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DataPro Solutions Newsletter - October 2009.

Mobile Solutions - How do you get there?

Like most "Line of Business" software solutions, mobile applications are implemented one of two ways: Custom Development or an "Out of the box" solution. There are pros and cons of both methods depending on the specific business problems being addressed by the application. For example:

Custom development: Custom developed solutions make the most sense to organizations that are involved in a niche market that requires very specific industry data points to be collected. Custom programs typically take longer to develop and are more expensive in the long run. A tightly defined Scope of Work must be outlined to avoid costly change orders. Attention must be paid to the programming language that your developer uses so that you are not at the mercy of one developer or programming language, in the event that you need to make a change. A well defined and implemented application will give you exactly what you want and need.

Out of the box: Often there are applications that will provide 80-90% of what you want and need, out of the box. Using this type of solution, with customizations to solve your specific business issues, you can be up and running in less time and usually for less money. An "out of the box" solution allows you to see the ideas of other businesses in your industry before you deploy versus paying for changes as you think of them.

Why are we discussing this?

Mainly because mobile data capture is no longer a "bleeding edge" technology. Solutions that provide both batch and real-time data transfer have been available for years now and at a cost that even small businesses can afford. The Return on Investment for companies of all sizes is extremely short. Here are a few reasons why:

- Increased number of service transactions (more billable time) - Eliminate lost time due to completing paperwork in the office (or company vehicle) at the end of the day or week.
- Reduction in billing cycle time - Why not send out the invoice to be paid the same day the transaction is completed versus the invoice being created one or two weeks after the transaction. GET PAID SOONER.
- Reduction in billing errors - When data is collected at the point of transaction there are less errors in time on a call, inventory used and job accuracy. Collecting the data electronically

- also eliminates errors caused by multiple people touching and entering the same data.
- Reduction is "Foot Traffic" - Give your workers access to all the data they will need when they are in the field. At the cost of fuel these days, no business owner wants their employees coming back to the office for a manual or inventory that they should have known they would need before-hand.

For more information or to find out how our solutions can benefit your business, contact Tony Cook at tonyc@datarpronw.com or call (888) 658-6881 ext 315

Harvest Management

Throughout the Northwest many of the orchards are working through their harvest. As they do, many key pieces of information are captured in carefully designed forms utilizing processes that have served the orchards well for many years. Bins are tagged, inspections performed, pickers are given credit for the harvest they complete and the processes have worked well.

So is there more efficiency to be squeezed from the harvest?

Is there another way to get more accurate information on the success of the harvest?

Consider the simple steps of bin tagging and giving credit to the picker. By moving that activity to a mobile application solution, you can receive dynamic data about the harvest. The orchard manager can quickly tell by foreman the number of bins harvested, the production by block and the variety at nearly any time during the harvest. In the traditional process this is done manually throughout the day by accumulating tally sheets, then entering the data manually into a computer in order to generate reports for senior management, causing the need for an entire position just to enter data for a specific orchards harvest.

What are the options and how can it work? Replace your note pad and hand written bin tag with a pre-printed bin tag with a bar code on it (yes the colors for variety still work). Replace your note pad or tally sheet with a mobile computer and computerized forms to consistently capture the data. Reports then are generated from a database that connects to the mobile forms. Without the additional data entry position the information is captured and fed into the databases for your reports. Making this move to technology and your business benefits in several ways:

- Improves data accuracy
- Improves timeliness of the data
- Reduces lost bins because they are accounted for from the time of creation to storage
- Improve forecasting for your sales and marketing
- Reduces overall cost of harvest management by eliminating head count required to perform the harvest

Additional capabilities of mobile computers:

- Time collection from the same devices
- Job costing throughout the growing season for orchard management
- Improved data capture for orchard management

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How Do You Assign Work?

Do you manage people who perform maintenance either planned or un-planned? How do you assign the work? Do you find that the workforce completes the required paperwork completely, or do you find that there are lost opportunities for increased service, inconsistent performance of your workforce and periodic customer satisfaction issues?

