



Summer Newsletter.

Issue 2 : 2018

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Welcome

The time has come for our second newsletter of 2018 - doesn't time fly?

Over the past couple of months, we have celebrated our 20th Birthday, gone live with our brand new website and grown by recruiting new members to our expanding team. Solutions is now bigger and better than ever, with a rapidly growing team of dedicated professionals and lots of exciting news, events and product updates to come.

The world of software is constantly evolving, we want to keep you up to speed so have created a number of articles enabling you to learn about the major changes in the software industry, including the new platform released by Sage - Sage Business Cloud and the four letters which are affecting us all - GDPR. Are you ready?

At Solutions we have many exciting months ahead, Solutions' Showcase is taking place in June at Magna Science Centre and is the perfect opportunity to learn more about our portfolio, speak to our product experts and discover how our solutions can help your business grow. Find out more about Solutions' Showcase on page 5!

Breaking News!

Making Tax Digital (MTD) for VAT

From April 2019, businesses with a turnover that is above the VAT threshold must maintain digital business records, and submit their VAT return through the new Making Tax Digital (MTD) for VAT system. You will no longer be able to manually enter your VAT figures onto the HMRC website - you have to submit them from the authorised software.

Businesses that are VAT registered will need to move to digital record keeping, or if you do not yet use software to record your VAT information, you need to start planning for MTD. Those businesses that are not VAT registered have the option to record digitally.

Sage 50cloud, Sage 200cloud and Sage Financials are MTD compliant. Upgrade to the latest versions of these solutions to ensure that you're ready in plenty of time, before the April 2019 deadline. At Solutions, we are ready to help you upgrade before this deadline.

To find out more about Making Tax Digital (MTD) for VAT or upgrading to Sage 50cloud, Sage 200cloud or Sage Financials contact our experts today on 0115 840 5075 or email enquiries@solsforacc.co.uk.

Learn more about MTD at Solutions' Showcase! Go to solutionsforaccounting.co.uk/solutionsshowcase to register!



Are you GDPR ready?

As you'll be aware the General Data Protection Regulation (GDPR) comes into force on 25th May 2018. There's no better time than right now to perform a 'privacy health check' and ensure that your practice around the use of CRM/ERP databases and your business processes are compliant.

If you're thinking that the GDPR is an EU law which will carry no weight post-Brexit, think again! The UK government have already confirmed that even when the UK has left the EU, it will maintain data protection laws that are 'broadly similar' to those of the EU, so it's going to happen come what May (pun intended!).

Companies need to be fully aware of the rights of individuals to be protected, and understand the legal basis for the processing of personal data. Essentially, there are half a dozen lawful grounds upon which personal data may be processed...

The six lawful grounds for data processing

1. The data subject has given consent to the processing of his or her personal data for one or more specific purposes.
2. Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.
3. Processing is necessary for compliance with a legal obligation to which the controller is subject.
4. Processing is necessary in order to protect the vital interests of the data subject or of another natural person.
5. Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.
6. Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.

Here is a handy 10-point checklist for businesses:

1. Begin preparations NOW – don't wait for GDPR to come into force.
2. Make sure privacy notices meet the "transparency" challenge.
3. Assess the impact 'opt-in' would have on the database.
4. Test and optimise data collection statements.
5. Consider using legitimate interests for some processing.
6. Make sure the database can store proof of consent and multiple permissions.
7. Review contracts with processors.
8. Check whether the type(s) of profiling your organisation conducts will need explicit consent.
9. Prepare to fulfil the new rights of natural persons.
10. Undertake a formal GDPR Impact Assessment.

Join our session on GDPR at Solutions' Showcase! Go to [solutionsforaccounting.co.uk/solutionsshowcase](https://www.solutionsforaccounting.co.uk/solutionsshowcase) to register!

Introducing Sage Business Cloud

Sage has unveiled a new platform, Sage Business Cloud. It has the business life cycle in mind and takes into account every stage a business encounters enabling them to grow and expand with the support of their software. This new and advanced platform offers a powerful range of cloud and cloud connected products and has been purpose built to support the upcoming generation of modern businesses whilst continuing to support traditional businesses with cloud connected options.

