

Leverage

Tracker Suite 7.2 Released

Latest release features upgraded interface, dashboards, improvements to all applications.

Tracker Suite 7.2 (www.TrackerSuite.com), the latest release of Automation Centre's Lotus Notes enterprise system, debuted at Lotusphere 2007.

Tracker Suite 7.2 offers major improvements: a better user experience with new UIs for both Notes and the Web, new AdminP utilities for easier data management, improved visual dashboards for monitoring business functions (project status, support ticket status and vacation banks), e-mail threaded discussions for easier collaboration inside or outside the organization, improved meeting and action item management, online documentation improvements (including "How Do I Help"



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Tracker Suite 7.2 features a new graphical interface

Tracker Suite Wins Again!

For the 2nd year in a row, Tracker Suite wins a Lotus Advisor Editors' Choice Award.

Tracker Suite is the winner of a 2007 Lotus Advisor Editors' Choice Award, for the second consecutive year.

Lotus Advisor magazine's panel of industry experts were at Lotusphere searching for useful and innovative products to help Lotus developers, administrators, and users perform their jobs more easily and efficiently.

After evaluating many outstanding products, they selected their favorites for the Editors' Choice award. Tracker Suite 7.2 was the winner of the Business Tools: Productivity category.

Repeating Success

Tracker Suite 7.2 features a number of valuable enhancements including a more refined user interface requiring less clicks, new drag-and-drop collaboration

folders and business dashboards. Tracker Suite 7.2 also features numerous upgrades designed to streamline business operations. For example, the Tracker Suite workflow engine has been completely redesigned to incorporate smart routing so if someone is out of the office, work is automatically re-routed.



"The editors of Lotus Advisor Magazine are pleased to acknowledge the notable achievement of Automation Centre with a 2007 Lotus Advisor Editors' Choice Award in the category of Productivity, for its innovative product, Automation Centre Tracker Suite," said John

Hawkins, Editorial Director, Lotus Advisor Magazine. "The Award recognizes and celebrates strong tools and products for Lotus application architects, developers, and administrators."



Automation Centre

developers of Tracker Suite®

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New 100% Web Product: Tracker Suite.Net

Tracker Suite.Net integrates with ALL email platforms

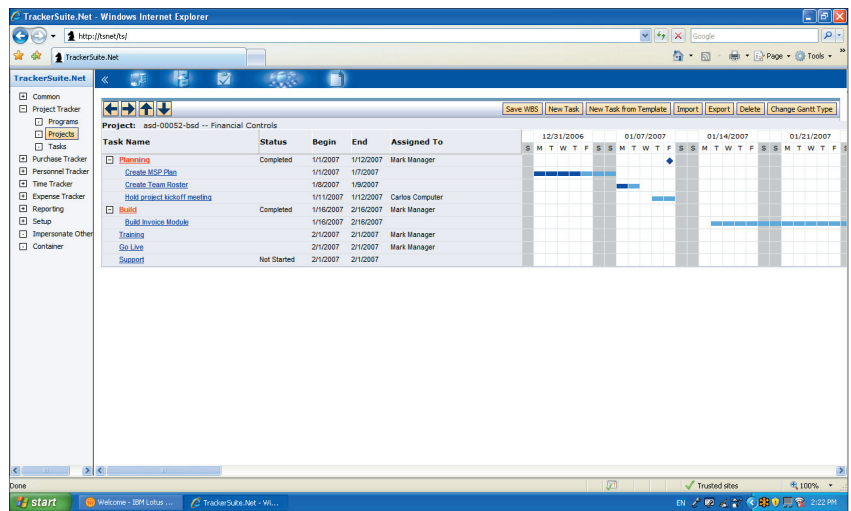
Automation Centre is pleased to announce it's new product, **TrackerSuite.Net™**.

Since 1994, Automation Centre has led the field of collaboration technology with Tracker Suite for Lotus Notes and later, TrackerOffice for Microsoft Exchange. TrackerSuite.Net is the next step. It offers rich, smart, email-enabled Web applications for projects, time and expense reporting, personnel management, purchasing and more, which can interact with any email client, including Web email services.

