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Ignus Calendar

Practical CRM Introduction

9th Annual Great Plains Technology Conference

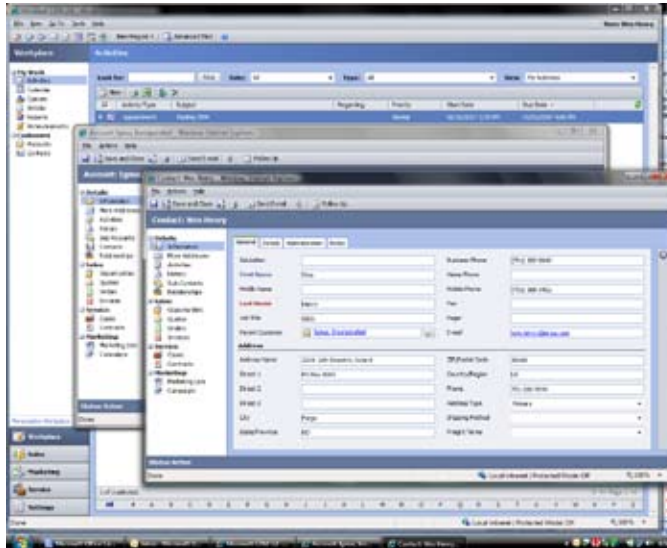
FargoDome, Fargo ND

Oct 8th | 1:30 - 2:30 pm

Oct 9th | 10:45 - 11:45 am

Microsoft Dynamics can Change the way you do Business

Microsoft Dynamics are very powerful, flexible and well, dynamic



What is Microsoft Dynamics?

Formerly known as Microsoft Business Solutions, Dynamics is a line of business management solutions from Microsoft covering accounting, customer relationship management, ERP, BPM, point of sale, and other functions.

What can I do with Dynamics?

With Dynamics applications, we can make the software more active in driving, controlling, and optimizing your business. Software that plays an active role in management of your business can improve efficiency, productivity, and most importantly profitability. Treating software as an after-thought, a place to just dump information is detrimental to the business.

With Dynamics, we can simplify and streamline your business by connecting accounting with inventory, bringing orders from your website straight into your system, connecting sales with account management, and giving you up-to-the second reporting on important metrics such as revenue, expenses, inventory, and more.

Microsoft Dynamics - Continued on next page

SE Service and Consulting Joins Ignus

SE Service and Consulting and Ignus have joined to provide better service.

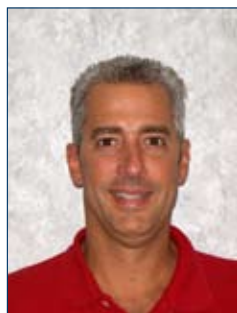
SE Service and Consulting, a Fargo-based IT service and consulting company, has joined with Ignus to provide even better service and support to you through our combined staff and experience.

Founded in 1999, SE Service and Consulting has been serving the Fargo-Moorhead community and surrounding area for seven years before joining with Ignus.

During that time, SE Service and Consulting provided IT services including: network installation and troubleshooting, computer service, and consulting to a range of clients from industries such as: agribusiness, banking, manufacturing, and health care.

Joe Day, formerly of SE Service and Consulting, will now serve as Technical Sales Consultant with Ignus and Vince Anderson will serve as Senior Network Technician.

Whether you've been a client of Ignus or SE Service and Consulting, this is good news for you. Now we have even more people available to serve your needs with even more knowledge and more experience. ●●●



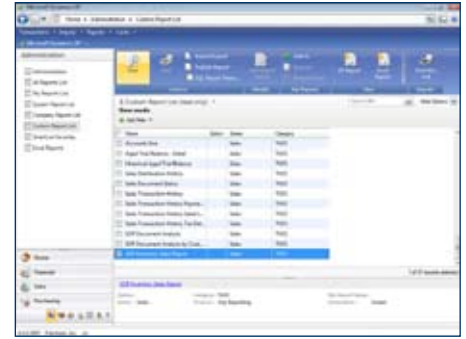
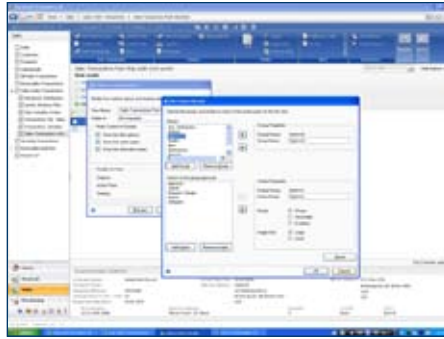
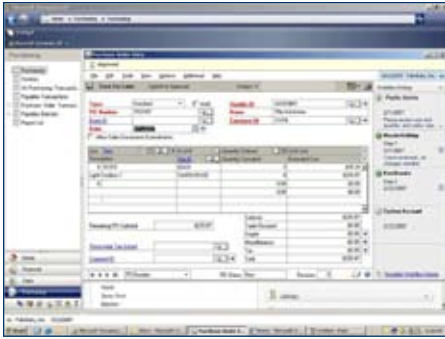
Joe Day



Vince Anderson

Wes Henry | wes.henry@ignus.com

Microsoft Dynamics - Continued from cover



What is Dynamics CRM?

