

TECH TIPS ...AND OTHER USEFUL INFORMATION

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When the road ahead is perilous, take your time and proceed cautiously!

Why Read TechTips?

Or...What's in it for ME?

- Keep abreast of important information relating to your Hudson Products
- Learn how to utilize and benefit from features and enhancements.
- Troubleshoot your own questions and issues.
- Get ideas on how to more effectively manage all aspects of your business.

HUDSON IS GROWING!

As the word spreads through different segments of the ground transportation industry and as our clients continue to recommend our products and services, our client base continues to grow! As new clients come on board, and make requests for developmental enhancements to HWeb products, ALL clients see the benefits of these new features when they next update their Hudson software.

One challenge now facing our company as it grows is that the Tech Support staff is spending a great deal more time delivering enhancements and software updates to existing clients (as well as the time-consuming process of setting up and configuring new clients). This means that some of your routine support needs are not being responded to as quickly as you, and we, would like.

As we gear up to meet this challenge, we would like to remind you of a tool you now have at your disposal; the Hudson Groups online HWeb Knowledge Base (KB), of frequently asked

questions and answers. This tool has been extremely well received since it was implemented at about this time last year. Currently there are 208 articles in the KB that have been viewed an impressive 38,000 times! This is one of the ways as a Hudson Client that you may be able to quickly address some of your own basic questions. Go to: www.hudsonltd2.com/kb1, or click Help, Hudson on the Web

So that we may focus our attentions on the most critical issues at hand, The Tech Support and Systems Engineering staff will begin charging clients for custom development and extraordinary support requests. All routine and emergency issues will continue to be handled by your monthly license fees...nothing here has changed. What has changed though is Hudson's ability to spend hours and multiple days assisting clients with basic configuration items.

It has always been our intent, and desire to make you, our valued client, as self-reliant and self-

sufficient as possible. The system you have is "yours" and as such, we want you to be able to make changes and modifications at any time, on your own. As new features and product enhancements are added to our suite of products, we will continue to advise you (See Recent Additions on Page 3). We will also provide you with the instructions on how to implement or apply these new features, on your own, whenever possible. Should you want additional assistance with the installation and configuration of these enhancements, it may be worth purchasing a Tech Support Service Package which will consist of an 8 hour block of dedicated tech support time at a reduced service time rate. The service hours purchased may be 'banked' for future use and then debited according to the amount of time required to complete your requested task.

For more information about purchasing a HWeb Tech-Pack, or for more questions about the support program, please contact Clifford Goodman, Sales Manager, at 585.419.9806 x190, or at: cliff@hudsonltd.com.



HWeb Reservations
HWeb Agent
HWeb Dispatcher
HWeb Admin
HWeb Utilities
HWeb Bridge
HWeb Exchange
HWeb SafetyNet
HWeb Bugzilla
HWeb InfoView
HWeb Quick
HWeb KB
HWeb Mobile
 Ticketing
HWeb Kiosk

...A suite of products, all customized and configured to assist you in obtaining *maximum performance and return* from your people, your fleet and your infrastructure while making it easy and pleasant for your clients to do business with your company.



HUDSON EXHIBITS AT ILCT SHOW IN LAS VEGAS



The Hudson Group spread its marketing wings recently by purchasing a trade show booth display and exhibiting at the 2006 International Limousine and Chauffeured Transportation Show in Las Vegas Nevada late in February.

This show unites members of the luxury ground transportation industry from around the country and around the world. It is one of the most prestigious and professionally managed and attended trade shows in the industry. Lyndy Burnham and Cliff Goodman manned the booth, and talked with

prospective and current clients both. Many people stopped at the booth to hold and test the Mobile Ticketing Devices added to the suite of product enhancements during 2005.

Lyndy Burnham gave a brief seminar, on the show floor, about the value of integrating technology into your business, and attracted attention to the presentation by wearing a Martial Arts uniform and by breaking four stacked boards with a knife hand break (an example of low-level technology at work)!

So successful was this foray into the trade show arena, that it is now a planned segment of the Hudson marketing strategy.

Already planned for the next show: complimentary seminars and consulting services for existing Hudson clients. As an example, clients attending shows where Hudson is participating may learn how to build custom dispatch grids, how to design and use Quick Filters, use Tokens to create custom trip sheets or confirmation templates, and much more. Watch Tech-Tips for the next event....

