

## Meet the VBCC Team

Whether you are looking to maximize your current system or evaluate the merits of implementing a new one, Vrakas/Blum Computer Consulting, LLC (VBCC) can help. Our experienced and well-rounded team of experts can be trusted to develop and implement customized technology solutions that are right for your unique situation.



## Joseph Jenders, CPA

**President**

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With over 30 years of experience, Joe Jenders' hard work and dedication, combined with his real-world understanding, earned him national exposure as an expert in Sage 100 Manufacturing. Throughout the years, Joe has led his team to achieve:

- ✓ **#1 JobOps Solution Provider in the Nation for 15 Consecutive Years (Sage Operations Management)**
- ✓ **Sage Diamond Partner Status since 2019**
- ✓ **700+ Sage 100 Implementations**
- ✓ **300+ JobOps (Sage 100 Manufacturing) Implementations**



## How the Journey Began

Joe graduated from the University of Wisconsin-Whitewater with his Bachelor of Business Administration in Accounting (1987) and started his career as a public accountant at Vrakas CPAs + Advisors. He successfully passed all four CPA exams on his first try and worked in both the tax and audit departments. Joe climbed his way up to Audit Manager working heavily with manufacturing companies. As Joe continued to develop relationships with his clients, he became more involved in consulting engagements. He worked with clients to implement or improve their systems and accounting procedures, as well as providing various levels of month-end accounting assistance.

## The Birth of Vrakas/Blum Computer Consulting, LLC

Ten short years later, Joe transitioned out of the audit department and took responsibility for the firm's Sage MAS 90 practice. In 1998, Joe officially created a new company, *Vrakas/Blum Computer Consulting, LLC (VBCC)*.

## The Early Days of VBCC

When Joe launched VBCC, the practice had 10 Sage clients. Fast-forward 22 years and they now have over 350 active clients across the country.

Early on, Joe had two fantastic mentors, Steve Murphy, former president of DM2 and Tom Frishberg, developer of JobOps.

When Joe first started the practice, he was one of the first and most successful solution providers of DM2 Software, a vertical solution for the petroleum distribution industry. Through his success providing DM2, he formed a great relationship with Steve Murphy, who spent time with Joe to show him how to qualify prospects and create impressive presentations.

In 1999, Joe became certified in JobOps software. In his *rookie* year of being certified, he sold more than any other new solution provider in the nation and was named the *JobOps New Solution Provider of the Year*. Tom Frishberg was generous with his time, training Joe with his in-depth knowledge of the software. With Joe's attention to detail, support from Tom and drive to continue to build his business, Joe went on to become a force to be reckoned with.

## The Growth Years

In the next two decades, Joe continued to add top notch consultants who had consulting and industry experience. Joe has mentored this group to become some of the best in the industry. Currently, VBCC has the strongest manufacturing implementation team of any other Sage Solution Provider in the nation.

VBCC's client base increased both organically and through acquisitions of other practices through the years. VBCC attributes its growth, even in the recession years, to presenting solutions and not software.

## The Era of Creating Alliance Partnerships

VBCC began making relationships with other resellers who were not certified in JobOps. In the early days, the relationships were with direct competitors of VBCC. In addition, the relationships were also with CPA firms in Wisconsin, which were a direct competitor of our affiliate company, Vrakas CPAs + Advisors.

Joe and his team were able to move past being competitors and create successful alliances. This proved to be the catalyst for creating a nationwide network of Sage resellers, who partner with VBCC as their manufacturing expert.

The result of this nationwide alliance network gave Joe and his team the experience of performing more than 300 manufacturing implementations, which is approximately 1/3 of all implementations in the nation.

This opportunity to align with our alliance partners has given VBCC experience in a variety of different manufacturing and service industries, as well as a wealth of exposure to different business processes.

### Sage Diamond Partner

VBCC has attained Diamond Reseller status with Sage Software since 2019. There are not many Diamond resellers in the nation and VBCC is the smallest company to ever reach this threshold. With one location and 9 consultants, the closest competition to our size has four locations, 12 consultants and multiple Sage product lines. The remaining Diamond Partners are much larger.

VBCC proves it can compete with other solution providers double its size, while continuing to show our clients just why they put their trust in us. We have achieved this with our depth of experience and efficient methodology.

### President of VBCC

As President of VBCC, Joe's primary responsibility is selling Sage Manufacturing Software, which he is known nationally as the JobOps expert. Joe loves implementing manufacturing software because "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 it takes to achieve 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 with not only VBCC clients, but its strategic vendors. Each year VBCC hosts one of the most attended user conferences in the nation which features over 20 of its strategic vendors. In addition, Joe hosts an annual weekend networking retreat at his farm in rural Wisconsin for many of these vendors.

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

700+

Sage 100  
Implementations

300+

Sage Operations  
Management (JobOps)  
Implementations

350+

Active Clients

## Kristen Baumgartner

### Sales & Consulting Specialist

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Kristen joined the VBCC team in 2020 with over six years of experience with Sage 100 product lines customer service, software demonstrations, and customer-centric training development. As Sales and Consulting Specialist, Kristen works closely with clients to help them select the software that will streamline their process and benefit them in the long run. Kristen specializes in physical inventory processes for distribution and manufacturing industries, along with barcode scanning and multi-bin implementations.



Prior to joining VBCC, Kristen worked at Scanco as a Software Specialist. With her expertise in barcode scanning solutions and knowledge of distribution and manufacturing processes, Kristen is sure to help our clients find the solution that works best for their specific organizations.

