

THE ASI ARCHIVE

Volume 1, Issue 1
Summer, 2003

**WHERE WE ARE
WHERE WE'RE GOING
WHAT WE'LL DO FOR YOU**
BY: SCOTT BIDWELL

Over the past two years Andrews Software has experienced some of its biggest and consistent growth. This growth is partly due to the addition of new customers (thanks to all who acted as references) and partly due to the record number of conversions from DOS Corporate Keeper to Visual Corporate Keeper® (VCK). Let's not forget the existing DOS customers who are happy just as they are. If the DOS users are still running successful operations on older technology, imagine what VCK is capable of doing? To accommodate our growth, Andrews has reinforced its sales, support and development teams with additional team members and became a certified Microsoft partner in the process.

"We believe we have a real sense of what's needed to run a successful record center, ultimately making the Andrews network of users the strongest out there."

All of this is obviously great for us, but also means good news for you too. We have innovative plans for InfoKeeper™ to ensure it remains on the cutting edge of Record Center technology. These plans include the incorporation of imaging (we are currently running two different pilot programs in our Cleveland facility) into the Andrews fam-

ily plus we guarantee the usual upgrades and product enhancements to VCK, which incidentally is largely driven by you the customer. There are of course other plans on the table that will all help make you a better record center and us a better software provider. We are firm believers that there is always room for improvement. You should know that we take what we do very seriously and truly hope that our efforts help you and your business become stronger, more efficient and have the tools to stay ahead of the game. It helps enormously that we are in the business and experience the same customer demands as yourselves. We believe we have a real sense of what's needed to run a successful record center, ultimately making the Andrews network of users the strongest out there.

With the addition of more team members, we are able to resurrect our quarterly newsletter as well as some other things currently in the works. The objective with this opening edition is to reac-

quaint you with who we are, where we're going, and bring everyone up to speed on the many, many features that exist within VCK and the rest of our products. Each issue will include regular features of course, but in addition, will have articles on what we feel might be pertinent to the industry and your operation. We will even ask you questions to ensure you are paying attention. Feedback of any kind is encouraged, helping us to remain pointed in the right direction. We welcome contributions on any level to keep our newsletter relevant, current and informative.

So on that note, may we say what a pleasure it is to have the means to share information and trivia with all of you, while maintaining a more productive working relationship. Read it, enjoy it, use it to start your fire, and take from it what you will. We hope it helps.

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- Win Free Admission to the User's Meeting



Tips & Tricks for VCK

Customer Setup:
If you are editing the main level customer and want to make a change to a department, enter the department number into the *Customer/Department Number* field. This will bring up the department without having to exit and reselect the department from the customer tree.

A View on Customer Support from Customer Support

By: Brian Chivers

Many companies today have come to recognize the fact that investing in a strong customer service department helps to achieve organizational goals, beyond simply helping a customer figure out how to resolve an issue. In general, companies that focus on providing excellent customer service have better customer satisfaction, higher employee retention, and ultimately higher revenue streams. A satisfied customer generally tells no one, but a dissatisfied customer tells anyone and everyone. Our support team receives calls on everything from how to perform an elementary task on one of our several software programs to assisting clients in recovering files that may have been inadvertently deleted by a user. We also make recommendations for software and hardware upgrades as well as offer suggestions on best practices for operating record centers, all while playing the role of a counselor.

How do you determine what is good customer service? Maybe your definition is based on whether you like a friendly voice, maybe you like a straight shooter (no jokes, just take care of business), or maybe you like someone to listen so you can bounce ideas around until they make sense. No matter what a customer prefers, one thing is for sure — all customers appreciate a quick response.

Even if the solution to a problem has not been achieved, customers value a timely response and update.



Don't let yourself get this frustrated before you call. We're here to help!!

