

iPro Intelligence

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An Information Resource for iPro's Exact North America Clients

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Engage: 2004 National User Conference

Exact Software North America will be holding its first national user conference, entitled "Exact Engage", October 3 - 6, 2004, at the Hilton Chicago, in the heart of downtown Chicago, Illinois.

This event will be a forum for all customers of Exact Software bringing together for the first time in one meeting users of e-Synergy, Macola, JobBOSS, MAX, and Alliance solutions, to take part in



informational sessions and provide your feedback to Exact Software executives regarding our products.

There will be information regarding our user group organizations and also a vendor showcase highlighting third-party companion solutions. We hope that you will be able to make it to the event. Keep an eye out for future information regarding the conference as more details become available.

Direct Technical Support Line

(706)409-2453 is the direct line phone number for the iPro Technical Support Desk. This number will immediately route your call to the help desk attendant and avoid going through our switchboard. For the quickest response, please use this phone number for all technical support calls.

works perfectly for them, while others want a flat annual contract amount that they can budget for and know their needs are covered regardless of the number of times they call. So in response, we are taking the next logical step in offering this unlimited support service option.

Now Offering: Unlimited Technical Support

Continuing with our help desk and support service expansion efforts, iPro is proud to announce that now, in addition to per incident support, that we can offer all of our clients the option of signing up for unlimited annual support contracts.

With the evolution of our support service offering and through talking with many of you, we have found that the support needs of our clients vary widely.



Some clients use this service infrequently and per incident billing

As a rule of thumb, we are using the same calculation methodology as Exact in the calculation of the contract fee. In most cases, the calculation will be either a percentage of the retail price of the modules you own or a flat fee for various modules or third party products.

For a quote on an annual unlimited support contract, please contact Jeff DeSchon.

Progression Series

If you haven't already, it is time to move your system forward to 7.6.200. We are encouraging all Progression sites to initiate this upgrade because of a compiler change that Exact was forced to make. Given the change, Exact is no longer able to



provide enhancements or code fixes for versions prior to and including version 7.6.100.

Exact has indicated that at the EPIC business partner conference in March that they will be unveiling several new enhancements for Progression sites.

Details will follow after the conference.

Macola ES License Model Change

Effective January 1, 2004, Exact Software North America announced "Named User" login functionality for Exact Macola ES. This new Named User system requires that each user that logs into Macola ES must enter a unique ID name and password, making the system more able to track discreet users and their actions. It also enhances the Macola ES integration with Exact's e-Synergy Business Process Management (BPM) solution, which already utilizes the Named User login system.



Upgrading from Progression 7.x SQL: Customers that are already on the Progression SQL version will receive the new Macola ES product line at no-charge upon General

Release, as long as their maintenance plan with Exact Software is current.

Due to the change in the named user price model, the Progression SQL site will have a **one time** opportunity to license as many named users **at no additional cost**, but will have to pay maintenance on the price difference. For example, a customer that is upgrading from a 10

user Progression license may find that 16 named users are required to provide for the named user transition. The customer would receive the 6 additional users at no charge but pay maintenance on the 16 user increase.

Progressive SQL 2000i Price Increase

Effective September 1, 2003, a price increase was announced by Pervasive Software for the Pervasive.SQL 2000i database engine.

As a result of Pervasive's price change, the price of Exact Software's Pervasive.SQL 2000i for Progression will also change effective immediately. Please use the price schedule below as your price guide for new installations and user count upgrades.

Maintenance renewal invoices will also change to reflect the new retail prices for Pervasive SQL.

Sales Promotions

Between January 1 and March 31, 2004 when you purchase Exact Event Manager and e-Synergy together, Exact will give you "1 Free" e-Synergy user for every 5 e-Synergy users purchased.

iPro Sales Promotions

Sign up for an iPro annual support contract between now and February 15 and receive 15% off your next software or hardware purchase. This discount can be used in addition to any promotion or incentive price you are quoted including user upgrades. Qualified discount must be used by March 31, 2004.

Book a minimum of four full days of consulting in the Month of February at your regular rate and receive 25% off all bookings you incur in the month of March. Offer does not apply to already discounted project quotes.