VISUAL ROUTING AVAILABLE !

With clearly defined objectives and goals you CAN hit the bulls-eye, each and every day!

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.

**Visual Routing:** A brand new feature of HWeb Dispatcher (version 1.89c) that will make training of new dispatchers much faster, and will make your existing dispatch staff far more efficient. Visual Routing is the ability to SEE on a map, where a client will be picked up or delivered before assigning a driver or vehicle to the reservation.
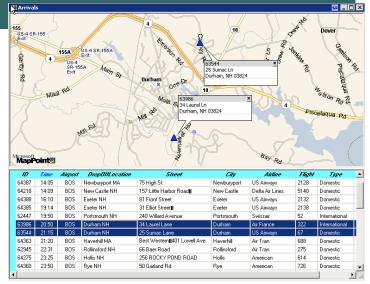
In a shared-ride operation, when utilizing Visual Routing you are able to see where several or all clients will be traveling to/from and then easily identify which should be combined together onto the same trip or routed to the same vehicle. After a trip is already constructed, you will be able to determine quickly if an additional pickup location will be a good "fit" for the existing trip. Dispatchers will be able to build more appropriate and efficient trips, helping to streamline travel time by organizing the sequence of pickup and drop-off locations.

Whereas most dispatchers can read a map fairly quickly, the necessity to have a great deal of knowledge of the local geography is significantly reduced or even eliminated, simplifying the training required of new dispatch staff. As seen in the two sample screens on this page, you can display the maps and reservation records in a side-by-side, or top-and-bottom orientation depending on your preference.

Visual Routing incorporates Microsoft MapPoint as the mapping engine. Each workstation that will be configured for visual routing will need a licensed copy of MS Map-Point installed.

Once configured in your system, by highlighting from one to several reservations, you can use a HotKey or Dispatcher Action Menu to display the selected locations on a map and begin your routing. Each location displayed on the map can have a pull-quote style text balloon containing the reservation number, client name, and address.

If you require a software update before beginning, please contact Hudson Tech Support by email. If you already have version 1.86c of software, and have MS MapPoint installed, then you may be able to begin your own setup and configuration by reviewing the instructions found at: http://kb.hudsonltd.com/article.php?id=358

HWEB SYSTEMS MONITOR

HWeb Systems Monitor is a tool that is installed on Hudson servers and alerts Tech-Support instantly to critical systems or applications which are in need of attention. Like a night watchman making rounds, HWeb Systems Monitor keeps vigilant watch over your web reservation systems and other critical systems on our servers upon which you rely. When a problem is detected, Hudson's support team will be immediately notified via

customizable message that alerts us to where the problem is and what action is needed. HWeb Systems Monitor may even be capable of stopping and restarting some applications or processes (e.g. HWeb Bridges)!

What does it watch? In addition to monitoring our own internal systems and applications, it can also connect to

your network and check to see that your real time Bridges are up and working, ensuring that web reservations can make it through to your SQL database. On our systems, It also checks available memory, CPU usage; Network and Internet connectivity, database server connections, hard disk capacity and automatically and continually logs the status of the systems checked. For additional information on how this protects you contact Tech Support.

SAFETYNET 2.0 LAUNCHED

HWeb SafetyNet is a computer disaster backup and recovery system, ensuring that your business can continue, uninterrupted should the unexpected or non-preventable occur. The automated process backs up all of your invaluable Hudson system reservation, trip, accounting and client profile data to a remote server, once every 24 hours. In the event your business experiences some catastrophic event (fire, storm, flood, lightning strike, vandalism, etc.) not only is your data safe, but you would be able to continue your business operation with little or no interruption or data loss.

Hudson first launched HWeb SafetyNet in Febru-

ary 2004 to a very willing client base. Currently, 85% of all Hudson clients are being protected by HWeb SafetyNet!

In the event of a problem or catastrophe, Hudson will restore your data to an al-

> *...85% of all Hudson clients are being protected by HWeb SafetyNet!*

ready prepared terminal services interface. Your staff will then connect via Internet to a special temporary Internet-based Hudson server and be able to continue working. All of your own custom shortcuts, desktops, profiles fare rules–

everything– is there and ready to use.

When HWeb SafetyNet 2.0 was released this Spring, several system improvements were realized with the most significant of these being a greatly reduced time required to complete the system restoration. Databases that were 5, 8, or even 10GB in size took an hour or more to restore. With HWeb SafetyNet 2.0, restoration times have been cut by 50% or more, significantly reducing the time it takes to be up and running again. Click TheHudson-Group.com for additional details and downloadable information! Want to know more? Contact Hudson now!

Sidebar

HWeb Admin.
HWeb Agent
HWeb Bridge
HWeb Bugzilla
HWeb Dispatcher
HWeb Exchange
HWeb InfoView
HWeb Kiosk
HWeb KnowledgeBase
HWeb Mail
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HWeb Mobile Ticketing
HWeb Quick
HWeb Release Tracker
HWeb Reservations Mgr.
HWeb SafetyNet
HWeb SystemsMonitor
HWeb Utilities
HWeb VIA
HWeb WebServices

HWeb...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.

RECENT ADDITIONS

Hudson development staff are continually seeking enhancements to the functionality of all products. We are pleased to profile some recent additions to our suite:

Private Flight Tracking ~ If you have the FlightView XML data feed integrated into your HWeb Dispatcher, you can now also track General Aviation flights; entering the aircraft Tail Number in place of the Commercial airline Flight Number.

