

Is Now The Time to Invest in Technology?

It's hard to think long term in a downturn, but that's the argument for why builders should look to technology this year. Builders are in survival mode these days, yet despite all the negative reports, builders are "hunkering down".

Conventional wisdom says that economic times will get better, they always do. For now, however, there are certain steps that can be taken to lay the foundation for a better future. Most of this is focused on strengthening business practices, flushing out waste, improving procedures, and making the most out of key personnel.

One step is to invest in your company's information systems. But is now truly the time to invest in technology? Some believe now is the perfect time as technology has proven over and over to lower costs and improve efficiency.

Many companies got into trouble prior to 2007 where they were just too busy to implement new processes and technology and so they just hired more staff. This is the most expensive approach and a direct result of poor decision making.

Builders are not in the same type of business environment they were two or three years ago. The first step is to examine current processes and see how much it costs them to run their company to determine the baseline. Then all members of the company must meet and map out their current processes and workflows in order to understand what each person does within the company. Once everyone has a better feel for the processes and their duties, and how each function interacts with the others, then they will be able to determine if the company's current technology has holes.

Search the market and see what is available to remove those problem areas. Technology has progressed so that we now have wireless communications to and from the field, "paperless environments" for workflow, and business process management tools.

It is a proven fact that if companies want to survive through a down economy they need to innovate the way they do business today so they are in a much more competitive and profitable position after the market corrects itself. Not investing in technology now will put the company behind and you'll be playing catch-up at a later date, most likely at a higher cost. Technology will get less expensive in a down economy and more expensive on the rebound.

At this time, companies at least should take the opportunity to step back and review how they're getting things done and investigate what tools are available in the marketplace. Even if you do not plan to make an investment tomorrow, when the market does turn and you are ready for that investment, you will have knowledge of what you need. Taking the time to focus on making your processes more efficient will only make your organization stronger when the good times return.

SMB Version 14 Coming Soon

We have been testing SMB Version 14 for some time now and making new discoveries everyday. Along the way we have been documenting the little quirks together with some really great new features.

The major changes with this release are mostly hidden behind the scenes and users will only notice slight changes with the look but the entire program has been rewritten in a new programming language and on a new platform. These changes may or may not cause glitches to arise during installation depending on your current hardware, software, and network environment.

We feel the changes in SMB Version 14 are significant and warrant some face to face time with customers so you gain an understanding and the benefits they bring. We will share our findings and each new feature of SMB with our customers at our upcoming Customer Appreciation Seminar this fall.

Our seminars are planned for the second week of September but we have not confirmed the location(s). We have received several responses and so far it's pretty much a tie between Livonia and Lansing. As in the past, the cost of our non profit seminar is based on the number of attendees. Pricing in prior years have ranged from \$50 to \$75 per attendee for a half day of instruction, guidance, take away tips on cd and the opportunity to gain knowledge and ideas from other SMB users in the area. This is an chance to get answers for your company's questions and learn from other SMB users.

If you have not already done so, please let us know if you plan on attending and which location you prefer so we can finalize the location(s) and price point.

Let us know via e-mail to: service@wrightoffice.com

Tech Support Calls From Our Customers



Each time I try to enter a new job at menu 3-5 SMB gives me a message that said "An Error Has Occurred" and shuts down. I have tried several times and it's not working.

In this situation the user had used quotes in the job name of the job being set up. You may not use most special characters in SMB data entry fields. There are a few exceptions like the dash.

I just installed the SMB1343.exe update. When I try to open SMB the program terminates. This does not happen on any other workstation in our network.

Checking the properties of the SMB icon on the desktop revealed it was missing target file. To repair, right click on the icon, go to shortcut tab, click on the Find Target button, locate C:\MB7\Programs\MB7.exe file for SMB Version 13 and below.

Note: Version 14 has changed and the above does not apply.