January 2011
Events						
Release Day						
Training PCI House	Crystal Advanced Skills	Stock Management	System Management	CRM	Crystal Standard Skills	Crystal Advanced Skills
News Letter	Summer			Autumn		
Special Offers	Promotion			Promotion		

## PCI's Partners



Acer – Empowering People



Compuware – Uniface



Business Objects – Crystal



National Association of Steel Stockholders



Sophos - security through control



Symantec - Backup Exec



Sheffield Chamber of Commerce and Industry



Yorkshire Wildlife Trust

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