



## Welcome to our second InnSider of 2009.

For Innov8, the year has got off to a great start, there has been good interest in Innov8's range of products and services, and we are pleased to have added a significant number of new customers to our loyal and extremely important customer base. We are keen to have the same working relationship with the latest additions to the Innov8 fold as we have enjoyed with some of our existing customers for nearly a decade now!

However, let's not fool ourselves; we are now in a different, tougher world. Times are still uncertain for some businesses, but one thing is for sure. Now, more than ever, the right knowledge, guidance and advice are crucial for keeping your business working at its best. That's why we have devoted much of this quarter's issue of InnSider to products and solutions that will give you greater control over your finances & profitability and help you tackle the inevitable challenges of this year and beyond. In this issue you will also find information on our next open day. This event has been timed to offer you thought-provoking ideas to help you make 2009 as painless – and as prosperous as possible, so act now! Join us on the day, the health of your business could depend on it ...

This just leaves me to say I hope that you enjoy this quarter's news bulletin, and as ever, thank you for your continued support, we look forward to seeing you soon.

Kind Regards  
Carl Maher

## Innov8, Sage and Sicon Open Day May 13th 2009.

Innov8, in partnership with Sage and Sicon are hosting a joint open day at our head offices in Stockport on Wednesday the 13th May 2009. The session aims to discuss the current economic pressures and demonstrate solutions which can give you greater control of your business in these hard times.

We will be looking at the ways in which you can take greater control over your business spending, monitor your departments more effectively and automatically, as well as how you can save costs across your business.



An agenda for the day is available for download from our website at [www.innov8group.com](http://www.innov8group.com) on the UK news pages

If you would like to register your interest in this event then you can do this in several of ways:

- **Email [info@innov8.co.uk](mailto:info@innov8.co.uk) telling us the names of the attendees, their job titles, your business name, and a contact number.**
- **Download the agenda from the site and fill in the back page with your details and fax it back to us.**
- **Call us directly on 0161 975 1699 with your details.**

Alternatively, if you are a current customer, please contact your account manager directly.

Once we have your information and closer to the time, we will send you confirmation details and a map of how to find us.

## Draycir Credit Hound - Keep cash flowing

Good cash flow is essential to running a successful business - no cash, no business. Giving your customers credit may be good for sales but how easy is it to collect that cash? Do you have the right procedures in place to collect it?



It's easy to have spreadsheets full of debt information which can get lost or are not up to date. Credit Hound is designed to automate and streamline the processes involved in good credit management. It makes it easier to identify those businesses or individuals who owe you money.

Greater automation of your chasing procedures improves productivity and enables you to collect your money quickly and easily.

Key Features:

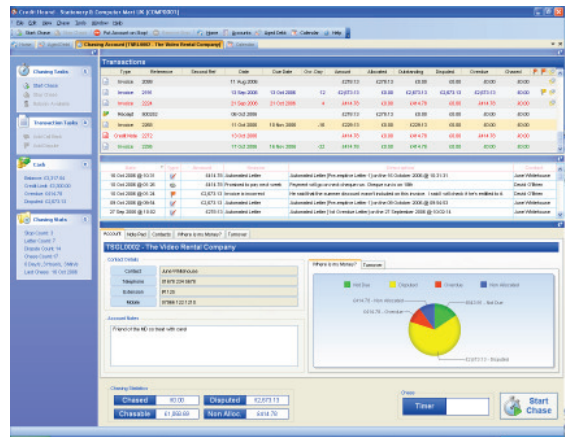
- **Account Grouping and categories.**
- **A highly flexible ad-hoc report designer.**
- **Dispute Handling and resolution support.**
- **BI management information and reporting.**
- **Integration with Spindle Professional to email, fax, print and archive.**
- **Multi-User and Multi-currency functionality.**
- **A virtual credit controller with Self-chasing.**
- **Automatic software updates.**

**And many more.....**

Credit hound improves productivity and brings savings to a number of key areas in the business. By emailing and faxing your credit control correspondence costs are dramatically reduced when compared to manually printing and posting.

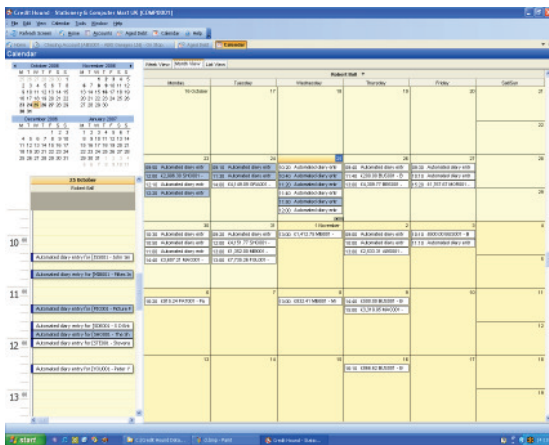
Central to good credit control is having information instantly to hand. Credit Hound brings this information together in a single 'Chase Screen'. The chase screen gathers all the details you need about your customer from outstanding invoices and contact details to previous chase history.

