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MONTHLY NEWSLETTER FOR CUSTOMERS

Heading to the Future

Special on this issue:

Microsoft Vision and Strategy for 2010—2017 and beyond for MS Dynamics SL

Last month Microsoft announces new series of statement of directions for Dynamics product lines, including Dynamics SL, Dynamics AX and Dynamics CRM. In the next few editions of *Insider*, we will cover the strategy, vision, product roadmap and R&D investment areas that Microsoft has planned to add in the next releases till 2017 for each of the three Dynamics product lines that we offer to you.

To start with, this month and June, we present Microsoft Dynamics SL product plans and list of new features to appear in the soon to be released Microsoft Dynamics SL “8”, as well as JAMS new release version 19

for manufacturers that will include three new modules: Advance Manufacturing, Quoting and Estimating and Quality Control. In the upcoming months, we will cover business functions to be added in the new Dynamics AX “6” and Dynamics CRM “5”.

Dynamics CRM has collected many recognitions as the leading customer relation solution world-wide, including the latest “Leader in 2010 Customer Service Contact Center Magic Quadrant” by Gartner Inc. In May, Technosoft together with Microsoft Indonesia will share Dynamics CRM success to help organizations in Jakarta managing relations. The first event

will take place on May 6 at the *NGO Connection Day*. This event is designed especially for Not-for-Profit organizations to introduce technology and relation management system for donors, programs and pledges, donations and recipients. The second event will take place on May 20 as executive power breakfast & round table discussion with *Prof. Rhenald Kasali, Ph.D. on Marketing in Crisis*. For more information about these events, please visit <http://www.technosoft.co.id/calendar/calendar.htm>.

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Eight Best Practice for Planning Your Microsoft Dynamics ERP Project—And Staying Focused on the Big Picture

ERP projects are invariably more complicated than executives expect. Then, it's easy to get bogged down in endless detail and decisions around the implementation process. It's essential to stay focused on the big picture. As you start to plan your new ERP implementation project, consider these IT strategic planning Best Practices.

1. Business Driven, IT Enabled

Successful IT programs are sponsored and fully endorsed by the business, and focus on business results - they are not just one-time IT projects or mere technology decisions. The relevant business stakeholders (including the CFO) should drive the re-

quirements - not IT. CFOs should not and cannot simply defer decisions to their IT staff. The value drivers to the business and your comprehensive business requirements should be the most important guide to the selection and implementation approach of your IT solution.

“Effective change management engages stakeholders in a way that allows them to be heard..”

2. Think End-to-End

Keep the big picture in mind in thinking about your end-state solutions. An enterprise perspective is needed to address the interdependent handoffs and data sharing between departments that are the real opportunities for end-to-end process improvement and achieving the ROI. Once everyone is using the new solution for the basics, think of What departments do you envision want/need to share information? What other front and back-office applications would you envision integrating (e.g., unified communications tools, mobile device, internal/external web portals, flow-through order management, document management, ERP, electronic banking, etc)?

3. Standardize on your IT Platform and then select your IT solution(s)

Selecting your core application platform is a foundational decision that enables (or hinders) business productivity and information sharing across your organization. By default, it tends to drive your subsequent technology solution options (including office productivity, CRM, content and database management, business intelligence and reporting applications; workflow; enterprise search; etc). Once established, standardization is the means to achieve your intended ROI by leveraging your previous IT investments and lowering ongoing IT skill maintenance costs. Conversely, selection

of an application that runs on a ‘non-standard’ platform needs a compelling value-add and TCO business case to be justified.

4. Start at the Right Place

How well-defined, understood and documented are your current and future business and IT needs? Do you want/need help with business requirements definition, process optimization, or agnostic application level requirements? What is the short list of your ‘must have’ requirements? What are your solution decision criteria? Is there value in starting with a planning focused project before jumping straight to selecting a particular technology product/service?

5. Simplify

Complexity creates costs. What can be done to simplify your business and IT policies, processes and systems based on the value to the business? Business simplification creates an ongoing ‘savings annuity’. Seek to reduce or eliminate complexity in all its forms (volume of work, transactions, exception cases, address the root cause of defects), then automate.

6. Consider a Phased Approach

Sustained success for any major process/application requires an ongoing program to meet your changing needs over time; it's rarely just a ‘one and done’ single project home run effort. Seek to achieve a ‘quick win’ to build momentum, but know that

just giving users access to a new solution does not spontaneously result in success. Be sure to spend the time necessary upfront to plan the first project, along with logical subsequent projects (at least at a high level) and your overall program will be much more successful in meeting your business goals.

