

IN HARMONY

Future Business Systems Newsletter

Issue 8, Autumn 2003

From The Publisher

Welcome to another edition of In Harmony!

It has been a while since the last issue, and we have a great deal to report. On the development side, we are continuing to enhance both Harmony and Harmony Desktop, with new versions of both due shortly or already released. We have also completed some major projects commissioned by clients.

We have made numerous improvements to the company – from recruiting more staff, to installing a digital phone system. We have beefed up our after hours support options, refined our procedures and redesigned our forms. Even our web site is all new!

This “bumper issue” of In Harmony will bring you up to date with all our news. If you need more information, please contact your Account Manager.

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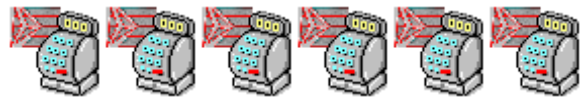
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Our newest offering – Harmony WinPOS



Due to client demand, we have developed a new windows based point of sale application, to supplement our existing on-line POS module. Written in Java, the new application has all the same features and functions, with the added benefit of being able to operate in an offline environment. It also has an attractive Windows interface and hotkeys for all important functions.

Like our standard POS Module, *Harmony WinPOS* connects to the main Harmony server via the Internet to remain up to date. If the server can't be reached, the system works off a local database to allow full independent operation. As soon as a connection is detected, or whenever you choose to dial up, the system automatically queries the server and updates your data in the background.

While Harmony's online POS is extremely reliable, phone lines can sometimes fail. *Harmony WinPOS* was designed for retailers who can't afford any down time at all. It is also ideal for situations where it is impossible or impractical to get data connection, for example at an out-door event.

You can now choose between our standard on-line POS and *Harmony WinPOS*. You can even have both, so that each location has the system that best suits its needs.

Both systems will continue to be developed by us. We are developing new variances of *Harmony WinPOS*; they include offline order entry and, a remote function for trade shows and mobile sales people.

If you would like to know more about our Point of Sale products, please contact your Account Manager.

“What have you been up to?”



We have been rather busy of late with a couple of development projects we would like to tell you about.

The first was an interface to Harmony’s Job Costing and Resource Scheduling modules utilising Hand Held PDA units.

This interface allows our client to have an efficient, paperless field service operation. Jobs are sent to the service technician’s PDA. The technician can then accept or decline the job, add details and log how much time was spent on site.

Back at the Head Office, Harmony notes where the technician is, updates the client’s service history and the spare parts inventory. It also automatically generates invoices for work completed.

This method is faster, reduces errors, improves utilisation of technicians, and prevents a paper-work backlog. All while maintaining accurate stock control and on-time invoicing.

FBS developed this in conjunction with Retriever, who wrote the software for the

PDA. We expect to be offering more PDA functionality over time.

The second was a Spare Part Tracking module.

This module tracks serialised parts wherever they might be– in stock, returned or service, in the field van or transferred out.

The system can also allocate parts for repairs or other jobs, and link them to individual RA’s.

This module uses bar-coding and was the perfect solution for our client, who has thousands of spare part lines in the system.

If you would like further information on these options, please contact your Account Manager.

Coming Soon

Harmony 11B

Our next major product update will be *Harmony 11B*, scheduled for release in June this year. There are upgrades everywhere and new features in every module. To cover all the improvements would take the whole newsletter – but here are some highlights:

Task Scheduling: This is a new module that will be included with Harmony at no additional charge. The Task Scheduler allows you to automate many standard tasks within Harmony.

GL Value Increase: The maximum amount each account can handle has been increased from \$22m to \$4b. This gives you plenty of room to grow and is great for foreign currency.

Multi-warehouse purchase orders: You can now have a single purchase order with split deliveries – goods can be delivered to different warehouses, or to a central warehouse with automatic transfer to other warehouse or shops.

Diary Merge Utility: This utility can be used to match the data in an individual’s diary address book and, to automate merging of duplicates

based in customer's names and phone numbers.

Pattern Tracking in Style Development: This option allows the maintenance for a full database of patterns.

New features in Point of Sale: POS now does more, has improved lay-by handling and updated reports.

Multi-currency containers: The Import Module now allows you to have multiple currencies represented in the one shipping container.

Multiple quote upload into Sales Orders: You can select elements from a number of different quotes in the system to build a sales order. Quotes raised by others can also be accessed.

New interface for Job Costing module: The new service interface allows you to track faults, repairs, spare parts and labour for service jobs, so you can cost them accurately. Both in-house and external repairs are catered for.

We will be running a series of seminars to introduce Harmony 11B to you. Look for more information in the coming months.



Harmony Desktop 1.5



Our user interface, Harmony Desktop, is continuously being improved. Version 1.5, which has now been released, has the following new features:

1. Font Control for screen viewing. Now you can change the screen display using the available fonts.

2. A pop-up keyboard and numeric keypad option for touch screen and tablet PCs. Hit the right key and the keyboard appears on screen. This is also useful for any situation where you don't want a physical keyboard.

3. Full file path on the browser function. Often, you need to remember where a particular file "lives". The Harmony browser allows you to click on a file, and get the full path of where it is, right up to the drive number and file extension. Once you have selected the file path, you can copy and paste it anywhere within Harmony.

This makes it easy to store images and documents. No other operation program facilitates this function.

4. Toolbar icons can be turned on or off. Icons for functions that are not needed by the user can simply be turned off, so they don't appear on screen. This reduces clutter and user confusion.