Kristen is a Sage 100 Certified Consultant and is also certified in Sage Production Management. She is detail oriented and understands the only way to address any question or issue is to truly listen and understand the overall need. Through actively listening and understanding current issues and future goals, she is able to create the best scalable process to meet the client's expectations.

## Buffy Lubinski

### Senior Consultant

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Buffy joined the VBCC team in 2005 with prior experiences giving her a deep understanding of the functionality and application of the Sage 100 and Sage Operations Management software. As 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 is Sage 100, Sage Operations Management, BusinessWorks and Platinum for Windows certified. Bringing a wealth of knowledge to the team with her additional twenty years of experience as a quality assurance manager, manufacturing systems analyst and regulatory compliance agent. Her vast background in manufacturing helps her understand her client's processes and provide the best support possible.



## Kellie Kaufman

### Senior Consultant

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Kellie joined the VBCC team in 2007 with several years of experience with accounting and human resources giving her a thorough understanding of the manufacturing industry and extensive end-user experience. As Senior Consultant, Kellie specializes in installation and configuration of software, implementation of software, end user training, crystal report designs and technical support. Kellie works with a variety of industries and specializes in manufacturing.



Kellie is Sage 100, Sage Operations Management, Sage Payroll and Production Management certified. She proudly brings to the team her wealth of experience and the strong desire to teach our clients the software.

## Lisa Dion

### Senior Consultant

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Lisa joined the VBCC team in 2019 with twelve years of experience as a Sage Consultant along with multiple years of experience in accounting and production with a manufacturing company. As 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 an expertise in Multi-bin, lot expiration tracking, pallets and licensing plating, Scanco Warehouse, business process reviews, procedure documentation and crystal reports.



Lisa is Sage Operations Management, JobOps Field Service, JobOps Scheduling, Sage Fixed Assets, Sage Payroll and Production Management certified. She holds a Bachelor's degree from the College of the Canyons. In Lisa's experiences, she strives to not only 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 hard to tackle their business process issues with planning and training.

## Dana Halpin

### Senior Consultant

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Dana joined the VBCC team in 2008 with experience from many different industries working as a consultant but also has concrete end user working experience, holding positions as a financial analyst, senior and staff accountant. As Senior Consultant, Dana specializes in providing new implementations through business process review, setup, configuration, training, report writing and provides project management services for special client projects.



Dana is Sage 100, Sage Operations Management, Sage Intelligence, Sage Alerts & Workflow, Sage Fixed Assets and Sage Data & Analytics certified and holds a Bachelor of Science in Accounting from Le Moyne College. She continues to always deliver constant support and maintains strong relationships with our clients through monitoring on-going system maintenance.

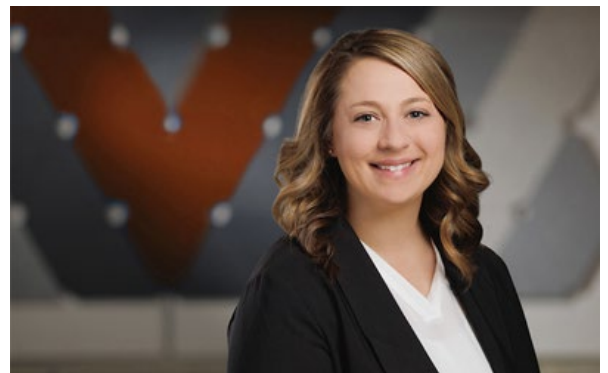
## Jordann Smithers

### Consultant

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Jordann joined the VBCC team in 2022 with seven plus years of ERP Software experience. With her knowledge of accounting functions, implementation experience and training background she will be an asset to VBCC's clients. Jordann is highly organized, proficient in project management and documentation and has a passion for client satisfaction. She will be responsible for upgrades, technical support where needed and will provide valuable insight to the VBCC team.



Jordann is Sage 100 certified attended Madison Area Technical College and holds an Associates in Arts (Social Sciences) and an Associates in Business Management.

# Justin Teague

## Consultant

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

Justin is Sage 100 and Sage Payroll certified and holds a Bachelor of the Arts in both English and Linguistics/Psychology from the University of Connecticut.

His background and education make him a huge asset to our team. In addition, Justin prides himself on creating strong relationships with his clients and assisting with project management and understanding to meet the needs of our clients as projects move forward and expand.



# Kelly Bergmann

## Operations & Vendor Relations Specialist

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Kelly joined the VBCC team in 2016 with over fifteen years of customer service and sales support experience along with being an end user of Sage 100 and Sage CRM. As Operations & Vendor Relations 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 different administrative duties. Kelly is a true multi-tasker and keeps our team on track.

Kelly is Sage CRM certified and a notary. The experience and multiple responsibilities she has with both client's satisfaction and internal needs make her a huge asset to the team. In addition to her daily responsibilities, she coordinates VBCC's yearly user conference and is a large contributor to the team's business planning and management committees.



# Samantha Lang

## Administrative Specialist

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Samantha joined the VBCC team in 2022 with over 8 years' experience in the healthcare industry. With a background in treating patients in everything from homes, hospitals, and memory care facilities, Samantha is sure to bring a level of care to our clients that is unmatched. Samantha is responsible for ensuring our internal procedures move smoothly and orders for our clients are placed accurately and timely.



Samantha is working toward her Associated Degree in Business Management at Gateway Technical College. She is a valued member of the Marketing Committee and her experience in the healthcare industry are sure to add value to the VBCC team.

Ready to Talk About  
Your Next Project?

**Vrakas/Blum Computer Consulting, LLC**  
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