7. Give Users Something They'll Want to Use

If the interface is already familiar, it's easier for users adoption. Long-term value of your application is only as good as the data that's in it. If your users don't want to use it, you'll end up with a fragmented view of your customer, product or revenue information and a low ROI.

8. Foster User ‘Buy-in’ with Effective Change Management

Consider your organization's willingness and capacity to change. Effective change management engages stakeholders in a way that allows them to be heard (whether or not their ideas are adopted, they feel better about whatever decision gets made knowing their ideas have been considered). How can you collaboratively engage your stakeholders in the business process and solution design to both benefit from their ideas and encourage their adoption?

With these, you'll have a much more successful ERP implementation.

Tim Hourigan

MS Dynamics and IT Practice Lead



Customer Service Plans Support Response Times—Worldwide

Microsoft is continually improving how to deliver and address our customer/partner support. Start on May 22nd, 2010, customers and partners who engage Microsoft technical support for MS Dynamics products will experience improvements in how we handle support.

What exactly is changing?

Microsoft is deploying a new global next-generation incident management system to replace our old system. This will enable true global business processes and provide breakthroughs in Engineering Productivity and enable us to reach higher levels of customer satisfaction. MS Dynamics CRM is at the heart of this system.

Obviously with any system change you will expect to see some changes, but we have endeavored to keep this to a minimum.

Beginning May 22nd, 2010, we will introduce two minor changes to our MS Dynamics product support:

1. Service Request: The new tracking number will be longer, instead of 7 characters. This will help us to implement a more granular tracking of our issues, the new numbering structure is outlined below:

- Entity ID. Service Requests begin with a 1, problems within it begin with a 2.
- Date Service Request created in YYMMDD format.

- R a n d o m n u m b e r (11414533)

- Sequence number of the Problem (001)

*All Problems created within a given Service Request will contain the same numerical references for Point 2 and 3 above as the parent Service Request.

2. Response Time Definition. It will only apply to the first touch of the Service Request. MS support for Dynamics will attempt to meet the response time goal on the initial touch of the Service Request only. This change will enable us to align with support response time definitions with the broader Microsoft support policy to provide a better support experience based on the different severity of each Service Request.

Examples: 1-Hour Response Time: Our goal is to respond to the initial support within 1 hour. Subsequent responses will be determined by the agreement between Microsoft support engineers and customers/partners based upon the severity of the Service Request.

What about Service Request response times goals, are those changing?

Yes, instead of a response goal for the first touch and all subsequent touches, Microsoft support will strive to reach the response time goal on the initial touch. Subsequent responses will be determined by

the agreement between MS support engineers and customers/partners based upon the severity of the Service Request.

Can you still open Service Requests over the web?

Yes, you are still encouraged to submit Service Requests via the web, track the progress of the issue, read answers and case notes, and submit responses online, just as you do today. There also will be no change in the process you use to engage support over the phone. Your Authorization number isn't changing and you still need to know it when opening a Service Request.

What happens to your cases that are currently open when the new Service Request number format becomes effective?

The old cases will continue to be worked until they are resolved and closed. New Service Requests will be created using the new Service Request number format. If you need to re-open a case using the old case number format, just give the old case number and it will be re-opened. On a case by case basis, we might need to change the case number with the new format if we need to continue to work on the old case. Our support engineer will work with you on the transition.

Who to contact if I have more question about these future changes:

For customers, please contact mbsservo@microsoft.com

Microsoft Vision and Strategy for 2010—2017 and beyond for MS Dynamics SL

This is the Statement of Direction for Microsoft Dynamics® SL summary. The purpose of this document is to outline the broad strategy for Microsoft Dynamics SL, the specific product roadmap for the next major release Microsoft Dynamics SL “8,” and the initiatives beyond that release with Microsoft Dynamics SL “9” and Microsoft Dynamics SL “10.”

a multi-release investment plan which provides the foundation for a new era of growth, innovation, and productivity for people’s businesses.

