



October 24, 2013

CSI Technologies Quarterly Newsletter

CSI'S Featured Client: Service Lighting & Electrical Supplies



SYSPRO ERP user 1000Bulbs.com (formal name: Service Lighting and Electrical Supplies) has announced record shipping activity for the month of December 2012. In fact, the Texas-based Internet retailer experienced several days during which 2700 orders were shipped in an 8-hour shift.

Kim Pedersen, company founder and president, attributes the company's ability to process record shipments to the utilization of SYSPRO ERP software, which has automated Web-based order processing and the development of highly efficient troubleshooting procedures. Several years ago, the company selected SYSPRO ERP software to facilitate growth, control transactions and enhance customer service. Explains Pedersen, "We have so many transactions...that without SYSPRO, we could never complete and ship that many orders out the door. SYSPRO allows us to manage the back order process and everything else that goes into an order."

Pedersen notes that Web-based customer orders are downloaded into SYSPRO every 20 or 30 minutes with the applicable allocation logic following. "Based on customer preferences, order status is determined, followed by indications if the product is in stock, whether the customer's credit is okay and other pertinent order details. If the part number is problematic, the order is put into a suspense file, and a sales rep contacts the customer for clarification and verification that the customer has ordered the correct part."

Pedersen explains that SYSPRO enables 1000Bulbs.com to issue a list of proactive reports that

pull data out of SYSPRO on potential issues. The reports range from a list of back orders, to bad addresses, credit card issues and so on. Customer service groups try to proactively solve the problems transparent to the customer. "If they can't, then they will contact the customer, providing options," Pedersen says.



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Pedersen leaves no doubt that he will continue his quest to provide the "ultimate customer experience." However, with growing sales, record shipments and numerous awards, one can assume his has already reached this lofty goal.

About 1000Bulbs.com

1000Bulbs.com, an Internet-based company, offers everything from simple, household light bulbs to cutting-edge specialty lighting systems. Nationally recognized for growth, innovation and customer satisfaction, 1000Bulbs.com is an influential force in the Lighting Industry Today, 1000Bulbs.com enjoys annual sales of eight figures along with double digit sales growth. 1000Bulbs.com has been recognized among Inc. Magazine's Top 5000 Private Companies, SMU Cox School of Business Top 100 and has received a host of other awards. Kim Pedersen, company president, was also recognized in June 2010 as Entrepreneur of the Year - Consumer Goods - by Ernst and Young within the market region that includes Dallas-Ft. Worth, TX.

LOCAL NEWS

America's Undisputed Job Dynamo: Texas by:ZeroHedge.com

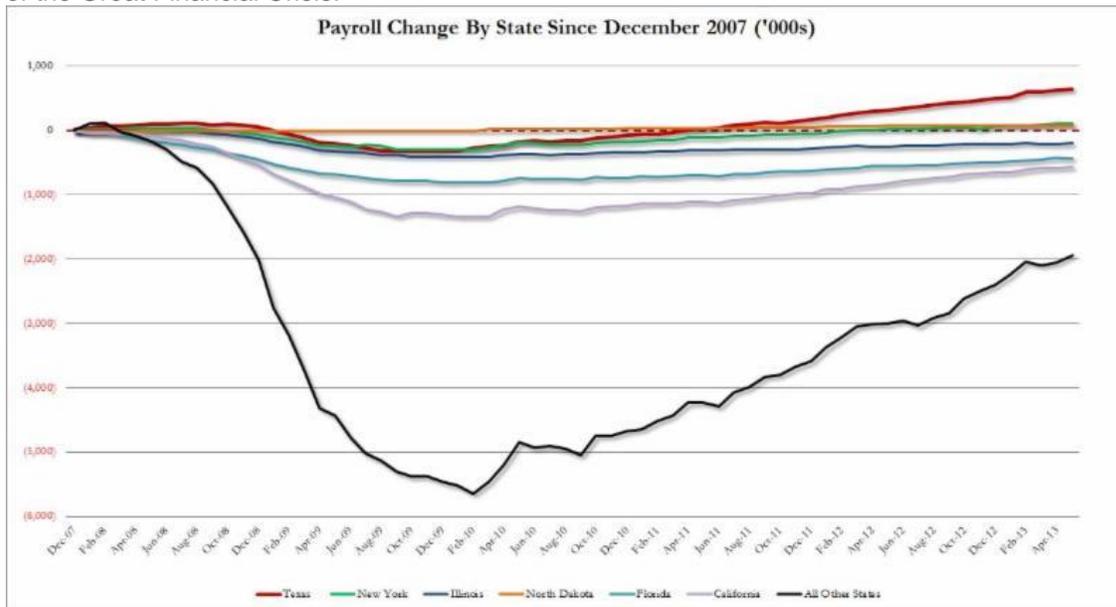
While one may debate the quality (most "growth" coming from part-time jobs) and quantity (most recently questioned by the rather dramatic recent divergence between JOLTS net turnover and payrolls) of reported US jobs, one thing remains a fact: there are still 2.3 million less jobs now than there were at the start of the great depression in December 2007, and half a million fewer jobs than in the immediate aftermath of the Lehman failure. Yet while the



