

client services update



April 2007

Tip of the Month

The PFW IntelliDealer Browser is now available!

PFW has developed an easy-to-administer IntelliDealer Browser. This made-for-IntelliDealer interface removes some of the options that clutter most browsers, and prevents users from closing out of windows and generating restarts.

For example:

- The address bar/URL line has been removed so that users are locked into their IntelliDealer session.
- The browser features more usable screen area with menu bars and other extraneous elements removed.
- Users can perform update checks from within the software.
- The system will check for transaction restarts when the “Red X/Close” button is clicked from the main browser window and will force the user to properly close out the transaction before the browser session is ended.
- The “Back” and “Forward” arrows, the F5 “Refresh” key, and the backspace keys have all been disabled to prevent improper page/screen navigation.
- The “right click” contextual menu has been disabled from within the main window.

NOTE: Keep in mind that you must have Internet Explorer 6.0 or higher installed before you can use this program! The browser requirements and installation instructions can be found on www.intellicdealer.com under the News section.

dr1 Data Backup and Recovery Service

PFW has been asked to consider providing a Lakeview dr1-based hosting solution that would allow PFW customers to replicate and transmit data to a remote PFW server. As envisioned, the service would enable PFW customers to define and capture periodic recovery points and transmit file changes to PFW’s server for safekeeping. Changes would be replicated according to a schedule that would be more frequent than the typical daily backup that most customers are now using. While the goal of the hosted solution would be to eliminate the requirement for a nightly backup, the near current replica on the PFW backup server would reduce, but not totally eliminate, the tape backups performed on the local system. In particular, normal entire system saves would continue to be required to ensure that a full system recovery could be accomplished.

Since there are hardware and software start-up costs associated with launching this service, PFW is looking for an expression of interest from customers that might want to consider using this approach to backup and data recovery. If you are interested, please contact Bob Morton by email: rmorton@pfw.com.

Upcoming Webinars

Topic: “What’s New in R6V05”

Dates: Wednesday, May 2, 2-4 PM ET | Wednesday, May 16, 2-4 PM ET

Cost: \$60 per person

Register: Register online at www.pfw.com/support

Register today to learn more about the wide variety of new features that are part of this newest PFW software release, such as: Enhanced equipment quoting, additional customer part ordering options, increased work order integration, added reporting flexibility, security enhancements, increased system configuration options, PDF report generation, new PFW eSales -- and more!

IntelliDealer Get Started Guide and Quick Reference Available Online

PFW Systems Corporation is now offering its members online access to two new documents supporting the PFW IntelliDealer system.

The PFW IntelliDealer Getting Started Guide and PFW IntelliDealer Quick Reference are intended as a basic introduction to the most common features and functions of the PFW IntelliDealer system.

Our valued customers may now download these documents for free in Adobe PDF format from our PFW Members Only Extended Service Site, or follow the order link on the same site to purchase your own printed copies from PFW.

New Policy For Parts Price Update CDs

PFW will be eliminating the sending of parts price CDs by June 1/2007. Many of our customers have already made the transition to downloading this data from the PFW website. Downloading from pfw.com directly offers many advantages: the elimination of dealer shipping costs, reduction of CD waste, the immediate availability of Parts Price Updates (no waiting for a CD to be shipped and received!) -- as well as many other advantages.

Please contact Jackie Riehl at 519-474-3700 or riehl@pfw.com for more information and to be activated so that you can immediately start downloading your parts price updates.



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