



DY-Computes

Dynamite Newsletter

Late Summer, 2002

New Dynamite Features

Despite family illness and a large reseller convention, we have been very busy these past two months.

Version 10.23 of Dynamite Generation 3 is now available for downloading. New features include:

- New format for update files
- Addition of system alerts
- Addition of annual contract rates
- Addition of PDF report file option
- Addition of sales generation functions
- Addition of street key lookup for customers
- Addition of component preventive maintenance
- Minor system enhancements and corrections

Version 8.8.5 of Dynamite 2000 is also now available for downloading. This product is still supported and used by hundreds of organizations.

Fix Your Clock

As we return to standard time at the end of October, it is a good time to check your computer clock for an accurate date and time. Most computers gain or lose a few seconds every day due to battery deterioration, faulty chips, or because they just want to show you who's boss.

To set things straight, connect to the United States Bureau of Standards web site: nist.time.gov. Follow the "About this service" link to download software that will adjust your computer's clock automatically.

For a lighter side of time keeping, check out: yugop.com/ver3/stuff/03/fla.html

Factoid

Only in America do we leave cars worth thousands of dollars in the driveway and put useless junk in the garage.

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Pass It Along

Pass this copy of DY-Computes along to your co-workers. The newsletter is intended to keep you informed of advances to our products and business in general. If you'd like additional subscriptions, just send us an e-mail at:

admin@southbysouthwest.com



E-Mail Spam

If you're like most e-mail users, you are receiving more spam and enjoying it less. In a recent survey conducted by Brightmail, unsolicited bulk e-mail made up a whopping 36 percent of all mail traveling over the Internet, up from 8 percent a year ago.

During the last week of June, we collected and categorized 1,660 e-mail messages. Yes, we have a life but were curious as to what we were receiving. The recap:

- 165 - legitimate e-mails
- 529 - reseller newsgroups
- 172 - loan and credit solicitations
- 168 - computer & electronic products
- 77 - sex-related sites
- 75 - business propositions & college degrees
- 74 - gambling sites
- 34 - insurance products
- 325 - miscellaneous topics such as winning contest entries and free psychic advice.

Does this mean we should take out a loan to buy a faster computer so we can get a psychic to advise us at an on-line casino? We are investigating e-mail filtering products and will report back any successes.

Factoid

A park statue of a famous person on a horse reveals how that person died. If the horse's front legs are in the air, he died in battle. One leg in the air means that he died as a result of battle wounds. If the horse has all four legs on the ground, the person died of natural causes.

Focus on Generation 3

An active preventive maintenance (PM) program can generate new revenue and, at the same time, reduce support costs. How does this work? Suppose that you're in the business of fixing copiers and your service staff operates in a reactionary mode. When a customer calls about a broken machine you go out and fix it. Many times the copy machine is so filthy and "out of tune" that you have to charge an arm and a leg to get it operational.

Changing to a *proactive* service mode from a *reactive* mode produces a steady stream of cash and fewer emergencies. It can actually increase your billable hours. Under this program, you would schedule a quarterly PM visit for the copier in the example above. Each visit would include a complete clean out, software update, and performance check. Potential problems are spotted sooner or prevented altogether. Instead of one costly visit a year, you now have four routine visits and a happier customer.

Customers benefit from regular maintenance on critical equipment. The cost of down time can exceed the repair cost by a substantial amount.

The added benefit of regular PMs is the opportunity to market additional products and services. A quarterly PM gives you four opportunities to sell a toner cartridge or a model upgrade.

Monthly PM

Generation 3 now gives you three methods of scheduling preventive maintenance orders. Under the simplest method, you can specify a certain type of visit during January, another type during April, etc. This is referred to as Monthly PM and can be found on the job site screen. For each customer site, you can specify a particular type of service for any and all months of the year. Service types are defined in the table maintenance function.

Generation 3 will scan the PM schedule for all customers who are scheduled for service during the new month. You can either print a report or generate a regular service order. Because the work is not time dependent, you can use these orders as "fill in" tasks.

Detailed PM

Also at the job site level, you can specify a particular service to take place on a definite schedule. For example, the copy machine tune up is scheduled every 3 months or every 6 weeks as desired. The service items are standard inventory parts so when the service order is generated, the charge is automatically added at the current price.

Dynamite will also recognize when the detailed PM is late and will not keep generating new orders if the prior one has not been completed.

Component PM

This new feature operates much like the Detailed PM except that you can specify the service at the component level. For example, if a customer has three large copiers, you can schedule each one for service with a marketing bent so that your technician visits the customer once a month to work on the next machine.

To add even more flexibility to the entire preventive maintenance process, you can utilize any or all of these PM types at the same time for the same customer.

E-Mail Etiquette

Repeat after me: E-mail is my friend. E-mail saves me time and money. E-mail helps me. I ♥ e-mail.

E-mail is not intrusive to our lives. It is exactly the opposite. Would you rather get a dozen phone calls or a dozen e-mails? E-mails are dealt with at YOUR convenience not the caller's. It even allows us to respond at 3:00am when we can't sleep. E-mail is our friend.

Some helpful **DOs** and **DON'Ts** for e-mail etiquette:

DO check your e-mail at least once a day.

DON'T read spam. Just delete it.

DO respond to e-mail questions from friends and associates without delay even if the response is "Will advise."

DON'T ignore questions or inquiries because you'll just get a phone call later.

DO assume that your e-mail may get passed on to others or saved for future reference.

DON'T send jokes and stories to everyone in your address book.

DO use your spell checker and reread your message for proper grammar.

DON'T use swear words or off-color language.

DO respect the receiver's time.

DON'T call to tell someone that you just sent an e-mail.

DO include the original message when replying.

DON'T include fancy graphics or attach large files.

DO include an appropriate subject line.

DON'T use all caps unless you're in the mood to shout.