

KVS HOTLINE

VOLUME 16, ISSUE 1

WINTER 2005

First Enterprise Edition Client Offers Observations

“You’ve got to see it to believe it,” said Pam Smith, Director of Finance for the Town of Clarence, NY, speaking about using the new KVS Enterprise Edition Financial Management software package. In early October 2004, the town went live on the system and became the first KVS client to do so. “It’s much more user friendly,” she stated.

About nine people on the Clarence staff had been using KVS’ Cobol financial software since the town became a client in 1999. After learning about the new Enterprise version using Oracle technology, Pam volunteered the town to be a test site for the software. “I’m not someone who is afraid of change,” she said. “I look forward to it, especially when it comes to technology.”

Everyone was very receptive to the new system and after having tested it out as a BETA site for several months, they were more excited than nervous about going live. “It has really made things much easier for them,” Pam said. The staff members in her office spend much of their time entering vouchers into the system, she explained, and for them there is one feature in particular that they are fond of – no more lost voucher numbers. The system assigns a number to the voucher at the

end of the entry rather than at the beginning as it did before. Now if there is a distraction or if the power goes out, which has been known to happen on occasion she said, the voucher number is not assigned until the data is saved. Other nice features, Pam noted, are the current year default and multiple year history in General Ledger. The years are identified by the actual numbers rather than a “<C>urrent or <N>ext Year” prompt which prevents confusion, she said, and the multiple year history provides easy query and reporting capabilities.

“I have nothing but good things to say about the conversion and the top notch training that we received from both Carol and Cheryl,” Pam said, referring to KVS’ Carol Abato and Cheryl Weimer. Both women spent a couple days training at the finance office and then spent another day at the town’s other offices. Because of Clarence’s decentralized environment with users spread out in various departments, such as Parks and Engineering for example, there were some minor incidents at first. “There were little quirky things that happened, but it’s because everyone has their own way of doing things

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Message From the President

by Ed Warnke

After four years of review and demonstrations, we have successfully installed the Enterprise Edition of KVS Financial Management System in three live sites within the last few months. This is a significant milestone in the history of KVS in that the Enterprise Edition will position KVS as a company with not only great support and functionality, but now with products that are state of the art technology-driven as well. The first installation was at the Town of Clarence, NY, and was completed in October of last year (see enclosed article).

At our National User Conference held last August, many clients suggested that we do everything we can this year to get the product installed in as many client sites as possible once the product is ready. In response, we decided to move the National User Conference up one year to Aug. 21-23, 2006, and to focus this year’s resources on the installation of the Enterprise Edition. With that objective, we will have Enterprise available for demonstration at each of the local user group meetings this year, so come out and see the newest version of the KVS financial system.

I look forward to seeing you at the local user group meetings and the many trade shows that we will participate in over the next few months. In the meantime, if you have any suggestions or comments, you can email them directly to me at ewarnke@kvsinfo.com.

User Conference Rescheduled For 2006

The next KVS National User Conference has been rescheduled. The conference will take place Aug. 21-23, 2006, in order to accommodate the upcoming Enterprise version installations.

Please see “Message From the President” at right, for more information.

KVS Welcomes New Employees

A new addition to the software development team was recently announced by Martin Timm, KVS Research & Development Manager. **Bruno DiGiacchino** was hired in January and will focus his efforts on developing the Enterprise version of KVS software. His 18-plus years of developing Oracle applications and his aptitude for mentoring, said Marty, will make him an effective addition to the team.

In December, KVS President Ed Warnke announced the hiring of a new Regional Marketing Manager, **Bill Becker**. Bill is serving the Western and Central New York regions, as well as Pennsylvania. He brings 12 years of sales experience including several awards for customer satisfaction to the company.

