



Overview of Services

Your Sage 300 partner in the Caribbean

BAASS: YOUR TRUSTED PARTNER IN THE **CARIBBEAN**

As your Sage partner, we streamline your processes and enhance profitability by enabling business transformation through the alignment of:



People



Processes



Technology

We're not just a service provider—we're your trusted partner, here to build lasting relationships.

Why BAASS?



Relationship-Driven Approach

We ensure that our collaboration is not just transactional but a tailored, engaging experience that adds real value.



37 years of experience

A Sage partner since 1988, and in the top 1% of Sage partners in North America.



End to End Solutions

We provide a comprehensive, all-inclusive solution



Boots on the ground

We work on the ground in the Bahamas, Barbados, Jamaica, Grenada, Dominica and Trinidad.



Local Expertise, Global Standards

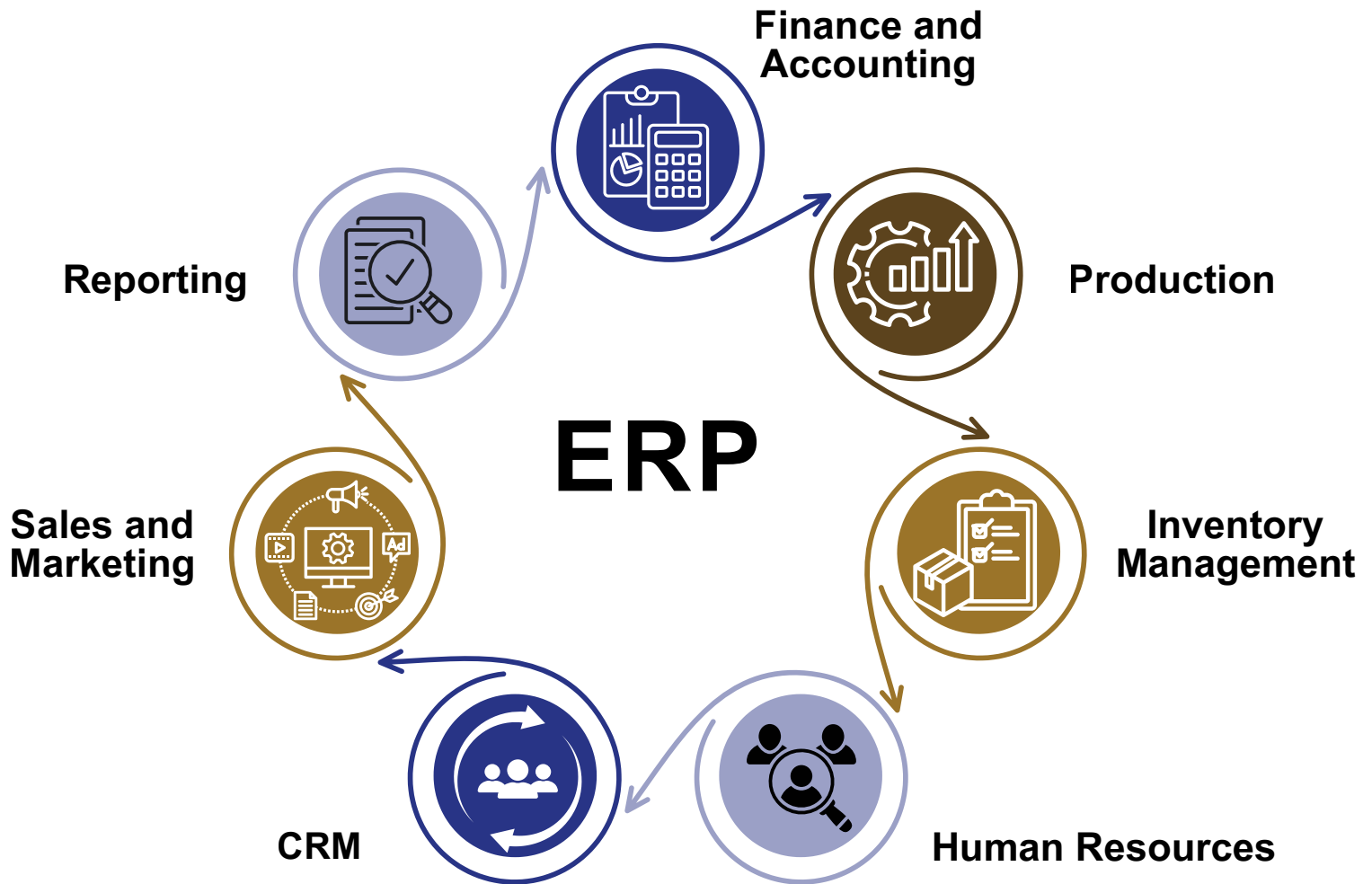
We blend global best practices with a deep appreciation for local culture and business practices.



Building a stronger future together

Together, we can achieve remarkable outcomes and build a future that's not only stronger but also full of potential.

ENTERPRISE RESOURCE PLANNING (ERP)



BAASS SERVICES: ERP

- There are three different types of ERP implementations BAASS can put in place for your business – cloud, hybrid and on-premise.

