



## A Welcome from our Commercial Director Carl Maher

Christmas is rapidly approaching with Innov8 still buzzing with excitement and new business. 2009 is looking very promising with the launch of the new Sage 2009 product ranges which are looking even more feature rich and user friendly.

In this issue of InnSider we will be discussing the recent acquisition of 'IT Team' which has further strengthened Innov8's position and added an even better Managed services offering to our product portfolio. With the acquisition we have also gained a number of experienced staff who will further improve our customer service. In fact you should already be starting to feel the benefit of the recent changes to our support processes should now be starting to improve the service received by our customers and within this issue we discuss how you as our valued customers can aid to further enhance the quality of service you have grown to expect.

We are already getting interest in our open day which we are holding together with Sage later this month. This event will give you the heads up on the latest developments and products to aid your business. More details are available later in this issue.

Carl

## Innov8 launches Improved Managed Service Operations Centre.

Innov8 has recently concluded a new partnership deal with IT Team, the Lancashire based Managed Service specialist. This will introduce some new faces at Innov8, but more importantly will give all customers the opportunity to access the new Innov8 Managed Services Operations Centre.

This centre allows you to work with Innov8 to design your own custom built managed services where 24/7/365 monitoring and proactive systems management help to prevent problems before users even know about them.

Support Services Manager Jason Quinn, who has transferred from IT Team to Innov8, explains, *'Our Managed Services Operations Centre not only allows us to monitor and manage your network and systems to prevent problems happening but also allows us to automate the solution and fix the problems before they become a business issue. Our system has been designed specifically to support mid range businesses, and we have already started fine tuning it to support the Sage products, and Innov8's "Inn" range of applications. In fact it's already up and running on some beta test sites.'*

The main benefit is improved system uptime and performance, but there are many other services the system can offer. Application Deployment and Patch Management are two areas which can be scheduled for out of hours avoiding lack of user productivity and problems with versions of software. We can even offer advanced Eco-IT services such as Quick Start - allowing customers to minimise power consumption by powering down systems, but avoiding the lengthy delays when turning the system back on.

### **So how does it work in practice?**

Imagine a problem causes a vital service like email or Citrix to fail - this could be in the evening and would cause massive disruption the following morning with many people unable to work, with essential communications delayed or even lost.

Traditionally, the problem would have to be reported, analysed, and possibly escalated – in certain situations it could be hours before systems were back up and running.

If this happened when using the Innov8 Managed Service, the monitoring service could recognise the service that had stopped and analyse the problem. It would then automatically run systems management scripts to solve the problem and restart the services, whilst also informing the Innov8 Help desk that the corrective action had been taken. The impact on your business would be minimised, in fact you might not even know there had been a problem until we tell you about it !

This technology and method of working has taken the USA by storm, but Innov8 are one of only a few IT companies in the UK and Ireland to invest so heavily in this ground breaking technology.

If you want to join the service revolution and be considered for our 'beta test' program, either contact your account manager, or email [info@innov8.co.uk](mailto:info@innov8.co.uk) for more details. The first ten customers to get back to us will receive a free systems health check and audit report.

## Innov8 News

### **Come and Join Innov8 and Sage at our Joint open day!**

Sage and Innov8 are holding a joint open day on the 20th November 2008 in Manchester. This day is split into two sessions with the Sage 50 level products

**Sage 50 Accounts 2009.**

**Sage HR.**

**Sage ACT! 2009.**

**Sage Payroll 2009.**

During the afternoon the Sage 200 level products will be shown including:

**Sage 200 (2009 to be confirmed).**

**Sage CRM.**

**Sage Business Intelligence for Sage.**

Information will also be available on our own complimentary Inn Range offerings which can enhance and build on the already fantastic Sage functionality. Our consultants will be on hand to discuss any queries you may have and to help with any pains you may be experiencing.

Separate from the main seminar there will also be the opportunity to talk to Sage's 50 representative for the Northwest. Cheryl will be on hand to answer any queries you may have and solve any problems you may be having with your Sage 50 level product.

In the same area as Cheryl, there will also be the opportunity to meet our partners The Business Depot. The Business Depot provides a truly unique and exclusive service for businesses who want to gain access to specific expertise only usually available to the very largest of organisations and as a result cut overheads, reduce costs and facilitate growth. If you are looking for ideas on how you can streamline or improve your processes then the Business Depot will be there to help and advise you.



The event is being held at the following venue:

**The Village Hotel Ashton Moss**  
**Pamir Drive**  
**Ashton Under Lyne**  
**Tameside**  
**Manchester**  
**OL7 7LL**



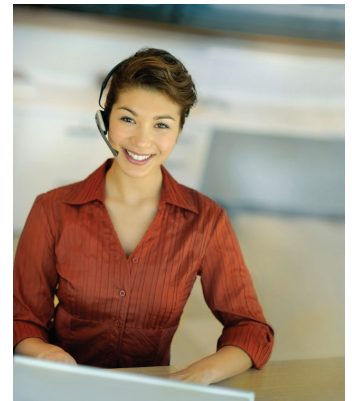
This is a great opportunity to see the latest (and upcoming) solutions from Sage as well as gain valuable advice to aid your business. If you would like to register your interest then please contact your account manager as soon as possible. Alternatively please email the names of the attendees, and company information including telephone number to: [info@innov8.co.uk](mailto:info@innov8.co.uk) and we will ensure you have places reserved.

