



NEWSLETTER

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GEOWARE INC. LAUNCHES NEW WEBSITE!

Geoware Inc. is proud to announce the launch of a brand new look to our website and newsletter! Check out www.geoware4.com to see information on upcoming events and training, download archived newsletters, find out about products and services offered, see what features have been included in new updates, and more!



NEW E-NEWSLETTER!

Starting with this issue, we have changed our primary distribution of our newsletter from paper copy to electronic copy. If you would prefer a paper copy, or know of others in your organization that should be added to the distribution list, please send an e-mail to newsletter@geoware4.com. Our newsletters may be of interest to anyone that touches GEOWARE: from administrators, to scalehouse staff, to IT personnel.

CITY OF CALGARY + GEOWARE = A GOOD FIT FOR I.T.

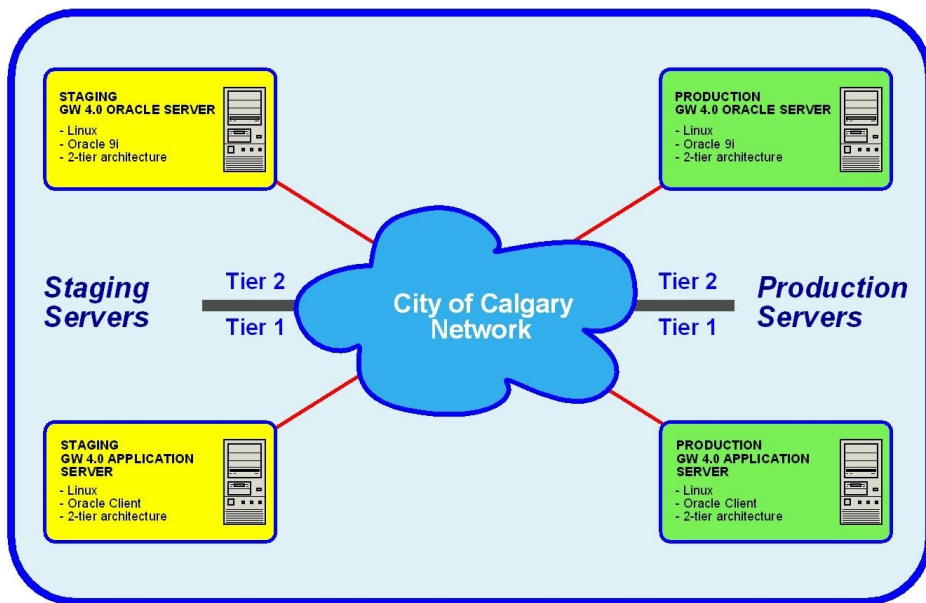
Cost of ownership is an oft-neglected aspect of an Information Technology implementation. Many solution providers (Geoware included) offer solutions that run on a variety of combinations of hardware and operating system platforms. This variety creates an interesting set of challenges for a Region or Municipality when determining which combination works best in their environment.

system in a two-tier configuration, with the GEOWARE 4.0 application running on one server and the GEOWARE 4.0 database running on another (see diagram below).

This two-tier approach was further augmented by the City's use of staging servers. Changes to system configuration and to the supporting database could be made in a protected "Staging"

a way that complied with this Corporate standard.

As the diagram indicates, both environments have an Oracle 9i database on a Linux operating system. This tiered approach has proven of tremendous value to the City of Calgary, by leveraging the existing internal expertise of staff and keeping the GEOWARE 4.0 database in alignment with Corporate policy for data integrity and security. This approach also allows the IT group to bring value to the operating department (in this case, Solid Waste) for data and application maintenance.



GEOWARE Two-Tier Configuration

The City of Calgary provides an excellent example of a GEOWARE 4.0 implementation that leverages the existing technology infrastructure and the "bench strength" of the people responsible for supporting and maintaining it.

Calgary opted to implement their GEOWARE administration

server environment that allows changes to be verified before committing them to the "Production" server environment.

This configuration is not related solely to the GEOWARE 4.0 application, as it is part of the City of Calgary's internal model for Corporate applications. GEOWARE was implemented in

Calgary's approach will resonate with many municipalities with operating departments that rely on a separate organizational unit for the support and maintenance of their information technology infrastructure. Many IT divisions support a plethora of "traditional" systems providing HR, ERP, accounting, and payroll services in addition to the more specialized systems developed to address a particular business need (as does GEOWARE).

Separating the application server from the database server leverages the City's overall Enterprise-based IT approach so that the GEOWARE database simply becomes one of several to be maintained.

- Jim Murray



VIRTUALIZATION: OPENING A WORLD OF POSSIBILITY

Every couple of years, a revolutionary technology arises that changes all the rules of the game. Virtualization is one such technology.

