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### Save the Date

2011  
SedonaOffice  
Users  
Conference  
January 19 - 21,  
2011  
Marco Island, FL

### Congratulations

SedonaOffice & SageQuest winners of the 2010 Maximum Impact Award for GPS Workforce Management at the 2010 ESX Conference recently held in Pittsburgh, PA.

# SedonaNews

Updates & News From SedonaOffice

Summer 2010

## **Our New Quarterly Newsletter**

We are pleased to begin production of our new quarterly newsletter SedonaNews. This first issue is packed with updates and news from SedonaOffice on our software products, add-on modules, business partners, employees and staff suggestions. Our goal at SedonaOffice is to keep our clients informed on our products and all we have to offer you.

We hope you enjoy the inaugural issue of SedonaNews. Let us know what you think and any suggestions on how we can make it better. We look forward to hearing from you.

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## **SedonaOffice Update - What's New and Exciting**

As always we are putting a tremendous amount of resources on enhancing and adding new features and functionality to the core SedonaOffice application. Here are a few of the exciting new features we will be releasing soon.

- ◆ **New Service Management Module:** Final touches are being put on the new Service Management module. This new module utilizes the latest .Net development tools and uses a dynamic calendar presentation that takes the service scheduling and dispatching to a whole new level. This module also features complete integration with the SageQuest web based mobile vehicle tracking solution. We anticipate releasing this new module this fall.
- ◆ **Job Management Enhancements:** Soon to be released are new features to help better manage your Jobs. Enhancements have been made to improve the Task Management to include Phases, and improved Materials management features. These and other new Job Management enhancements are scheduled for release later this summer.
- ◆ **New Reports:** As part of our ongoing process of improving and enhancing our report library, we are adding additional auditing reports, including Accounts Payable Receipts and AR Credit Reason Reports. These reports will be available in the next SedonaOffice update.
- ◆ **WeSuite Integration Module:** We have just completed and are now testing our new integration features with WeSuite, the powerful sales quoting and proposal writing system for Systems Integrators and Alarm Companies.

### **SedonaOffice New Release: 5.4.30**

The SedonaOffice 5.4.28 release was published and sent out June 4. The latest 5.4.30 release was sent out July 2. It contains many enhancements/changes to the SedonaOffice application. These enhancements include:

- ◆ Accounts Payable: PO Print—New Interface/Printing Options
- ◆ Accounts Receivable: No-Charge Invoices
- ◆ Job Management: Material List Part Descriptions
- ◆ Sales Management: Opportunity Queue

To read up on the other changes made in the 5.4.30 build, please visit our website at [www.sedonaoffice.com](http://www.sedonaoffice.com)

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### **SedonaOffice Tech Tip From Chris Williams**

How to fix the “Cryptography Engine Failed” error from Chris Williams (IT Director):

So lets say you just performed an update to SedonaOffice and as soon as you start the application you get the error “Cryptography Engine Failed”. You may now be wondering.....what has happened? Or how do I fix this?

The reason behind the error is due to how SedonaOffice connects with SQL Server. When the application starts, it creates a secure connection to the server using Microsoft's advanced security protocols. This is to ensure the data passing between the server and workstation is as safe as possible. Unfortunately, due to the nature of the connection, the keys used to encrypt the connection can become corrupt after an update. This is normally caused by a user other than who installed SedonaOffice on the workstation running the update after the fact. Fortunately for all of us, an easy solution is already installed on the workstation.

The steps to fix the error are very simple. First log onto the workstation as the user receiving the error and simply open up the “SedonaOffice Client Tools - (normally found from Start /All Programs/SedonaOffice/SedonaOffice Client Tools). Once the Client Tools has opened, select the “Fix Cryptography Wizard” then click “Open”. Not much is going to happen and you may even think nothing has occurred. Rest assured, the fix was applied. To test, simply open SedonaOffice again. If the Wizard was able to do its job, the application will open without any trouble. Now, there are certain cases where the Fix Cryptography Wizard will not be able to fix the problem. These normally stem from domain user permissions and are a bit more difficult to fix. Just contact SedonaOffice support if the Wizard failed and we will help in correcting the error.