Two support representatives began their employment in October and November. Dave Lessinger, KVS Director of Client Services & Support, announced the hiring of **Linda Murray** and **Anne Macorretta**. Linda is working with the financial systems and brings many years of financial software support, training and installation experience to KVS. Anne is returning to KVS after a 12-year absence. She originally joined KVS in 1990 as a support rep for Compass and Collection. She left in 1992 and has since become a mother to four children. She is glad to be back, working part-time once again with Collection and now with Utility Billing clients.

Welcome to the team!



Enterprise cont'd

and different issues,” she asserted. The issues that did pop up, Pam explained, were always fixed very quickly after a simple phone call. “There hasn’t been anything that I’ve had to wait on,” she recalled. “Dennis Ching would program something and then tell us ‘it’s OK now’ and it was amazing how quickly the issue was resolved.”

When asked to compare the Enterprise financial suite to the old financial package, Pam said she thinks it is 1,000 percent better. “It’s like night and day,” she said. “Anyone feeling a little apprehensive about the change over, I think will soon realize that it is so much easier. It really is a wonderful package.”

2004 Wraps Up With Some New Arrivals

Three births mark new additions to the KVS family.

On Dec. 15, a new addition to the Shanor family was born. Support Representative Steve Shanor and his wife Carolyn welcomed Aaron Nicholas into the world at 7:38 a.m. He weighed 6 lbs. 12 oz.

On Dec. 3, baby Kathryn Crean deGuehery arrived at 10:32 a.m., in quite a hurry to meet her parents,

Project Manager Catie deGuehery and her husband Crean. Kathryn weighed in at 7 lbs 4 oz.

On Oct. 27, Regional Marketing Manager Jay Grewe and his wife DiAnna welcomed William Joseph. “Will” was born at 5:44 p.m. and weighed 8 lbs 4 oz.

All three babies are doing well. Coincidentally, each is the second child in the family.



Mr. Shanor



Ms. deGuehery



Mr. Grewe

Standard Mileage Rates Change

by Sue Prechel, Controller

The Internal Revenue Service approved in November the largest increase ever in the standard mileage rates for one year. The business mileage rate for 2005 will be 40.5 cents. This is up from 37.5 cents in 2004. This three-cent increase is the result of higher gasoline and vehicle prices.

Mileage rates for deductible medical or moving expenses increased from 14 to 15 cents. The mileage rate for providing services to a charitable organization remained unchanged at 14 cents a mile.

KVS Signs Second South Dakota County

by Jay Grewe, Regional Marketing Manager

KVS is proud to announce that Yankton County has signed on to become our second installation in South Dakota. Situated in the south eastern part of the state, Yankton County will be utilizing a wide range of KVS applications which include the Financial Suite, Assessment, Tax Billing and Collections, as well as Payroll. After months of evaluations, Yankton County selected KVS to replace it's existing

CMS/Incode suite for a variety of reasons.

KVS' efforts in South Dakota will ensure that many more counties there will enjoy the benefits of our products and support. Pennington County and Yankton County will play a large role in the success of KVS, not only by spreading positive referrals but also by hosting many user conferences in the future.

Annual MMA Conference Brings Massachusetts Clients Together

by Steve Bystran, Regional Marketing Manager

The MMA meeting and trade show was held in early January in downtown Boston, and KVS President Ed Warnke and I attended. This annual event brings municipal officials and managers together for educational sessions led by nationally recognized authorities, consultants and some of their peers.

The Hynes Convention Center and Marriott Copley Place Hotel was host to over 1,000 municipal

officials from across the state. The event affords an opportunity for networking with vendors in a trade show setting to see what new and better offerings are available.

KVS has participated in this event for many years, as it is an excellent forum to keep in touch with our clients and to make contact with other municipalities that may be looking to improve their information technology solutions.