For most service or maintenance industries, this encounter follows some key steps:

- Assignment
- Travel to the job
- Inspection
- Maintenance activity
- Job completion
- Document for billing

In review of your business you may find that some of these steps are time consuming and pay the business very little. Mobility technologies can help you draw out those steps. Here are a couple examples:

- Assignment - today you may have a 15 to 30 minute meeting with your workers to discuss the day and hand out service orders. Utilizing a mobile device, the worker would receive a dispatch of jobs to a hand held computer and go directly to his first assignment to start the day. You would know your worker was there because the mobile device would report the start of the job and the global positioning coordinates to you.
- Inspection - many service businesses teach a standardized inspection process and most service technicians zip right through the inspection as a part of their service encounter. Do they check all that they should (who really knows)? Using a mobile device the inspection is documented and could be provided as a report with billing. The results of the inspection can also develop a work list for maintenance or repair thereby potentially increasing your billable activities. The service technician can document the service encounter as it is performed, including documenting and checking parts out of inventory. This provides improved inventory control and reduced shrinkage.
- Job completion - most companies capture a signature for the service performed. This can happen electronically and be provided to the billing department as soon as the service is acknowledged as complete. By closing out the job electronically, you can accelerate your billing and collections cycles and ultimately improve cash flow. Reducing the paper and minimizing the data input required to run your business and may free up resources that can be reassigned to other areas within your business.

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iPrism Web Filing Supports All Major Operating Systems

St. Bernard Software, Inc. (OTCBB: SBSW), a leader in Web security appliances, and partner of DataPro Solutions announced that its iPrism Web Filter now supports all major operating systems including Windows 7 and Mac OS X Snow Leopard. This new functionality provides improved group-based security policies and authentication capabilities across mixed platforms, while offering customers an easier, more flexible approach to identify users and apply policy across workstations

without additional software or client required.

The Internet landscape is littered with network vulnerabilities that can easily transition to corporate liabilities. Organizations are protecting themselves and their networks by implementing the highest level of security protocols to ensure that all users are positively identified before allowing access to IT resources.

iPrism ensures a consistent experience and increased security across mixed platform environments through secure authentication protocols and Auto-Login for Mac users. Auto-Login enables customers to use iPrism with Mac workstations just like they do with Windows systems, applying a ubiquitous policy across the network regardless of the platform.

iPrism also supports Active Directory 2008 authentication using NTLMv2 and Kerberos, making iPrism an even more powerful and flexible Internet filtering solution for customers. Mac clients can now take advantage of Auto-Login from OS X Tiger, Leopard, and Snow Leopard clients. By using the Directory Utility function, users can bind the clients to the same directory service as iPrism. Those who don't bind clients to Active Directory can use a locally-cached credential with a one-time prompt from iPrism. This feature is available in proxy and iPrism's exclusive transparent bridge modes and doesn't require the installation of any additional software or client.

Customer benefits:

- Greater network security - support for broader security capabilities helps guard against security threats, minimizes virus and hacking risks, while accelerating and improving management of users Web and application information
- Simplified user experience - users can seamlessly access applications which require additional authentication via Kerberos or NTLMv2 protocols. iPrism can automatically authenticate the user via Kerberos or NTLMv2 with user credentials, eliminating the need for users to enter credentials multiple times to access different applications
- Ease of IT administration - administrators can now enable authentication and access control for applications via Auto-Login, which reduces total IT hours associated with the administration and enforcement of security policies across critical applications
- Low Total Cost of Ownership - an industry study proves the iPrism Web Filter saves users 50% of IT hours associated with filtering tasks compared to competitive solutions. iPrism's ability to provide cross platform support and critical authentication capabilities with greater simplicity and minimal IT investment provides customers with dramatic cost savings and a clear ROI.

"Mid-market organizations rarely have just one operating system to work around," said Ron Kaplan, director of product management at St. Bernard. "Secure Web Gateway solutions, like iPrism, that support mixed platform environments are not only easier to deploy and manage, but help provide increased security throughout an organization. At St. Bernard, we believe it's our responsibility to provide our customers with a wide range of new and flexible capabilities for creating and enforcing a more effective global policy. By minimizing the complexity and cost of managing, addressing, and securing Internet access, URL filtering, access control, and other security issues, iPrism helps organizations leverage their IT investment to accelerate and secure their business applications."