Utilizes Next Generation Architecture for Performance Gains, Lowers IT Overhead

TrackerSuite.Net offers high speed performance, even over WANs. Its flexibility makes it readily adaptable to intranet strategies. It is 100% SOA (Service Oriented Architecture), utilizing next generation architecture including LDAP, as well as established Web technologies (including SOAP, XML and style sheets) to provide client rich applications with Web service flexibility. By centralizing the control of services and eliminating the need for agents to drive processes, TrackerSuite.Net lowers IT overhead and frees resources.

TrackerSuite.Net provides deeper functionality than



Project Gantt Charts

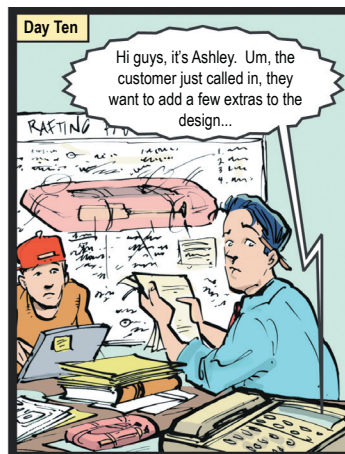
competing solutions such as Microsoft Project Server and Microsoft SharePoint, at a lower total cost of ownership. TrackerSuite.Net also integrates with Microsoft Project, allowing the import and export of Microsoft Project files over the Web.

For More Information

For more information about TrackerSuite.Net, please call Automation Centre today at (520) 882 – 9287, or visit our website, www.Acentre.com.

ADVENTURES

in the Paperwork Jungle



In Sync?

An international survey of senior executives reported that their people and processes were not aligned with their corporate strategy. **The #1 reason-failure to link the performance evaluation and compensation of those responsible** for achieving targeted benefits to specific, strategic objectives within projects and programs. - *PM Network Magazine, "Deliverables", December 2006*

Tracker Tip: Bulletproof Procurement

Streamline and secure your purchase to pay process with Tracker Suite

Purchase Tracker, Tracker Suite's procurement solution, streamlines purchasing from start to finish. Its electronic workflow simplifies purchase order creation, submission, approvals, receiving and final processing. But are you leveraging all that it offers? Here is a checklist for managers and users to follow to establish a bulletproof procurement system.

Veni, Vidi, Vendor!

Purchase Tracker's vendor database simplifies purchase order creation for users, by auto-populating the purchase order form as well as saving users from having to look up vendor information.

But a vendor database is only as reliable as the vendors in it. To prevent delays, make sure that the vendor contact and billing information in the database is current. Also, in the course of business organizations encounter vendors whose service is lacking. Make sure that these vendors are pulled from the database, to prevent another poor experience.

