

Your Technology Partner

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FTA2000 Is Taking Off

MerrillSoft welcomes yet another dealer to its list of partners. **Empire Machinery**, located in Mesa, AZ, started their sampling program in 1972 and ran their millionth sample in 1996. Last year they ran 110,000 samples through their lab with a staff of four. Bill Puffer, in charge of Empire Machinery's Oil Lab said, "After a failed attempt to have a custom LIMS written by an outside supplier, we decided to purchase one of the commercially available programs. After evaluating four programs we decided that the MerrillSoft package best met our needs." He went on to mention that "one of the major considerations was the excellent support that we had previously received from Rich Merrill and the good feedback from other users of FTA2000." In regards to time savings he stated "We expect to see significant reductions in staff time for sample processing and especially for report processing with this program." The system will be installed and operational by the end of June.

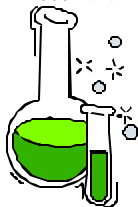


Welcome Empire Machinery!

FTA2000 v2.2 To Be Released

MerrillSoft will be releasing the latest version of **FTA2000** v2.2 and it will be shipped to all customers during the month of July. The version is in its final stages of testing and will be installed first at Empire Machinery. This version provides many features that help enhance the product, features such as:

- Trend Analysis output options are now: paper, FAX, PDF, or DBF and each can be selected to receive None, All, or Exceptions Only.
- Ability to e-mail reports as PDF files via the Internet.
- The ability to store fluid type/grade and capacities for up to 5 compartments has been added.



- Tracking of fluid status, unknown, changed, sampled, or special has been incorporated into the Sample Input screen.
- Trend results can now be sent to two customer accounts based on the machine, regardless of owner.

FTA2000 Tips and Tricks

When setting up your customers keep in mind that FTA2000 can fax or e-mail directly from the program. This allows for 2 immediate advantages, first is to provide customers with immediate results, and second cut down on postage and envelope costs (no more envelopes to stuff).



FTA2000 STATS

Anyone wondering what kind of statistical numbers **FTA2000** is producing? MerrillSoft keeps tabs on this sort of information to let us know how well the product is performing. We have some numbers to share that we think you might be impressed with. The environment used for testing, 100mb NetWare 4.11 Network, using a PIII 450mhz with 128mb-ram workstation. The statistics were compiled with the following record counts:

History - 618,000 Equipment - 43,500
Customer - 2,300 Job Site - 200

Using Equipment database:

- 1.) Locate all equipment matching a partial serial # - 80 found (2 seconds)
- 2.) Locate all equipment for a specific customer - 474 found (3 seconds)
- 3.) Locate specific machine - < 1 second
- 4.) Generate equipment report to screen in search order specified - 2 seconds

Using Customer database:

- 5.) Locate specific customer - < 1 second
- 6.) Export entire customer file to a TXT file - 1 second
- 7.) Export entire customer file to an Excel spreadsheet - < 1 minute

Using Job site database:

- 8.) Locate specific job site - < 1 second

Using History database:

- 9.) Locate all historical samples for a specific unit - 1 second
- 10.) Search history for a specific machine and graph 16 elements from 17 found - (3 seconds)



Coming Soon



Look for these features coming before you know it.

FTA2000C - Customer software to allow customers immediate access to their fleet and historical sample information. Along with the multi-user capability of FTA2000C at the customer site, "Remote Registration" via the Internet utilizing barcode technology, is also built -in to this software. While the customer will be able to print barcodes for their samples, the lab will be able to scan the barcode, therefore, discontinuing any hand entry for sample registration. Software will be released by **JULY 24, 2000**.



Survey Says....



Thank you all for the time that you took to fill out our survey forms that were sent to you. We use this information to let us know what areas we are excelling in and what areas we need to improve in. We wanted to share our results with you; here's what you said.

Outstanding = 90 - 100%
Satisfactory = 80 - 89%
Needs Improvement = 70 - 79%
Unacceptable = 69% or below

User Friendly = 90% Support = 100%
Knowledge = 100% Attitude = 100%
Adaptability = 75% Suggestions = 95%

Overall Rating = 100%

When asked "Would you recommend FTA2000 to other dealers?" It was an overwhelming "YES". We are exceeding expectations in all areas with the exception of "Adaptability". From the comments that we received, we believe the new version 2.2 and upcoming improvements should help in this area. We will follow up with another survey in the third quarter to access the situation and see if your needs are being met. We again would like to thank you for helping us identify our strengths and weaknesses.