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Tracker Suite 8 for Notes Released!

New release offers upgraded performance and workflow, new features and modules

Automation Centre is pleased to announce the release of Tracker Suite 8.0 (*www.TrackerSuite.com*), the latest version of its award winning Lotus Notes application bundle. A free demo is available, both on CD as well as by download. The demo also includes TrackerSuite.Net, a 100% Web based version of Tracker Suite.

To order a demo, please contact an Automation Centre representative at (520) 882-9287 or by email at info@Acentre.com.

Tracker Suite 8.0 offers improved performance in workflow, speed and security, an array of new features and new modules including Invoice Tracker, an invoice

TrackerSuite.Net Demo On Demand!

New TrackerSuite.Net demo puts visitors a click away from a hands-on evaluation

Automation Centre has launched a new service, allowing visitors to the TrackerSuite.Net website to register for immediate access to a hands-on evaluation of TrackerSuite.Net, at **www.TrackerSuite.Net/RFI**.

After registering users are given a link that logs them in a Guest User account on the TrackerSuite.Net demo site. The visitor can explore the TrackerSuite.Net environment, review projects and tasks, submit time sheets, expense reports and purchase orders.

The "Demo On Demand" offers visitors an immediate test-drive of TrackerSuite.Net, without having to schedule a netmeeting, download software, or install from a CD. If the participant wants to fully experience TrackerSuite.Net, a dedicated account can be quickly configured by an Account Representative giving the participant greater access to TrackerSuite.Net.

Try It Today! Register for a
Demo on Demand!

Automation Centre Comes to You!

Automation Centre Announces a North America Customer Tour

Automation Centre is pleased to announce an upcoming customer tour across North America. Our representatives will be meeting with clients to discuss their experience with our products and gather feedback. They will demonstrate the new features of Tracker Suite 8.0 and our new TrackerSuite.Net application, as well as discuss the future of these products and the technology direction of Automation Centre in the face of the emerging trends of IT and the marketplace.

If you would like to arrange a meeting for the customer tour, please contact your Automation Centre representative today. You can also email info@Acentre.com, or call (520) 882 – 9287.

ADVENTURES *in the Paperwork Jungle*

The Efficiency Expert

Looking to improve productivity, the CEO of a large company hired a well known efficiency expert to review their business processes.

The efficiency expert spent several weeks observing the company in action. He then met with the CEO as well as the managers and administrators, and outlined steps they could take and techniques they could use to improve their efficiency.

"But remember," he added at the end of the presentation, "NEVER use these techniques at home."
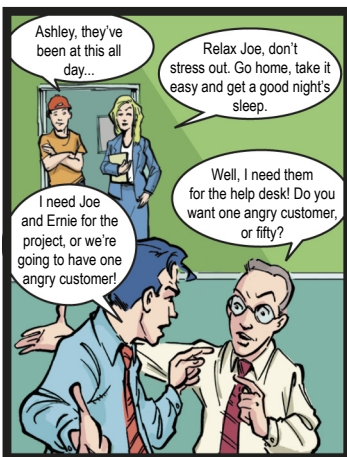
The CEO raised an eyebrow. "Why?" he grumbled.

The efficiency expert sighed. "I watched my wife's routine for years when she made breakfast."

"She made lots of trips to the refrigerator, stove, table and cabinets, often carrying just a single item at a time. 'Hon,' I suggested, 'Why don't you try carrying several things at once?'"

The CEO asked, "Did it save time?"

The expert replied, "Actually, yes. It used to take her twenty minutes to get breakfast ready. Now I do it in seven."

Panel 1:
Ashley, they've been at this all day...
Relax Joe, don't stress out. Go home, take it easy and get a good night's sleep.
Well, I need them for the help desk! Do you want one angry customer, or fifty?
I need Joe and Ernie for the project, or we're going to have one angry customer!

Panel 2:
But later that night, as Ashley sleeps in her bed, visions of work creep through her head..

Panel 3:
B-Boris? Joe?
Our project is late! Late!
We missed our project tollgate!

