

Greentree®

BUSINESS-BUILDING SOLUTIONS



"very, very, responsive!"

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A Word from the Editor



The recession or lack thereof - what do you think?

Now is the time to be looking at every detail of your business, from staffing, transaction costs, margins, and operating expenses.

From my experience the next 12 months will be the most important in terms of "tightening the bolts of the business" for at least two purposes:-

- Ensure you are as productive/profitable as

you can be - RIGHT NOW!

- Be in a position to take advantage of business opportunities as the market returns.

The How To's

- Make sure your customers know what you can offer including any value added type services they may not have used before.
- Ensure your debtors are well controlled, preferably within 60 Days
- Look at every aspect of your business to ensure that it is working efficiently, effectively and profitable right down to the smaller things such as consumables.
- Keep advertising to your external market as well as your established customers.

- Spend time on identifying systems and processes that perhaps through technology could offer a better outcome for all stakeholders, banks, employees, creditors, debtors, etc.

Tip :

- Some of the best ideas for productivity improvement, systems improvement, and profitable improvements come from your staff - so maybe start what we call at JR a PIG Group - Practice Improvement Group - out of that the bolts will be tightened and the wheels moving forward in a positive way.

If you would like to discuss any of these thoughts feel free to contact me.

-Teresa Hooper

Inside this issue:

Editorial	1
Profile - Alex Clark	1
Backups - Are You Prepared?	2 & 3
Greentree News	4
JR.Bizlink People	4

Profile - Alex Clark - Senior Consultant - JR.Bizlink

Alex is the newest member of the JR.Bizlink team, and brings with him over ten years of knowledge and the ability to provide consulting, architecture and development expertise around the "Greentree" accounting package.

He boasts experience as a lead programmer in Greentree and works with dealers on specification and implementation issues. Alex also provides an onsite technical resource by working with clients on implementations, upgrades and faults diagnoses.

Alex also works closely with clients to get the best from their "Greentree" implementation, including business analysis and customization services.



Backups—Are You Prepared?

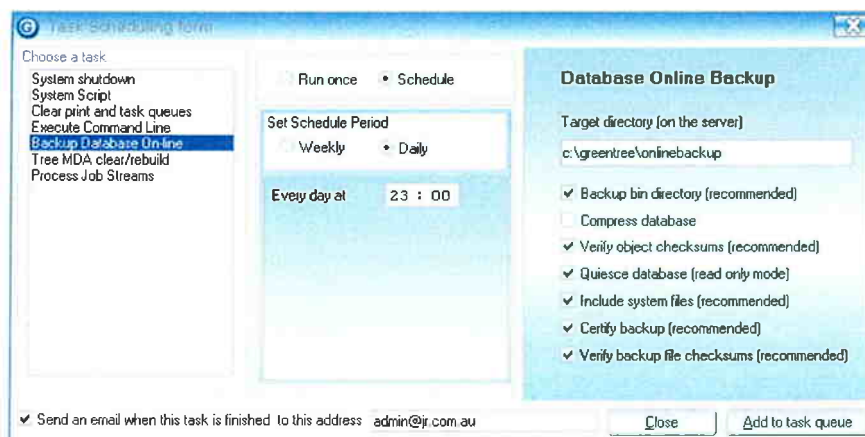
-Alex Clark

We would like to highlight the importance of taking regular backups as well as testing the full restoration process. This is of particular relevance to Greentree External Clients - however the issue is a topical one for all JR Client and JR.Bizlink users as well - as it applies to any other data your companies use.

There are many reasons why you may require data from your backup, some recent examples from a Greentree perspective are:

In a well thought through and tested backup strategy the recovery process would be as simple as restoring to last night's backup with minimal loss of data. But for these clients it didn't turn out to be this straight forward...

One of them had been taking their daily backups not to separate tapes but to a directory on an external hard drive. The external hard drive was swapped out each month with a second one.



- Hard disk failure on the data drive of the Greentree server
- Power cut and the Greentree server was not using ECC memory or a UPS
- A system administrator copied the backup over the top of the live system while it was still running.

In this situation a corrupt database from the night would be copied over the good database from the night before. This was part of the problem but the main issue was that an external contractor, in charge of the clients IT, was backing up the live Greentree database while it was still running.

All of the above could, and did in these examples, corrupt the clients live Greentree databases.

With transactional databases like Greentree you must either take the system down to backup the live system or use the online backup tool provided. So this client had no backup at all to restore to.



Backups - Are You Prepared? Continued...

- Alex Clark

Sometimes there is the possibility, depending on the type of database corruption, to have the system files rebuilt, this is a very costly exercise with fees sometimes getting over \$10,000, but this was the only option available to this client and they were able to get back all their data.

An option with the online backup which should be setup is to have an email with the status of the backup task sent to someone.

In the case of another client they had stopped receiving the email but did not investigate further until they had a catastrophic failure of their Greentree system.



In another situation the client was using the online backup tool but the tape backup was scheduled to run in the middle of Greentree's online backup so half an old and half a new system were being taken to tape. Again this client had no backup to restore to as all backups were if this split nature. The most recent good system that could be found was on a Greentree consultants laptop which had been taken three months earlier to test some new functionality.

Once they looked into cause it was the found that the hard drive had been slowly failing and corrupting the database, this was causing the backup to fail, but allowed the system to be available for a couple more days.

By the time the backup was needed the weeks tapes had been overwritten with the corrupt database and the client had to revert to the last month end tape from just over two weeks prior. This client was not so lucky and was never able to restore their entire database as their sales order process was entirely electronic.

Luckily this client had paper records of all transactions and was able to rekey the transactions to rebuild their database, but at an enormous cost in terms of man hours.

If you are at all concerned about your current backup strategy in relation to your Greentree database we would be happy to provide you with a review of your setup.

Greentree News

Greentree's latest promotion has been released... 30% off AutoScan!

Is your organisation buried under a pile of paperwork? Document management is an essential function of any business and paper-intensive businesses frequently face significant cost and security issues in relation to inefficient document management processes. Electronic document management eliminates associated storage and access costs and ensures vital documentation is stored in a secure environment.



AutoScan boosts business efficiency by:

- Streamlining administration related processes
 - Enabling integrated access to vital information
 - Optimising customer service interaction
 - Maximising security and approval control
- Reducing associated paper and print costs

AutoScan will be offered at a discount until the 30th September.

** All AutoScan purchasers during the promotional period go into prizewinners to win the all new Greentree Mobility software suite. This includes free unlimited applets at the time of install for up to 5 users per applet. No first year maintenance payment will apply but subject to maintenance in subsequent years. No mobile related hardware is included in the promotion. Mobile applets must be implemented within 12 months of prizewinners. Full T&C details available on request.

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