

A Turnkey Update...

Turnkey Technologies, Inc. Named to 2009 Microsoft Dynamics President's Club

Microsoft Honors Turnkey Technologies, Inc. for Outstanding Customer Commitment and Sales Achievement

CHESTERFIELD, MISSOURI – JULY 16, 2009 —

Turnkey Technologies, Inc. has been named to the 2009 Microsoft Dynamics

President's Club, receiving recognition from Microsoft Corp. for its dedicated commitment to customers. This honor reflects Turnkey Technologies success in extending the Microsoft Dynamics platform to drive business advantages in companies worldwide.

This recognition came during Microsoft's Worldwide Partner Conference in New Orleans. It is a prestigious club, recognizing a small group of Microsoft Business Solutions partners worldwide for achieving a high level of sales and business performance while maintaining a constant dedication to customer satisfaction and innovation.

"Microsoft is proud to congratulate Turnkey Technologies, Inc. on being named to the 2009 Microsoft Dynamics President's Club," said Doug Kennedy, vice president, Microsoft Dynamics Partners. "This accomplishment is a result of Turnkey Technologies demonstrating unparalleled commitment by investing in the success of Microsoft Dynamics, our customers and solutions."

Turnkey Technologies, Inc. is dedicated to helping customers select the right solutions and services, which best meet their business needs, allowing them to achieve new levels of success. By working closely with the teams at Microsoft, Turnkey Technologies maintains a comprehensive understanding of the Microsoft Dynamics platform in order to provide leading-edge solutions, services, and unparalleled value to Microsoft Dynamics customers.

Turnkey Technologies, Inc. provides implementation, training and consultation in the St. Louis area for small, midmarket and corporate businesses using business applications. Turnkey Technologies specializes in Microsoft Dynamics GP & Microsoft Dynamics CRM, with solutions that help leading global companies across industries achieve success.

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Do More With Less Effort Using Microsoft Dynamics GP - Part 3

Leverage Existing IT Investment/Fits with Your Systems: Microsoft Dynamics GP works the way your current technology works, so it fits easily into your Microsoft systems, helping to maximize your technology investment.

Take advantage of Microsoft Office Excel, the application your employees already know and use, to report and analyze information:

- Over 200 built-in refreshable Office Excel Reports connected to Microsoft Dynamics GP data.
- Easily create new Office Excel reports connected to Microsoft Dynamics GP data by using the Report Builder Tool.
- Users without access to Microsoft Dynamics GP can access information through Office Excel, SQL Reporting Services and other means.

Harness the full power of your Microsoft SQL Server deployment:

- Analyze large data sets from multiple angles using Analysis Services combined with Microsoft Dynamics GP Analysis Cubes.
- SQL Server Reporting Services includes robust reporting capabilities and an intuitive report builder. Microsoft Dynamics GP 10.0 includes over 75 SQL Server Report Services reports and has views built into the report builder for easy report creation.

Longer Support Timelines for Key Microsoft Dynamics Service Packs

In response to customer feedback and as part of Microsoft's continuous efforts to provide world-class support for its products, Microsoft is updating the Support Lifecycle policy for service packs for key Microsoft Dynamics products.

Microsoft is extending the service pack support policy for Microsoft Dynamics GP & Microsoft Dynamics CRM to 24 months of support for a previous service pack, when a new service pack is released. Previously, when a new service pack was released for these products, Microsoft provided 12 months of support for the previous service pack.

Microsoft is committed to providing its customers with product support that maximizes your investments in Microsoft technology and delivers the most value to your business. This policy update is a reflection of this commitment. The longer support timelines for these service packs gives you the flexibility to optimize your IT infrastructure and plan your product upgrades based on your businesses' timelines. It also enables you to better manage your support costs during these challenging economic times.

Currently Supported Service Packs	Support Retirement Date as per Previous Service Pack Policy	Revised Support Retirement Date as per New Service Pack Policy
Microsoft Dynamics GP 10 Service Pack 1	October 13, 2009	October 12, 2010
Microsoft Dynamics GP 10 Service Pack 2	January 12, 2010	January 11, 2011
Microsoft Dynamics GP 10 Service Pack 3	Support ends 12 months after the next service pack releases or at the end of the product's support lifecycle, whichever comes first.	Support ends 24 months after the next service pack releases or at the end of the product's support lifecycle, whichever comes first.
Microsoft Dynamics GP 9 Service Pack 3	October 13, 2009	October 12, 2010
Microsoft Dynamics CRM 4 Service Pack 0/RTM	Support ends 12 months after the next service pack releases or at the end of the product's support lifecycle, whichever comes first.	Support ends 24 months after the next service pack releases or at the end of the product's support lifecycle, whichever comes first.

Support for Select Out-of-Support Service Packs Now Reactivated

Additionally, per the new policy, support will also be reactivated for select service packs for which support has expired under the previous 12-month policy, but for which support would have continued under the new 24-month policy. The retired service packs for which support will now be reactivated, as per this update, are listed below:

Microsoft Dynamics GP 10 RTM Service Pack 0/RTM	January 13, 2009	January 12, 2010
Microsoft Dynamics GP 9 Service Pack 2	October 14, 2008	October 13, 2009

No Impact to Mainstream Support and Extended Support Dates

This update has no impact on the Mainstream Support and Extended Support dates for these products. Mainstream Support for these products will continue, as per the Microsoft Support Lifecycle policy, for five years from the date of general availability of the products and the Extended Support for another five years after the end of Mainstream Support.