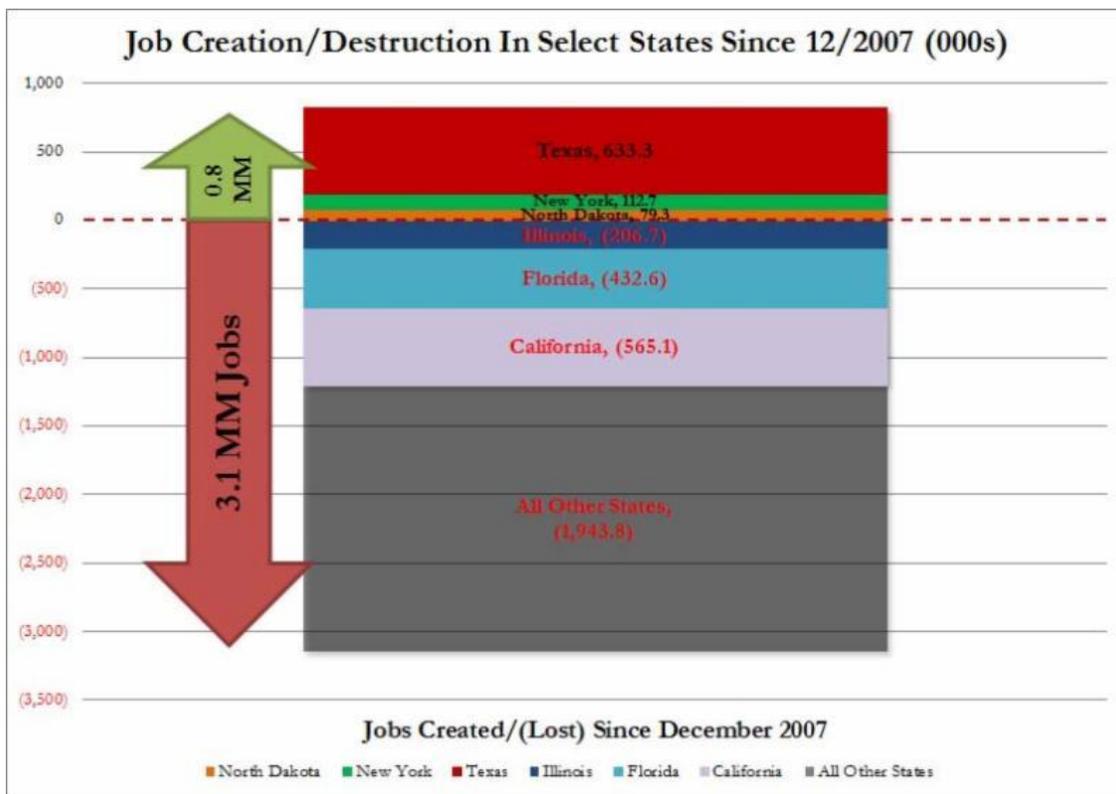
inability to catch up to a job picture from over 5 years ago is still true at the consolidated level, the picture is vastly different when broken down by state.

A quick look at job creation on a state by state basis shows some very distinct losers, and one very obvious winner: **Texas**.

As the following chart, which shows the cumulative job losses since December 2007 or the official start of the recession and depression, demonstrates, while the US still has millions of jobs to make for in the longest-ever "recovery" on record just to catch up to where it was nearly 6 years ago (excluding the increase in the labor force), there is little surprise when it comes to the biggest losers, which happen to be California, Florida and of course Illinois: these combined three states account for 1.2 million, or more than half of all cumulative job losses since the start of the Great Financial Crisis.