Tabbed Grids ~ Allow you to superimpose dispatcher grids and easily change the viewed grid by selecting a displayed tab. Extremely useful on crowded Desktops. View this KB Article for instructions on building, or look up "tabs."

User Access Groups ~ Ability added to create Groups in User Access Table. Users may now be assigned to Groups (e.g. Agents, Dispatch, Acctg, etc.) similar to current driver, vehicle and employee groups functionality, for easier viewing and management.

Farm-Out Assign ~ New vehicle status, allows you to have a single driver/vehicle to assign for each company, instead of multiple drivers/ vehicles.

For a full list of the most recent enhancements, visit the Hudson Release Tracker.

Many features may require an update to your system database and a complimentary update to your software. If any of the above are features you would like to utilize, , send an email to: support@hudsonltd.com and request a software and database upgrade.

HUDSON PHONE NUMBER: **978.243.3245**

Phone System Update
In early July Hudson made a very sudden and unexpected move to a new phone provider. The new system will allow Hudson's Tech Support team to more efficiently manage and respond to routine and emergency support calls. Our main number has changed: **978.243.3245**. We are still working to retain the

commonly known 978.531.1115-a secondary

HUDSON
978.243.3245

number Hudson has had for several years. This is still slated to become Hudson's new primary number before

the end of the summer. Once you reach our auto attendant, you can dial by name, or continue to use the previous 3 digit extensions you have used previously. If you turn to page 4 of this issue of Tech Tips you will also be able to see the new 4 digit extensions for your most commonly called staff members. We regret any inconvenience.

YOUR HUDSON EMAIL SOLUTION IS HERE!

HWeb Mail makes its premier this month, as the latest service now available through The Hudson Group. HWeb Mail allows you to consolidate and easily manage multiple email accounts and addresses while allowing you to continue using your preferred

(or multiple) email applications including Outlook, Thunderbird, Mac Mail, Eudora and most others. Perhaps the best part is that this email system is fully integrated with Hudson applications and systems and setup and configuration is done once and

then forgotten. All standard, plus many enhanced features are included: 50 MB file attachments, email aliases, calendar, contact management, task list, notes, anti-spam and anti-virus, etc. Visit The-HudsonGroup.com for more information and a brochure.

The Hudson Group

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E: Support@Hudsonltd.com

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

The HUDSON Group

QUESTION & ANSWER

Q: What is the easiest way to look up all reservations for the current date in HWeb Agent?

A: There are a series of Search Quick Keys that are pre-configured in HWeb Agent. Press F3 from the welcome screen. When the Find What dialog window opens, press CTRL + T keys. This will display todays reservations only. For other Search Quick keys, click here, or visit the KnowledgeBase and look for "Search Quick Keys."

**TechTips is edited by:
R. Lyndon Burnham, Jr.
Product Development, Documentation & Mktg**

www.TheHudsonGroup.com !

When The Hudson Group was founded in 1999, we created a website targeted at our anticipated audience. Little on the website had changed in eight years, even though the company grew in a different direction. The "old" site didn't reflect the company, its staff or products and services. This spring, the web site has had a long overdue facelift in terms of content. The site now better reflects the personality and offerings of The Hudson Group. The site is still straightforward; offering functionality and utility rather than flash and entertainment. With information on team members, new features and enhancements as well as links to useful documents and utilities, the web site will be of benefit to all! Check it out sometime soon!

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: **978.243.3245 ext. 1**.
FAQ's are addressed at our online **Knowledge Base**: **www.hudsonltd.com/kb1**

VP Customer Satisfaction: **Rich Sorrentino ~ richards@hudsonltd.com**   **T: 978.243.3245 x1031**
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President/CEO: **Mark Ustik ~ mustik@hudsonltd.com**   **T: 978.243.3245 x1029**

The editor apologizes for the oversight in the last issue of TechTips for neglecting to mention the addition of Shaun Scafidi to the Tech Support team!

Shaun Scafidi joined The Hudson Group in June 2007 and immediately jumped into his on-the-job training. In addition to fielding support calls and emails, Shaun has been actively involved

HUDSON WELCOMES SHAUN SCAFIDI

in getting new accounts configured and trained, including: NationalExpress dot2dot, Valley Transporter, Towson, TransProtection Services, Express Air Coach, Keys Shuttle, Brandon air and others. He may be reached at extension 1033 and by email: shaun@hudsonltd.com.

THE PRESIDENT'S VIEW
MARK USTIK, CEO

It is hard to believe that The Hudson Group is nearing the celebration of its first decade in business. What is more impressive to me though is the changes in technology that have occurred over that same span of time and the degree of evolution displayed in Hudson's applications, services and peripherals. Keeping pace with all that becomes available to us is a constant challenge and one that is at times frustrating but also rewarding. We strive to be responsive to both the emerging technologies and your business needs, ensuring that we pursue only those items that have long term potential and require only a reasonable integration effort. While I believe we have always done this well, the greatest testament to our efforts is that not only do you remain a devoted Hudson client, but you also continue to recommend us to fellow operators and refer new business to us as well. Our entire team appreciates your endorsement as well as your long term confidence in us and our products. We look forward to building ever-better products and everlasting, personal and business relationships.

Mark