We continually review our procedures and make changes according to your needs and our own personal experiences with other service providers. How many hours have we all burned up waiting for the next available customer service representative while trying to receive help from an insurance provider, phone company, or some other service industry, where you hear "Your call will be answered in the order in which it was received and the approximate wait time is ___ minutes"? In the last six months we have made several strides to improve what we believe to be an already excellent customer support program. We have added another customer support person (who has six years of commercial records center experience), extended our normal support hours (7:30 am – 5:30 pm EST), and changed our after hours support procedures so you can reach a person, not a voicemail box, 24 hours a day 7 days a week. We are also enhancing our website to provide a section geared towards you, "ASIUSERS", where you will have access to FAQ's for all software products, product updates and much, much more.

In closing, you have asked and we have answered. So, the next time a call is placed to ASI for support and you speak with your favorite representative because you enjoy the friendly voice, can-do attitude, or shoulder to lean on, rest assured that whatever your request—it will be handled swiftly. We welcome all comments and suggestions in order to better serve your needs, to keep your clients happy and to help you make your customer service team the best in your market.

Tips & Tricks for VCK



Location Lookup: When using the location lookup form you need to **TAB** out of the **Search** field to activate the rest of the form giving you the option to **Print**.

Computers... Yesterday, Today & Tomorrow

By: Kevin Baird

In 1968 you could pick up a 1.3 MHz CPU with half a megabyte of RAM and 100 megabyte hard drive for a mere US\$ 1.6 million. The hard drive weighed 2.5 tons, and you needed another office and a small power company to turn the thing on. The computer itself was programmed by a person punching holes in a punch card in order to represent an instruction. Stacks of cards formed programs, and were fed by hand into the computer one at a time. People who inserted their cards had only one user interface control, a large red button with the words, "Emergency Stop" printed above it. And while today's thoughts of a computer related emergency may mean a virus, or a loss of data, you can be sure that a 1968 computer emergency meant a raging fire and the total destruction of your \$1.6 million dollar investment. What fun!

If we look at today's computing platform, we can see that the user interface has become more friendly, and is designed to do almost anything you can imagine, if you have the time and patience to get it done. While yesterday's limitations of price, performance, and storage size have always held the reigns on what is and is not possible, we are finally reaching a point in the history of computers where the only limitation is you, and what you want to get done. As we move forward, we will see more and more fascinating developments happening in the world of computers. It's a fantastic ride, that offers more incredible changes than any other product in history. It's a great time to be alive and experience this revolution, and to be thankful that the days of the Emergency Stop are over...

Word Search

N R E F I N N E J M S
 I J Y C D B N S V A Z
 T E I C S M R I E T L
 N E Z M U Q U I V T B
 A L L O Q I P D A E H
 T B L V H B A R D N K
 S J Y N O T T A O E J
 N I V K B V T H R V D
 O S C O T T Y C E E T
 K D H V E A L I E T E
 I N R E B L S R N S F

The 'A' Team

BRIAN	JENNIFER
PATTY	LOU
TONY	JIM
DOREEN	KEVIN
STEVE	DAVE
RICHARD	KONSTANTIN
BERNI	SCOTT
MATT	LEE

The "a" Team

G'day mates!! I'm Dave Campion. I've been with the Andrews companies ten years and worked every job a commercial record center can offer. Currently a support team member I specialize in offsite conversions and training. I'll travel anywhere to please the customer. In my little free time I enjoy being in the great outdoors camping, backpacking & kayaking with my new Aussie family, Suzzie, Thomas, Joel & Katie !!

Kevin Baird - A computer programmer with twenty years of experience and full time web journalist. If I'm not working on computers, I'm working on computers...

Hi, I am Konstantin Guiler. I joined Andrews Software about 3 years ago and have 17+ years experience in the development of computer system applications. I am mostly responsible for Work Orders and Billing. I have lived in Moscow, Russia and Toronto, Canada before moving to Cleveland. Outside of work I enjoy speaking Russian, traveling and photography.

Hello from Lee Miller. In 1984 I began my journey as President of newly formed Andrews Records Management. As the business grew, I saw the need to develop better records management software. Today Andrews Software Inc. distributes a successful product to record centers worldwide and is the only software vendor who owns and operates a commercial records center. I enjoy serving as a volunteer for my national Sigma Alpha Epsilon fraternity and Chapter Advisor at Mount Union College in Ohio. Golfing and classic cars round out my days.