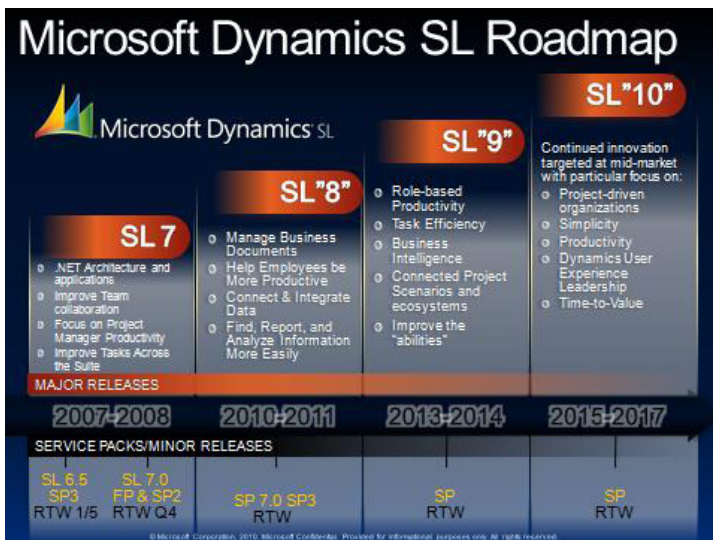
MS Dynamics SL 7.0 and the Feature Pack are currently available to customers and provide the basis for future growth. Written in the Visual Studio® suite, MS Dynamics SL 7.0 provides the latest tools for configuration and data integration. Other features include a role-tailored main menu system, web access for many common project management functions, and improved reporting and analysis to optimize business information. The Feature Pack adds a focus on employee and team collaboration and productivity for overall improved efficiency, including the ability to easily create document workspaces and repositories when creating new Projects, vendors or adding customers.

them to the records in their ERP system. A number of investments are planned to help people be more productive, simplify the way they access information, connect, and integrate data. We plan to provide new capabilities that make it even easier to find, report, and analyze information, and empower employees to work remotely.

We intend to bring this solution, currently in development, to market in the first half of calendar 2011 with beta releases in 2010.

MS Dynamics SL “9”: 2013–2014 will continue to build upon highly capable, role-based functions that are simple to use and improve a person’s productivity. We will place a specific focus on innovative ways to deliver task efficiency by connecting project scenarios and ecosystems and improving capabilities across the suite. We will expand our capability with web services and deliver improvements in mobility as they are needed by our customers. With the growing pace of data generation, we will focus on business intelligence, knowledge and document management capabilities. And finally we will work to deliver increasing return on hardware advances and software virtualization.

MS Dynamics SL “10”: 2015



Insight into our current and upcoming investments are intended to help make the most of your own business software investments, and to drive greater productivity as you plan, deploy, use, and maintain your business-management solution.

MICROSOFT DYNAMICS SL PRODUCT ROADMAP OVERVIEW

The product roadmap for Microsoft Dynamics SL is based on

Additionally, MS Dynamics SL and MS Office Project 2007 can be connected to deliver financial insight to Project Managers in Office Project Professional and Microsoft Dynamics Business Portal.

In **MS Dynamics SL “8”**, we will place significant focus on helping people manage the documents associated with their business and connecting

"Attitude is a little thing that makes a big difference"
 Winston Churchill quote (Prime Minister of UK, November 30th 1874 – January 24th 1965)

- 2017 and beyond. We plan to continue investing in our overall strategy for mid-sized businesses with particular focus on project-driven organizations. Our investments will be focused on innovative delivery that balances simplicity and productivity. We will continue to lead the industry in user experience and delivering time-to-value for the Dynamic Business. Enabling partners to develop vertical and specialized solutions will remain a hallmark and as always, we will take advantage of the investments and innovations provided by other Microsoft technologies.

A WORD ABOUT THE IMPORTANCE OF CUSTOMERS AND PARTNERS IN OUR PLANNING PROCESS

It should be noted that the

above product roadmap plans were and continue to be developed in very close coordination with our customers and partners. In our annual Partner Advisory Board (PAB) and Customer Advisory Board (CAB) meetings, members asked to be involved early in the design process to ensure that new features and enhancements met their requirements, and that we collectively maximized our research and development investment based on prioritized features. As a result, we modified our development process to incorporate PAB/CAB member specifications and to include them in a series of feature reviews.

Today there are 13 Advisory Board subcommittees which encompass three major categories

that map to the major series within Microsoft Dynamics SL, the markets we serve, and specific areas of investment in near-term releases. Partner and Customer Advisory Board members are given the opportunity to opt-in as subject matter experts for any given subcommittee.

This collaborative practice significantly improved the quality and scope of new features and has been an integral part of the planning for Microsoft Dynamics SL “8” from the beginning. The result of this coordinated effort is a product plan that reflects essential, early feedback from companies who need to use, configure and maintain the software as you do.

Tired Worker

A tired worker at a construction site paused for a little rest. A younger man walked past him and laughed.

“What happened, old man? Not enough muscle to push that wheelbarrow anymore?”

He stopped and showed his biceps—which were very impressive to say the least.

The other workers looked at the young man disapprovingly. Too often he was making fun of the older men. Still they tried to put it to the thoughtlessness of youth.

