

# KVS HOTLINE

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## New 'Tech Center' Strives To Improve KVS Infrastructure

Things had been getting a little heated in the KVS technical department, according to Technical Services Director Jerry Fonner. Things like servers and even thermometers were getting *overheated* in fact! The overheating, combined with the acquisition of the new Windows Server 2003, led to a decision to do some rearranging internally.

Over the past few months, the tech department upgraded the cabling throughout KVS offices and began using a switched network for better performance from the hubs formerly used. The air conditioning was upgraded and a new rack was installed to aid in cooling. A new ISP was selected and the bandwidth of our internet connection was doubled, in anticipation of a soon-to-be installed phone system which will integrate with the internet. KVS will also be upgrading from Exchange Server 5.5 to Exchange 2003 for its internal email.

Clients too will benefit from this improvement as the speedy internet service boils down to support reps being able to service more clients simultaneously on a daily basis. "Upgrading our technology to the current standard also allows us to better support our customers as they migrate to the standard themselves," Jerry explained.

The tech department is currently in the process of consolidating KVS' servers.

## Social Security Wage Base Increases

The Social Security Administration last October announced that the Old-Age, Survivors, and Disability Insurance (OASDI) contribution and benefit base would be increased to \$87,900 for

The new server running Windows Server 2003 is now doing the work that was done on three separate servers, Jerry said, which has taken the company from working on eight servers previously, down to only five.



Jerry Fonner displays the new server rack beside him in the new "Tech Center" room at KVS.

An office was cleared out to accommodate rack mounting the servers and in the process, this opened up additional workspace for three employees. The rack mounting provides a more organized area to house the servers, Jerry noted, and is also better for keeping things nice and cool in the tech department.

2004. This amount is up from \$87,000 in 2003.

According to an article in the Bureau of National Affairs' Payroll Administration Guide newsletter, the maximum

## Message From the CEO

by Ed Warnke

It's hard to believe another year has passed and I am coming up on five years at KVS, but here we are in the year 2004. It's at this time of year that we reflect on accomplishments made in 2003 and then turn forward our energy to 2004.

We are fortunate to have enjoyed another strong fiscal year. Having met our financial expectations will allow us to invest heavily in delivering new products while assuring our clients of our stability as a company.

On the hardware side of investment, we recently completed a configuration of a new Technical Center to streamline the various servers we have deployed in the company. On the software side, we are continuing to enhance existing products while planning for the final testing and rollout of the Enterprise version. We are also creating a web-based interface to allow web service companies such as Cit-e-net and others to allow for Electronic Bill Presentation and Processing over the Internet.

Looking ahead to the not so distant future, KVS' Annual User Conference is fast approaching. It will be held August 16-18 in hot and sunny Buffalo, NY. This year's theme is "Efficiency in Government," and will focus on creating more productivity through KVS Solutions and existing technology. Of course, we will also provide intensive training sessions, and the opportunity to meet each

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## Welcome New Clients

Village of Chester, NY

Town of Plattsburgh, NY

Village of Port Jefferson, NY

City of Danville, KY

## Upcoming Tradeshows & Conferences

Visit your Regional Marketing Managers and KVS staff at the following sites:

### NYS Association of Towns Annual Meeting

Feb. 15-17  
New York, NY  
Steve Bystran

### League of Nebraska Municipalities

Feb. 23-24  
Lincoln, NE  
Jay Grewe

### KVS Southeastern User Conference

March 11  
Bowling Green, KY  
Steve Evert, Dave Lessinger,  
Ed Warnke

### NYS GFOA Conference

March 31-April 2  
Albany, NY  
Steve Bystran, Elizabeth Cipolla  
& Jay Grewe

### Pennsylvania GFOA

May 2-5  
Pittsburgh, PA  
Elizabeth Cipolla

## Massachusetts Users Meet at MMA Show

by Steve Bystran

During a snap of frigid arctic air in Boston, MA, Jan. 16 to 17, the Massachusetts Municipal Association held its Annual Meeting & Trade Show. KVS has been an ongoing supporter of MMA since first working with Massachusetts municipalities in 1990.

The Annual Meeting presents a wonderful opportunity to meet with our existing clients and to make contact with other towns and cities that are looking for alternatives to their current software solutions. The synergy which occurs when potential clients meet current ones at our booth is a tremendous benefit for fostering KVS' growth in Massachusetts.

Current KVS clients who visited

our booth included selectmen from the cities of Easthampton and North Adams, and the towns of Stoughton,



Bedford, MA, Town Administrator Rick Reed visits CEO Ed Warnke at the KVS booth during the MMA show.

Bedford and Dedham. We thank all of our clients for stopping by, and for their willingness to share their experiences.

## KVS Establishes Western Regional Office

by Jay Grewe

With my move to South Dakota on Jan. 1, 2004, KVS has opened a new office there, which means a concentrated marketing effort in the North Central/Midwestern states.

