

Contact Lawson F&B Business Unit

Welcome to this edition of Lawson F&B News. If you have any queries or would like any further information on any of these features, or indeed any matters relating to Lawson, please do not hesitate to contact your Account Manager who will be happy to assist you.

[Contact Us](#)

Events

Whats Next EMEA

13 & 14* October 2009
Warwick, England

15 October 2009
Paris, France

New Version of Lawson Planning Workbench for Food & Beverage

It's all in the Master Plan

Do you need to solve production problems quickly and easily? Are you able to plan on multiple levels while figuring in machine capability and labor capacity? Can you drill down to the source of these issues while being able to return to the data so that you can make the right decisions and tradeoffs? The new version of Lawson Planning Workbench for Food & Beverage helps you do this and more – in an intuitive and simple way.

This standalone advanced planning system includes a "mark" function that alerts you to operations directly affected by material delays. While a feature for "coverage days" helps you recognize products close to shortage or products where shelf life expiry is a problem. With these and other new features, the master planning process has never been so manageable. For further details on our straightforward approach to production planning see our [Planning Workbench](#) homepage or contact your Lawson representative today!

Introducing Lawson InterACTIVE - a Webinar Series for Food and Beverage Customers

Now there's an easy way to get the latest news and information about Lawson products and services. Join us each month for complimentary business improvement webinars presented by Lawson experts.

The first webinar - **Focus on Performance** - will present Lawson M3 Analytics for Food & Beverage. Tune in and find out how you can get access to fast, easy-to-use business intelligence. Hear how you'll be able to answer questions like:

- Where is my best product margin?
- How can I preserve cash?
- Why has my inventory increased?
- Which customers never pay on time?

Register today!

Focus on Performance - M3 Analytics for F&B (English) - 16 Oct 11:30 GMT
Focus on Performance - M3 Analytics for F&B (Swedish) - 9 Oct 10:30 CET

Our second session will look at Lawson Planning Workbench for Food & Beverage. These sessions are part of our Lawson InterACTIVE series designed to help make you stronger!

Watch Your Inbox for a New Event Survey from Lawson Global Support

Your feedback is important to us, which is why we are pleased to introduce a new process for gathering your input following a support event.

Starting in September, you will be able to provide feedback about your customer experience through a convenient, web-based survey facilitated by an independent third party, Satmetrix.

The new system will help us to assess the quality of our services and continuously provide meaningful improvements to you. We value your business! And we look forward to getting your feedback so that we can continue to deliver a world-class support experience.



Patties Foods Improves Productivity with Lawson Learning Accelerator

Patties Foods, manufacturer and distributor of a leading range of pastry products and fruit pies in Australia, has implemented Lawson Learning Accelerator to train staff on Lawson software systems.

Learning Accelerator will allow Patties Foods to create customized, role-based training simulations and documentation to help train and introduce employees to new software capabilities.

"The beauty of Lawson Learning Accelerator is that it provides us with a single set of instructions and standard documentation that can be issued company wide," says Zelko Erdec, general manager of information technology for Patties Foods. "Following an evaluation of other similar solutions on the market, Learning Accelerator proved to be the most feature-rich, the most flexible and the most functionally comprehensive product available."

[Read more.](#)

Simplify how you get Corrections Customer Correction Self Service tool (CCSS)

Now, there's a simpler way to get Lawson Business Engine corrections if you're using Lawson M3 7.1 or 5.2. Just click and download the corrections you need – from a location you already use and trust today.

Previously, your experience might have been: Fix A requires Fixes B and C; but Fix C also requires Fix D.

Now, this same correction experience would be: Download Fix A and Fixes B, C, and D are included in the same package.

This self-service tool is a feature within Lawson LifeCycle Manager 9.0.3 and is available to all maintenance-paying customers on Lawson M3 7.1*, or 5.2. For additional requirements and details please review the LifeCycle Manager 9.0.3 Technical Scorecard on the Knowledge Base via TellUs.

This is just one of many advantages to using the latest Lawson M3 applications. Contact your account manager today for upgrade planning.

**starting with Business Engine 13.1 Fix Pack 7, M3 System Foundation 7.1*



Lawson Learning New Lawson Learning Public Schedule Now Available

The all-new Lawson Learning Public Schedule features a comprehensive list of all application and technical courses scheduled for December 2009. This series of professionally developed courses is designed to provide you and your staff with the skills and knowledge needed to use Lawson software to the fullest. Courses are organized by region and date - making it incredibly easy for you to select the time and location of your next Lawson Learning course.

To search, register and review our entire catalogue of courses - including the new Lawson Learning Public Schedule - [Visit the Course Registration page.](#)

