



As the best in the industry, we focus on providing exceptional service to our clients.

We have developed a talented team of 14, comprised of some of the best in the industry, including CPAs and experts in their fields. Our core values are providing extraordinary service and continuously exceeding expectations as a trustworthy partner.

## **Sage Certified Partner**

Sage 100 | Sage Intacct | Sage Distribution and Manufacturing Operations | Sage Operations Management

Contact Us Today! | [info@v-bcc.com](mailto:info@v-bcc.com) | [intacct@v-bcc.com](mailto:intacct@v-bcc.com)

# Meet Our Leadership Team



# Joseph Jenders, CPA | President



## Certifications

- ✓ **Sage 100 Consultant**
- ✓ **Sage Operations Management**

As President of VBCC, one of Joe's primary responsibilities is selling Sage Manufacturing Software, for which he is known as the national expert. Joe loves implementing manufacturing software because he believes "you are only limited by your own creativity." Each new client brings new challenges that are satisfying to solve. During the sales process, Joe develops a vision for how to configure the software along with the processes in achieving the company's requirements. Joe will mock-up a custom demonstration of his vision to provide the prospect an idea of how the software and processes will work specifically for them. In the end, this ensures a perfect fit for the client and an easy transition to the implementation process.

Joe understands the importance of maintaining great relationships not only with VBCC clients, but with its strategic vendors. Each year VBCC hosts one of the most attended user conferences in the nation featuring over 20 of its strategic vendors.

Joe serves as a resource for Sage Software, Scanco and other tactical vendors. In addition to his role as President of VBCC, Joe is also a Shareholder of Vrakas CPAs + Advisors.

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# Joseph Bisaha | Partner | Sage Intacct Practice Leader



## Certifications

- ✓ **Sage Intacct Implementation Consultant**
- ✓ **Barry Rhein Selling Through Curiosity Certified**
- ✓ **Sage Distribution and Manufacturing Operations**
  - **Pre-Sales Consultant**
  - **Sales Consultant**
  - **Product Champion**
  - **Implementation Consultant**

Joe joined VBCC with over 27 years of manufacturing and software implementation experience. With 550+ implementations, Joe has extensive knowledge in a wide array of software including Sage Intacct, Sage 100, Sage 500, Acumatica and NetSuite. Within those software packages, Joe has over 350 manufacturing implementations such as Sage Operations Management, Acumatica Manufacturing, Production Management, Work Order and Visual Manufacturing.

For the last 12 years Joe has focused on designing and developing modules for many ERP platforms, including:

Seven supply chain management modules for Sage 100 including a warehouse and manufacturing mobile platform, three full manufacturing solutions for Sage 100 and Sage Intacct and mobile inventory and manufacturing solutions for multiple platforms, including Sage 100, Sage Intacct, NetSuite and Acumatica.

Prior to joining VBCC, Joe spent two years with Sage as an Intacct Principal Product Manager for the supply chain and distribution industry. He was key in designing and building feature functionality for the platform and was part of a team tasked with developing additional manufacturing functionality to the Sage portfolio.

Joe is recognized as an industry leader in understanding the unique problems facing manufacturers, distributors and supply chain businesses and providing effective and efficient solutions.

As Intacct Practice Leader and Partner, Joe's role with VBCC will focus on the success of the Sage Intacct product line. Additionally, Joe will assist with everything from sales to supporting our clients. As a subject matter expert in cloud solutions, Joe proves to be a huge asset to the team and VBCC clients.

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# Gregory Tisdale | Sage 100 Practice Leader



## Certifications

- ✓ Sage 100 Application Consultant
- ✓ Sage 100 Technical Consultant
- ✓ Sage 100 Implementation Consultant
- ✓ Sage 100 Certified Trainer
- ✓ Crystal Reports Trainer
- ✓ Sage Operations Management
- ✓ Sage Production Management

Greg joined VBCC in 2023 bringing over 23 years in Sage 100 and consulting experience to the practice. He is widely regarded across the industry as a manufacturing/distribution specialist. During his 23-year tenure, he has successfully performed hundreds of Sage 100 implementations and consulted for a vast variety of industries.

Before joining VBCC, Greg held duties as the Sage Practice Leader and Managing Partner with Computer Management Services (CMS). He was integral in successfully building the company to a base of over 200 Sage customers.