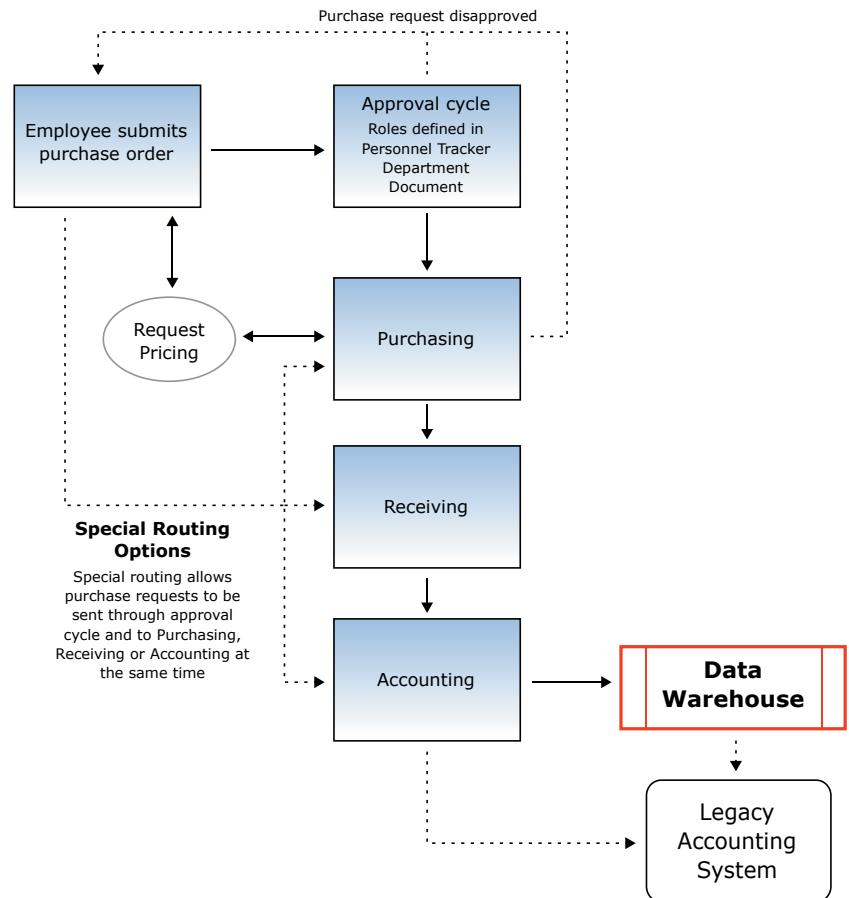
Details, Details...

Purchase Tracker's electronic workflow eliminates the greatest pain of the paper process, document management and tracking. Using Purchase Tracker, purchase order forms are secured with read/write/delete privileges and easily archived. If a purchase order needs to be reviewed, it can be opened from any location through Notes or the Web. If the purchase order number is unavailable, users can run a text search.

To simplify search and review, encourage users to submit purchase orders with detailed descriptions. For example, if a manager submits a purchase order for a new server for his office, instead of submitting a rather cryptic request for "Dell Server", the tech might submit "Dell PowerEdge 1955 Server for Seattle office."

Who Do You Trust?

Purchase Tracker automatically routes purchase orders to designated approvers, based on spending limits, department rules and roles. Proxy approvers can also be assigned when the normal approvers are unavailable.



Review the rules, roles, spending limits and approvers you have in place to ensure that your process is aligned with the organization's procurement guidelines. ■



Simplify

Do you have a regular monthly purchase? Save time using this new feature in Purchase Tracker- copy a previous order into a new request with a single click. Update the quantities as necessary and submit!

Tracker Suite 7.2

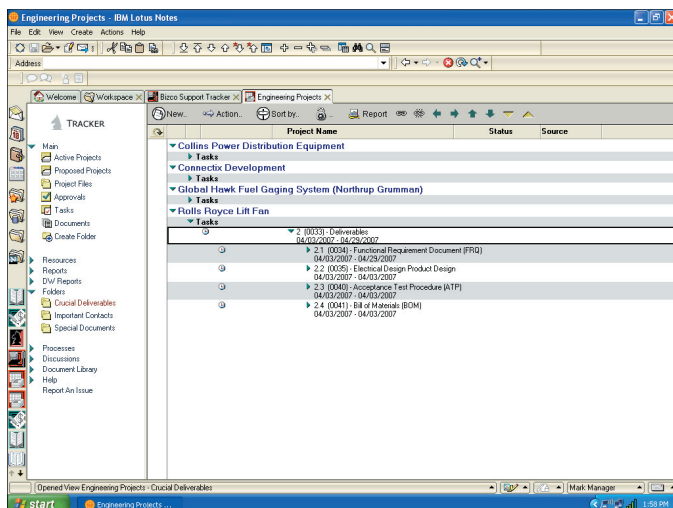
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for general users), a brand new applicant management system and a new Installer Tracker Suite 7.2 which simplifies installs for new organizational sites.