Welcome New Clients

City of Jasper, IN

Town of Highlands, NY

Town of Lewisboro, NY

Town of Montgomery, NY

Town of New Castle, NY

Town of North Castle, NY

Village of Nyack, NY

Town of Tredyffrin, PA

Yankton County, SD

Upcoming Shows & Conferences

Visit your Regional Marketing Representatives at the following sites:

NY State Association of Towns

Feb. 20-22

New York City, NY

Steve Bystran

NYS GFOA 2005 Conference

April 6-8

Albany, NY

Bill Becker & Steve Bystran

Pennsylvania GFOA Annual State Conference

May 1-3

Harrisburg, PA

Ed Warnke

KVS 2005 Regional User Conferences

Several regional user conferences are being scheduled throughout the year.

The first one is set for our Southeastern clients, including Indiana, Kentucky, Ohio, Tennessee and West Virginia, on Feb. 24 in Bowling Green, KY.

Please continue to check "User Conferences" listed in the sidebar on the KVS website home page at www.kvsinfo.com for updated information.

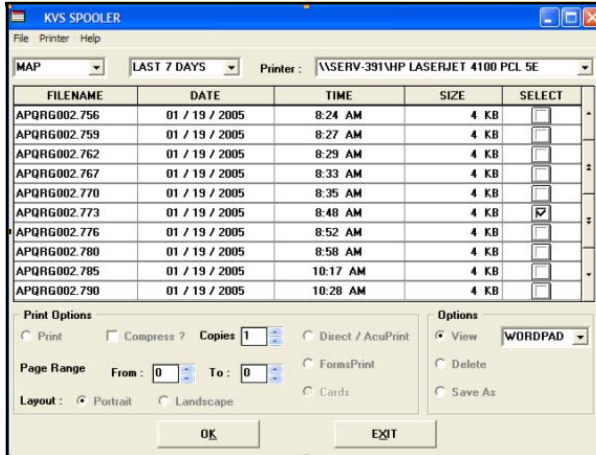
New Print Spooler Program Has Ease Of Point & Click

by Todd Loomis, Technical Support Representative

The new spooler program, released in November 2004, uses a number of “point and click” features to simplify print file accessibility. Users can select a file with a click of the mouse and then choose print, view, delete or save as with another click. Also, multiple files may be printed or deleted at once.

Some other helpful features include the System, Date, and Printer drop boxes located at the top of the screen. The System drop box allows you to list files from a particular system only. For example, selecting the Accounts Payable system in the drop box will reveal only Accounts Payable print files. The Date drop box allows you to choose from “all dates,” “today’s date” or “last 7 days”. Only the print files which fall within that date selection display. For those who leave many print files in the spooler, these features will make it much easier to find a particular file. The Printer Select drop box allows you to select the printer here with-

out having to use the F1 key to open the printer properties screen, as was required in the previous version.



The sample Print Spooler screen above shows only Accounts Payable print files which were created within the past seven days, as selected.

In addition, when a report file is selected, the compress, copies, page range and layout print options in the lower left of the screen become available. These allow you to compress the report, select a number of copies to print, print a range of pages from the report, and choose portrait or landscape orientation. When printing a form, only the copies option becomes accessible.



Technical Update

by Jerry Fonner, Director of Technical Services



Microsoft Retires Windows NT Server 4.0

On Jan. 1, 2005, Microsoft officially ended pay-per-incident and premier support, including security hotfixes, for Windows NT Server 4.0.

Online support pages will continue to be available until Jan. 1, 2007.

More information can be found at <http://www.microsoft.com/ntserver/productinfo/availability/faq.asp>.

AcuGT Version 6.20 Testing Begins

In December of 2004, KVS began testing the latest version of the AcuGT runtime, Version 6.20.

In addition to many internal performance enhancements and a new version of the file structure, this upgrade provides various enhancements in the development environment which will enable us to further enhance our Standard Edition software products. Current plans are to begin shipping this update to clients in the spring of 2005.

ASP Hosting Service Launched by Partnership With MRK Hostwindow

by Jerry Fonner

KVS has teamed up with MRK HostWindow, a leading provider of internet-based hosting services, to provide ASP Hosting for our customers.