CRM stands for Customer Relationship Management. Microsoft CRM is a tool that helps you boost sales, provide better service to your clients, work more effectively as a team, and market to clients and prospects more effectively.

It integrates with Outlook and other Microsoft Office applications to make it easy to use and adapt to your business. It's highly customizable and can be tailored to your unique industry, needs, or internal processes.

There are many other features of Microsoft CRM that make it a valuable tool for improving your business.

To learn more about Microsoft CRM, attend the Great Plains Technology Conference on October 8th and 9th and check out the CRM presentation being given by Wes Henry.

What: Title: "Practical CRM Introduction"

Topics: What is CRM? Can CRM improve sales and customer retention? Get answers in this introduction to CRM, featuring a comparison of three leading software tools: Microsoft CRM, GoldMine, and ACT!

Where: Ninth Annual Great Plains Technology Conference FargoDome, Fargo ND

When: 1:30 - 2:30 pm, Monday Oct. 8th & 10:45 - 11:45 am, Tuesday Oct. 9th

What is Dynamics GP?

Dynamics GP, formerly known as Great Plains is an accounting and ERP system with many modules adding manufacturing, field service, project billing, human resources, and other capabilities.

Version 10.0 of Microsoft Dynamics GP was recently released and features tighter integration of Microsoft Office applications among many other improvement and new features.

Not just accounting, Microsoft GP has so many available modules and other software that can be added to extend its capabilities that you can use it for just about anything you'd need to manage your business. Power, flexibility, reporting and the ability to integrate it with your website and other tools make Dynamics a great choice.

Why Dynamics?

The Dynamics line has many advantages that make it right for you:

- » **Power** – Microsoft Dynamics can run small businesses and very large businesses. You don't have to worry about needing to replace Dynamics when your business grows. And the power of Dynamics can even help your business achieve that growth.
- » **Flexibility** – Dynamics tools adapt to the way your business works.
- » **Integration** – Dynamics tools can work together and work with other software you already have and know. Dynamics GP accounting can share contacts and invoice history with Dynamics CRM for instance. And they work great with tools like Microsoft Office and SharePoint.
- » **Customization** – Should you need something that Dynamics doesn't do, we can provide the programming, tools, or integration you need to make Dynamics communicate with your other equipment, systems, or software.

- » **Efficiency** – Adding all these up: power, flexibility, and customization means your business can make a leap in efficiency. No more double-entry, information available to staff that need it when they need it, self-service portals for customers to help them even when you're unavailable, accurate reporting to make better decisions, and automated processes to really let the computer take care of things the way it was meant to be.

We chose to offer the Microsoft Dynamics products because of how well they work together with your existing network, software, and tools. But also because they enable us to customize and extend them in ways that benefit and strengthen your business even more.

With Microsoft Dynamics and Ignus, your business can do much more than it is now, easier, faster, and more efficiently. That's better for your business and that's better for you.

To learn more about Microsoft Dynamics solutions and how they can benefit your business or see a demonstration of Microsoft Dynamics products, contact Ignus Technologies at 701-280-9040 ext. 4191 or email: sales@ignus.com. You can also visit our website at: www.ignus.com

If you've worked with a Dynamics partner before who didn't see your big picture or wasn't in it to make your business the best it can be, you owe it to yourself to contact Ignus today. ●●●

Wes Henry | wes.henry@ignus.com

Top 10 – Physical Security Measures Every Company Should Take

Physical Security, an often overlooked part of IT

According to the FBI Computer Crime and Security Survey when it comes to attacks on computer networks, "inside jobs" occur about as often as external attacks.

In order to safe guard your company from any attacks, internal or external, it is important to not overlook the importance of ensuring that the network and its components have been protected at the physical level.

Below is a list of 10 security measures that all companies should implement, if they haven't done so already. Call Ignus Technologies today at 701-280-9040 to find out how you can easily and economically improve the security of your company's physical network.

- 1) **Lock up the server room** - Ensure that there are good locks on the server room door
- 2) **Set up surveillance** - Surveillance and monitor who comes and goes
- 3) **Keep vulnerable devices in that locked room** - Make sure that all equipment is secure
- 4) **Use rack mount servers** - It's more difficult for thieves to steal mounted servers
- 5) **Don't forget the workstations** - User machines must also be secure
- 6) **Keep intruders from opening the case** - Install a case lock
- 7) **Protect the portables** - A thief can easily steal the entire computer
- 8) **Pack up the backups** - Keep back ups in a secure locked place
- 9) **Disable the drives** - Disable USB ports or floppy drives
- 10) **Protect your printers** - Printers may store sensitive information

For the more details visit www.ignus.com/articles/336 ●●●

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Comments, Questions, Suggestions?
If you have questions, comments, suggestions, or ideas for a topic you'd like to see please contact editor@ignus.com.

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Ignus Quick Tip

DISABLE WINDOWS XP'S ERROR REPORTING

If Windows XP encounters a severe error you may be prompted to report the error to Microsoft. To avoid doing this follow these steps.

1. Press the windows key + pause/break to display the System Properties dialog box.
2. Select the Advanced tab and click the Error Reporting button.
3. When you see the Error Reporting dialog box, select the Disable Error Reporting option. (If you don't want to see any type of error message, clear the But Notify Me When Critical Errors Occur check box.)
4. Click OK twice — once to close the Error Reporting dialog box and once to close the System Properties dialog box.