



**Economy Creates Common Bond Among
Friedman Clients
July 13, 2009**

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Configuration Based Manufacturing Consulting Group - Professional Consulting and Technical Services



As everyone feels the effects of the economy, the executives of many companies continue to look at ways to decrease spending and maximize the dollars they do have available. One of the departments that usually takes a hit is Information Technology.

Friedman clients have been especially susceptible due to the nature of the businesses they are in – the bulk of you trying to survive in the Building Products industry. It is no secret that the housing decline has severely affected many a bottom line.

We at CBM have been getting calls on a weekly basis asking what options are available to you, not only now, but in the future. One **major** concern seems to be centered on maintenance. Since software sales are almost non-existent, software vendors obviously are trying to make up the difference elsewhere, and for the end user that can translate to higher annual maintenance over a period of years.

We recently had a client call to tell us that Friedman wanted to raise their maintenance by 130% over the amount they currently pay. Will you be hearing something similar when your contract expires? We consistently are told that many of you pay for "Premier" maintenance and either 1) only use it a few times a year or 2) when you do try to get a resolution, "Premier" is not the level of services you receive. On the flip side of that, there are some of you out there that have few or no issues.

There have been many changes within the Friedman organization over the past two years. A lot of long term employees are no longer there and the product knowledge they had went out the door with those people. The most recent is the departure of Ron Oliver – head of Customer Support - another employee with over 10 years Frontier experience...gone.

If some of this is striking a chord, give us a [call](#). Let's talk and see what options are available to you, what you may not know about the latest release and how it impacts you down the road.

Ask us about our latest projects and how we have helped reduce operating costs at a major

cabinet manufacturer; or installed a new Dealer system that is receiving rave reviews from the Sales staff and the Territory Managers at a \$200M equipment manufacturer; and most recently a multi-company window manufacturer that is changing to a more user friendly Configurator and strategically putting steps in place to move to a different ERP solution, Microsoft NAV.

Find out about our track record implementing Printing, Bar Coding, Reporting and Business Intelligence solutions.

As always, [CBM](#) can support you for all of your RPG, Java, Optio, .net, EDI, Websphere, and iSeries needs. On-site and remote support options are available. We also provide training for you and your staff. Remember, CBM is the only third party consulting firm who can provide a full set of Frontier related services!

Make your IT expenditure count and get competent, honest solutions for the dollars you spend.

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