Last fall I was able to meet with a number of municipalities in this region, including one of KVS' newest clients Pennington County, SD. In October, I attended the South Dakota Counties Conference in Sioux Falls and the South Dakota Municipal League Conference in Pierre. November brought the Colorado GFOA Conference which I attended in beautiful Keystone. KVS already supports clients in Colorado and now will be making further ventures in that state.

At the end of February, I will be attending the League of Nebraska Municipal Conference in Lincoln, and in June, I will attend the GFOA Conference in Milwaukee, WI. I look forward to meeting attendees and assessing the needs of municipal offices in these states.

I had a chance to meet a lot of people at these events and I can tell already that KVS will have a successful future working with these government officials.

As for my move, it was quite a change. But going from the snow and cold at KVS headquarters in Buffalo, NY, to the, well, snow and cold of South Dakota, I feel right at home.

## KVS Makes First Appearance At Rhode Island Show

by Steve Bystran

In late January, KVS attended the Rhode Island League of Cities and Towns 2004 Convention and Exposition, making first contact with local government officials there.

In spite of the extreme temperatures, high winds and virtual shut-down of the area due to snow the day before its start, the event was very well attended. Officials came from all over the state for the day-long event held at the Crown Plaza in Warwick, RI.

The reception was very warm in contrast to the weather, and potential new clients were acutely interested in the growth KVS has experienced in Massachusetts. Many of the same competitive systems that KVS has replaced in Massachusetts and elsewhere are common in Rhode Island. Those in attendance seemed very pleased to have a professional alternative to their current solutions providers.

### User Conference 2004 Dates Set

The KVS National User Conference will take place Aug. 16-18, 2004, at the Adam's Mark Hotel in downtown Buffalo, NY.

Look for more details on our flier coming soon, in the summer issue of *KVS Hotline* and on our website at [www.kvsinfo.com](http://www.kvsinfo.com).

### Welcome New Employees

Three new employees have been hired at KVS in recent months.

Charles Stark was hired in November as a Senior Software Developer. Charlie has over 30 years experience in the Information Systems industry, primarily with financial applications.

In January, Debra Kifner and Dan Haymes joined the KVS support team. Debra, who brings with her several years of accounting experience, will be working as a Support Representative with the Receivables systems. Dan will be working as a Support Analyst with the Financial and Payroll systems. His previous experience includes project management, training/support, report writing, and security administration.

We welcome them all to KVS!

### CEO (cont'd from page 1)

member of the KVS team.

I look forward to seeing and talking with you in the next few months at the many trade shows we attend. In the meantime if you have any suggestions you can email them directly to me at [ewarnke@kvsinfo.com](mailto:ewarnke@kvsinfo.com).

printed for multiple meters.

A new selection of fields may be printed on work order forms.

The Work Order report can now print for specific work orders.

**What's Hot**

## System Enhancements

### Collection

A new combined tax service file option is available which contains additional information such as owner name and address, property location, assessment and taxable information, and more.

Added a new prompt to Receipt Printing Options to either print the account number or ID on receipts.

### Compass

Exemption reports now have the ability to be processed for a specific termination year.

### Parking Tickets

In Account Pay mode of Collection, if the bill is a Parking Ticket, the ticket number displays rather than the bill number.

### Utility Billing/Work Order

Added the ability to add, modify, delete and print work orders to the new "Work Order" option, formerly "Work Order History". Previously, this could only be done in Consumer Master File Maintenance.

Work orders now may be added and

## Increases (cont'd from page 1)

2004 OASDI tax payable by each employer and employee is 6.2 percent of the wage base, or \$5,449.80 each. In addition, all taxable wages earned are subject to the 1.45 percent Medicare tax.

The article explains that FICA taxes are comprised of two separate taxes: OASDI (which finances the retirement and disability benefits paid out as Social Security benefits) and Medicare, or hospital insurance (HI) taxes. The HI taxes fund the system of hospital and medical

benefits paid to the aged. The total FICA tax rate of 7.65 percent (6.2 percent for OASDI and 1.45 percent for Medicare) remains the same.

For 2004, the article explains, an employee with wages of \$90,000 will have the OASDI maximum of \$5,449.80 ( $.062 \times \$87,900$ ) plus \$1,305 for the Medicare HI portion of FICA ( $.0145 \times \$90,000$ ) withheld from pay. The employer pays a matching amount of FICA taxes for each employee.

KVS Hotline is a publication of KVS Information Systems, Inc., 821 Maple Road, Williamsville, NY, 14221. Please direct all submissions, suggestions and inquiries to Newsletter Editor Stephanie Hooley. Contact us at 716-626-1976, fax at 716-626-1973 or e-mail to [info@kvsinfo.com](mailto:info@kvsinfo.com). Contributors: Steve Bystran, Jerry Fonner, Jay Grewe, and Ed Warnke.