5. Comm port capture. You can now connect a device to the communications port of your PC and have the data automatically imported into Harmony. This feature was added to access data from barcode scanners and weighing scales. It can also be used for hand held scanners that don't have a keyboard interface.

Harmony Desktop 1.5 can be downloaded from our web site www.fbsaust.com.au from 1st April 2003.

Welcome to new Staff!

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**"At my office we're not just coworkers,
we're like a family. A very dysfunctional family."**

Since the last issue, we have expanded even further. Please welcome:

Ralph Green, our new Account Manager in Sydney, servicing our NSW clients. Ralph is a qualified accountant with a background in installing and implementing IT solutions. Ralph has already met many of our clients and will be meeting everyone over the next few weeks.

Scott Stekelenburg, who has joined our System Integration department and acts as a backup to Zoran when needed. He also does DML programming and web development.

Roland Maynard, who has joined us in a marketing capacity. Roland is a very experienced sales and marketing executive in the IT sector. His main focus is new business development.

Lek Naratippakorn, our new Applications Programmer. Presently Lek is working on the Harmony Job Costing and Point of Sale modules.

MDaemon GroupWare

Many of our clients operate the MDAemon mail server for all their e-mail requirements. There is now a new add on product for MDAemon called GroupWare.

GroupWare allows you to have shared contacts, tasks, calendar, notes and journal folders.

A typical MDAemon GroupWare set-up is about a 10th of the cost of MS Exchange and provides all the same features, plus it is remotely administrable for efficient Help Desk support.

If you would like to know more about MDAemon or GroupWare, please contact your Account Manager.



New Web site

If you haven't visited lately, now it is time. Our web site, www.fbsaust.com.au has been completely redesigned, with new features. It is now hosted in house, so we can make changes to it easily and cost effectively. Some of the new things you'll see:

- **Picture gallery of staff.** Now you can put a face to the voice!
- **Members' section.** This is for FBS clients only and contains valuable information, plus new forms for logging a support incident, requesting a software feature or mod, and requesting training. If you don't already have a login, you can request one on the web site.
- **Our new Procedures Manual,** which explains how everything works at FBS, what services you can get and, how you can get them.

Please use the feedback section of the web site to let us know what you think. We would love to hear from you!

How to corrupt your data!

If you don't have enough excitement in your life, you can always corrupt your Harmony data. This should provide plenty of extra work, stress, late nights and anxiety. Here are the two most common methods:

Don't check your backups. Assume that the automatic backup has worked and, don't bother doing a test restore in learn. Then wait for the server to fall over, or for some other event that will require your backup, only to find it hasn't been backing up properly for days. We have clients who lost thousands of transactions this way.

Ignore error messages on screens and consoles. Put other equipment in front of these devices, to make the messages easier to ignore. When your hard disk has bad sectors you won't know, so you won't be able to isolate them. Data written to those sectors will be useless. You also won't know when the batteries run down on your UPS, so a power failure will close you down completely.

Disconnect by clicking on the "X" button. This will enable you to lock the entire system, leave open sessions behind and best of all, you can seriously corrupt your data.

Obviously, the above was written tongue-in-cheek, but we hope you get the point: you are responsible for your own data. While our Help Desk engineers are very skilled, they can't perform magic! We cannot recreate your data for you. All we can do is help you to restore a backup. The older it is, the more work you will have to do to recover.

Here is how to do it right:

Backups: Harmony Mail sends a message to the system administrator advising whether the automatic backup was successful. The administrator needs to check Harmony Mail for these messages every day.

Even if the message says the backup worked, we advise you to test your backups occasionally, because they *do* fail. Every two weeks, restore the backup to the learn database and check that it is accurate.

Error messages: Every message generated by the system is important. The systems administrator should check all screens and consoles ever day and report any warnings to us. Make sure equipment is easily accessible for this purpose.

Disconnection: With the risk of sounding monotonous, we would like to reinforce the fact that the correct way to exit Harmony is to go back to Main Menu and press "Exit". Once all Harmony session have been logged out in this way, the Harmony Desktop window may be closed. This is the only correct and safe way to exit Harmony.

Many of our clients (often very large enterprises with a lot to lose) neglect these basic procedures. Don't be one of them!

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"I need help! I was thinking outside of the box and I let my mind wander too far and now I can't find my way back!"

New bits and pieces!

- We have a new DSL based phone system, with more incoming lines. You can now leave voicemail messages for individuals at any time and general messages after hours, when the phones are not manned. Ours is one of the first DSL phone systems in Victoria.
- Our after hours support procedures, mentioned in the last newsletter, have been formalised and documented. Quite a few customers are taking up the option to ensure 24/7 support.

You can download the support document from the members' area of the web site.

- Our EDI interface for K-mart has been upgraded to provide full ASN facility. We have also added EDI purchase order and full ASN for BigW. For more information please contact your Account Manager.
- We are in the process of creating a new multimedia presentation CD, showcasing what FBS and Harmony are all about. If you would like a copy, let your Account Manager know.
- Ingenico PC POS terminals which, integrate into both our POS versions, now operate with NAB in addition to ANZ, ST George and Bank West.

E-commerce

New E-commerce suite of applications, are now available. These are new improved versions of:

- Debtor Enquiry
- Stock Enquiry
- Debtor Order Entry
- Public Order Entry

Improved speed and cosmetics are the highlight of this new version of E-commerce applications.

If you would like to see how FBS can get you up and going with a dynamic web site / E-commerce solution, speak to your Account Manager to organise a demonstration.