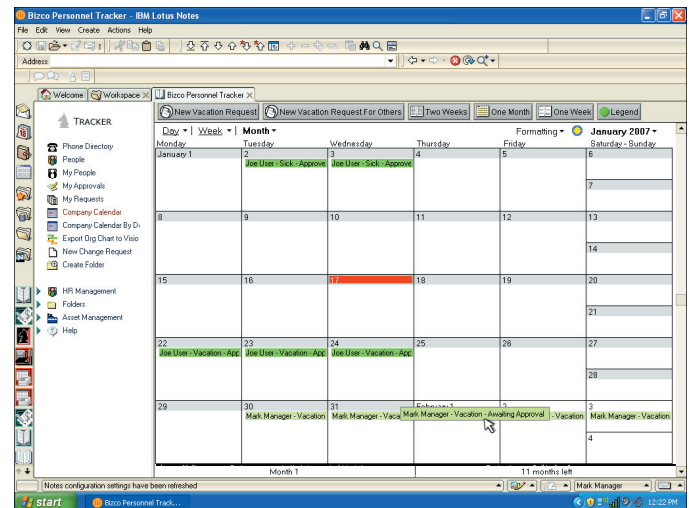
The new features of Tracker Suite 7.2 include:

Project Tracker

- An improved Web interface.
- The ability to quickly edit and complete multiple tasks.
- Public and private folders to help manage select project documentation.
- New features to register, manage and communicate issues and risks.
- Export function to quickly export tasks, issues, risks and action items to Excel.
- Select, copy and paste one or more email's as tasks, chats or memos.
- Sending and receiving emails within Project Tracker creates threading response hierarchy for recording conversations.
- AdminP support for full name updates.
- Simplified project meeting scheduling with 1-click team invites, invitee status tracking (Accepted, Declined, Pending) and a rescheduling function.
- Once project meetings are completed, a summary of agenda, minutes and action items is emailed to all participants.

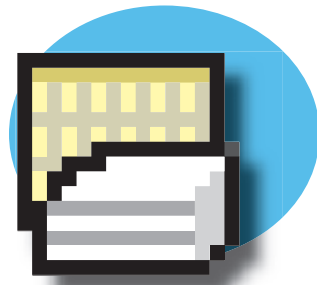


Personal folders users can drag and drop tasks, tickets, time cards, files, documents and more for easier access



Organizational calendars with color-coded leave requests

- “Under the hood” enhancements for faster, more efficient performance.
- New budget document design and functionality.
- Improved e-mail notifications for assignments, meetings, appraisals and resource management.
- New team member documents and an improved resourcing process.
- A “Dashboard” view which includes color coded metrics for current project status.
- Customers profiled in Customer Tracker can now be added as team members to view their project information.
- More user defined custom field labels.
- Status reports are now sent with added details.
- Ability to sort reference documents by owner.



Support Tracker

- A new color-coded ticket dashboard for at-a-glance reviews of ticket priority and work.
- Improved automatic assignment and escalation functionality.
- Ability to select Support Tracker users from the address book or from Personnel Tracker.
- Improved mail-in preference options and ability to override the default setting at the time of

“The essence of competitiveness is liberated when we make people believe that what they think and do is important - and then get out of their way while they do it.”

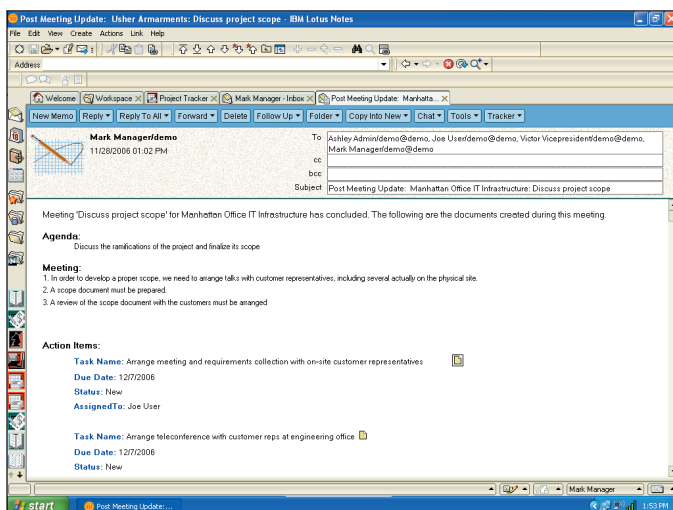
- notification.
- Improved history logs which keep track of changes done to queues and SLA as well as displays the time zone in which a support request is created.
- Improved action items / To-Do tasks.
- Improved sort options for all ticket views.
- Ability to add more fields like Customer ID.
- Decline/Unassign functionality on Web for Ticket.

