GEOWARE® 4
WASTE MANAGEMENT INFORMATION SYSTEMS

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A BUSY SUMMER, INDEED

Geoware Inc is experiencing one of the busiest summers in its history. A large number of our clients have chosen this summer as the time to reinvest in their Geoware systems.

An increased number of upgrades comes as the majority of our customers migrate from version 3 software to Geoware 4.0 Scalehouse Services (for administration servers) and Geoware 4.1 Scalehouse modules (for on-site in the scalehouses). These newer versions include features that offer substantial benefits for those in the solid waste management industry: vastly improved reporting capabilities of the Geoware 4.0 system helps administrators track and control material, volume and financial information, while the streamlined design and graphical user interface of Geoware 4.1 makes the scalehouse operators' experience much faster and more efficient.

The work is being done for a wide range of clients, from waste management organizations currently running one-scale sites to those running large and complex multi-site operations. As well, we are pursuing new opportunities from locations across Canada, and are currently eyeing a few opportunities overseas.

It is projected that by the end of the year nearly all of our customers will have deployed enterprise servers running Geoware 4.0 Scalehouse Services and Data Warehouse. By the same date, nearly half of our clients will feature Geoware 4.1 modules in their scalehouses.

Due to current sales volumes, our project management team has already begun to schedule projects into this coming fall. While we do our best to work around our clients' busy schedules, it is best to contact Geoware sooner rather than later when scheduling any new developments. Our account management team can be reached at sales@geoware4.com or by calling 1.800.900.4252

Geoware staff, hard at work in our head office in Waterloo, Ontario.

GEOWARE SUPPORT REVIEW

Throughout 2006, Geoware has been carrying out a business process review of our support services, with the intention consistently delivering exceptional support.

The review was carried out using both internal and external information – analyzing our own handling of support calls and requests, while also contacting each of our clients for feedback on their perceptions of our support process.

The first phase of the review was completed earlier this summer. We received a substantial amount of positive feedback. The percentages of our clients who indicated that they were either "satisfied" or "very satisfied" included:

• 92% with overall support services
• 87% with options for starting a support call
• 87% with the level of professionalism

The data also identified a few areas of support that need improvement, and we are actively implementing these changes. Some areas include:

• Response time for calls made during our after-hours support: we are actively working on a number of areas that will improve this level of support
• Increased support staff: we have hired a new Customer Service Representative, Vinh Ha (see below)
• More information on the status of the support call throughout the resolution process.

The next phase of our support review will begin in early August. In that phase, Geoware staff will follow up after a support call has been completed to reassure customer satisfaction with the problem that was just handled.

THE NEWEST ADDITIONS TO OUR TEAM

(L to R) Tom Liang and Vinh Ha

Geoware is pleased to announce the arrival of our two newest staff members:

Our new customer support representative, Vinh Ha, graduated from the University of Waterloo with a degree in applied mathematics. He has been a junior programmer for Nortel, a member of the tech support staff at Cisco/Pixstream and has also spent time as a webmaster/designer. Most recently, Vinh was an Assistant Manager for Rogers Video, dealing with the cable, wireless and video services.

Tom Liang joined Geoware as our newest project manager, having recently come from neighbouring Waterloo technical company Research In Motion, Inc. Holding a degree in civil engineering from the University of Waterloo, Tom is a certified Project Management Professional (PMP) with eight years of project management experience in the transportation industry, including time spent working for the Region of Waterloo.

CHARTING WITHIN GEOWARE

Did you know that Geoware Scalehouse Services and Data Warehouse both provide chart generation for advanced reports? These colourful charts can be exported as .jpg files and imported into other documents. Depending on the report data, charts may be generated as pie graphs, bar graphs or, in the near future, line graphs. The titles, labels and legends on the charts are configurable.

The bar graph shown here was created using the Dual Attribute Report in Scalehouse Services. It displays the number of transactions made by each business type at three different sites over a one-month period. The pie graph was generated in Data Warehouse using the Top "N" Report. This chart shows the revenue from the top five haulers in 2005.

In the fourth quarter of this year, Geoware is planning to release Geoware 4.0 application clients with upgraded charting capabilities to include more advanced graphs such as multiple line graphs used for comparing several attributes over time.

