



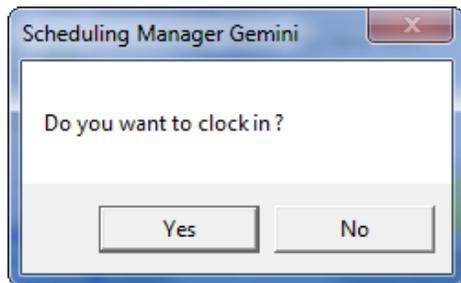
New Feature Spotlight: Clock-In at Launch

Thoughtful Systems has plans for the future of your profession. We look to our customers to keep us informed about the changing needs of their business, and we always acknowledge user feedback. Many of our clients told us they love the Time-Tracking feature included with our mobile app. So to make things quicker and easier we're adding an option for time tracking to **Scheduling Manager Gemini**.

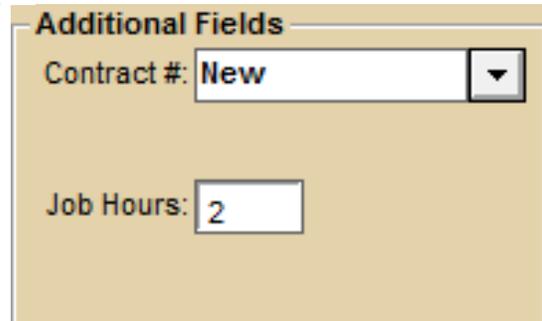


The times are adjustable, so this feature can take the place of external time keeping software or even pen and paper to accurately track and record times of any user logged in to **Scheduling Manager**. Whenever a user first opens **Scheduling Manager**, they'll be prompted to clock in.

Similarly, they'll be asked to clock out whenever they shut the system down. It's a simple and easy add-on feature to keep your day running as smoothly as possible. This is just another way **Thoughtful Systems** looks ahead to provide for any and all of your business management needs.



Job Hours



Another new feature we've added into our software is the Job Hours tracking feature. This lets you set the total number of hours for employees to dedicate to a job. Once you've entered a start time, you can enter the total number of job hours it should take one employee to do the task, and automatically schedule an end time for that job. Later, if more employees are added or removed from the job, the end time will be automatically recalculated.

What this means for your business

The Job Hours feature is another convenient upgrade that makes **Scheduling Manager** the most robust scheduling software available on the market. The function of the Job Hours component makes scheduling the end time of a job simple. However, its true benefit is its ability to manage hundreds of details. Once



the job is scheduled and the hours are set, there may be an unexpected incident that causes a customer's or your needs to change. If extra employees are added to the job, then the time is recalculated, automatically adjusting the scheduling. There

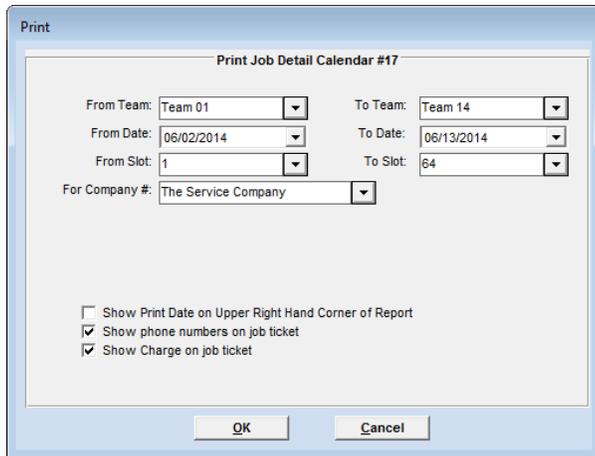
is no need on your part as the business owner to do the rescheduling yourself. **Scheduling Manager** keeps track of all the details for you.



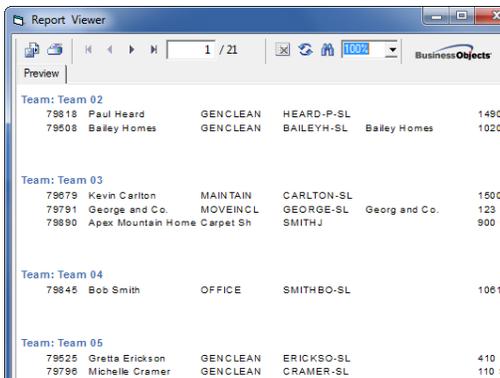
Call now to order, or to get your free trial!

New Addition: Job Calendar #17

We've always prided ourselves on the customizability of our software. **Scheduling Manager** is essential to a variety of businesses, and each business owner has their own needs. We're happy to announce a new addition to the already hefty offerings we have to our reports: Job Detail Calendar #17. Just open the Print Job Detail Calendar dialog box:



Select the details for the teams and dates you'd like to see, and this Detail Calendar will list the job number, customer name, work code, and so on. We encourage our users to try out this new calendar and provide feedback (Contact information can be found at the bottom of this page).