## Business Partner Feature: Bold Technologies

### Bold Technologies - Manitou Central Station Monitoring Software

For more than 25 years Bold Technologies has revolutionized and shaped contemporary alarm monitoring and has defined exciting new standards of security information management. Manitou increases central station efficiency and minimizes training due to its friendly and familiar Windows interface. Forward looking and future proof, Manitou



provides one point of control for all the technologies you will ever need. The SedonaOffice - Manitou Edition is fully integrated with the Bold Manitou central station application.

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## SedonaOffice Add-on Product Feature: SedonaDocs

SedonaDocs is a fully inclusive document management add-on module for SedonaOffice. With SedonaDocs you can store any type of electronic file (PDF, Word, Excel, TIF, GIF..) and store it within a Customer, Vendor, or a Part Record. Then with a simple click of the document, you may open the file for viewing. All documents are stored within the SedonaDocs system are managed through SQL Server, and are secured and protected from unauthorized viewing based on your user's security level. With SedonaDocs you will have immediate access to all your customer's files, and best of all you'll never lose a file again! If you wish to purchase or have any questions on the SedonaDocs add-on module please give us a call at 440-247-5602.

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## SageQuest Spotlight

### SageQuest - GPS Mobile Vehicle Tracking

SageQuest's total fleet management solution provides GPS-based vehicle tracking, routing and reporting to help business nationwide more effectively manage their mobile workforce. Using real-time tracking, reporting and alerts, customers quickly improve their fleet profitability by reducing costs, creating more revenue per day and improving overall customer satisfaction.

SageQuest's award-winning solution provides the best mapping in the industry, along with a complete set of management tools, making Mobile Control a tremendous value.



## SedonaOffice Employee Spotlight: Matt Howe

In 1972 I enlisted in the Army and was in Military Intelligence where I was trained to repair Electronic Warfare equipment. Upon leaving the Army in 1976 I began working at Midnight Burglar Alarm in Flint, MI as an alarm installer. I always enjoyed working with computers and starting a new hobby of writing software for home computers. I joined SedonaOffice in 1998 where I could focus my career on software development using my 22 years of experience in the alarm industry.



I was on the initial design and development team putting together SedonaOffice. I've worked on nearly all aspects of the development of SedonaOffice including application development, reports, query builders, database explorer and parts import utility to name a few.

I have also performed well over 150 SedonaOffice database conversions. Each one being a new challenge. I've been with SedonaOffice now for 12 years and look forward to completing my professional life here until retirement.

I am the father of three children, a son and two daughters and I have three grandchildren. I'm proud and privileged that I get to work at SedonaOffice with my son James, it a real honor.

A large part of my free time is taken up with my church and charitable activities. I am a professional Santa Clause, (some people think this is my real job, and I only work for SedonaOffice on the side). During the holiday season I work with many charities as I am a certified hospice volunteer.

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### Did you Know?

- ◆ SedonaOffice is used by nearly 50% of the SDM 100 companies. With more companies installing SedonaOffice every day.
- ◆ Using Bridgestone invoice outsourcing will save you hundreds in not thousands of dollars every month. Now with dynamic printing and real 4 color print options, outsourcing your invoice and statement printing should be a no brainer.
- ◆ The SedonaFSU will increase your technicians productivity by over 10%, when you analyze the economic benefits, this can easily be worth tens of thousands of dollars annually per technician.
- ◆ Businesses who review and analyze their financial statements monthly are likely to be 25% more profitable than those that don't.
- ◆ SedonaOffice customers who attend the annual SedonaOffice Users Conference are guaranteed to have a great time and further benefit from all SedonaOffice has to offer.