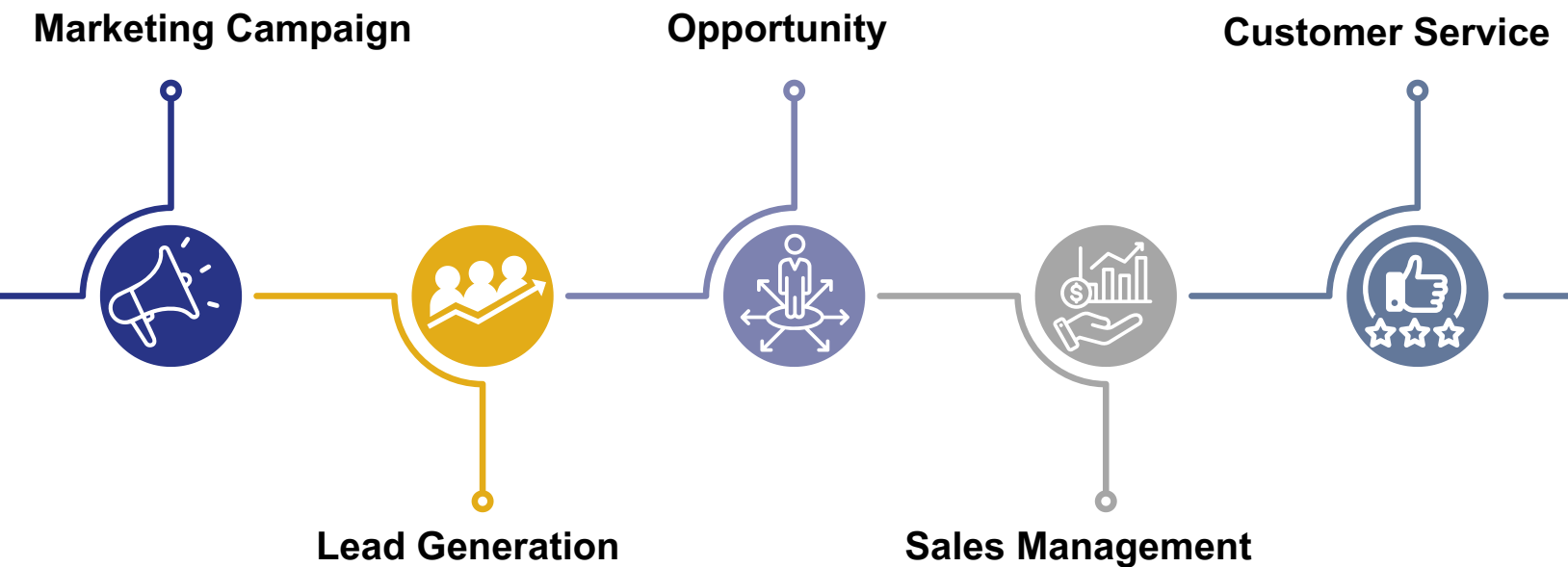
➤➤➤ BAASS helps you explore the benefits of each and choose the ERP that makes the most sense for you and your business.

Our team will help you:

- Improve customer service.
- Enhance your decision making capabilities.
- Streamline your business processes.
- Improve data accuracy and consistency.
- Achieve cost reductions.