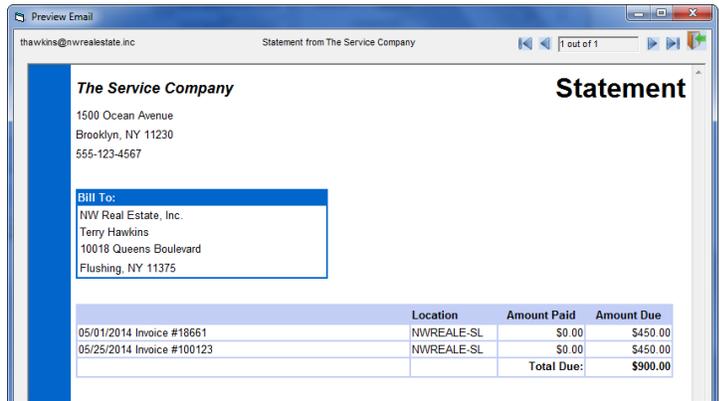
iTunes



Google

Location ID Now on E-Mail Statements!

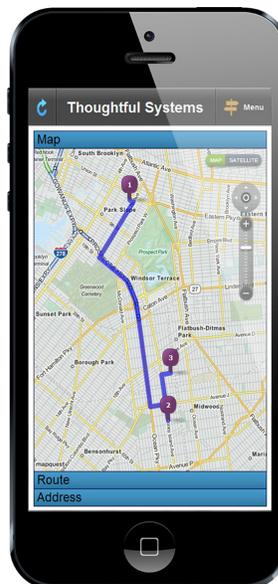
If you have multiple locations for some of your customers, you can now enter the location ID on E-Mail statements! This allows you to quickly and conveniently identify and separate the charges between any work done at a main site and any work done off site.



If your company is hoping to go paperless, this statement is just one of the many ways **Thoughtful Systems** helps facilitate the move to a faster and more productive future.

One more reason to try our Mobile App: GPS Functionality

The live GPS tracking feature in **SM-Mobile** lets managers track the location of employees throughout the day. Employees can get directions on their smart phones, tablets or iPads. Management at head office can see the location of all employees on a screen in **Scheduling Manager Gemini**. This also means that **Scheduling Manager Gemini** can find the optimal employee for a new job assignment – geographic location and job skills are taken into account in performing employee scheduling, and providing optimal appointment times for clients. Optimization features in the software allow for generation of the best and shortest routes from job to job for each employee or team.



Call now to learn more and activate your mobile app capabilities!

Notes From The Backup Desk:



At **Thoughtful Systems** we often receive happy phone calls, with clients confiding how much the software has helped their businesses grow.

But, periodically, we also find ourselves having to be the bearers of bad news.

For example: A user calls and says that her harddrive has crashed and so she is installing the software on a new PC.

In this case we inform the user, "You'll need to restore from your latest backup."

Sometimes, unfortunately, the response from the user is, "Backup?"

Perhaps you've experienced this yourself on a smaller scale. You were typing something in Word or Notepad when suddenly there's a power surge or the computer crashes. Before the early 2000s, that meant all your work was gone. Thankfully, Microsoft and other software developers recognized that not every contingency could be planned for and instituted features like AutoRecover. This has saved countless headaches over the years, but frequently it's just not enough.

Just recently a long-time user, one we thought very sophisticated and would never doubt their backup procedure had such an incident and unfortunately their most recent backup was from 4 months ago.

Being a very large company, much had happened in the business during the last 4 months. Payments and invoices for longstanding clients were gone, and new customer information was lost.

If you're running your own business, you can't risk relying on software developers to engineer a solution for you. But there are best practices.

If possible, make multiple backups in different locations. This should extend beyond just a separate drive on the same computer. Try to put it on multiple office computers, or better yet, multiple external hard drives.

That said, computers and hard drives are still physical devices and susceptible to natural forces such as fire and floods. Years ago, a client of ours held all of their backups right next to their computer. Tragically, they had a fire, and all of their main and backup data was lost.

The safest and most extreme options are storing data in disasterproof safes or cabinets and making sure to keep the computers and drives in separate locations. Thankfully, there are easier options nowadays, such as server companies that will store data remotely.

Any advance in technology has its tradeoffs. The speed and efficiency that computer systems provide are wonderful, but computers themselves are subject to the same disasters as other storage methods, like paper files or tapes.

The old saying, "Don't put all your eggs in one basket" applies just as much today as it ever has before. Luckily, the advances in today's technology also means your "baskets" can be in different zip codes or time zones.

We are more than happy to discuss correct backup procedures, so please do not hesitate to contact us!



Call now to learn more and activate your mobile app capabilities!