Panel 4:
Drop the fixes, we've got to hurry
Our customers will start to worry
If our deliveries are overdue they'll drop us for someone new!
So your project's overdue. Praytell, what ELSE is new? Now I've got to close this ticket before the clients scream to "FIX IT!!"

Coming Soon: TrackerSuite.Net 2.0
New Modules for Help Desk Management, Asset Management and More

Automation Centre is pleased to announce the upcoming release of TrackerSuite.Net 2.0, the next verson of its 100% Web based application suite. This version includes new modules for help desk services, check request automation and asset management. In addition, TrackerSuite.Net 2.0 also offers powerful new business functions and reporting capabilities.

New Modules

TrackerSuite.Net 2.0 offers several new modules, including:

- Support Tracker.Net - a help desk that eases the workload of your IT support departments. It provides IT Adminstrators control over the support process with functions for ticket assignment, tracking and escalation. Support Tracker.Net also integrates with Project Tracker.Net, allowing tickets to be converted to project tasks.

- Payment Tracker.Net - a check request software solution that provides organizations and their Accounts Payable departments with a means to procure needed items outside the typical routing of purchase orders through the purchasing department. For example, in situations when no invoice is provided or for advanced payment on fixed price items, such as an office or equipment rental, a check request form can be submitted.

- Asset Tracker.Net - a module that simplifies asset management processes: cataloging, provisioning and collection, for assets including hardware (laptops, BlackBerry® devices), software, security assets (codes, passwords and keys), furniture and telephony.

New Features

In addition to new modules, TrackerSuite.Net 2.0 includes an array of enhancements and new features.

- Budget and manage capital expenses and labor.
- More detailed Budget vs. Actual reporting.
- New "Time In/Time Out" function offered in Time Tracker.Net.
- Improved resource management with drill down resource assignment and availability view.
- Management and projection of equipment and non-human resource costs.
- Ability to control who can charge time against specific work items.
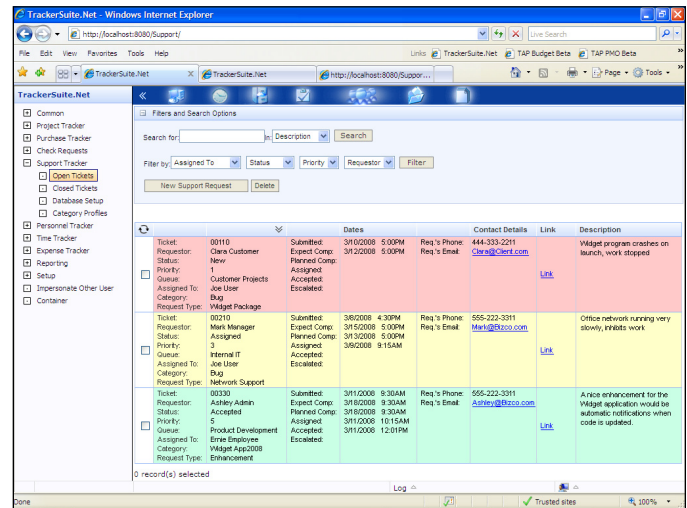
Open Support Ticket View

- Work Breakdown Structure management and Budget vs Actual views.
- Better organizational calendaring and vacation management including integration with project resource pool.
- Authenticate via a network login or a name and password in Personnel Tracker.Net.
- Better searching including back button from searching.
- Forms aging in accounting views.
- Form titles.
- Online help.
- Export Project Status to Powerpoint.
- File emails from Outlook 2003-2007 directly into project folders.
- Document Management features including templating, versioning, approval workflow and check-in/check-out.
- WBS Tree view for task pick from Purchase Tracker.Net and Time Tracker.Net.
- Users can filter timesheets to show only tasks assigned to them.
- Renameable and custom columns for Time Tracker.Net, Expense Tracker.Net and Purchase Tracker.Net.
- Better utilities to manage people and forms.

For more information about TrackerSuite.Net 2.0, call Automation Centre today at (520) 882 - 9287 or email info@Acentre.com. An Account Representative will be happy to arrange an online demonstration.