“Where have your biceps disappeared, Granpa?” the young man laughed,

“Shouldn’t you go and search for them? Don’t see much filling your sleeves”

Enough was enough. The tired worker straightened his back and looked at the sneering young man straight in the eye.

“So you say you have all the muscle you need to push this wheelbarrow and anything in it?”

“Of course!” the young man proudly said, *“Wanna bet?”*

“Actually, yes,” the older man said, *“I’ll bet a whole days wages that I can push something in this wheelbarrow to that warehouse over there - and the bet is: it is something you with all your muscle can’t push back”*

“Well, it’s your loss. I’m in!” the young man laughed, *“Easiest money I have made!”*

“You witnessed the bet?” The older man asked and others around them nodded.

He then turned to the young man, pushed the wheelbarrow towards him and said: *“Ok, hop in”*

Often young people think the older folks no longer have anything to offer. And yet the workers who have been at a job the longest are priceless. They have an amazing amount of knowledge and information that will make the job easier for the younger ones too.



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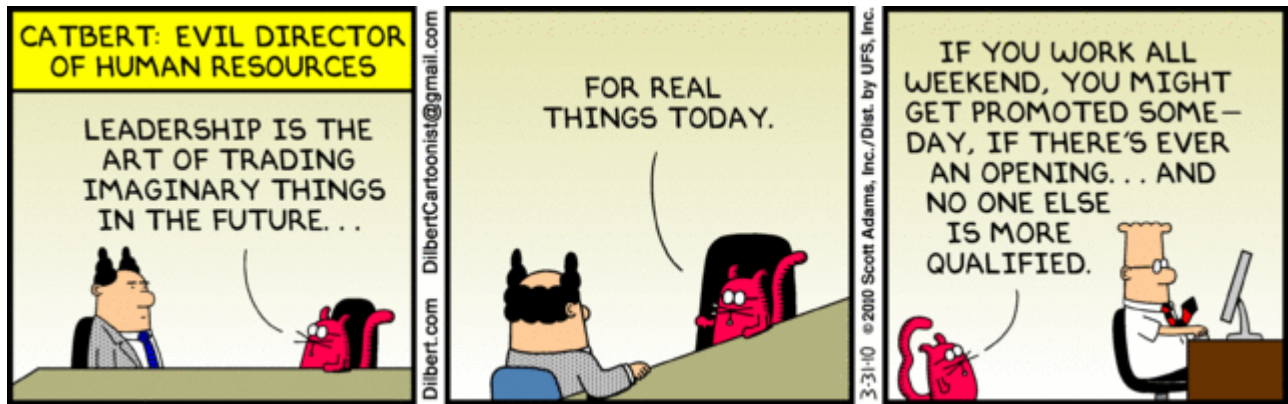
Your Partner in Providing Strategic Capabilities

Founded in Jakarta 1996, PT Graha TechnoSoft Informatika (TechnoSoft Consulting) is the leading Business Solution provider for SME (Small Medium Enterprise). Our solutions extend from the back to the front office and include the leading Microsoft-based Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM).

We have assisted over 100 customers in more than 20 industries and 10+ countries, by designing, implementing, managing and supporting technology solutions that power and empower your business.

Our commitment has always been to establish long term partnership with customers, to assist in increasing their efficiency and profitability. Only Technosoft arms you with comprehensive IT solutions and services and critical business applications that will accelerate your strategies.

In order to add value for customers satisfaction, we are open for any advice or article request according to our customer needs. Your request can be sent to our fax or email directly.



Mind Bender : Futoshiki

Here comes our enhanced Futoshiki quiz for the Mind Bender which is a grid of squares, some of which contain numbers, less-than (<) and greater-than (>) signs. You need to solve the puzzle by placing the number such that each row and column contains each number (1 to 5) only once.

Apr 2010 Quiz Answer :

1	4	2	<	3
^				
2	1	3		4
3	2	4	>	1
4	3	1	<	2

3				
	^			v
	<	2	^	
v				v
			<	4

- Submit the answer, your name and company to Technosoft fax at +62-21-563-2078 or email to insider@technosoft.com.sg
- Answer will need to be submitted by May 20th, 2010
- All correct entries will be included in a lucky draw for 8GB USB drive. Lucky winners will be announced on the following month of Technosoft Insider edition
- Only Technosoft Customers will be count on the participation.

Congratulations to Khanittha Tanham-from Sanyo Commercial Solution (Thailand) Co.,Ltd for winning the 8GB USB Drive solving the Mind Bender in April 2010.