Purchase Tracker

- One click printing.
- Functionality to forward a purchase request to other users for their review or feedback.
- Increased details in the Inbox simplify tracking of purchase requests.
- Fully customizable and flexible approval routing for department rules and roles.
- Copy PO function for easy creation of similar orders.
- Security enhancements to the purchase request validation and approval process.
- Single-click e-mail and fax for sending out purchase requests.
- Enhanced web search functionality.
- Management for vendor payment process.

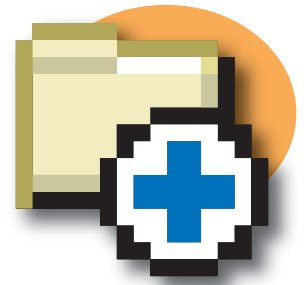
Time Tracker

- Add custom columns to time sheet.



Meeting summaries with minutes and action items emailed to all participants

- Plain HTML emailing of timesheets for approval/disapproval allows timesheets to be sent to other email clients, including Outlook and Yahoo mail.
- AutoNag™ function now sends Web URL or Notes button in email reminders to create time sheet.



- New filters for My Functional Group and My Tasks.
- Columns can be sorted hidden and resized.
- Print or export multiple time sheets using Microsoft Word.
- Out of Office approval notifications.
- Auto approval/disapproval/notification after a certain wait period on timesheets.
- Process time sheets against archived projects.
- Security fields ensure that only the user and the approver can see time sheets.
- Improved error handling with automatic notifications sent to administrator.
- Distributed system processing (multiple replicas on multiple Domino servers).
- Unprocessing/reprocessing of time sheets.
- Default project filter profilable in personal project profile.

Expense Tracker

- Enhanced validation options for expense reports when security is set.
- Expense rules and exception routing when rule overage occurs.
- Sort resize and hide columns on expense report.
- Approvers can now approve/process expense reports within the notification email.
- Ability to view the Print Preview in view options for a report.
- More view options for an expense report.
- Ability to manage expense reports from the Web.

Personnel Tracker

- New Time Off / Time Away Enhancements.

- New Corporate Holiday calendar sortable by Department.
- Enhancement for vacation and holiday calendar to all show request color coded by status.
- Add to My Calendar option for vacation request and approval allows users and manages to update personal calendars with vacation schedules.
- Export organizational charts to Visio.
- Company Calendar offers a color-coded view of approved vacations, absences and holidays.
- International organizations can configure location specific holidays.
- Out of Office made part of all type of Absence Change Request (Vacation, Sick, General Leave and Custom Absences).
- Simplified mass changes to employee info, including Cost Center, Time Tracker, Manager info and more.
- New Hire Form enhanced to allow lookup from cascaded address books.
- New functional group attribute.
- Currency and shipping profiling added to database setup.
- New Salary Form that utilizes the simple but powerful Notes encryption.
- Additional encrypted form for storing sensitive employee information.
- Approval Table display for Change Requests.
- New change request for all HR information that exports to Word.
- Customized welcome message for new users.

Applicant Tracker

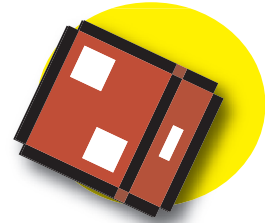
- Complete redesign to manage every part of the hiring process from job requisitions to reference checks and offer letters.
- Restructured for smarter applicant file management, allowing candidates to more easily be elected for multiple positions.
- Improved activity tracking with logging.
- Jobs can be prioritized according to organizational needs.
- Ability for candidates to log in on the web and post or update their resume to multiple jobs.
- Hiring dashboard shows how many applicants

were submitted to hiring manager for review, how many interviews were conducted and how many new hires were generated.