Greg's main objective as the Sage 100 Practice Leader is to deliver exceptional service to our clients by understanding their unique needs and pairing them with the right expert to achieve their goals. By analyzing current processes, optimizing internal workflows and promoting professional growth within the team, Greg will leverage VBCC's expertise to achieve client success. Through these efforts, he aims to drive business expansion and maintain a strong position in the market.

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# Meet Our Sage 100 Team



# Joseph Jenders, CPA | President



## Certifications

- ✓ **Sage 100 Consultant**
- ✓ **Sage Operations Management**

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- ✓ Sage 100 Implementation Consultant
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# Buffy Lubinski | Sage 100 Senior Solutions Consultant



## Certifications

- ✓ Sage 100 Technical Consultant
- ✓ Sage 100 Implementation Consultant
- ✓ Sage Operations Management
- ✓ BusinessWorks
- ✓ Platinum for Windows

Buffy joined the VBCC team in 2005 with prior industry experiences giving her a deep understanding of the functionality and application of the Sage 100 and Sage Operations Management software. As a Senior Consultant, Buffy specializes in implementation, troubleshooting, form and report design, data conversion, technical support, and end-user training. In addition, she assists various clients with developing, implementing, and utilizing software solutions.

Buffy works with a variety of industries and specializes in manufacturing, custom order, service, and installation companies.

Buffy brings a wealth of knowledge to the team with an additional twenty years of experience as a quality assurance manager, manufacturing systems analyst and regulatory compliance agent. Her vast background in manufacturing helps Buffy understand her client's processes and provide the best support possible.

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# Kellie Kaufman | Sage 100 Senior Solutions Consultant



## Certifications

- ✓ Sage 100 Technical Consultant
- ✓ Sage 100 Implementation Consultant
- ✓ Sage Operations Management
- ✓ Sage Production Management
- ✓ Sage Payroll

Kellie joined the VBCC team in 2007 with many years of end user experience in Sage 100 Software and a comprehensive understanding of the manufacturing industry. With 10 years of prior experience as an Accounting/Human Resources Manager in a manufacturing company, Kellie possesses a strong foundation in both accounting and operational aspects of the industry.

Kellie specializes in various aspects of Sage 100 software, catering to clients from diverse industries. Her expertise lies in implementation and configuration, end user training, data conversion, Crystal Reports and ongoing technical support. Her expertise ensures that our clients experience a smooth transition to Sage 100 and supporting their continued success and growth.

As a Senior Consultant, Kellie's main goal is to provide our clients with exceptional support while promptly addressing all needs and providing effective solutions to ensure uninterrupted software performance.

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# Dana Halpin | Sage 100 Senior Solutions Consultant



## Certifications

- ✓ Sage 100 Technical Consultant
- ✓ Sage 100 Implementation Consultant
- ✓ Sage Operations Management
- ✓ Sage Intelligence
- ✓ Sage Alerts & Workflow
- ✓ Sage Fixed Assets
- ✓ Sage Data & Analytics

Dana joined VBCC team in 2008 with experience from many different industries working as a Sage consultant. In addition, she has several years of experience working as an end user which gives her a solid advantage in identifying issues and improving processes. As a Senior Consultant, Dana specializes in providing new implementations through business process review, setup, configuration, training, and custom report writing, she also provides project management services for special client projects.

Dana holds a Bachelor of Science in Accounting from Le Moyne College.

Dana continues to deliver constant support and maintains strong relationships with our clients through monitoring ongoing system maintenance. She is known for her patience, especially when identifying problems and implementing resolutions. Her goal is to be a dual thinker, striving to see the big picture yet never ignoring the important details.

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# Lisa Dion | Sage 100 Senior Solutions Consultant



## Certifications

- ✓ **Sage Operations Management**
  - **Field Service and Dispatch**
  - **Enhanced Scheduling**
- ✓ **Sage Fixed Assets**
- ✓ **Sage Payroll**
- ✓ **Sage Production Management**

Lisa joined the VBCC team in 2019 with 12 years of experience as a Sage Consultant along with multiple years of experience in accounting and production with a manufacturing company. As a Senior Consultant, Lisa specializes in installation and configuration of software, implementation of software, custom work for Sage 100 clients, and help desk support. In addition, Lisa has expertise in Multi-Bin, lot expiration tracking, pallets, and licensing plating, Scanco Warehouse, business process reviews, procedure documentation and Crystal Reports.