## Help Us Help You - Changes to our support, how it affects you.

Following the recent changes made to our Support Call Handling procedures we hope that the level of service we provide to you has further improved. We are constantly looking at ways in which we can enhance and upgrade our service and speed up issue resolution for our customers.

We are constantly striving for better service for our customers however there are a few things which you, as our valued customer can do to speed up the service you receive:

- Within our Support Terms and Conditions we request that every customer provides us with two named Contacts with whom our Support technicians can liaise with regarding any support issues that arise. To date, this is not something we have actively enforced, however moving forward we do believe this will help our support staff more efficiently communicate with our customers and resolve their issues.



Can you please contact your Account Manager and confirm the Contacts which you would like to be added to your Support record. Likewise please speak to your Account Manager if you have any queries regarding this.

- Whilst our main focus is obviously on ensuring we deliver a comprehensive service to all our customers with supported products, we do realise that there will always be instances where you will have a problem around a product that is not actually detailed on your support agreement with Innov8. In these situations, please do not hesitate to contact our Support desk as normal as we are here to help.

Upon receipt of these types of calls, our Support technicians will apply very simple and transparent logic which is what we term the "15 minute rule". What this means is that our Support staff will communicate with you to determine the problem, and if a simple fix exists - whether that is based on our existing knowledge or by means of further investigation - we will assist you to resolve the issue.

Should it become clear that the problem will not easily be resolved, or will require involvement beyond the allotted 15 minutes, you will be asked to speak to your Account Manager to discuss how we can help further. Taking this approach will ensure that our Support technicians can focus on delivering the expected level of service to all of our customers with supported products, while still offering a helping hand to our customers with problems in other areas.

- Following the changes we made to our Call Handling procedures, it is imperative that any Support calls are placed through our dedicated communication lines - whether that is by email, fax or phone. If any issues are logged using other methods, such as using the main telephone number (0161 975 1600), it only delays the speed with which your call can be dealt with as you will not be speaking to a dedicated Support technician who is trained to help with our wide range of product solutions.

For your records, can you please use the following contact methods when logging Support calls:

Phone : 0161 975 1666  
Email : support@innov8.co.uk  
Fax : 0161 975 1688

If you have any questions regarding any aspect of the above content, please do not hesitate to contact your Account Manager. Thank you for your continued support and assistance in ensuring Innov8 continue to deliver the level of support and service you expect and deserve.

## Sage News and important Information

### **Sage 200 2009 – Important information.**

Looking forward to 2009, the highly anticipate Sage 2009 is due to be launched in February 2009 with a host of new features. However these new features come at a cost:

### **Withdrawal of support for Microsoft Windows 2000**

As Microsoft released Windows 2008 in April 2008, Sage will be withdrawing support for Windows 2000 (Desktop and Server Versions) in line with their policy to support only the latest and prior version of Microsoft's Operating systems, As a result of this, Sage 200 2009 will be supporting Microsoft Windows Server 2005 and 2008. If you are planning to upgrade to Sage 200 2009 please contact your account manager to see how this will affect your business.

### **Sage 200 v5.10 Service Pack 2.**

Sage is planning on releasing their Service Pack 2 for Sage 200 5.10 at the end of October 2008, this will fix many common issues. This should be available at the time you are reading this and as such, if you would like more information, please contact your account manager.

### **Support for Microsoft SQL Server 2008.**

In August 2008 Microsoft launched SQL Server 2008. Sage plan to introduce this new platform as supported with the new release. Sage 200 2009 will only support Microsoft SQL Server 2008 Workgroups and Standard Versions only as a Database Platform (and not Microsoft SQL Express, Server enterprise or Developer editions). This introduction of Microsoft SQL Server 2008 as a supported platform affects any existing Sage 200 or MMS customers looking to upgrade in the future.



Sage will not be introducing Microsoft SQL Server 2008 as a supported platform for Sage 200 v5.1, or any earlier version of Sage 200, MMS or Line 100. Again, in line with their standard practice, Sage will continue to issue patches and service packs for the latest version of Sage 200 only.

## **Sage Launch Sage HR 2009**

Sage's 50 HR 2009 is a user friendly application designed to help you more effectively manage your people and optimise your resources. Benefit from fast and easy access to your personnel records. Save time and improve the usefulness of employee information.

There is no requirement for prior knowledge of IT or personnel issues before you can start benefiting from its features.