CUSTOMER RELATIONSHIP MANAGEMENT

CRM



BAASS SERVICES: CRM

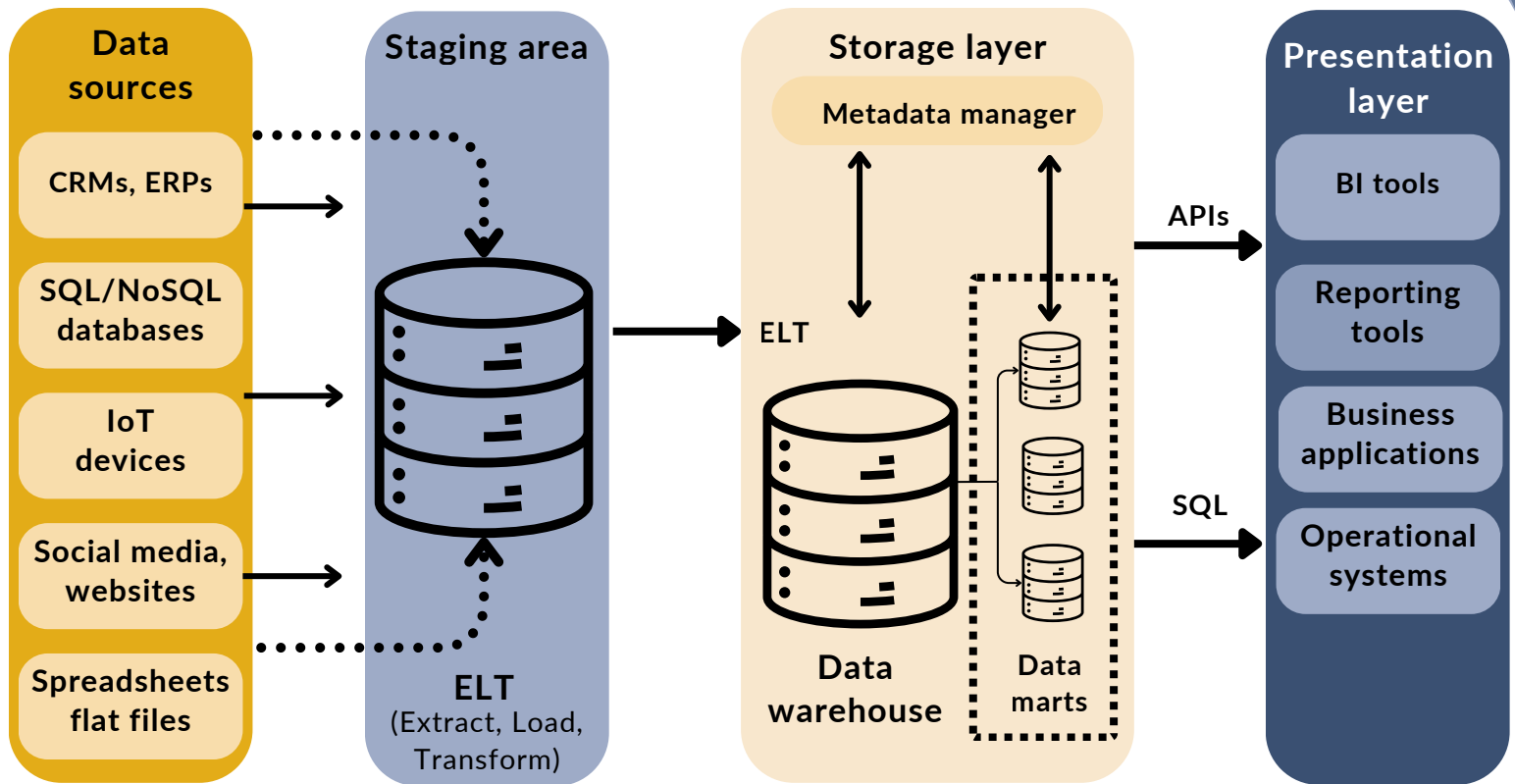
- A CRM solution improves customer interactions, increases efficiency and drives sales, ultimately enhancing the overall customer relationship management and business performance.

➤➤➤ BAASS will assist you in deploying your CRM solution to enhance customer insights, boost satisfaction and loyalty, and deliver an exceptional customer experience.

Our team will help you:

- Enhance customer insights.
- Improve customer satisfaction and retention.
- Streamline internal processes.
- Increase sales and revenue.

BUSINESS INTELLIGENCE (BI)



BAASS SERVICES: BUSINESS INTELLIGENCE (BI)

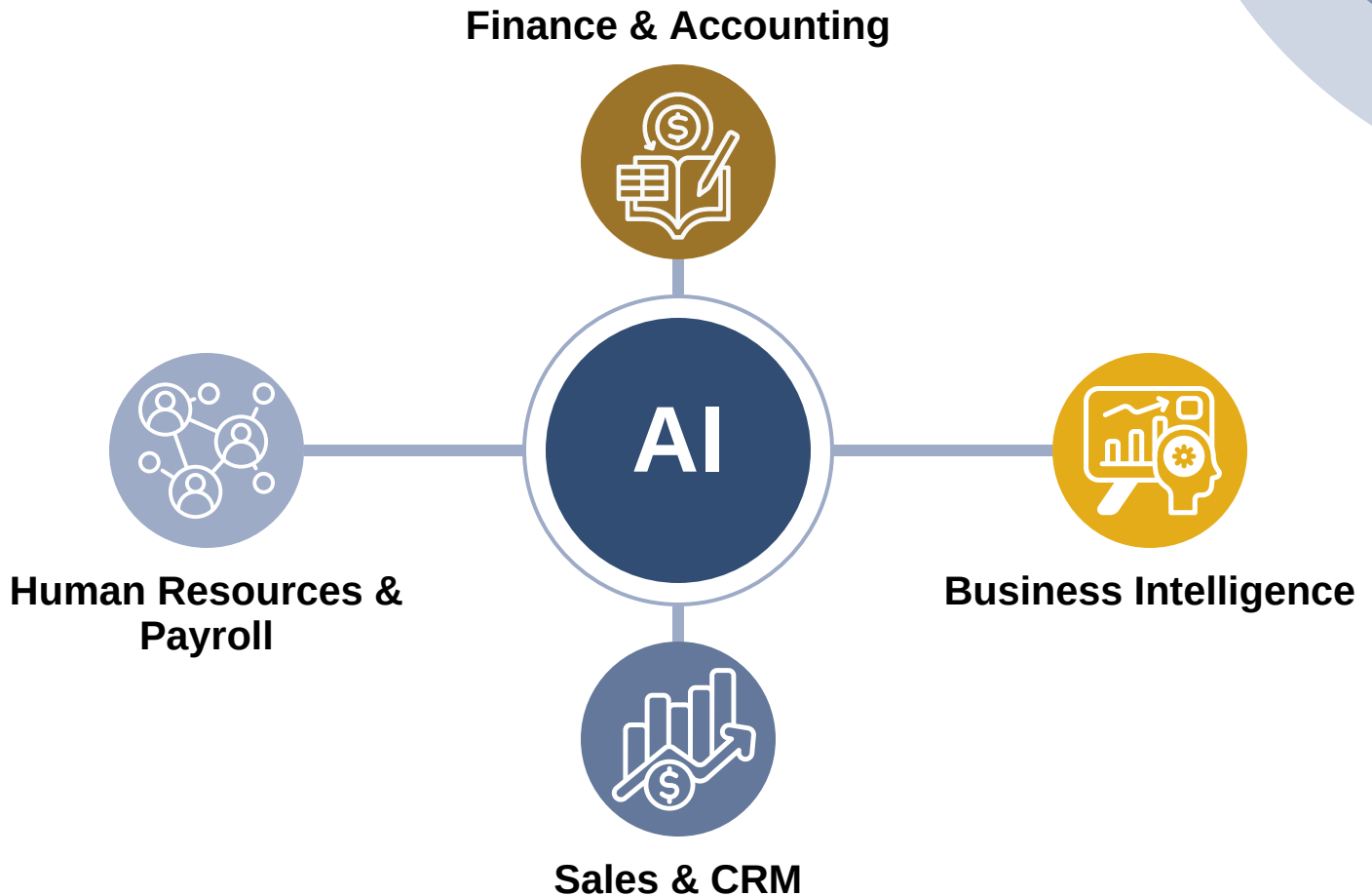
- The ideal business intelligence tool enhances business visibility by providing a comprehensive view of your data, significantly improving your decision-making process.