- New hires can now be imported automatically into the Personnel Tracker HR database.

Customer Tracker

- Updated forms and views for better organization of data.
- Added functionality to re-send lost or missing Internet Passwords.
- Ability to seamlessly create and view Customer Support Tickets in Support Tracker and Customer Projects in Project Tracker.
- Ability to view company and person specific open and closed support issues.



A full feature demo CD of Tracker Suite 7.2 is available, which installs on the desktop. To order the demo or for more information about Tracker Suite 7.2, visit our product website, www.TrackerSuite.com, or call Automation Centre today at (520) 882-9287. ■

Types of Project Managers

If you get in my way, I'll kill you!

Ideal Project Manager

If you get in my way, you'll kill me!

Somewhat Less than Ideal Project Manager

If I get in my way, I'll kill you!

Somewhat Misguided Project Manager

If I get in your way, I'll kill you!

Tough Project Manager

If get kill in will way I you.

Dyslexic, Functionally Illiterate Project Manager

I am the way! Kill me if you can!

Messianic Project Manager

Get away, I'll kill us all!

Suicidal Project Manager

If you kill me, I'll get in your way.

Thoughtful but Ineffective Project Manager

If I kill you, I'll get in your way.

Project Manager who has Trouble Dealing with the Obvious

I am quite confident that there is nothing in the way, so no one will get killed.

Doomed Project Manager

If you kill me, so what? If you get in my way, who cares?

Depressed Project Manager

If I kill me, you'll get your way.

Pragmatic Project Manager

Kill me, it's the only way.

Every Project Manager

Shine On...

"Shimmer", the beta release of iNotes (now Lotus Domino Web Access) was named after a Saturday Night Live skit about a product that did everything. "It's a floor wax, it's a dessert topping... it's Shimmer!"

Ring Power Chooses Tracker Suite

Purchase Tracker Installation Improves Workflow, Security and Reporting

Coordination can be difficult for any business, just ask Ring Power, the largest Caterpillar® (CAT) construction equipment dealer in North America, about its purchase-to-pay process.

Ring Power's eight purchasing managers handle upward of ten thousand purchase orders a year, submitted from remote CAT dealerships.

Previously, Ring Power was utilizing a paper-based authorization and financial approval process:

1. A three-part printed form was filled out by hand.
2. Approval stamps controlled signing authority.
3. The handwritten form had to be manually entered into the purchase order system.
4. The invoice also had to be manually entered into the system.

This paper-based process typically took three days to complete. On average, there were sixty to eighty purchase requisitions in the system at any time.

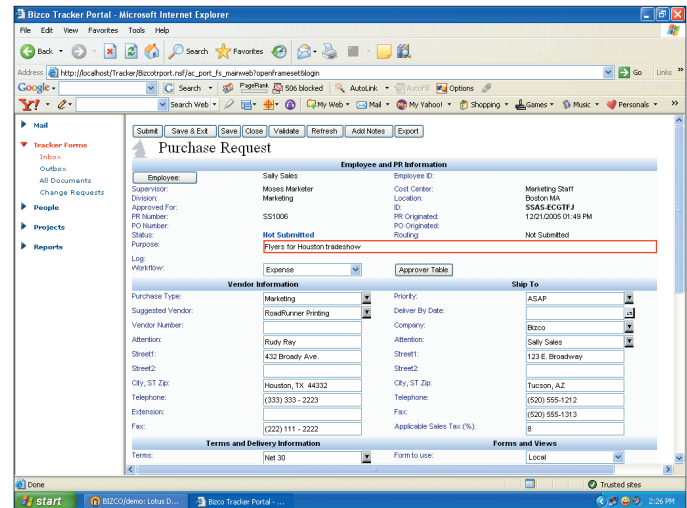
This process also created difficulties. For example, if a purchasing manager was on vacation when a remote location they handled submitted a purchase order for fuel, the order would float in limbo until the manager returned.