"By 2012, **50% of traveling workers will leave their notebooks at home** in favor of other devices."

- Gartner's Top Predictions for IT Organizations and Users, 2008 and Beyond: Going Green and Self-Healing

Tracker Suite 8.0
continued from pg. 1

preparation module for the Tracker Data Warehouse, and Payment Tracker, a vendor payment management and tracking module similar to Purchase Tracker which handles check requests.

The major improvements to Tracker Suite 8.0 include Web services integration with Project Tracker, Personnel Tracker and Customer Tracker to provide real-time updates.

This integration will allow managers and executives to put a finger directly on the pulse of their organization, with up-to-the moment reports on project status, deliverables, resource schedules and more.

Tracker Suite 8.0 also includes improvements in security. The foremost example is Applicant Tracker, a hiring management solution that integrates with Personnel Tracker. In this latest version, authentication is now Domino based, allowing organizations to utilize the comprehensive Domino security model.

Sametime Integration / RSS

The Sametime and RSS integration that began with Tracker Suite 7.2 is now fully implemented in Tracker Suite 8.0.   For example, users can start a chat by clicking a support ticket, discuss the ticket in question, and then have a transcript of the conversation automatically saved with the ticket when the chat ends.

Similarly, project managers and IT administrators can stay on top of their work by configuring RSS feeds for task updates, support ticket status and more, with hyper links that will take them directly to the item in question. This light weight XML- based technology does not require your Domino Server to be running all the time when you are viewing the RSS Feeds/Views. The RSS based feeds are refreshed periodically and a user can see the reports while working offline.

New Modules: Invoice Tracker and Payment Tracker

Tracker Suite 8.0 includes two new modules, Payment Tracker and Invoice Tracker.

Payment Tracker simplifies vendor payment workflow and management for procuring items outside the typical purchasing cycle. For example, in situations when no invoice is provided or for advanced payment on fixed price items, such as an office or equipment rental, a check request form can be submitted.

Invoice Tracker is a new add-on to the Tracker Data

A Check Request Application, Payment Tracker

Tools for Invoice Preparation

Warehouse. Invoice Tracker simplifies invoicing with work areas for billing preparation, billing review, and waiting for payment work areas. It reduces manager and accounts receivable workloads by allowing quick access to items waiting to be billed, billed items waiting for review or invoices outstanding to customers. Using configurable invoice templates, organizations can easily generate customized invoices for their customers.

Project Tracker

Tracker Suite 8.0 offers a new Web user interface for Project Tracker, making it easier for users to access project folders and documents, and update project activities over the Web.

Other Project Tracker enhancements include:

$160,000,000,000

- Export Project Lists to Excel.
- Both a pure Lotus Notes version as well as a Web hybrid are available.
- Resources can be managed at the Task or Team level.
- Task resource management at the week level.
- Track assignments and their status with a Task Dashboard.
- Process import has WBS structure.
- Export Tasks, Action Items, and Team Members to Excel across multiple Projects.
- Automatic notifications on document check-in and check-out.
- Document Approval via stored form or doc link.
- Update multiple tasks at once from view.
- Ability to schedule recurring meetings.
- New role for Project workflow, the "Project Creator".

Support Tracker

Problems are seldom simple, and often require more than a single activity to be completed. A new feature of Support Tracker is "child tickets". Like tasks and sub-tasks, tickets and child tickets help break down and modularize a multi-step process.

For example, a customer experiences a software error in an application and reports it. The ticket is assigned to the developer, who:

1. Reproduces the bug.
2. Fixes the error.
3. Updates the customer's system with the fix.

As well as child tickets, a new concept of Work Orders is also introduced through which one ticket's closure will lead the generation of another ticket in the hierarchy. Category, Queue, Request Type, Priority, SLA, assignment and notifications for the new ticket are profiled through Templates. Templates are the framework representing the hierarchy on which the new ticket will be generated.