Using the built in note pad and customisable list of reasons, Credit Hound will suggest ways to overcome your customers objections to making payment. You can flag invoices where commitment for payment has been agreed or when a dispute is raised.



The Chase screen - Central to good credit control.

Once the telephone call is completed, Credit Hound will generate any required follow up letters. Within minutes of your conversations ending your customer can receive the letter, and be in no doubt about their obligations to pay.



The calendar screen - See who needs to be called, when and why.

Credit hounds built-in calendar reminds you who needs to be called back, when and why. This enables you to keep on top of promised payments as well as remembering to review disputed invoices. With the familiar look and feel of Microsoft Outlook, you will instantly feel comfortable and confident in using the calendar.

Crucially, the events in the calendar are linked to your accounts system. So once an invoice is paid, events are automatically completed for you. This not only saves valuable time; just as importantly, it avoids the possibility of chasing payments that have already been made.

Information is everything - but it has to be the right information. The home page is your starting point within Credit hound.

From the home page you can access all other areas of the software, such as the accounts list, calendar, rules and actions, reporting and the interactive aged debtors list.

One of the advantages of using the interactive aged debtors list is that you are able to sort and filter your accounts in real time. The list also highlights the accounts with the oldest overdue invoices.



See who owes you what at a glance. See where your outstanding money is and identify overdue amounts.

If you would like more information on the Credit hound product then please feel free to ask your account manager. To see a free online 'WebEx' demonstration of Credit Hound or to find out how it could benefit your business then contact us today on 0161 975 1699. The product will also be shown during our open day, details of which can be found elsewhere on this edition.

## Innov8 gains further Microsoft accreditation.

Innov8 have cemented their commitment to Microsoft's training programs to ensure we're up to date with the latest advancements in their products.

We have recently been accredited for:

- **Advanced Infrastructure Solutions**
- **Mobile Solutions**
- **And are thrilled to already be only a stones throw away from being Gold accredited.....**

Innov8's aim is to ensure that our technical teams are better equipped to service you, our valuable customers.

### So what does this mean for you?

This extra specialist knowledge helps us to more effectively both maintain your Microsoft solutions as well as develop new ones to solve emerging issues.

If you would like to know more about what Innov8 are doing to enhance our offerings to you in regards to skills and products then please contact your account manager directly.

## Innov8 News: Announcing new members of the Innov8 team.

Innov8 would like to announce our two newest team members!

### Sarah Simpson

After much interaction with customers regarding current service levels, and how these could be improved, it was discovered that many of you were looking for a more consistent contact from your account management team. To this end, we have recently been joined by Sarah Simpson.

In the role of Internal Account manager, Sarah will be a day to day contact for customers who have any queries, problems or orders that need dealing with. She will be underpinning the Sales team to ensure a more efficient relationship between Innov8 and our Customers.

Originally training as a nurse, Sarah is the energetic one in the office with her interests in dancing and dance tuition. During her time at university she actually used these skills to pay her way (you may have seen here recently competing on Sky Sports).

Previous to Innov8 Sarah worked as the Group Administration co-ordinator for Total Fitness, ensuring their 24 branches ran smoothly. Following this she ran the office for a large Manchester based law firm. Sarah makes a valuable addition to the team with her good communication skills and organisational experience.

### Claire Stott

To ensure that our accounts are running as efficiently as possible, we have taken on Claire Stott who joins us in the role of Credit Control and accounts. Claire previously worked for JDC Logistics where she worked as the credit controller. Prior to this she ran a department at Insect-o-cutor looking after the distribution of their products. Claire has a great eye for detail and her previous organisational positions help her to keep track of the accounts.

Both Claire and Sarah have already made a great impact on the business. Hopefully they will enjoy working within the Innov8 family and help the business to service you more effectively.



sage

## Sage 200 Service Pack 1 due May 2009.



Following on from the release of Sage 200 2009 in January, Sage have announced the release of Service Pack 1. This service pack will be available from the end of May 2009 and will solve a number of common issues.

Once this pack is released we will make it available to our Sage 200 customers. If you would like more information on the Service pack and what it will do for your system then please contact your account manager. All customers who are currently under contract should receive this shortly after its release.