- **Computerise your human resources data so you can quickly and accurately check the answer to all of your HR related issues**
- **Manage your staff by recording all the employee information you require to comply with legislation allowing them to be quickly retrieved if they do need to be reproduced**
- **Manage employee performance, appraisals, skills and qualifications**
- **Record the details and evidence of disciplinary action**
- **Manage your business by identifying skill levels and requirements**
- **Monitor costs and attendance rates for training courses**
- **Keep track of employee working patterns**

Sage also provides a complete backup service with knowledgeable professionals on hand to answer any HR related questions you may have.

## Innov8 Product news

### **The simple way to implement a CRM system - CRM Express.**

Customer Relationship Management is a very large and complex topic. Consequently the installation of a CRM IT System can quickly become very complex, time consuming and costly.

Innov8 recognise that some clients embarking upon Customer Relationship Management may not have the time or budget to invest in a large scale implementation and all the activities that go with it.

Many of Innov8's clients have adopted a progressive approach to the development process allowing changes to their business to be managed carefully and in a cost effective manner.

In recognition of this requirement Innov8 have developed their "CRM Express Project" offering. This option provides clients with a basic install of Sage CRM with minimal configuration, appropriate training and guidance on how best to obtain the maximum benefits from Sage CRM with the minimum effort and expenditure in the short term.



## New Products

Sage CRM Express is aimed primarily at clients with a mixture of un-connected information stores. These could take the form of Spreadsheets, miscellaneous databases or paper files. These business will also often have little or no management tools to measure Sales/Customer Service performance and are lacking the technology to perform basic marketing functions such as mass emails or mail merge. The CRM system should allow the business to standardise their operational processes and ensure all staff are working in the same way.

Are you interested in improving communications with your customers and potential customers?

- **Improve the efficiency of managing your customer data, remove data duplication, potential errors etc.**
- **Ensure a 360 degree view of your customers and view any interactions with your entire business from marketing campaigns to sales to customer services.**
- **Provide management with comprehensive, reliable reports on a regular basis with the minimum of administration effort.**

If you would like more information on Innov8's CRM Express Project then please contact your account manager. Alternatively a brochure and further information are available on our website: [www.innov8group.com](http://www.innov8group.com).

## Partner News

Set up by professionals with vast experience in various fields of business, both in industry and practice; they aim to fulfil all of the financial and administrative needs of your business.



In these uncertain times, more and more companies are moving towards financial outsourcing; taking advantage of economies of scale, improved productivity, better quality information, cutting edge technology and tighter controls.

By bringing the experience of 'specialists' together; The Business Depot provides a truly unique and exclusive service for businesses who want to gain access to specific expertise only usually available to the very largest of organisations and as a result cut overheads, reduce costs and facilitate growth.

The Business Depot provide a service in the round; they advise how to move forward, how to fund projects and give the full back up service of a virtual office with qualified professionals in every field on tap. The Business Depot really believe in their slogan, 'projecting the business image.'

They believe that their service is second to none with their customers agreeing:

***'Working with The Business Depot is like having your own qualified staff on tap without having any of the issues or overheads that come with direct employment. Their staff are always friendly and willing to help from whatever angle we approach them with'*** Daniel Biggs MD, North West Group.

The Business Depot believe that to ensure the smooth operation of your business you need to build a lasting relationship together, to this end their staff are always on hand for advise or a chat regarding your business and any issues you may have no matter how large or small.

**'I had doubts at first whether The Business Depot really could do everything they claim. They have; and more – 100% recommend outsourcing.'** Martin Byrne MD, Martin Byrne Commercials.

The Business Depots service is strictly confidential; they ask you to sign no contracts – the service to their customers their best testimonial. If you would like more information on the services The Business Depot could supply to you, please email Julie Bowmer on: [JulieB@bakerbennett.co.uk](mailto:JulieB@bakerbennett.co.uk) or call her on: **0044 (0) 1706 650356**.

## **Based on the Isle of Man? Need Sage support? No Problem!**

Innov8 is proud to announce the appointment of its business partner for the Isle of Man. Red Lyon is wholly owned and operated by Mark Cleator who has been personally supporting Sage Solutions since 1990. His skills are not just limited to your software, he has many years experience of accounts

Being well known on the Island, Mark is friendly and knowledgeable. He is able to support your Sage 50 or 200 solution as well as advise you on our extensive range of products, both Innov8 developed and our partners ranges..

**If you would like to speak to Mark directly about his services please contact him on the details below:**

**Red Lyon Limited (T/A Red Lyon SME Business System Solutions)  
Lyonville  
Stuggadhoo  
Marown  
Isle of Man  
IM4 2AJ**

Tel: 01624 852827

Alternatively, if you are based in the Isle of man and would like to understand how Innov8 and Red Lyon can help your business please call our team here on: 0161 975 1600 or email us on: [info@innov8.co.uk](mailto:info@innov8.co.uk).



Mark Cleator

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