Sage Business Cloud is an umbrella term for all their products: Accounting, Financials, Payroll, Enterprise Management, People, and Payments and Banking. With all of Sage's products encompassed on one platform, it will become easier for businesses to transform and grow, enabling them to perform and respond quickly delivering greater insight and opportunity.

Sage Business Cloud includes cloud and on premise solutions (with cloud connectivity) for all businesses, whether that be a start-up or corporate giant. Sage have simplified the way you work, with their products and services helping support your business. Sage have made it their mission to make Sage Business Cloud the only platform a business will ever need irrespective of your size, industry sector or growth ambitions.

Sage are committed to providing solutions for businesses that will create long term customer success and that will push your business growth. Now that all Sage products are together under one umbrella term, they have been placed into categories making their place in a business more comprehensive.

As for Sage 50cloud and Sage 200cloud (formerly Sage 50c and Sage 200c – on premise solutions with cloud connectivity), they have now become the bridge that holds the different categories together. Both products can be seen in multiple categories and are the glue that hold Sage Business Cloud intact.

The Sage Business Cloud category breakdown

Sage Accounting, formerly Sage One, is a small business solution allowing you to take care of admin in a time efficient way. You can still track payments against all of your invoices using your mobile or tablet on the go as long as you have an internet connection. Sage 50cloud also fits into this segment.

Sage Financials, formerly Sage Live, is a cloud only solution and uses the latest technology to help you manage financials in real time, regardless of your location. It will help you gain visibility into business performance and flexibility when reacting to customer demands. Sage 50cloud and Sage 200cloud both fit into the financial segment.

Sage Payroll is simple to use with strong in-built security, saving you time and helping you to efficiently manage your business. Pay your people instantly, with mobile access reducing your time spent on admin.

Sage Enterprise Management (formerly X3) delivers faster business management without the complexity of typical ERP systems, targeting larger corporations. It accelerates your business allowing you to gain greater insight into your business performance with secure cloud and mobile access to information. Sage 200cloud also fits into the Enterprise Management segment.

Sage People is a global HR and people management system allowing you to attract, manage and maintain your business workforce. Gain instant visibility of your workforce and make more efficient business decisions with smart analytics.

Sage Payments and Banking is a way for your customers to pay you using a range of secure and reliable payment solutions, giving you more control over the management of your payments.

How is it relevant to Sage 50cloud and Sage 200cloud users?

Sage 50cloud and Sage 200cloud enables users to spend less time on admin and more time attracting customers to their business through a cloud connected service. With Artificial Intelligence (AI) increasingly making its way into accounting technology, businesses will have the opportunity to simplify tax and accounting. AI analyses large amounts of data to reveal patterns – the more data that it collects, the more intelligent it becomes. Data can be anything from invoices to interactions on social media learning trends.

Linked with AI comes a new piece of technology that has been introduced by Sage. Pegg Bot will help Sage 50cloud and Sage 200cloud users to manage their tax and finances in a simple and efficient way. Built into Facebook Messenger and Skype, the bot allows users to speak into their smart phone to document expenses and it will respond by logging all the relevant information in Sage. Pegg Bot is fast, free and accessible on the go through a smartphone. It is a great way to help Sage 50cloud and Sage 200cloud users to keep up to date with their business without losing track with the help of a “smart assistant who lives where you work” – similar to Amazon Alexa.

Cloud Reporting helps Sage 50cloud and Sage 200cloud users save time by automating reports to run at their convenience. It allows users to gain control with accurate excel-based reports straight from their Sage solution and helps them gain instant access to information that can be viewed whenever and wherever, enabling businesses to make their own decisions at a glance.

To summarise, Sage Business Cloud isn't a new product – it is an umbrella term to categorise all the Sage solutions making the process more user friendly. All their accounting products fall under 'Sage Business Cloud' in the 6 categories mentioned above, with some products overlapping categories. This provides an entire business life cycle process and the appropriate software to support a business at the relevant times in the business cycle, making it easier for you to decide which solution is best for your business depending on where in the cycle you are, providing support as you grow.

Contact our experts today on 0115 840 5075 or email enquiries@solsforacc.co.uk for more info.

Learn more at Solutions' Showcase! Go to solutionsforaccounting.co.uk/solutionsshowcase to register!



Solutions' Showcase 2018

You are invited to attend Solutions' Showcase!