Ring Power realized that their procurement process had to change in order for their company to grow effectively. They considered several products, as well as the possibility of building their own solution. They decided on Tracker Suite's Purchase Tracker, due to its competitive pricing and that it leveraged their existing Lotus Notes infrastructure and user skills.

Purchase Tracker improved the purchasing workflow of Ring Power. The paper forms were replaced by URLs that users could access through Notes or the Web. Signing authority, which was based on seniority, became a role-based function. Currently, users with a "Service Manager" role have approval authority. Most importantly, Purchase Tracker's automated approval routing sent purchase orders directly to designated approvers, and supported out-of-office workflow.

To speed Purchase Tracker's adoption, Ring Power management encouraged user cooperation, coordinated training, set up a user help line and even toured facilities, providing hands-on assistance with the new system.

Within three months, Purchase Tracker was installed and adopted by Ring Power users. It has reduced



Purchase orders can be submitted from any location through Notes or the Web

Date	Department	PR #	PO #	Ordered	Received	Processed	Total
	CC1006		1	\$234.35	\$0.00	\$234.35	\$234.35
	JU1011			\$0.00	\$0.00	\$0.00	\$0.00
	Unspecified			\$0.00	\$0.00	\$0.00	\$3,320.26
	CC1006			\$0.00	\$0.00	\$0.00	\$1,106.25
	CC1010			\$0.00	\$0.00	\$0.00	\$0.00
	CC1009			\$0.00	\$0.00	\$0.00	\$107.50
	CC1009			\$1,481.50	\$0.00	\$0.00	\$1,481.50
	CC1008		2	\$1,481.50	\$0.00	\$1,481.50	\$3,481.50
	JU1003			\$0.00	\$0.00	\$0.00	\$1,701.63
	2005			\$2,746.25	\$2,477.50	\$0.00	\$2,811.11
	CC1021		5	\$107.50	\$0.00	\$0.00	\$107.50
	CC1007			\$107.50	\$0.00	\$0.00	\$107.50
	CC1007			\$0.00	\$0.00	\$0.00	\$40.13
	MM1015		4	\$1,075.00	\$1,075.00	\$0.00	\$1,075.00
	MM1015			\$161.25	\$0.00	\$0.00	\$161.25
	MM1015		6	\$1,402.50	\$1,402.50	\$0.00	\$1,402.50
	MM1014		7	\$1,062.50	\$1,062.50	\$0.00	\$1,062.50
	SS1005			\$0.00	\$0.00	\$0.00	\$24.73
	SS1005			\$0.00	\$0.00	\$0.00	\$24.73
	MM1004			\$0.00	\$0.00	\$0.00	\$1,856.50
	JU1010			\$0.00	\$0.00	\$0.00	\$1,856.50
	JU1010			\$0.00	\$0.00	\$0.00	\$1,200.00
	JU1013			\$0.00	\$0.00	\$0.00	\$107.50
	JU1013			\$0.00	\$0.00	\$0.00	\$953.63
	JU1020			\$0.00	\$0.00	\$0.00	\$463.75
	JU1020			\$0.00	\$0.00	\$0.00	\$63.88
	JU1020			\$0.00	\$0.00	\$0.00	\$76.25

Purchasing reports

the procurement cycle from three days to a matter of hours through simplifying purchase order submission, automatic approval routing and eliminating the need to manually enter purchase order and invoice data.

As well as streamlining the procurement process, Purchase Tracker has also improved reporting accuracy by abolishing the manual entry of invoice data into the accounting system, improved contract compliance with on-demand payment history, and provided stronger financial controls.

How's that for coordination?

\$3.6 million

How much world-class procurement organizations bring to their bottom line for every \$1 million spent in procurement operations, through a 133% return on investment in comparison to typical organizations. - 2005 Book of Numbers Research - The Hackett Group