FASTER FARE TABLE IMPORTS

If you dread making changes to your Fare Tables (*.csv's) because it takes a long time to import changes via HWeb Utilities, we have a fix for you! You need to locate the hweb.ini file in the Hudson Folder on your server. Open this file using

notepad or wordpad. Click Edit-Find and enter the word StatusDelay into the Search field. After you locate the text in the file, change the value to the right of the = sign to 0. Your final string should look like:

StatusDelay=0

Save changes and exit from this configuration file. When you next use HWeb Utility to import fares, they should be imported very rapidly. This could save hours of time for clients with multiple fare files containing thousands of records. Tech Support will gladly assist if you have questions on the process.

HUDSON LOSES A FRIEND

Raul de la Riva of Arvada, Colorado, died January 22 while recovering from surgery to address esophageal and stomach cancer.

Raul had been employed by The Hudson Group for the last two years as a member of the Technical Support department. Raul joined The Hudson Group after serving

as Technical Director for Amerishuttle, a ground transportation provider in the greater Denver Colorado region.

Raul was a tireless and devoted worker and was well liked and respected by his co workers and clients alike. His professional and ever-calm demeanor was always

appreciated by those who needed to call upon Raul for assistance in troubleshooting software and technical issues. Raul will continue to be deeply missed by his friends and coworkers.

Raul is survived by his two sons, Cesar and Raul Jr both who are attending the Colorado school of Mines.



RECENT ADDITIONS

The Hudson Group development staff are continually seeking ways to enhance and improve the functionality of all Hudson products. We are pleased to profile here some of the more recent additions, designed to improve your efficiency:

Auto-License Download ~ If you have or use HWeb Bridge, it may now be configured to automatically check for and then download updated monthly licenses—ending the need to do this manually. Send an email to support@hudsonltd.com, sub-

ject Auto-Download license (ver 1.87+)

Flight Type Surcharge ~ May be used if you want to add a surcharge for International Flight pickups.

HotKey: Email/Fax Confirmation ~ From within Dispatcher, use a HotKey to generate an Email or Fax confirmation to a client.

HotKey: Note Add ~ From within Dispatcher, use a HotKey to add a note to a



reservation without having to open in HWeb Agent!

DropOffTime Option ~ Added the option to update drop-off time to reflect the "real" drop-off time from dispatch. Previously only ddropoff was set to the current time in dispatch. With this feature both ddropoff and dropofftod are set to the current time.

~

If any of the above are features you need, but are not included in your current software version, send an email to: support@hudsonltd.com and request a software and database upgrade.

The Lighter Side

Adapted from

www.kissmyfloppy.com

A woman had been married three times and was still a virgin. Somebody asked her how that could be possible.

"Well," she said. "The first time I married an octogenarian and he died before we could consummate the marriage."

"The second time I married a naval officer and war broke out on our wedding day."

"The third time I married a Microsoft Windows programmer and he just sat on the edge of the bed and kept telling me how good it was going to be."

HUDSON MOVES TO A CENTRAL SWITCHBOARD

As The Hudson Group has expanded its staff and services, it was necessary to expand and improve upon the internal phone system.

Two years ago, we implemented a phone procedure that allowed you to call one

Virtual PBX, All members of The Hudson Group now have an extension on a virtual phone network. Hudson employees (who as you know work in various locations around the country) have an Internet Telephone on their desks, that connects to their

dial the direct extension number of the staff member you wish to reach. Your call is then routed via the internet and directly to the phone of the Hudson Staff member. When you call this number, after hearing our enthusiastic greeting, you select from one of the following options/ extensions:

- 1 ~ Routine Support
- 2 ~ Emergency Support
- 3 ~ Sales Questions
- 4 ~ Administration / Accounting
- 110 ~ Mark Ustik
- 120 ~ Rich Sorrentino
- 125 ~ Jason Suozzo
- 140 ~ Brian Dimente
- 150 ~ Derek Skawinski
- 155 ~ Adam Merrifield
- 160 ~ Lynn Millard
- 170 ~ Dan Johnson
- 180 ~ Mike Kaliczak
- 190 ~ Cliff Goodman
- 200 ~ Lyndy Burnham

As more people begin to know and use this new Hudson phone system, we will concurrently transition away from the primary phone number that has been in use for the last two years. Some time by mid to late Spring, the 617.499.1959 phone system will be disabled.

