



After much hard work and many Christmas parties, 2008 has finally made way for 2009. As you've come to expect from QBCon over the past decade, this year promises to be one of even greater innovation and evolution. We look forward to informing you of our latest developments and as always, we welcome your feedback.

Here's to 2009. May the road to success be an easy one.

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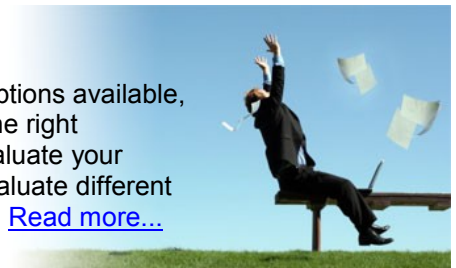
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### QBCon's Pointers for Choosing an ERP

With so many standard Enterprise Resource Planning (ERP) systems options available, you may feel like you're in a minefield with no indicators to lead you in the right direction. Choosing an ERP is no easy task if you don't know how to evaluate your options. Since ERP systems may seem complex, it can be difficult to evaluate different options. QBCon will highlight these pointers to make your choice easier. [Read more...](#)



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### EasyAsk Understands Your Call Centre is a Business

Running a business can be demanding. Not only do different departments have different needs, they also need to interact with one another to form a business unit. Call- or contact centres have a particularly challenging business model as each department in the business has to be linked in some way to the call-or contact centre. [Read more...](#)

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### Announcement

QBCon wish to invite you to visit our blog page on the [QBCon website](#). We have created the following blogs, [Computerised Maintenance Management Systems \(CMMS\)](#), [Business Intelligence \(BI\) tool EasyAsk](#), [Laboratory Information Management System \(LIMS\)](#) and [Enterprise Resource Planning \(ERP\)](#). We feel that by creating these blog, we provide the perfect resource to provoke the necessary discussions that will help you make business decisions.

## Client News

### AFGRI Goes Off the Grid

History repeated itself on 29 November 2008 when QBCon installed QBCon Enterprise at the new Pierre van Ryneveld Farmcity the night before the retail branch had to open.

In 2007 AFGRI found themselves in a predicament when their communication network was not installed in time for the opening of a new Farmcity. AFGRI foresaw a possible repetition of the situation and took the necessary precautions by installing a satellite connection. An added procedure, to prevent disaster if everything else failed, was to install QBCon's stand-alone Point of Sale (POS) systems. [Read more...](#)

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### Lab-i Breakfast

"What is a Laboratory Information Management System (LIMS) and what value does it add to my company?" This question remains unanswered to most laboratories. Most LIMS vendors try to explain the value of a LIMS system in a meeting or two, but how do you know the vendor will deliver on their promise?

QBCon believe in having an open relationship with their clients. To understand your needs and be able to resolve your problems, QBCon will have a breakfast session to clarify all your unanswered questions on LIMS.



If you would like to attend this breakfast session at Emperors Palace please email Karin Grimbeek at [karing@qbcon.com](mailto:karing@qbcon.com) [karing@qbcon.com](mailto:karing@qbcon.com). The session will start at 08:00am.

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