If you have any questions on the extended support timelines for Microsoft Dynamics service packs, please contact Turnkey Technologies, Inc. at (636) 777-4110.

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reduce IT costs; and respond to changing business conditions.

As you reflect on the mission that your business operates under, there is an underlying value to the services and products you offer. Delivering this message to your customers in a way that results in business expansion for you and measurable value for your customers is the key to continued success in any market.

Microsoft Dynamics Promotions:

Business Ready Flexible Pay for Microsoft Dynamics

April 20, 2009 through December 23, 2009

Good for new GP & CRM customers.

Purchase must exceed \$30,000 with a 3 year maintenance plan commitment.

Sage MAS90/200 Compete Offer

May 4, 2009 through December 23, 2009

All new customers migrating from Sage MAS90/200 may be eligible to take advantage of this offer.

- With the initial purchase of GP, receive up to a 50% discount on the following:
 - AM or BE Users.
 - Client for Office & Windows SharePoint Services (DCO WSS) users.
 - A-la-carte functionality.
- With the initial purchase of GP, the customer can receive a rebate of up to 25% of SLP:
 - The customer will receive an electronic coupon (rebate) payable to the partner who they purchased GP from.
 - Rebate must be applied towards implementation costs and/or services.
 - The amount of the rebate will be up to 25% of the SLP.
 - Maximum amount of rebate is \$25,000.
- Commitment to a 3 year Business Ready Enhancement Plan is required.

Oracle JDE Compete Offer

May 4, 2009 through December 23, 2009

All new customers migrating from Sage MAS90/200 may be eligible to take advantage of this offer.

- With the initial purchase of GP, receive up to a 50% discount on the following:
 - AM or BE Users.
 - Client for Office & Windows SharePoint Services (DCO WSS) users.
 - A-la-carte functionality.
- With the initial purchase of GP, the customer can receive a rebate of up to 25% of SLP:
 - The customer will receive an electronic coupon (rebate) payable to the partner who they purchased GP from.
 - Rebate must be applied towards implementation costs and/or services.
 - The amount of the rebate will be up to 25% of the SLP.
 - Maximum amount of rebate is \$25,000.
- Commitment to a 3 year Business Ready Enhancement Plan is required.

Not-For-Profit Sales Offer

June 18, 2009 through December 23, 2009

Qualified NFP customers receive two additional concurrent BRL "full access" users at no additional license cost with the purchase of a ERP Foundation Pack license. New customers in the Primary SIC 83XX or 86XX qualify for this offer. Three year maintenance commitment required.

Microsoft Dynamics Breadth for Advanced Management Sales Offer (BAM Offer)

July 6, 2009 through December 23, 2009

Buy one AM Foundation user license and two to four additional AM user licenses and get one AM user license at no charge.

Buy one AM Foundation user license and five to seven additional AM user licenses and get two AM user licenses at no charge.

Buy one AM Foundation user license and eight or more additional AM user licenses and get three AM user licenses at no charge.

Applies only to new purchases of GP AM edition. All purchases must be made at the time of initial purchase. Purchased users will be based on the standard SPA pricing with waterfall pricing applicable.

Microsoft Dynamics ERP Add-on Modules Sales Offer

July 6, 2009 through December 23, 2009

Existing customers will receive a discount when purchasing add-on modules.

When you buy 2 add-on modules, get a 3rd add-on for 50% off.

Microsoft Dynamics License Model Transition Add-on Sales Offer

July 6, 2009 through September 25, 2009

Existing GP customers will receive up to a 25% discount on additional BRL users and BRL modules purchased at the time of a LMT.

Coming Turnkey Events:

Microsoft Dynamics GP Manufacturing Focus Group—9/10
 Microsoft Dynamics GP User Group Meeting—9/10
 Microsoft Dynamics FRx Level I Training—9/22 & 9/23
 Microsoft Dynamics SmartList Builder Training—9/24
 Microsoft Dynamics GP Basic Financials Training—10/19
 Microsoft Dynamics GP Advanced Financials —10/20
 Microsoft Dynamics FRx Level II Training—10/21 & 10/22

For more information on these events or if you would like to register, please contact Michelle Giebe at (636) 77-4110 x17 or mgiebe@turnkeytec.com.

From the Presidents Desk...

Hidden or visible opportunity?

Merriam-Webster defines **opportunity** as a good chance for advancement or progress. My belief is that we all have unrecognized and unrealized opportunities within the relationships we already have in place.

In a down economy, selling the products and services of your business to a new customer may be a difficult process. Several things in market hinder the 'new client' acquisition. First, many companies have put a full hold on setting up relationships with any new vendors. Next, budget and spending restrictions have been imposed that are forcing previously approved capital projects to be delayed. Lastly, overall reduction of operating expenses and personnel in companies is creating many no-decision results.

Keeping an existing customer is more cost effective than the acquisition of a new customer. The relationship you have with your customer can provide you with an opportunity to engage and demonstrate the value of your products or services whereas the new opportunity might not let you in the door. What we also find in this economy is that many customers are not actively looking for any products or solutions due the economic crunch. A customer looks for a product or solution when they need something (active pain). Many customers have the need for products and solutions but they don't recognize it (latent pain). Your relationship with your customers provides you with the opportunity to listen to their needs and move them from a latent pain to active pain by uncovering the real issues, needs and costs of not taking action. Success in moving latent opportunities to active opportunities is the key to unlocking business potential.

As we engage with existing customers, there are common needs, goals and visions that all businesses share. They want to connect with customers and suppliers; gain better business insight; have more productive people and processes; manage organizational growth better; manage financial accountability and compliance better;

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