And while this trifecta of tribulation is hardly surprising, what may come as shock to some is that over the same period, the states of Texas has not only recouped all its losses, but has gained a total of 633K jobs, putting it firmly in first place in terms of job creation in the US. That most of these new jobs are due to the energy sector is confirmed when looking at that other standout - North Dakota - which like Texas, has gained some 79,300 jobs over the same time period. The final winner among the top three job gaining states: New York, mostly as a function of the FIRE industries roaring back following an unprecedented multi-trillion bail out by the government and the Fed, which continues to this day at a pace of \$85 billion per month.



On a snapshot basis: the three successful states, with Texas at the top with +542,000 jobs, have generate on a combined basis some 743K jobs, which is nearly double the total jobs lost over the same time period.

Bottom line: want jobs in a New Normal America? Then focus on finance or energy.

"SYSPRO STAYS FRESH AND RELEVANT," SAYS APPS RUN THE WORLD

Helps Manufacturers, Distributors Automate Functions with New SYSPRO 7 Release



COSTA MESA, Calif - September 13, 2013 -- SYSPRO has announced that leading global analyst Albert Pang, CEO and founder of Apps Run the World, has posted a new article on SYSPRO Release 7. Titled, "SYSPRO Stays Fresh and Relevant," Pang comments on the ways in which the new release, "underscores SYSPRO's key differentiator - its relentless drive toward helping its more than 15,000 customers, primarily small and mid-sized distribution and manufacturing companies, succeed." Referencing SYSPRO's facilitation of cost reduction strategies, Pang notes that SYSPRO "...has been developing ERP applications for 35 years, (and) is one of those software companies that have endured and withstood the challenge by focusing on their core strengths with continuous innovation." He continues: "Recently SYSPRO announced a host of enhancements as part of its new Release 7, which combines personalized

user interface, mobile capabilities, Big Data, vertical templates, server side reporting, as well as improvements in such areas as sales order entry, product configurator and optimized scalability for better transaction throughput.

SYSPRO's global footprint now represents over \$300 million in product in more than 60 countries worldwide, as referenced in the report on the Apps Run ERP supersite hosted by Pang's company.

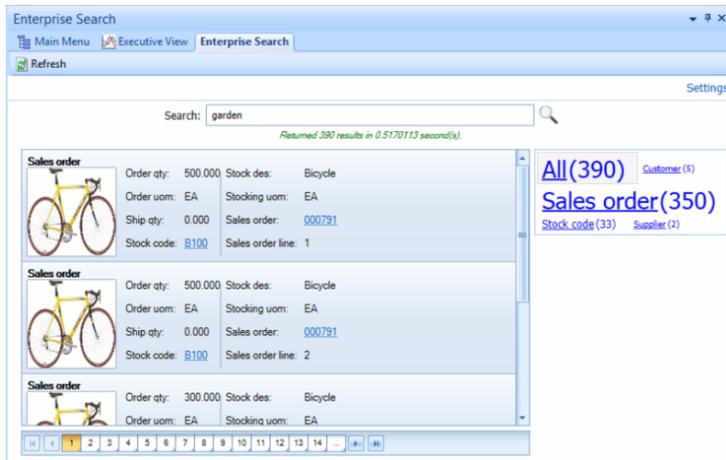
"What matters to these customers," he says, " is not a vendor's expensive acquisitions or market caps, but rather simple-to-use ERP applications that free them up from the onerous tasks of data collection, while making it easy for them to comply with industry regulations and ultimately leverage massive amounts of sales, production and customer information in order to generate more revenues."

SYSPRO QUICK TIP

Enterprise Search



The SYSPRO Enterprise Search provides you with an interactive Google-style search that allows you to search for a specific phrase within the SYSPRO database. You can interact with the search results, which include hyperlinked items. These are context sensitive and allow you to open a particular program or perform context specific functions.



Adding the Enterprise Search pane:

1. Open the program in which you want to add the search pane.
2. Select the Menu option from the title bar of a pane within the program.
3. Select Add Enterprise Search from the Customized Pane option.

CSI SERVICES

What We Offer

Our goal is to help make your business as efficient and profitable as possible. We will work to help optimize your business goals, while understanding that you must live within your capital budget. Upon completion, we will present to you a written assessment of your business and recommendations for improving inefficiencies and cost.

Contact us today.



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Our work and our people are regularly covered in publications throughout the marketplace.

Reach out to us today!

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