»» Our team will collaborate closely with yours to pinpoint the key performance indicators and business drivers that will provide your organization with a competitive advantage.

Our team will help you:

- Advance data driven decision making.
- Increase operational efficiency.
- Boost customer experience and satisfaction.
- Identify trends and market opportunities.
- Maximize growth and profitability.

Artificial Intelligence (AI)



BAASS Services: Artificial Intelligence (AI)

- AI works as an intelligent layer over the Sage 300 environment you already run. It does not replace your systems, and it does not require you to move your data somewhere else.

We connect AI to the finance, HR, sales and reporting data already held in your ERP, so your team asks questions in plain language and gets answers in seconds instead of waiting on a report request.

Our team will help you:

- Turn month-end reporting from days into minutes.
- Surface cash flow, payroll and pipeline risks before they land.
- Give staff self-serve answers without SQL or BI training.
- Detect data quality issues and anomalies daily.
- Apply AI to multi-currency and local compliance requirements.

AI in Practice



Finance & Accounting

- AP invoice matching and error detection, automated.
- AR aging reports generated in seconds.
- Month-end narratives drafted for review.
- 90-day cash flow forecasting on demand.
- Continuous compliance monitoring and audit preparation.



Human Resources & Payroll

- HR policy questions answered instantly, from your own handbook.
- Payroll variances caught before funds move.
- Turnover risk identified and retention patterns analyzed.
- Onboarding task tracking, automated.
- Benefits enrollment gaps flagged.



Sales & CRM

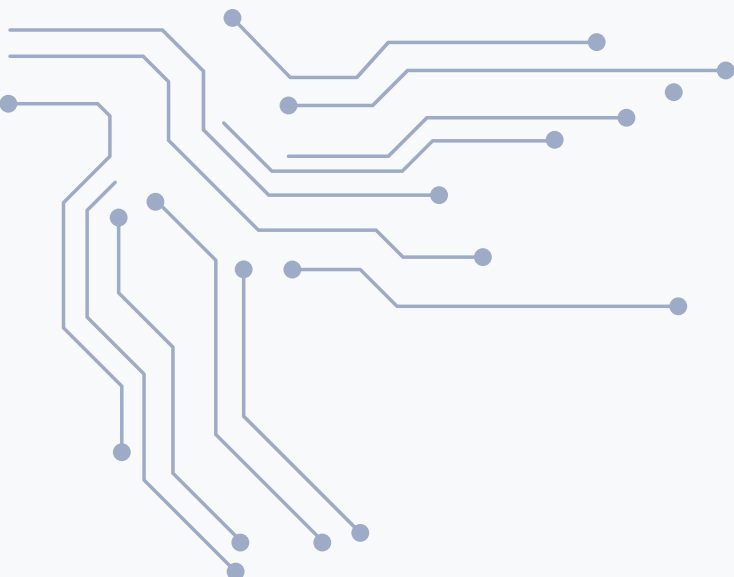
- Stale pipeline deals surfaced before they go cold.
- Personalized outreach drafted for your team to send.
- Customer churn risk scored across the book.
- Forecasts weighted by real win/loss patterns.
- Lead scoring and routing, automated.



Business Intelligence & Data

- Ask your data warehouse questions in plain language.
- KPI narratives written automatically.
- Data joined across systems that do not talk to each other.
- Anomalies and data quality issues caught daily.
- Scenario modeling for planning decisions.

Decisions before problems, not reports after them



- Every capability above runs against the data already in your Sage 300 environment.
- We scope AI as a defined workstream with its own deliverables and sign-off, so you can see the value before you commit to the next stage.
- Talk to us about a two-week AI readiness assessment for your finance team.