Lisa holds a Bachelor's degree from the College of the Canyons.

In Lisa's experiences, she strives not only to successfully complete a project but to develop a close relationship with the client. Her goal is for the client to feel like she's a part of their organization from start to finish. Lisa understands that each client has their own specific needs and works diligently to tackle their business process issues with planning and training.

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# Justin Teague | Sage 100 Senior Solutions Consultant



## Certifications

- ✓ Sage 100 Technical Consultant
- ✓ Sage 100 Implementation Consultant
- ✓ Sage Operations Management
- ✓ Sage Payroll

Justin joined the VBCC team in 2020 with seven years of Sage consulting experience. Since starting his career, he has been a key player in countless Sage 100 installation, migrations and conversions, as well as troubleshooting applications and workstations. As a Senior Consultant, Justin specializes in implementations and installations, upgrades, technical support and custom work for Sage 100 clients.

Justin holds a Bachelor of Arts in both English and Linguistics/Psychology from the University of Connecticut.

Justin's background and education make him a huge asset to our team. In addition, Justin prides himself on creating strong relationships with his clients by assisting with project management while understanding their needs as projects move forward and expand.

If a touch of technology smarts, expertise in Sage 100, scripting and customizations to fit your specific needs is what you are looking for, Justin is sure to exceed your expectations.

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# Ken Knight | Sage 100 Senior Solutions Consultant



## Certifications

- ✓ Sage 100 Technical Consultant
- ✓ Sage Operations Management
  - Field Service and Dispatch
- ✓ Sage Production Management
- ✓ Sage Distribution and Manufacturing Operations
- ✓ Sage CRM
- ✓ Sage Alerts and Workflow

Ken joined the VBCC team in 2024 with 25 years of experience as a software consultant. He has worked with many different ERP and CRM programs, including Sage 100, Sage 500, Sage Intacct, Microsoft Dynamics GP, SalesLogix, Microsoft Dynamics CRM, and Sage CRM. As a Senior Consultant, Ken specializes in implementation, customization, end-user training, and business process review/design for manufacturers and distributors. He has significant real-world experience, having worked for many years at an international manufacturing company. At that company, he was responsible for management training and development, was a key member of their Continuous Quality Improvement (CQI) program implementation team and served as a Customer Service and Production Control Supervisor.

Ken holds a Bachelor's degree in Business and Organizational Communication from The University of Akron.

Through his dedication and client-focused approach, Ken strives to provide exceptional service and ensure that clients' software systems are adaptive and aligned with their business growth and changing needs.

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# Meet Our Sage Intacct Team



# Joseph Bisaha | Partner | Sage Intacct Practice Leader



## Certifications

- ✓ **Sage Intacct Implementation Consultant**
- ✓ **Barry Rhein Selling Through Curiosity Certified**
- ✓ **Sage Distribution and Manufacturing Operations**
  - **Pre-Sales Consultant**
  - **Sales Consultant**
  - **Product Champion**
  - **Implementation Consultant**

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# Jordann Smithers | Sales and Solutions Consultant



## Certifications

- ✓ **Sage Intacct Implementation Consultant**
- ✓ **Sage Distribution and Manufacturing Operations**
  - **Sales Consultant**
  - **Implementation Consultant**
- ✓ **Barry Rhein Selling Through Curiosity Certified**
- ✓ **Sage 100 Technical Consultant**

Jordann joined the VBCC team in 2022 with over seven years of ERP Software experience. With her knowledge of accounting functions, implementation experience and training background she is an asset to VBCC's clients. Jordann is highly organized, proficient in project management and documentation and has a passion for client satisfaction. She is responsible for working with clients and prospects to help them understand and select the correct software for their business through demonstrations. Jordann also assists with implementations, training, and creating marketing materials.

Jordann holds an Associates in Arts (Social Sciences) and an Associates in Business Management from Madison Area Technical College.

Jordann's exceptional work ethic, attention to detail, and drive for delivering the best support make her an invaluable asset for clients. Her project management expertise and industry knowledge contribute to her ability to provide tailored solutions and add significant value to the clients with whom she works.