Time, Expense and Purchasing

Tracker Suite 8.0 also offers improvements to its existing modules, Time Tracker, Expense Tracker and Purchase Tracker that facilitate billing for projects. These improvements include:

- Real time posting options with Web services.
- W.B.S Pick List.
- Exclude projects in specific status from being chargeable.
- Force task attributes to be chargeable, with account code assignments.
- Open PO reporting overage highlighting.

A color coded task dashboard

A ticket broken into child tickets

For More Information

For more information about Tracker Suite and Automation Centre, please visit our website, www.TrackerSuite.com.

To order a demo of Tracker Suite 8.0, please contact an Automation Centre representative at (520) 882-9287 or by email at info@Acentre.com.

The estimated annual amount China invests in infrastructure projects.
Infrastructure 2007: A Global Perspective, Urban Land Institute and Ernst & Young, Washington, D.C., USA

Freddie Mac Chooses Tracker Suite

A Customized Hiring Module Simplifies Hiring and Talent Management

An organization is only as strong as its people. When that organization is responsible for making the dream of home ownership possible for every citizen of the United States, that mission requires people that are not only skilled, but driven and passionate about their work.

The Federal Home Loan Mortgage Corporation (FHLMC, or more commonly, "Freddie Mac") employs approximately 5000 employees to accomplish its mission. Freddie Mac helps keep lendable money available at the lowest cost possible for new home purchases and mortgages. "We Make Homes Possible" is their slogan, and according to their own estimates, they save borrowers up to $23 billion a year in mortgage interest payments.

The Situation
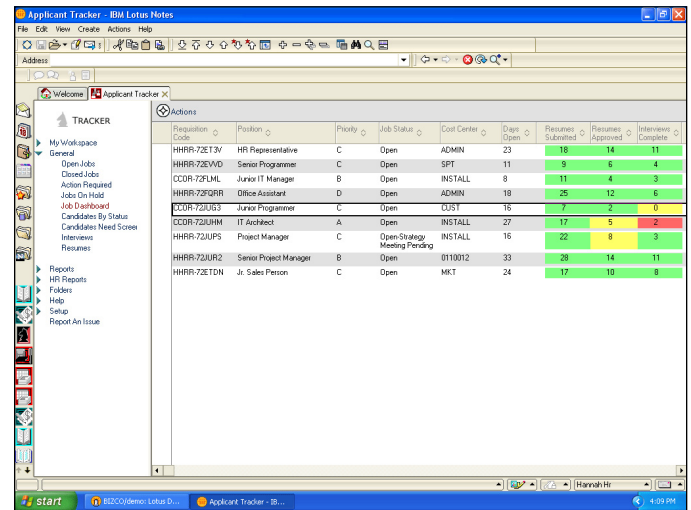
As demands on its service increased, Freddie Mac was pressed to perform more efficiently. They needed a new system to manage the hiring of applicants, as well as manage the existing talent within the organization. The difficulties they were experiencing included:

- A cumbersome job requisition process that utilized two Lotus Notes based systems.
- There was no way to easily track or generate reports on their resource management, workforce planning, talent acquisition or diversity recruiting efforts, or where candidates were in the recruiting process.
- It was difficult for recruiters to identify good candidates for positions.
- The internal and external career sites were difficult to navigate, making it difficult for applicants to find jobs.
- All candidate correspondence was generated manually, increasing the workload of the HR department.

The Solution

Automation Centre worked closely with Freddie Mac to understand their process of hiring and talent management. Freddie Mac wanted to continue leveraging its Lotus Notes platform, which both its users and IT personnel were well-experienced with.

Freddie Mac utilized an efficient role based process which separated the processes of recruiting, applicant review, coordinating hiring activities (such as interviews and reference checks) and hiring. Unfortunately, this

A Job Dashboard in Applicant Tracker

workflow was not well supported by their existing system.

After determining Freddie Mac's needs and developing a clear understanding of their process and objectives, Automation Centre deployed three modules, Applicant Tracker, Personnel Tracker and the Tracker Data Warehouse.

Applicant Tracker was customized to wrap around Freddie Mac's particular role based process, providing each role a different interface and functions within the Tracker Suite modules. It consolidated their job requisition process, drastically reducing the amount of time it took to define a new position, run it through approvals and post it.