## End of life for Sage 50 v11.

Time marches on and Sage have announced that from 31st July 2009 support and updates for Sage 50 v11 will cease. This means that if you are a Sage 50 V11 user you will continue to receive patches up to this point however after this you will need to upgrade to the latest release to continue support. This action is a natural progression as the technologies which underlie the product are changed.

As an incentive for current users of the Sage 50 v11 products we are able to offer a number of limited time offers, available until the 31st July.

**Sage Accounts V11** - Any customers who upgrade from this product will receive a 20% upgrade discount. You are also entitled to twelve months for the price of ten on Sages cover Extra. You will also receive 12 weeks free E-learning training on the product.

As a further incentive for growing businesses, if you opt to do this before the end of May 2009 we can also offer you 10% off additional users or companies purchased at the same time.

**Sage Payroll V11** - Customers who upgrade from this product will receive a 10% upgrade discount. You are also entitled to twelve months for the price of ten when they take out Sage cover Extra. You will also receive free Payroll work books.

Also until the end of May, when upgrading your Sage 50 Accounts or payroll product we can offer you 30% discount off the purchase of Sage HR.

**Sage Instant Accounts** - Also until the end of May, customers who upgrade from the Sage Instant Accounts to Sage 50 Accounts can get a 20% discount.

If you would like to discuss the upgrade further then please contact us directly on 0161 975 1600. If you are a current customer please contact your account manager or Sarah Simpson.

## Introducing - Metronet

Metronet UK Limited has recently announced a number of key milestone achievements, notably the expansion of its network beyond Manchester into Bolton, Stockport, Liverpool, Leeds, Birmingham and Dublin.

The Company offers a range of last mile wireless leased line services operating at data rates of up to 1Gbps to provide Internet connectivity (via a direct 10Gbps layoff to the world wide web) and point-to-point circuits that enables it to inter-connect branch offices across its Cisco based MPLS fibre-optic backbone network infrastructure. Indeed, Metronet invested in a complete core network infrastructure upgrade in 2008 to facilitate support of an increasing range of services which now include support for managed data centre services that offer a unique ability for customers to enjoy very high speed access to their off-site hosted services.

Metronet users enjoy key benefits over legacy network operators, which in addition to price include rapid delivery, 24x7 instant access to engineers (no call centre barriers) and a 99.95% Service Level Agreement with a four hour fix commitment. In addition, because of Metronet's "known" network topology combined with its 10Gbps lay off, Metronet users are assured of the best possible quality of Internet service of any provider in the UK.



Innov8 announced Top independent Sage 200 business partner in the UK.

Following Sage's April half year end, Innov8 have secured an admirable position within the Sage market place. Innov8 are proud to be named 7th in the UK overall and are now the number one independent Sage 200 business partner in the UK.

Carl Maher our Commercial director says:

***“Innov8 are extremely pleased about our position, as we believe this recognises our tremendous efforts and also shows just how serious we are about providing Sage based solutions. However, more importantly to us, it illustrates to our customers that Innov8 are dedicated to the Sage brand. Thus proving that for educated, unbiased advice on all your Sage needs, you need look no further than Innov8.”***

As you will understand, this status further secures Innov8 as a key Sage business partner and player in the Sage 200 market place. If you have ever thought of upgrading to the latest Sage 200 solution you should have the confidence to discuss your requirements with Innov8, knowing that we are one of the most successful in the current market.

The Business Depot add Sage 200 and Spindle to enhance customer service.

Innov8 have worked closely with the business depot for a number of years and we have watched them grow in to the successful business they are today. The Business Depot are our recommended partners for finance and administration outsourcing.



With the Business Depot you can reduce your overheads, reduce your spend on expensive software and reduce your investment in staff.

#### **Top 5 reasons to outsource your finance and administration functions:**

- Removes uncertainty about costs because services are specified in advance at fixed rate.
- A specialist organisation can share staff with specific expertise between several clients bringing economies of scale.
- Encourages planning – know where your business is heading. Help and advice is given along the way for your business identifying issues before they become critical; not afterwards when it is too late to take action for that particular financial year.
- A specialist organisation is able to retain skills and knowledge; whereas many small businesses are too small to develop the best financial expertise.
- Flexibility: resources can be scaled up or down in line with demand.

Hayley from the Business Depot will be present at our open day on the 13th May. Further details on the open day can be found elsewhere in this bulletin including how to join us. To contact the Business Depot or to read more about their services please visit their website at: [www.thebusinessdepot.co.uk](http://www.thebusinessdepot.co.uk).

The Business Depot constantly strives to improve their customer service and response times, to this aim Innov8 have recently completed an upgrade to their systems. They have moved their systems from Sage 100 to the latest Sage 200 and Spindle document management offerings.