Word to my fellow record center software aficionados, I'm Tony Kovalik. Since '98 I've been coding VCK, VVK, and related utilities. I wasn't born a nerd but I've spent the last 35 years becoming one. My interests include science fiction/fantasy novels, sci-fi TV (e.g. FarScape, Red Dwarf), video games, cartoons, and spending time with my infant son, Owen.

Berni Hliviak a.k.a. "The Dragon Lady" I started at Andrews Records in 1991, six months after moving to Ohio from Los Angeles. I was hired as a temp for two days and twelve years later, they still can't get rid of me! My office administrator duties vary from day to day, but my most important function is providing baked goods for my coworkers—Jello cake, cheesecake, Divine Intervention. (The other name for this cake is too risqué for a family newsletter.) My interests are my husband Joe, children, grandchildren, needlepoint and baking.

Hi, this is Steve Batug. I'm in my sixth year with Andrews Software presently. My duties include customer support for DOS based and Visual software products, client database management, data conversions, and special application programming. Outside interests include Archaeology, running, scuba diving, skiing, and creative writing.

Hi this is Scott Bidwell. I started with the Andrews Companies in September of 1990, when I had a full head of hair, and I have spent the last 7 years with Andrews Software, Inc., the last two years as General Manager. As with many of our Team Members, I spent my first 6 years working in just about every area within Andrews Records Management, from operations to sales. In my spare time I enjoy coaching youth sports, home improvement projects, and an occasional round of golf.

Hi there, Patty Nagel here. I've been part of ASI for about 3 years now, although I've been "playing" with computers for 37 years. No, no, that's not a typo, and yes, they had computers "back then". Data conversions, internal documentation and creation of reports are my main contribution to the development team. Music, movies & volunteering are outside interests I enjoy, if I find time after helping take care of 2 yr. Old quadruplets in our family!

I'm Brian Chivers and I have been with Andrews Software for about six months. Before that I held various positions within Andrews Records Management throughout the six years spent there. After striving to be a software support genius for 8 hours a day, I enjoy spending time with my spouse and playing guitar.

I'm Jennifer Fröhlich, a.k.a. Jennifer Vajda. That's right, as most of you know I got myself married last year and so far it has been a blast! As far as work goes I'm six years in and currently a member of our support team. In truth my job encompasses a lot more, but all you really need to know is that if there's a problem I'll fix it!!



Back (Left to Right) - Steve, Tony, Brian, Scott, Richard, Jim, Lou
 Front (Left to Right) - Konstantin, Dave, Berni, Jennifer, Patty
 Not Available: Lee, Matt, Kevin, Doreen

My name is Lou Pogorelc. I joined the ASI team on April 1, 2003 as a Software Developer. I have 16+ years experience working in the IT industry with a background in developing mainframe, client server, and web applications. In my spare time I enjoy golfing and working on home improvement projects.

Hi, I'm Richard Warren. I have worked for Andrews for 13 years, the last eight in Software. I have work just about every job in the Records Center and am now the Project Manager. I enjoy all outdoor activities and NASCAR Racing.

Greetings from the server room! My name is Matt Clark, and I am an outside contractor responsible for making sure that the valuable data stored on the various servers gets backed up regularly to tape. Other functions I perform are setting up new PCs and repairing old ones when they break, and supporting the network and users when they have problems. Outside of work, I like to play with computers (of course!) and play guitar in my rock band.

Hey mate, I'm Jim Macmillan and as with the majority of Andrews Software, my journey started with the Records company. I made the transition to ASI last summer and currently occupy the sales position. My English roots are a constant source of amusement to my colleagues, its tough being the minority sometimes. I enjoy, drinking tea, eating crumpets, driving on the wrong side of the road and speaking with a funny accent.

I'm Doreen Dietsche and have recently joined Andrews as HR Director, focusing on standardizing the HR function as well as facilitating, coaching, and creating orientation and procedural systems. For fun, I teach English, Oral Communications and Basic Business classes at a Junior College. For more fun I dabble in photography, hiking, reading and play football with my 3-legged German Shepard, Jacoby.