Approved positions could be posted externally or internally to a Web portal, making it easier for applicants to review and apply for open positions. Applications with attached resumes could be submitted online, and were automatically stored within Applicant Tracker. These applications could be sorted, searched and matched to positions across the entire organization. Applicant Tracker also offered an array of dashboard views that allowed Freddie Mac to easily review and track the status of positions and candidates.

Applicant Tracker improved the workflow of their hiring processes as well, providing the automatic generation of correspondence such as emails and letters. It leveraged Lotus Notes for automatic email notifications

"If you think hiring professionals is expensive, try hiring amateurs." - *Anonymous*

Freddie Mac
continued from pg. 6

of candidate status changes, interviews and more. Automation Centre also incorporated a basic expense reporting function for the reporting of expenses (such as travel for interviews) incurred during the hiring process

Personnel Tracker helped Freddie Mac manage their existing resources more effectively. It acted as an online employee catalog, holding personnel contact data, office locations, even pictures. Its integration with Applicant Tracker allowed new hires to be rolled directly into the employee database without having to re-enter data.

Both Personnel Tracker and Applicant Tracker, as well as their existing HR database, plugged into the Tracker Data Warehouse, which provided up-to-date reports on their hiring and resource management processes. The Tracker Data Warehouse generates reports including EEOC, New Hires, Open Positions and more, which may be exported to Excel.

Summary

For Freddie Mac, Tracker Suite was an ideal solution that leveraged the Lotus Notes platform they already had in place. While Automation Centre provided customization services, the source code for the Tracker modules was included, offering Freddie Mac the opportunity to leverage its own Lotus Notes IT resources for further customization work, as well as simplifying maintenance.

Using Applicant Tracker, Freddie Mac consolidated their job requisition process into a single system, simplifying operations. The dashboard views have made their hiring processes far more transparent, providing managers at-a-glance reviews of open positions and their applicants. Most importantly, the reports generated by the Tracker Data Warehouse on their resources and hiring process are available quickly, a major improvement over a process that previously could take hours.

Tracker Suite helps Freddie Mac to quickly identify and prioritize needed positions, recruit the best candidates, and manage their existing talent effectively. Using Tracker Suite, Freddie Mac has a finger on the pulse of their hiring process and its performance, facilitating the success of its mission to make home ownership possible for all Americans.

How Much Does a Bad Hire Cost?

Letting Go of an Underperforming Project Manager? Expect Costs Up to $170,000*

How much does a poor hiring process cost? According to the *Harvard Management Update*, replacing an under performing employee **can ultimately cost up to twice their annual salary**.

The typical costs considered in a bad hire are the time and capital wasted in recruiting and training, as well as lost productivity (new employees are typically 60% effective as their experienced counterparts for the first three months, according to a turnover costing model developed by the Saratoga Institute). Other, indirect costs can include:

1. The time managers and co-workers spent either dealing with the poor performer or carrying his workload.

2. The impact on other projects and initiatives as other staff are tasked with the former employee's duties once he is terminated.

3. Re-establishing rapport and confidence with customers that the former employee worked with, and whose performance reflected poorly on the rest of the organization.

4. The effect on employee morale.

A "bad hire" doesn't just happen, it is usually the result of a hiring process that is faulty-- and the ultimate cost of a faulty hiring process is incremental, both in capital and organizational performance.

For example, consider a large organization with an annual turnover rate of 8%. If it lacks a solid hiring process, resulting in the hire of mediocre performers, within 5 years up to 40% of its workforce could be considered "mediocre".

Freddie Mac, whose goal is to make home ownership possible for all Americans, won't trust its mission to a mediocre work force. Read their story on page 6.

* Assuming an annual salary of $85,000

How do you motivate a burned out project team?

47% Take them out to meals and parties / **30%** Hand out vacations and time off / **10%** Bonuses and financial rewards / **5%** Other / **4%** Promotions / **4% MORE WORK**   *- Metrics*, PM Network, February 2008