DEBT$NET®
Collection Software — from TCM • The Computer Manager

THE COMPUTER MANAGER
20 YEARS
of Service!

Newsletter

INSIDE:

SPRING EDITION

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A User's Conference Near You!

This year we are bringing the User's Conference to you.   Actually, we are bringing a series of User's Conferences to our users this fall. We know that time and resources are limited, and traveling to distant locations is difficult. Because of that, we are scheduling one day conferences across the country. This means you travel much shorter distances and yet get the opportunity to network with a member of our staff and other Debt$Net® Release 7.0 users.

These one day events are perfect for those planning to upgrade to SQL Release 7.0, or who have already upgraded and want to get more out of the new features. We will be reviewing the conversion process, features and benefits, and answer questions about how SQL works. A major topic will be the new report generation process.

Since these conferences are expected to be smaller (10-15 attendees), everyone will get a chance to ask their questions, and get individualized help. As we did for Regional Training in past years, we will schedule them in areas where our users are concentrated.   Starting in the late summer/early fall, we will holds sessions in the northeast, southeast, mid-west, as well as Texas and California.

Keep an eye open for flyers and email notification as we firm up the schedule and location for each of these User Conferences!

New 7.0 Users Report....

A number of users have made the transition to Release 7.0. We'd like to report on how they are doing, but really haven't heard from them much. All those issues that go away when you upgrade to an SQL – file size issues, indexing problems, security concerns – mean we just don't get any calls.

And that is what Release 7.0 is all about!

Julee Headed to ACA Convention in Las Vegas

Julee will attend this year's ACA International's 70th Annual Convention and Exposition from July 13th to the15[th] at the Wynn Las Vegas. This year's conference, entitled "The Winning Hand". This annual event is one of the credit and collection industry's biggest events of the year.

The Annual ACA Convention is a great opportunity to interact with industry leaders and see how they are being successful in today's economic environment.

As always, this event focuses on education, training, and development. During the convention, choose from

over 25 workshops that provide insight into industry issues and skills for running your business.

Most of the time you will be able to find Julee in the Exposition Hall. This is where you call talk to vendor firms, visit with exhibitors, and make valuable connections to expand your professional network. During Expo Prime Time (July 14th between 12:15 and 2:00 pm, and July 15th 12:30 -2:30) no other convention events are scheduled. This provides a time dedicated exclusively to learn about new products and services, build on current relationships, or connect with resources that meet your business needs.

And, of course, it's happening in Las Vegas, so you can see a show, toss some dice, or just watch the fun! For more information or to register, log on to http://www.acainternational.org

Debt$Net® Release 7.0 SQL Upgrade

Time is running out to take advantage of the discounted rate of $2400 for your Release 7.0 Upgrade Assistance Package!

TCM has been offering the Upgrade Assistance Package at a special rate for this first year of Debt$Net® SQL Release 7.0. However, time is running out on this special pricing. In only a few months, the Upgrade Assistance Package will revert to its regular price of $3400.

Look ahead and determine a time that would be most convenient for you, then call and reserve your spot on the calendar to upgrade. By planning ahead, you can transition your system quickly, with minimal impact on your operation. Choose your own time to receive priority attention from our entire team of professionals, and yet take advantage of the discounted first year pricing.

As you know, upgrade assistance services designed to minimize the impact on your organization of a new software release, including:

- A Conversion Coordinator that will assist you in establishing a conversion plan, reviewing hardware requirements, verifying your correct conversion installation sequence, connecting you with Custom Programming, inventorying and validating ESO upgrade files, monitoring identification and correction of errors, and completing post-upgrade tasks.

- Training sessions covering new features, and customized to match your agency's operation and current use of Debt$Net®.

- Discounts on Custom Programming related to the upgrade. The Time and Materials option provides for a rate on only $120. The Fixed-Price option provides for custom programming for only $150/hour.

One of the options for upgrade this time includes a two- pass approach. This method involves setting up a test environment where you can review your data and converted programming prior to being rolled into full production.

Call today to talk to your Sales Associate and get signed up for your Upgrade Assistance Package!

New Training Materials Option

Recently, we have incorporated a new type of media into our marketing materials. Camtasia Studio 6.0 allows us to capture voice and screens together in one MP4 or WMV file. We see a future for this technology in training.

Rather than read about how to use a new feature, or spend time on the phone, you can watch short video clips on how to use Debt$Net®. Camtasia files are so easy to make, we can create them to show you how to use a new piece of custom programming, or a newly installed ESO. We can even show you in advance how an ESO will look when installed. If you are thinking about purchasing an new ESO, call today and see if there is a Camtasia demo available!

An Old Song, But Still Worth Singing

While TCM is not responsible for your network issues or how you do backups, we do care very much. Month after month we end up with a support request from an agency who has failed to either do the back up, or whose back up system has failed. Be sure to periodically test your back up to make sure it is working. You can do this by restoring from the backup to an alternate location. Test at least once every time you get new hardware, software, or media. Remember too, that tapes and disks can wear out. Usually, your system will give you warnings when media or hardware is failing. Be alert to these warnings and error messages and take immediate action.

A backup power supply is also a critical element for protecting your system. Every workstation should have a UPS on it. Loss of connectivity from one station can cause corruption in the data files on the server.

Keep in mind too, the terrible lessons learned from those who have experienced serious storms in the past, with wind and water damage, as well as long-term power outages. Those companies that have efficient backups are able to pick up their files, evacuate the area, and set up temporary operations using their back up files. Having a backup system is a critical element of your overall risk management plan.

Share Your Ideas and Save Some $$$

**Email Debt$Net® your suggestions
and receive a coupon for 15% off
the purchase of an additional user, ESO or Venture Block**

(1 coupon per company, coupon cannot be combined with any other offer, and excludes FoxFire!)

Email the suggestions to julee@debtnet5.com
Don't forget to include your company name!

Your coupon will be emailed back to the address the suggestion was sent from. Coupon is valid for 90 days.
Suggestions must be received before August 16th to qualify for coupon.

Your imput is important to us!

Share with us features and interfaces that would increase functionality, save time and increase ease of use.

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