The basic concept behind virtualization is that a program is run on a computer that provides an environment that "looks" like an independent computer. Programs that play this role are called **virtualization software** and the environment that "looks" like a computer is called a **virtual machine**. In a very simple example, you can install virtualization software on your Windows workstation and then load an old copy of the MS-DOS operating system to run within a virtual machine. You can then perform all your normal tasks on your Windows workstation, such as e-mail and word processing but at the same time, have a window on your desktop running your favourite twenty-year old DOS applications. Of course, you would never really load DOS in a virtual machine on your workstation but the concept of having multiple virtual machines running on a single physical computer is powerful.

Data centers are able to consolidate in the order of 10-40 servers onto a single physical server. This significantly reduces the maintenance, operating and infrastructure costs associated with data centers. Another application of virtualization is in the area of system redundancy. Virtualization can be deployed so that many virtual machines are running on a pair of computers that communicate with each other. If one of the computers fails due to hardware failure or power interruption, all the virtual machines move seamlessly to the remaining operating computer.

Geoware Inc. has embraced virtualization and is now actively engaging customers in applying this technology in the data centers and at the processing facilities. If you would like to explore how you can start realizing the benefits of virtualization, contact sales@geoware4.com.

- David Petro

TIPS & TRICKS: COPY AND PASTE

When editing a load, are you aware that you can copy the load number from the Activity History panel and paste it into the Editor?

To Copy: Double click on the load number to select it and press **Ctrl-C**.

To Paste: Click in the Load Number field in the editor and press **Ctrl-V**.

These shortcuts work on both Linux and Windows systems. Be careful not to select and copy any blank spaces along with the load number or it will not be accepted when you paste.

Preview/Modify Existing Waste Load

Load Date : 07/16/08

Load No. : RX1001061

Activity History

Load No. : RX1001061

Entry: 00/07/10

Entry: 1:08

Oper. In: TD

Oper. Out: RN

Vehicle Lic.: 47961

Veh. Type: 21

LOOKUP

NEW >>

Double-click, and use **Ctrl-C** to copy.

Then use **Ctrl-V** to paste.



RECENT GEOWARE UPDATES

GEOWARE 4.1

The scalehouse application feature set continues to expand to meet all the requirements each deployment poses. Over the last quarter the following features have been implemented.

Audit Trail Reports

A number of changes have been made to the GEOWARE 4.1 Audit reports, including:

- The addition of parameterized views makes generating these reports much faster,
- When applicable, comments added to a load are now printed,
- Original records are now shown in the Voided and Modified Audit Trail Reports,
- Descriptions and totals of void and modified codes have been added to their respective reports,
- The rate column has been widened to show longer rate codes.

Manual Surcharges

Manual surcharges may now be applied and/or modified during

outbound processing. A new surcharge tab has been added so that operators know what surcharges have been applied. Finally, the Daily Surcharge Report has been added for tracking the use of surcharges at the scalehouse.

Maximum Number of Vehicles

A parameter has been added that, when set, limits the number of in-progress vehicles that may be on-site.

Emailing of System Events

GEOWARE may now be configured to automatically send an email when certain system events occur, such as the scale configuration changes made by an operator.

Editing Vehicles and Customers

In previous versions of Geoware, editing a load would begin with the Customer Confirmation screen. To change the vehicle or customer, the operator would have to go back by pressing the Modify button. This step has been eliminated as the Editor now begins with the Vehicle Identification screen and follows

the same screen progression as regular processing.

GEOWARE 4.0

The GEOWARE 4.0 Scalehouse Services and Data Warehouse applications continue to grow in reporting scope.

Transaction By Customer Detail Report

An additional averages row has been added to the Transaction By Customer Detail Report to provide averages by Load Portion.

Transaction By Customer Surcharge Report

A new Transaction By Customer Surcharge Report was created for reporting on both manual and automatic surcharges.

How to Update

Instructions for updating GEOWARE 4.0 and 4.1 are available on our website at www.geoware4.com.

UPCOMING USERS' MEETING AND TRAINING SESSIONS

Geoware Inc. will be hosting half-day Users' Meetings followed by full-day Training Sessions in three locations this fall:

- **Red Deer, Alberta:** October 9 – 10
- **Cambridge, Ontario:** October 15 – 16
- **Cobourg, Ontario:** October 22 – 23

Training will include the following topics:

- Using Data Warehouse to its Full Potential (including the new Multi-Period Trend Analysis Report)
- Introduction to GEOWARE 4.1 for Administrators and Management
- Managing Business Accounts
- Subsidies and Surcharges