HUMAN RESOURCES INFORMATION SYSTEMS (HRMS)



BAASS SERVICES: HUMAN RESOURCES INFORMATION SYSTEMS (HRMS)

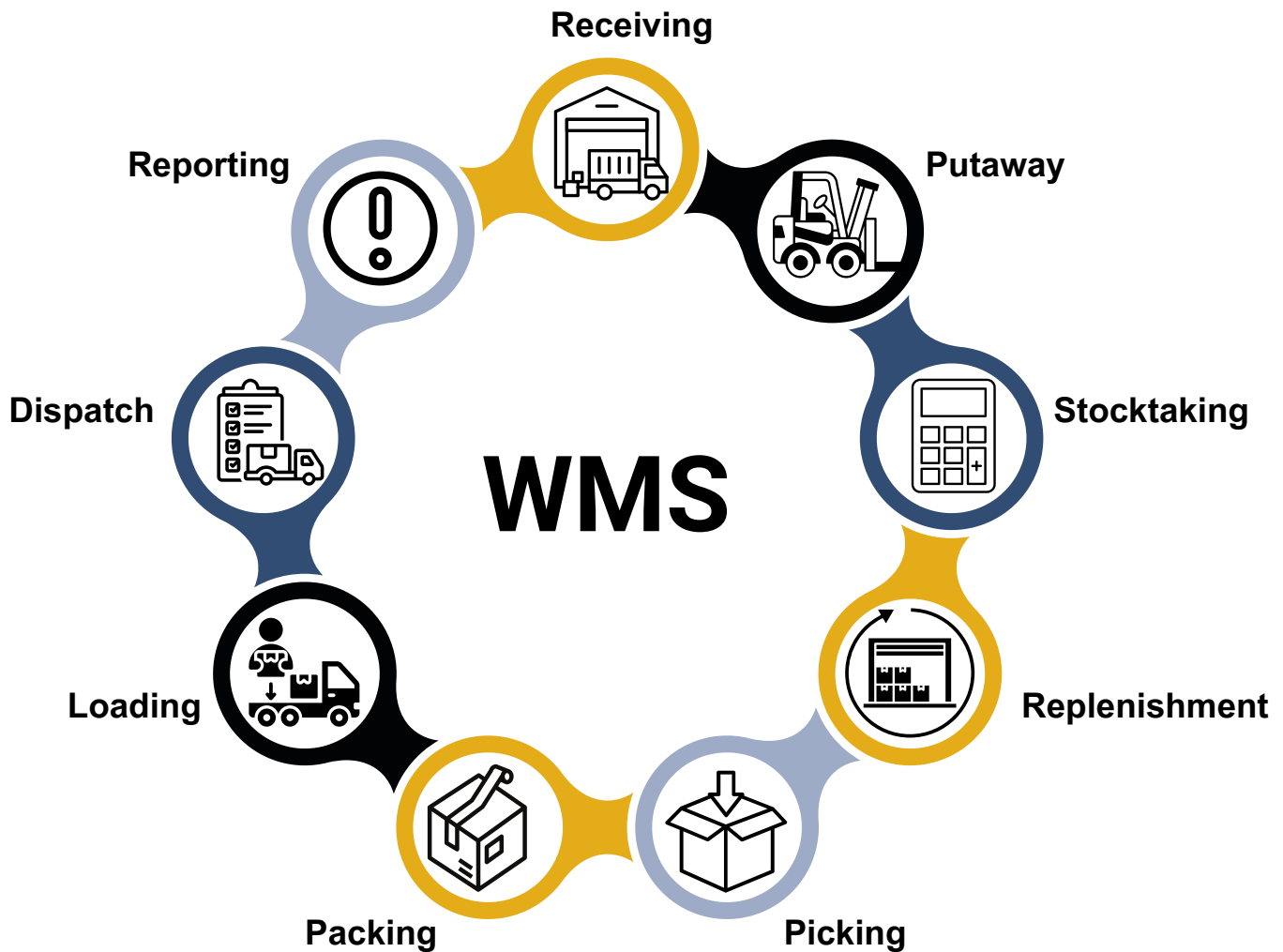
- As your workforce continues to grow, managing the people in your workforce becomes critical to your company's success.

» We will help you streamline the process of attracting, retaining, and developing talent by automating HR tasks, enhancing employee engagement, and providing data-driven insights to improve workforce management and strategic decision-making.

Our team will help you:

- Strengthen recruitment efficiency.
- Improve employee data management.
- Streamline administrative processes.
- Enhance employee self service.

WAREHOUSE MANAGEMENT SYSTEM (WMS)



BAASS SERVICES: WAREHOUSE MANAGEMENT SYSTEM (WMS)

