

Encore Business Solutions Technology Bulletin

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The Connector

Encore now has a portal, [The Connector](#), exclusively for our clients. You will find useful information like Service Packs, Hardware/Software specifications and more. [Check it out](#) or [request access](#).

Microsoft Exchange 2007 Service Pack 3

Support for Microsoft Exchange 2007 Service Pack 2 ended on July 12, 2011. Be sure you are running Microsoft Exchange Server 2007 Service Pack 3 to continue receiving important security updates. [Contact us](#) for more information or to schedule an appointment for the update.

Convergence 2012

Convergence 2012 will be held in Houston, Texas March 18 - 21, 2012.

Convergence is the premier event for Microsoft Dynamics Customers. It is an excellent place to check out the innovation in both Dynamics but also other Microsoft products. It also gives you the chance to make key business connections and to discover the full potential of Microsoft Dynamics solutions.

Registration is now open and until January 25th full Convergence passes are available for \$1,395. After January 25th, full passes are \$1,695. For details, visit the [Convergence 2012 website](#).

Information is fundamental to the success of your business. Without timely, actionable information, you base your decisions on the past, rather than what is happening right this moment. Key Performance Indicators (KPIs) are an important aspect in that equation. By tracking your activities, you can receive warnings when you are not meeting targets for example. This allows for a quick course correction before it is too late. Business Intelligence (BI) is a way of bridging the gap between your history and the success of your future and most ERP and CRM systems today offer some type of BI functionality.

Microsoft Dynamics CRM 2011 Dashboards

Microsoft Dynamics CRM 2011 has new real-time dashboards that offer advanced BI functionality. You can quickly configure multiple dashboards for private or shared use. These can also include inline charts that have drilldown capability to visually navigate data and uncover trends. To see a demonstration of the new functionality, click [here](#) for this four-minute video.

Microsoft Dynamics GP Security

With the new integrations of Microsoft Dynamics GP and SQL Server Reporting Services (SSRS) it is more important than ever that IT work with the Finance department to deliver a functional ERP system that is secure. Not only do you need to assign permissions within the ERP software, but you also need to grant access via SQL Server reporting security roles and within SSRS itself.

The new reporting features make it easier for your users to access relevant data to perform their jobs efficiently without requiring you to generate the reports for them. Without the right security mix, you may accidentally grant someone more access in the back-end than they should have within the ERP system or the roles may not work correctly at all. [Contact us](#) today to speak to one of our network security specialists and start your SSRS implementation with the best security plan possible.

Remote Desktop Manager

Do you manage multiple servers or workstations? For an easy and convenient way to connect to all of those remote desktops, you can use Remote Desktop Manager. This latest version also works on Windows 7 64-bit and allows you to create multiple groups of computers. You can even enter the login credentials once, for all your servers saving a lot of time when logging on. Download the [Remote Desktop Connection](#) Manager from Microsoft today.

Learn More

To learn more about the topics covered in this bulletin or to discuss IT concerns you may have contact:

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To learn more about the IT Solutions Encore offers, click [here](#).

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Business Intelligence In IT

The Information Technology department at Encore Business Solutions recently implemented a new internal service request system. It formalizes the process by which our staff interacts with us. The goal is not to make it more difficult for them to receive assistance but rather for the IT team to provide more efficient support across the organization. The new process gives us a way to track the types of cases we have coming in, who is working on it, as well as how long it takes to get to a resolution. It also automatically sends out emails to the requestor, updating them on the status of their case.

We designed it in Microsoft SharePoint Server 2010. The result will be quantitative data I can take to the Operations team. It provides accountability. More importantly, it keeps us on track and avoids duplication of efforts or missed requests if one of us is not in the office, since it is centrally located and not in someone's e-mail inbox. If you would like to know more about what SharePoint can do for you, [contact me](#) any time.

Microsoft Office 365

Did you know that with Microsoft Office 365 you could have instant messaging (IM) between business partners? Using Microsoft Lync 2010, you can connect to other companies that are also users of Office 365. Additionally, there is public IM connectivity with Windows Live Messenger and Hotmail accounts. It even works with Internet Service Providers (ISP), such as MTS, that have made the transition to Windows Live for their email accounts. Learn how you can leverage instant messaging along with LiveMeeting collaboration through [this](#) short YouTube video.

In Office 365 you can also get access to tools such as Microsoft SharePoint Server 2010. You have the ability to create workflows that will email you messages when key documents to which you "subscribe" are updated. For only pennies a day, any business can enjoy this excellent software. Call us to find out more.



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