Again, ALL Hudson calls, including both routine and emergency Tech Support Calls should be routed to the main switchboard at 585.419.9806 effective immediately.

ALL Tech Support Calls should go to
585.419.9806

585.419.9806

THE Hudson Number!

number to report for all routine and emergency support issues. This number also had voice mailboxes where you could leave messages if you had accounting or sales-related questions.

Through the technology of

office network and out through the Internet. When they are at their desk, employees "login" to the phone system which is hosted at a remote service center in NY. When you dial into the main number highlighted above, you may select from the support options or you may

The Hudson Group

28 State Street
Suite 1100
Boston, Massachusetts 02109

Phone: (585) 419.9806
E: Support@Hudsonltd.com

We're on the Web
(of course) at:
www.TheHudsonGroup.com



QUESTION & ANSWER

Q: I recently upgraded my version of HWeb Dispatcher, and now my column headings are all displayed in a purple font. Why is that?

A: This new enhancement indicates that a dispatch grid is not "optimized." Optimization will save on system resources and help your system run more efficiently. To change, right click on any column heading, select Grid Properties, and change your Query Optimization to "Automatic." Be sure to save your changes. Optimized grids will have black column headings.

TechTips is edited by:
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Product Development,
Documentation & Mktg

Carey International gives HWeb the 'Nod.'



During the Summer of 2005, Carey International, based in Washington DC, narrowed its search for a new Reservation and Dispatching system down to a lucky few finalists. Hudson's suite of HWeb applications was selected following a thorough re-

view of software vendors and their products. Hudson Tech Support and Developers worked diligently and tirelessly to bring the largest revenue center of all Carey operations, Manhattan International Limousine Network, online during the first week of January, 2006. Carey Indiana went

live with HWeb on March 1, and My Chauffeur, Carey's largest single city fleet (Chicago IL) will go live during the coming months. We welcome the Carey organization and all its staff to the Hudson Family.

Your Questions Answered:

Questions are inevitable and will be gladly answered. Routine support questions should first be directed to our Tech Support staff by contacting us at:

support@hudsonltd.com, or by phone: **585.419.9806 ext. 1.**

FAQ's are addressed at our online Knowledge Base: www.hudsonltd2.com/kb1

Manager Support & Systems Engineering: Rich Sorrentino ~ richards@hudsonltd.com	T: 585.419.9806 x120
VP Software Engineering: Derek Skawinski ~ dskawinski@hudsonltd.com	T: 585.419.9806 x150
Internet Marketing & Development: Mike Kaliczak ~ mikek@hudsonltd.com	T: 585.419.9806 x180
Sales Manager: Clifford Goodman ~ cliff@hudsonltd.com	T: 585.419.9806 x190
President/CEO, Administration/Acctg: Mark Ustik ~ mustik@hudsonltd.com	T: 585.419.9806 x110

Time to remind again about the importance of compacting and backing up your database(s). One other frequently overlooked data management task is how much disk space you may have remaining. Many of today's multimedia applications consume disk space on your Hard drive or server faster than imaginable. You should review, at least

HOW'S YOUR DRIVE?

monthly, your remaining disk capacity. When a hard drive reaches capacity, applications may no longer load and the computer can even fail to boot. Consider archiving and moving to alternate storage, those files and data that may not be needed again, or do not have to be immediately

available to your staff. Other alternatives include using file compression software (such as WinZip) to compress files and folders which are seldom or rarely accessed. With a little prevention, you need never run out of disk storage space!



THE PRESIDENT'S VIEW

MARK USTIK, CEO

The autumn and early winter months around our Boston office were among the busiest in our company's history. Our company has grown significantly over the last year as many new clients with larger and established businesses have discovered the intrinsic value of using Hudson products to manage their fleets. Opera-

tors who have been named "best in the industry" have recently become new Hudson clients, a testament to the integrity of our system and our team. As mentioned in the article above, Carey International selected Hudson to be their new vendor of choice when providing Reservation and Dispatching systems to network members, further

testimony to the strength of Hudson systems and dedication to technology. All of this growth has required significant development and enhancement of functionality in the entire suite of HWeb products. This only serves to improve your business as we still only offer one product for all. Whether you have 2 vehicles or 200, we are thrilled to have your business and will continue working to maintain your trust and confidence.

Mark