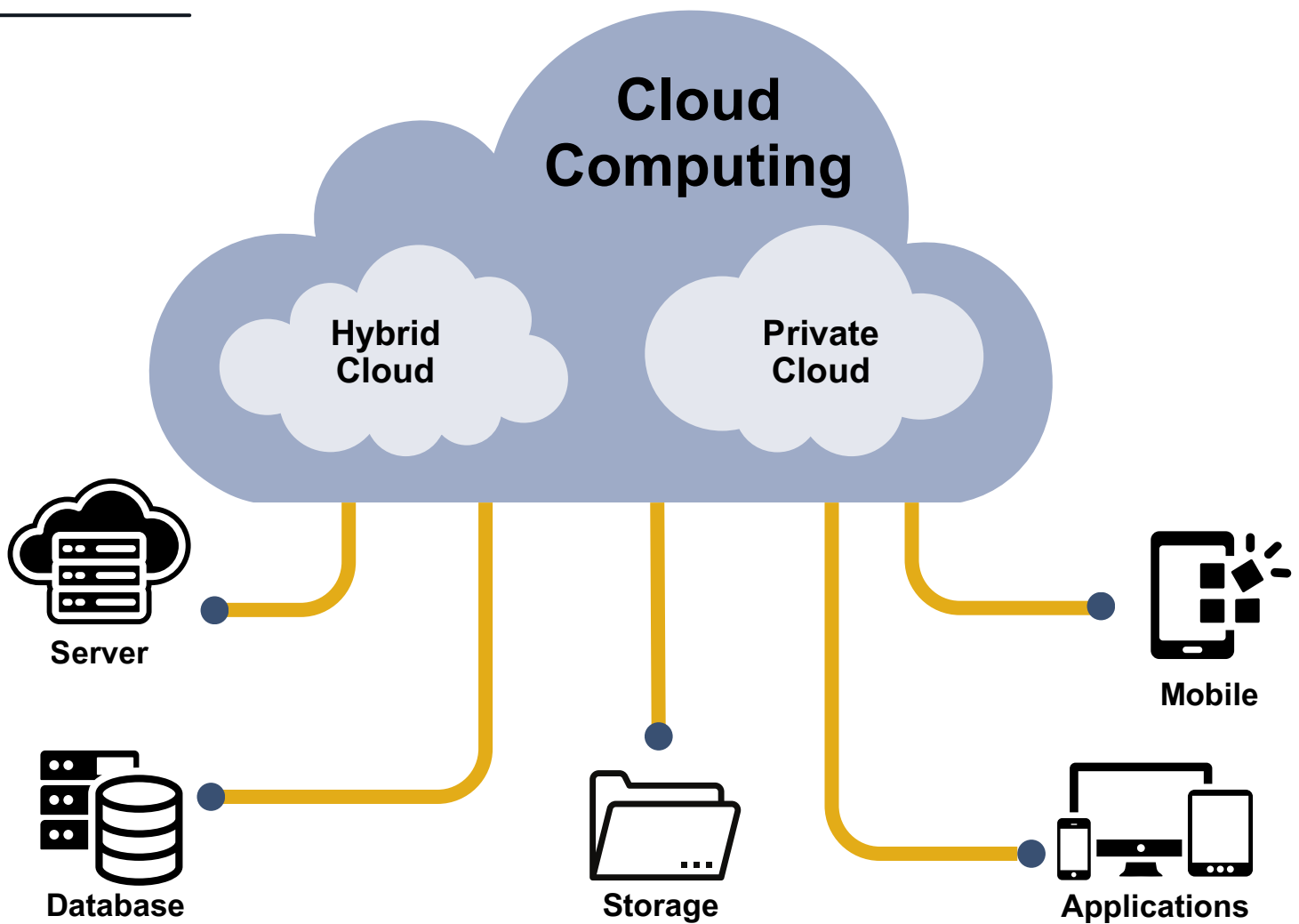
- When deciding on a warehouse management system, it must be seen as much more than another software application to improve your daily warehouse activities.

➤➤➤ We will assist you to enhance your operational efficiency, optimize inventory control, and improve your order fulfillment accuracy.

Our team will help you:

- Optimize operational workflows.
- Improve inventory accuracy.
- Enhance order fulfillment.
- Reduce cost.
- Better compliance and reporting.

CLOUD SERVICES (CS)



BAASS SERVICES: CLOUD SERVICES (CS)