These graphs provide a visual representation of large amounts of data, making it easier to notice trends and/or abnormalities. The graph shown here illustrates the number of loads for each facility during every month of 2005. Just a glance at this graph provides information about how often different business types use the facilities, as well as peak times during the year.
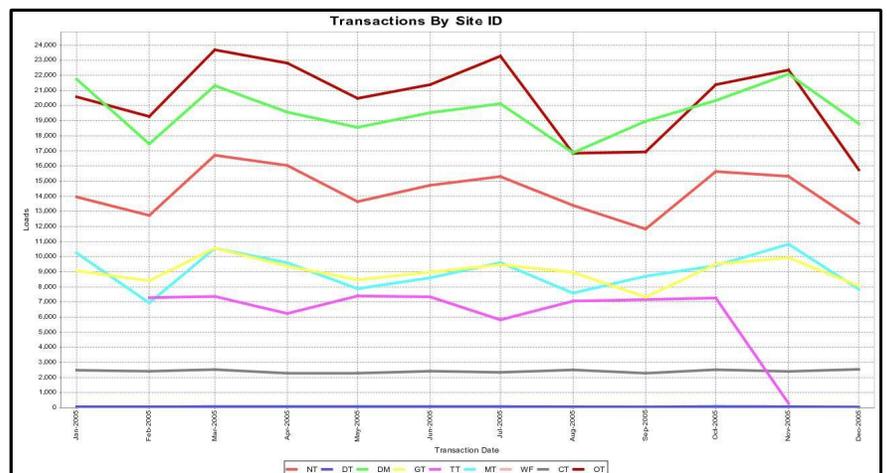
Several reports will support a comprehensive format configuration, containing both text and numerical tables as well as graphical representations, all on the same page.
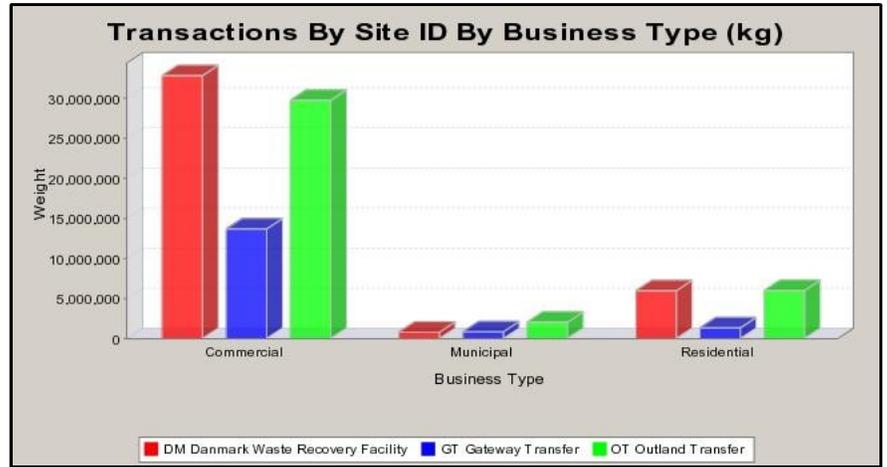
A multi-attribute report charted as a bar graph.
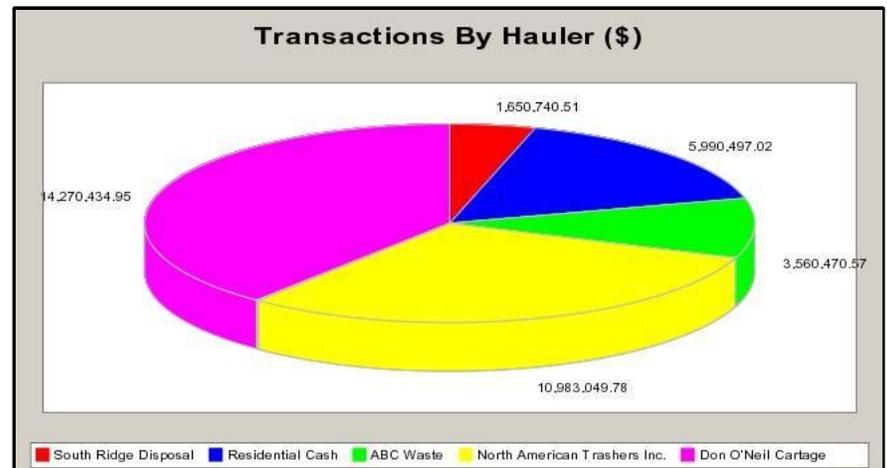
A single-sttribute report laid out in pie chart format.

A multi-attribute line graph.

GEOWARE AND PIPEDA

In 2004, the Government of Canada enacted a piece of legislation entitled the "Personal Information Protection and Electronic Documents Act," often referred to as PIPEDA.

As its title suggests, PIPEDA governs the protection of all personal information by Canadian businesses. Personal information can include an employee's personal address and telephone number, gender, ethnic origin, financial data or other personal information. (However, the Act does not cover items such as names or business contact information.) Essentially, PIPEDA ensures that personal information is collected with consent and for a reasonable purpose, is accurate, stored securely and only used for the purpose(s) for which it was originally collected.

Geoware has found that with increased security measures taken by our clients, especially with the increasing use of Virtual Private Networks (VPNs), there are an increasing number of times when personal information needs to be provided.

For the most part, we at Geoware have no problem providing this information, for appropriate reasons and following proper guidelines. However, before we supply any personal information we must get approval from our staff member(s) to whom the release would apply, as PIPEDA states that personal information can only be used for the purpose that was communicated when collected.

Geoware must also ensure that the organizations we are supplying confidential information to are also adhering to PIPEDA or a provincial requirement. Our customers in Alberta, for example, are governed by a piece of provincial legislation entitled the Freedom of Information and Protection of Privacy Act. Both BC and Quebec also have similar acts at the provincial level.

HARDWARE NOTICE

Please be aware that Geoware no longer recommends the Okidata 520 model printers. Recent versions contain a firmware bug, a defect in the Epson line feed. The issue has been acknowledged by Okidata, although to date they have not posted a technical bulletin about the issue or offered a fix for the problem. We recommend using either the Okidata 420 models, or certain Tally printer models.

Upcoming Geoware Training and Users' Meetings

Due to popular demand, Geoware will once again be offering training seminars and users' meetings for our clients. This coming September, two separate sessions will be offered: Sept. 20 and 21 in Waterloo, Ontario; and Sept. 27 and 28 in Edmonton, Alberta.

Each location will feature two training seminars on Geoware 4.0 on the first day, followed by a users' meeting on the second day. Representatives may attend any combination of the two seminars and/or the users' meeting.

GW 4.0 Seminar A: Best Practices (9am – noon)
1. Daily Data Reconciliation
   - Control Totals
   - Common Reports
   - Data Correctness
2. Month End Reporting
3. Data Warehouse Reporting

GW 4.0 Seminar B: Finance (1pm – 4pm)
1. Creating and Grandfathering Rates
2. Business Account Management
3. Invoicing
   - Initial Setup
   - Posting and Printing

For more information please contact Andrew Dilts at andrewd@geoware4.com or 1.800.900.4252