Using this service, customers can store any number of desktop applications, including KVS applications, on the hosting server. Any computer with access to the internet can then gain entry into all of your

hosted applications.

What are some of the benefits of using a hosting service? Imagine never having to worry about managing your server, about hardware or system failures or viruses infecting your server. Imagine never needing to perform backups or load application updates, or never trying to figure out which system patches need to be installed. In a hosted environ-

ment, all system management functions are provided by KVS and MRK. Your data is stored on a redundant storage area network with all equipment and data maintained in multiple locations, providing exceptional redundancy with a guaranteed uptime.

Hosting is a good solution for clients of all sizes. Smaller clients can

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System Enhancements

Accounts Payable

Added the option to enter a check date range on the Voucher Detail Report.

BOLT

A due date range has been added to discrepancy notices.

Collection

Created a new Labels option to print labels using the Avery 5160 Laser format.

Increased number of allowable installments in Loan Agreements from 180 to 360.

Revenue & Expense Accounts Combined On One Report

A General Ledger report was recently created to print both revenue and expense accounts and totals.

With the new GL 130 Report, all detail from either the 116 (Revenue)

Compass

Added the option to print Control Totals Report for Muni, School or Both.

Miscellaneous

Created a new version of Spooler with features from the new version of AcuCobol.

Payroll

Increased allowable deduction and benefit codes to more than 99 by changing them from 2 to 3 digits.

Added quarter-to-date fields to Employee Retirement File Maintenance.

or 122 (Expense) reports are totaled together based on user selected sort options. This new report reflects the net value of both revenues and expenses.

ASP Hosting (cont'd from page 4)

benefit by hosting their applications in a secure, redundant environment, without the expense involved with building such an infrastructure. Larger clients can benefit by offloading specific applications to the hosting service, freeing up internal resources for other needs.

If you are interested in finding out more information about switching to an ASP hosting service, please contact the KVS Technical Services staff. For pricing information, please contact your KVS Marketing Manager.

Have you checked your backups lately?

During this end of year processing period, KVS has worked with a number of clients who needed to perform a restore, only to find out that their backup wasn't working properly. To avoid this situation, KVS recommends that you test your backup procedures regularly to ensure that you are backing up all essential data and that you are able to successfully restore data. This can be performed by simply restoring your files into an alternative directory and verifying that you can access KVS from that location. KVS also recommends that you backup to a rotation of tapes rather than CDs or diskettes/zip drives – tape drives provide higher capacity, increased speed, and more reliable backup/restore software.

Some issues that we encountered have included not updating the backup job to include new directories, backing up files while they are in use, hardware issues, and improper backup procedures. Most backup utilities have log files that indicate what is being backed up and if each job is successful. These log files should be checked regularly.

If you have any questions about your backup procedures, please contact a KVS Technical Support Representative.



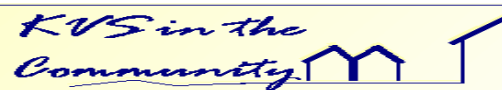
Notify KVS When Upgrading

When performing upgrades to your system, please be sure to contact KVS.

If you are planning on upgrading your server, or have already done so, let us know. We will ensure that your new server meets our current and future system requirements.

We also use this information to maintain a record of each client system configuration. This record is an important tool for the support department to use when assisting you.

Keeping us informed of changes to your system will guarantee accurate and timely support when you need it most. Call us at 1-800-999-9587 and ask for the Technical Support Department.



The following recipients have been selected for the KVS "dress-down" funds:

December - half of the amount collected for the needs of a Buffalo city school classroom was returned by the teacher to be donated to the relief efforts following the tsunami in southeast Asia.

January - the tsunami relief efforts.

February - Jammies for GIs, a campaign started by a Western New York woman to provide clothing and personal items to sick and injured soldiers. For information, go to www.jammiesforgis.com.

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