Mystic Reflections on an Andrews Experience

By: Tom Adams of City Centre Archives (London, Ontario, Canada)

~seek~

stretch your access program to the very full, and you will wish you had stopped in time~ for strange things happen with many data lines~

the answer to missing boxes and misplaced files is a change of direction~ be open to explore those who would claim to have answers~ don't ignore asking them hard questions~ the path to peace is a trail you must walk~

the story of the path taken by your peers demands your ear~ they bring comfort knowing that they too have walked these roads before you in a quest to discover a better way~ their experience is invaluable~

forsake your desire for self sufficiency~ your friend the programmer is only that before his payment arrives~ how quickly friends become unreachable when yin becomes yang~

o' be wary of the glitz and glamour of the west~ masses have flocked there to find the way but have discovered that the price is high~ many nickels and dimes start to outweigh the perceived benefits of the populist way~

the promises and putdowns of those who smile at you from the sunshine state dim the senses to see their exposed weakness~ many boxes make requests for help frequent~ smiles become frowns~ calls become recalls~

there comes a voice from an unusual place below the sea of erie by the man of wales proclaiming a better way~ he speaks different than the others~ he speaks of experience, of reality, of proof~ journey to see him and his world~

there is a quiet confidence to their way~ quiet because noise is not important and confident because it works~ the decision sequence becomes clear~

the guards of info confirm this way~ the windy city people affirm the direction~ they are wise ones~ listen~

~choose~

in decision comes change~ rules to live by are to be examined~ your vision of this paper world can be viewed in a new light~ no longer rely on old habits and patterns~ don't be afraid to take a big step when one is indicated~ you can't cross a chasm in two small steps~

at the monastery of technology the one who bids you well entrusts you to the capable hands of his guides~ learn from them~ be quiet~ ask much~ look for proof~ experience it with them~

begin to build a new way using the foundation of your past and the promise of their future~ the guide who loves to climb and shoot the rapids leads you through the path as you embark on this new way~

don't underestimate the significance of following their directives~ in the lee of the cardboard mountains they have honed their craft~ the practices they advise are proven in the battlefields of boxes and you would do well to adopt them~

leave the awesomeness of their enclave to prepare to convert your own world~ be mindful of the resistance you will face from those who have walked with you at home~ patience in the transition will strengthen your journey~ they too will see the way~

when the time is right, make the change~ don't hesitate~ the one who is rich will share the wealth of his years with you~ begin today your new way~ embrace it~ for most of the things worth doing in the world have been declared impossible before they were attempted~

~live~

rest in the knowledge of a decision well made~ allow the strength of the new way to undergird you~ you will look back on times past and wonder how you made it, thankful for your now current reality~

despite frustrations in the new path, allow curiosity to be your mantra instead of being furious~ for it is in chaos that peace can be discovered, and in crisis that calm can be found ~ rivers know this: there is no hurry, we shall get there some day~

and yet there are times when no answer comes~ it is in those times when the sojourner is weary that the angel appears~ call for her in times of trouble~ she who is your guardian will light the way and carry the load~

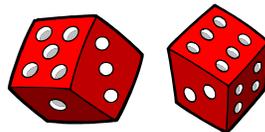
above all, have fun and enjoy the journey~ this new way can assist your endeavours~ excellence is the gradual result of always wanting to do better~ so little by little you become great~

and then if you can spend a perfectly useless afternoon in a perfectly useless manner, you have learned how to live~

live well and prosper~

Tom Adams makes it his goal to live everyday in an extraordinary way. Along with his role as Chief Enthusiasm Officer of City Centre Archives in London, Ontario, Canada, Tom seeks to live and give fresh air through enthusiasm, encouragement, guidance and hope. © 2003

TAKE YOUR CHANCES & WIN



Users Meeting: Win Free Admission

This years annual User's meeting will be held on
October 8th, 9th, & 10th.

Check your email to complete the online Survey and be
entered into the drawing for Free Admission.

(The winner and results of the survey will be announced in a follow up issue.)



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