

IN HARMONY

Future Business Systems Newsletter

Issue 7, Autumn 2002

From The Publisher

Here we are again – another edition of In Harmony, with more developments to report.

We have been particularly busy lately completing the 10A release, which includes some major rewrites, and some significant improvements to our Point of Sale module.

In my last column I mentioned the information seminar, which ran in Melbourne in early December.

We covered portable data solutions, the revamped Import Module, E-commerce, and a number of third party products. The concept proved so popular, we had to run several sessions of the briefing!

We have recently firmed up our policy regarding after hours software support. This will enable you to be covered for problems directly related to Harmony Software 24 hours a day, 7 days a week.

Please enjoy our Autumn 2002 edition of In Harmony!

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Important news for our clients!

It's time for our clients to start thinking about upgrading the operating systems on their PCs - and probably their hardware as well.

The reason is that Microsoft stopped supporting Windows 95 a couple of years ago, and soon Windows 98 will no longer be supported.

This means that Microsoft is not producing software to run on these operating systems any more - software is only being written for the Windows 2000 and XP platforms.

It is important for our clients to keep up to date with their Windows operating system to ensure efficient and smooth usage of all software, from Microsoft Office products to our own Harmony Desktop (which is already almost too sophisticated for Windows 95).

Your choice is Windows XP or Windows 2000. We recommend you upgrade to Windows XP, unless you already have hardware running Windows 2000. PCs in a business environment should be using the Professional version of XP as opposed to the Home version, which has a few limitations in terms of networking.

Now, for the bad news!!!! These new operating systems will not run efficiently on any PCs over a year or so old. They are very resource hungry and require powerful PCs with lots of memory. Most of our clients' PCs running Windows 95 or 98 will simply not be able to run them.

This means that you not only have to upgrade the operating system, but most likely the PCs as well.

This will require a substantial investment, which is why we strongly recommend you make an allocation in your budget to cover the cost.

Your Account Manager can help you calculate how much to budget for upgrades.

Welcome new Harmony Users!



We are delighted to welcome the following to the Harmony family:

- **Pillow Talk, QLD**
This retailer of manchester and home wares has 20 "superstores" throughout QLD.
- **Crimson & Guilt, NSW**
Manufacturers and wholesalers of women's casual wear.
- **Magnetic Control Systems**
Kuala Lumpur, Malaysia
The Melbourne head office of this manufacturer and distributor has been running Harmony for 12 years – now the Malaysian subsidiary is following suit. Magnetic Control Systems makes boom gates, pedestrian barriers and the like.
- **Colette Dinnigan, NSW**
The well-known designer is now running her manufacturing, wholesale and retail business using Harmony.
- **Momentum Brand Management, VIC**
This company is the importer, wholesaler and retailer of the Timberland brand of apparel and accessories.
- **Evans Footwear Pty Ltd, VIC**
Importer, wholesaler and retailer of shoe care products and footwear accessories.

EFTPOS update

We are pleased to announce that we have now integrated the Ingenico EFTPOS units through ANZ, BankWest, St George, National Australia Bank, Bank of New Zealand, and Woolworths.

Including the Comm2000 integration with Commonwealth Bank we announced last year, we now offer a solution for every major bank in the country.



Contract Blinds & E-commerce



Making window blinds and awnings to order is a labour intensive business and requires expensive plant and equipment.

So how does every home décor shop do it? They don't – they rely on a manufacturer like Contract Blinds Pty Ltd.

Based in Victoria, Contract Blinds supplies made to measure window coverings to independent retailers and chains around the country. The range includes venetians, holland and roman blinds, vertical drapes and awnings, plus the very popular timber and timber-look blinds.

The company has been using Harmony for some years, and recently introduced remote access for its customers, using the Internet. Clients can log onto the Harmony system via the Contract Blinds web site, and view the status of orders they have placed.

“We field a lot of calls, and the most commonly asked question is ‘when will my blind be ready?’,” explains Managing Director, Bruce Farmer. “We knew that automating the answering of that one question would cut our workload substantially.”

FBS wrote a system that allows Contract Blinds clients to access the system anytime it suits them, and view the status of their jobs: orders received, job scheduled, or jobs complete. They can also review jobs that have already been completed and invoiced.

Since the status is taken from the live Harmony system, it is always accurate – clients know that a blind marked as “complete” will be delivered in a day or two, and can book a fitting time with their customer.

“It’s exactly the same information that our staff access when clients call – only now, clients access it themselves, whenever they want,” says Bruce. “Many of them are busy in a shop all day, or out measuring up. They can log on at night, rather than making time to call us during working hours. From the feedback we’ve had, this is extremely valuable to our clients.”

After just a couple of months, take up by clients reached 15%. Of those who requested logins, about half have become regular users - the order status page of the web site recorded 1100 “hits” in a recent three week period. As Bruce points out, each one of those would previously have been a phone call of at least 1 minute’s duration. That means the system is already saving more than 6 hours – about 1 day’s labour – every week.

In the future, online order entry may be available to major customers, and they may even be given access to Contract Blinds’ sophisticated sales order entry system.

“We are always looking to improve the system, and to find new ways to use technology to improve efficiency,” Bruce says. “We have grown tremendously in the past few years, and it’s a credit to FBS that Harmony has kept up with us. We are more than confident that it will keep up in the future.”

If you would like to explore e-commerce solutions with Harmony, contact your Account Manager.

After hours support policy!



We have recently firmed up our policy regarding after hours software support.

Purchase of this facility will give you access to a dedicated telephone number, which puts you directly in touch with a duty support engineer.

Note: this service is for problems with Harmony software outside of normal hours. It does not cover 3rd Party software or hardware support.

Please find attached FBS Support Programs document for details on 3rd Party software and hardware support.

This document outlines pricing and details for all of the support options that are currently available to you.

Contact your Account Manager for details.

Virus Warning!

New and dangerous viruses are discovered every day, yet very few of our clients are keeping their virus software up to date! Today’s viruses are more destructive than ever and constant vigilance is essential.

In order to maintain protection, YOU MUST UPDATE YOUR VIRUS SOFTWARE REGULARLY, by downloading new DAT files daily, and renewing your annual licence so you always have the latest "engine" of the software. Contact VET direct for assistance.

If you are running the VET Auto Download utility, it is still essential that the appropriate log files are checked regularly to ensure that the downloads are taking place.



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TO BE COMPATIBLE WITH ITS NEW SOFTWARE."