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# Karen Campbell | Senior Solutions Consultant



## Certifications

- ✓ **Sage Intacct Implementation Consultant**
- ✓ **Sage Intacct CRE**
- ✓ **Sage Intacct Contracts**

Karen joins VBCC as a Senior Solution Consultant with over 30 years of ERP and accounting software experience in private and public distribution and manufacturing companies. She has worked with software such as Sage Intacct, Epicor, and Profit 21 giving her exceptional insight and experience with implementing software for our clients.

Karen has spent the past 8 years implementing Sage Intacct for international, service-based, SAAS, and Not-For-Profit businesses exposing her to unique needs and challenges while also expanding her knowledge. Most recently, her primary focal points have been contracts, global consolidations, multi-currency, manufacturing/distribution, and inventory, within the Sage Intacct software.

Karen has a Master of Science in Finance from Walsh College and Central Michigan University with a Bachelor of Science in Mathematics with a Minor in Computer Science.

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# Meet Our Support Team



# Jody Patterson | Business Development Manager



## Certifications

- ✓ **Sage Intacct Sales**
- ✓ **Sage Intacct Demonstrations**

Jody joined VBCC in 2023 with over 15 years of client development and sales experience, most recently focusing on Sage 100 and Sage Intacct. She works closely with business owners and leaders to evaluate and select accounting and ERP systems to maximize the value of technology investments.

With a background in accounting and medical practice management, Jody possesses real-world experience and insights into how to effectively run a business. She uses a highly consultative and forward-thinking approach in partnering with clients, to ensure proposed solutions will scale to future needs as their businesses grow and evolve.

Jody is certified for Sage Intacct Sales and holds a Bachelor of Arts in Music & Business Administration from East Carolina University.

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# Kelly Bergmann | Senior Operations Specialist



“Kelly is clearly the backbone of VBCC and has the most direct impact on our customers and our internal consultants . She keeps our organization running smoothly and our customers happy. She is an excellent communicator, listener and problem solver making it possible to keep a strong bond between both the front and back lines of VBCC. She is the sweet spot of our entire team!” – Dana Halpin

“Kelly is certifiably the best professional service support person you can get! She is very knowledgeable about our customers, as well as our teams’ needs. She offers a variety of support services that keeps the VBCC Team on top.” – Buffy Lubinski

Kelly joined the VBCC team in 2016 with over fifteen years of customer service and sales support experience as well as being an end user of Sage 100 and Sage CRM. As the Senior Operations Specialist, Kelly works closely with clients to ensure they are receiving the best level of support while maintaining close relationships with our business partners and vendors to make certain we can offer our clients the best solutions to meet their needs. In addition, Kelly manages maintenance, billing, team management, vendor quotes and demos and various marketing campaigns, all while assisting the team with various administrative duties. Kelly is a true multi-tasker and keeps our team on track.

Kelly's experience and multiple responsibilities for both client satisfaction and internal needs make her a huge asset to the team. In addition to her daily responsibilities, she coordinates VBCC's annual user conference and is a large contributor to the team's business planning and management committees.

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# Kristen Baumgartner | Operations Specialist



“Kristen is part of the operational heartbeat for the VBCC team and performs the crucial role of supporting our clients behind the scenes.” – Greg Tisdale

“Not only is Kristen a truly dedicated teammate, but also that “POT OF GOLD” at the end of our Rainbow!” – Kellie Kaufman

“Kristen is that hub that holds our team together and makes sure we are operating at optimum efficiency. Her attitude, willingness to assistance anywhere and her commitment to the team is second to none.” – Joe Bisaha

Kristen joined the VBCC team in 2020, adding her experience with Sage product lines, customer service, software demonstrations, customer-centric training development, and project management. As Operations Specialist, Kristen works closely with clients to maintain consistent lines of communication and information exchange as well as internally streamlining process and supporting the VBCC team. In addition, Kristen helps maintain vendor relationships to ensure customers have access to the optimal solutions for their Sage Software and leverages her background in distribution and manufacturing to assist customers with barcode scanning and multi-bin projects for Sage 100.

Kristen is detail-oriented and understands the only way to address any topic is to truly listen, understand the overall need, and create a systematic plan of attack. Through actively listening and understanding current issues and future goals, she creates the best scalable process to meet both client and internal company expectations.

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