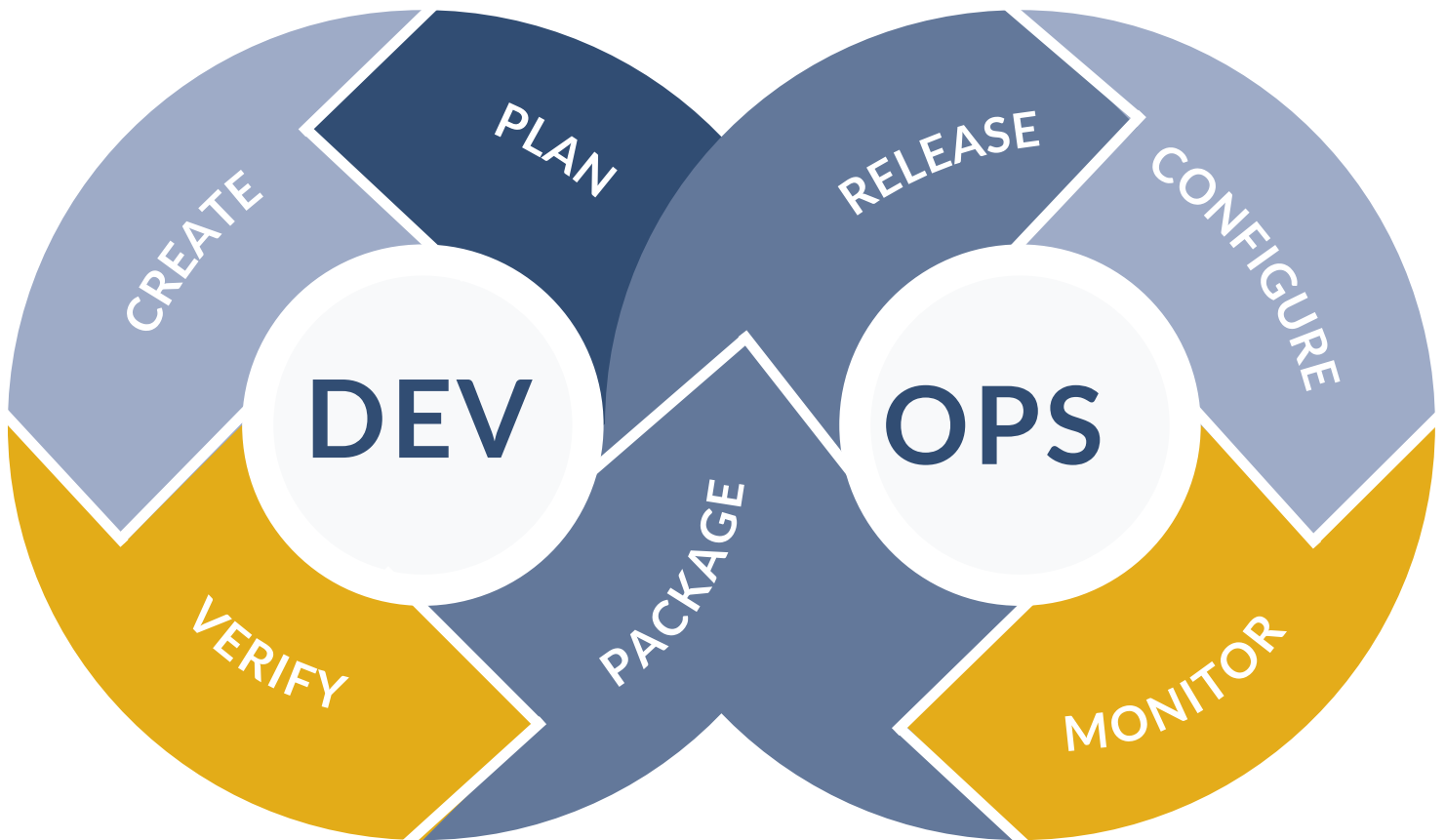
Cloud increases mobility and productivity, as it provides universal access to your data and improves team collaboration. With unlimited storage capacity and automatic system updates, there is no limit for how high your organization can grow with the cloud.

➤➤➤ By using a cloud solution, your IT team no longer needs to manage physical servers which can reduce costs on infrastructure.

Our team will help you:

- Enhance security and privacy.
- Become a customizable and scalable environment.
- Improve your performance and reliability.
- Regulatory compliance and data sovereignty.
- Cost management.

DEVELOPMENT (DEV)



BAASS SERVICES: DEVELOPMENT (DEV)

At BAASS Business Solutions, our Development team focuses on:

- The improvement of quality software applications
- Desktop, web and cloud-based technologies

➤➤➤ We work within all your business management solutions and systems to support your ERP Ecosystem.

Our team will help you:

- Maximize output, reduce effort.
- Access timely, relevant data.
- Tailor systems to business goals.
- Adapt to growth and change.
- Innovate with custom-built solutions.