Our customer event promises to be bigger and better than ever before, consisting of an all-day exhibition, seminars and workshops. It is the perfect opportunity to speak to our valued Business Partners directly, demo software and meet face-to-face with the Solutions team in addition to networking with our other like-minded customers.

Register at solutionsforaccounting.co.uk/solutionsshowcase

Date: Wednesday 20th June 2018

Location: Magna Science Centre, Rotherham S60 1FD

Time: 09:00 - 16:00

Cost: FREE



What is Solutions' Showcase?

It is a fantastic opportunity for you to engage directly with our product specialists, consultants and vendor partners in a relaxed environment. You're invited to discover more about the products within our portfolio, and learn more about the upcoming development and latest releases.

What's in it for me? Why Should I Attend?

There will be an all-day exhibition with our business partners demonstrating their products and a number of seminars delivering key guidance on how technology can help drive business improvement. There will be product specialists and business consultants answering your questions and offering valuable advice.

Meet leading business management software vendors and product specialists, take in a seminar or demonstration of a system that could transform your business, network with other like-minded people, enjoy lunch on us and experience a few Magna surprises!

Make sure you register at solutionsforaccounting.co.uk/solutionsshowcase - we'd hate you to miss out!

Great Notts Bike Ride 2018

Help us achieve our
fundraising goal.



Charity support is an important part of Solutions culture, every year we select a charity to fundraise for. This year, we have chosen to support two charities close to our hearts - Teenage Cancer Trust and The Little Princess Trust.

We are continuing our annual tradition of entering Team Solutions in the Great Nott's Bike Ride (GNBR) and take on the challenge of the Nottinghamshire countryside.

GNBR is taking place on June 24th 2018, where 14 Solutions employees will be taking on a range of distances, including 25 miles, 50 miles, 75 miles and 100 miles with thousands of other keen cyclists. This is our 4th year entering the event, so we have a number of experienced riders ready to take on the challenge and raise money for our chosen charities.

Last year we raised a fantastic £4500 for Nottingham Children's Hospital who we supported throughout 2017. The Solutions' team successfully completed the bike ride and we are excited to do the same again this year, with many dedicated staff members training for the event!

This year, we are hoping to beat £4500 and raise even more for Teenage Cancer Trust and The Little Princess Trust but we can't do that without the help of our generous customers, business partners, employees and family, so we ask you to support team Solutions by digging deep for an amazing cause and a challenging event.

If you would like to support Solutions and help us raise money for these two amazing charities, you can do so by visiting our fundraising page at uk.virginmoneygiving.com/TeamSolutions. Any contribution makes a huge difference and any donations will be hugely appreciated.

5 common mistakes made by CRM users and how to overcome them

We live in a world where customer relationships are key to business success. With the high cost of new customer acquisition, retention is now of maximum importance. Customer Relationship Management (CRM) solutions enable businesses to create long lasting and value-based relationships.

However, simply making an investment in CRM doesn't always guarantee a return on investment. We've put together a few pointers to help ensure that your business avoids the common user mistakes, enabling you to get the most out of your CRM solution.

Get user buy-in

Experience and research confirms that CRM technology only delivers real business value when users understand the system. Users need thorough training to help them realise personal benefits from using the system.

Don't over complicate it

It is important that the system configuration maintains a simple focus, without over complicating it. The user interface should only provide access to the necessary features, functions and information.

Secure senior level sponsorship

It's important that the adoption of CRM has senior sponsorship within the business. During and beyond the training phase, Managers must establish an ethos and create an environment in which staff can easily appreciate the importance of building rich and meaningful client relationships, ensuring it is championed from above.

Ensure data quality

Data should be regularly cleansed to ensure the information is correct and up to date (and in compliance with legislation including GDPR where appropriate). Incorrect contact information will lead to a high bounce rate or unsubscribes at best, but could lead to complaints and a damage to your brand.

Plan for reporting outputs

It is important to begin thinking about the outputs that might be useful right at the start of the implementation process. This is because the desired outputs are likely to impact upon the design and configuration of the system. To ensure valuable data output, carefully manage data inputs through design, validation and training.

CRM is a powerful tool, we don't want simple and avoidable user mistakes hold back the performance of your system, preventing you from reaping the benefits.

Contact our experts today on 0115 840 5075 or email enquiries@solsforacc.co.uk for more info.

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