MANAGEMENT CONSULTING



ASSESSMENT

Assess current conditions



IDENTIFY

Identify the right candidate and roles



DOCUMENTATION

Document processes and develop visual training guides



TRANSFER THE KNOWLEDGE

Train new team members



MONITOR AND ADVISE

Provide post implementation support and guidance

BAASS SERVICES: MANAGEMENT CONSULTING

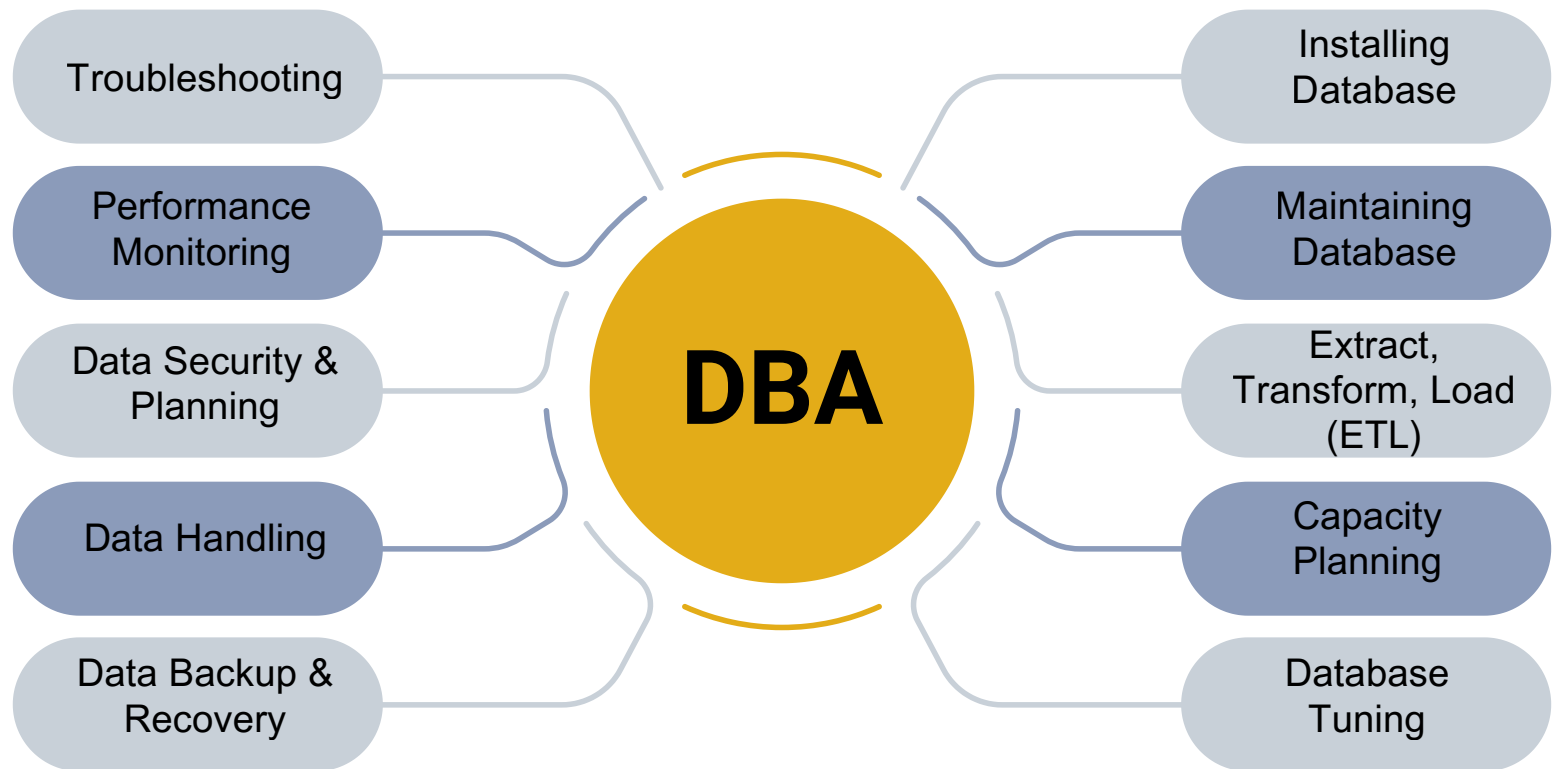
We have helped many organizations enhance their existing system by implementing a strategic planning process to remove roadblocks.

➤➤➤ To succeed in a changing environment, you need to do more than simply implement new technology- you need to align it with your core business objectives as well.

How our team will help you:

- With cost effective expertise.
- Develop customizable services tailored to your business needs.
- Strategic financial guidance.
- Identify areas for improvement and ensuring best practices.

DATABASE ADMINISTRATOR (DBA)



BAASS SERVICES: DATABASE ADMINISTRATOR (DBA)

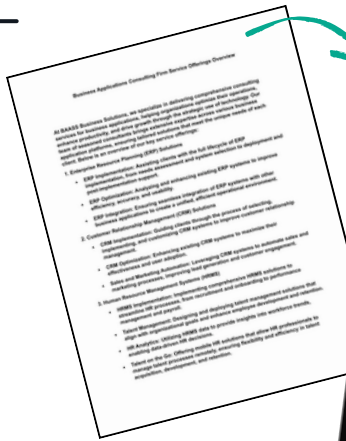
We help organizations manage your databases, ensuring they operate efficiently and securely.

➤➤➤ How our team will help you:

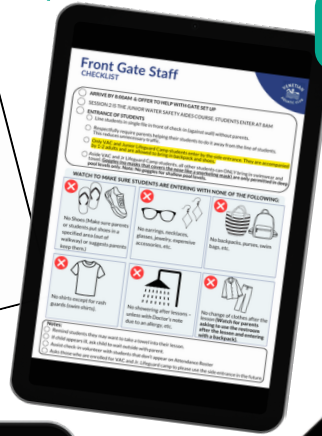
- Enhance security measures and regulatory compliance.
- Resource optimization and reduce operational costs.
- Improve speed, reliability, and resource management.

PRESERVING YOUR BUSINESS KNOWLEDGE

Before



After



On-Demand Training



Easy to Follow



BAASS SERVICES: BRIDGING THE KNOWLEDGE GAP

At BAASS Business Solutions, we **optimize business processes** through **training design** and delivery to **improve staffing systems** and **retention management** including:

- **Training manuals** to expedite onboarding process.
- Create **easy to follow** process flows.
- Develop visual processes on **updated systems**.



Our team will help you:

- Improve your onboarding process.
- Develop cost-effective training.
- Avoid any gaps in services by having easy to follow materials.
- Document current uses of systems to customize manuals.

Your trusted partner in the **Caribbean**

Schedule a free demo

Tell us where your reporting hurts most. We will show you what Sage 300 and BAASS AI do about it, using your own numbers. No obligation.



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