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Great challenges require great effort but yield the greatest rewards. *

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.

NOW INTRODUCING HWEB MDT!

The new **HWeb MDT** combines the power of in-vehicle computing, the configurability of Hudson applications and a sleek touch screen interface, yielding a comprehensive and easy to use multi-function communications tool that can be installed in your vehicles.

Mobile Data Terminals (MDT's) have been around for a while in taxis as well as delivery and emergency service vehicles. Previously, these devices have been little more than oversized 2-way alphanumeric pagers with large buttons. **HWeb MDT** is very different.

Built specifically for the mobile environment, a ruggedized computer running MS Windows XP Pro is the backbone of the system.. Attached to the computer is a 7" touch screen display. The

driver is presented with a screen comprised of a series of HWeb Dispatcher-like overlays. These are a series of superimposed screens which are alternatively selected by touching a "screen tab."

A dispatcher, back in the office will page reservation details to a driver in the normal manner. The data will be received by the MDT in

- *GPS Integration*
- *Reservation Details*
- *2-Way Messaging*
- *Quick-Res Capable*
- *Credit Card Capture*
- *Bar Code Scan Capable*
- *Driver Self-Reconcile*
- *Printer*

the vehicle via the data network. All key reservation details will be displayed on the monitor for the driver to review. Touching an on-screen button, the driver will notify dispatch that the information was received and read. **O**ther standard and custom text messages may be paged to the driver by dispatchers. These messages may be viewed, and then replied to, with the simple touch of on-screen buttons.

Whereas the platform for the **HWeb MDT** is an actual PC, you will have the option to

Demo HWeb MDT with touch-screen display and credit card swiper / printer on a portable case.

attach a host of peripherals to customize your installation. A credit card reader, bar code scanner and a printer attached to the MDT system would permit the driver to scan a boarding pass or web ticket, swipe, capture and authorize a credit card and print a receipt in just seconds.

At any time during their shift, a driver may consult the MDT to review work already completed. At the end of a shift, a driver can begin or even complete the driver reconciliation process. He would indicate any additional charges such as wait time, tolls or parking and add them to the reservation. This data is then uploaded back to the office database in real time, reducing or eliminating the need to submit trip sheets and paperwork!

When you are interested in learning more about deploying HWeb MDT's in your fleet, contact Peter Kowal today at 585.419.9806 x191 or Peter@HudsonLtd.com.

HWeb Admin.
HWeb Agent
HWeb Bridge
HWeb Bugzilla
HWeb Dispatcher
HWeb Exchange
HWeb InfoView
HWeb Kiosk
HWeb KnowledgeBase
HWeb MDT
HWeb Mobile Ticketing
HWeb Quick
HWeb Release Tracker
HWeb Reservations Mgr.
HWeb SafetyNet
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.

BOOK YOUR AFFILIATES FROM *WITHIN* HWEB AGENT

Hudson clients today offer assistance to their passengers by helping them place reservations with networked affiliates in other cities. This increases customer service levels while also generating additional revenue through referral commissions. The challenge has been that the transportation provider in Boston has not had access to services, schedules and fares for the transportation provider in, say, Dallas. The agent in Boston would usually create a placeholder reservation in HWeb Agent using notes or other text fields to capture pickup and drop-off details for the Dal-

las trip, then faxing or emailing the details once complete. Now, by using Hudson's web services functionality, the agent in Boston can view all available locations, services, times and pricing for their Dallas affiliate from inside their own HWeb Agent application!

Round-trip reservations for both or multiple cities, may be completed, priced and confirmed all from the one office in Boston. The reservations are then automatically transmitted to the affiliate for handling.

Your affiliate will have a Hudson web reservation site

built and loaded with their airports, locations, services, and fares. When you are on the fare and availability screen in HWeb Agent, you select "Affiliate" from your toolbar, select the desired affiliate/city, and HWeb Agent will connect to the affiliate web site and instantly display all information to your screen.   Once saved, the reservation is transmitted to the affiliate web site for viewing or printing, or is downloaded automatically into *their* Hudson SQL database! No faxing, emails, or phone calls are needed. Save time and increase your revenue!

USER!   UPDATE THYSELF!

Hudson applications run on servers running various versions of Microsoft Server. Your workstations are also most likely running some version of MS Windows (2000, XP, Vista). Most often, servers are either locked away or setup to run unattended in rooms or closets that are either off-limits to office staff, or at the very least are out of sight, and mostly out of mind. As for office workstations, once a computer is setup and working, with all applications running as desired, they are usually neglected and are attended to again only when a problem arises.

Office workstations receive e-mail, access the Internet and are subject to viruses and a host of security vul-

nerabilities. Microsoft is perpetually fixing bugs, preventing viruses and working to make Windows and server software more secure. In addition to critical update releases to repair major security flaws, Microsoft bundles security patches together and releases them on a scheduled basis, allowing system administrators to anticipate and prepare for these regular updates. Within IT circles this has become commonly known as Patch Tuesday, and occurs on the *second Tuesday of every month.*

It is not necessary to go to each computer on your network and manually apply security updates and patches every month. You can set

each machine that connects to the Internet, to update automatically. To enable automatic updates, click Start / Control Panel / System / Automatic Updates. Often, patches are applied when you go to shut down your computer at the end of the work day and install quickly and seamlessly. Alternatively, you can go to windowsup-date.microsoft.com to have your system scanned and be presented with a list of critical security updates that are available. Your server(s), just as the ones maintained by Hudson, require the same maintenance and should be updated regularly.

There is significant risk of infection or exposure to security vulnerability of your computer network if a maintenance and update program is not in place. Are *your* machines secure and up to date…?

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:

AutoRouting for PTP
HWeb Agent now supports the Automated Routing of reservations on to Point-to-Point trips. This functionality will allow agents and dispatchers to better monitor and control capacity on established point to point and line run trips.

25 Service Types!
Development has expanded the number of available services from 18 to 25! This is more than a 25% increase in the number of services that can now be managed inside HWeb Agent and on the Web. Note: To be able to use this increase, you must be using the **NSC** type of Fare table. Check the very top field of any of your fare tables to see what type of fares you have.

Point to Point Pricing Flexibility
If you are doing Point To Point travel it used to be that your fare between Location A and Location Z was constant, regardless of which location you started at. NOW, you can price this trip differently, depending on which location you start the trip from. For setup instructions, visit the online Hudson KnowledgeBase.

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.

BUTTONS ARRIVING NOW AT GRIDS NEAR

It can be difficult to fit all the data that you want to see into the HWeb Dispatcher desktops you create; space can be quickly consumed and desktops can become "cramped" or cluttered. Additional data can be quickly accessed through custom HotKeys or the use of FastInfo menu items. While this is helpful and fairly efficient, it can complicate the dispatch training process as screen actions are not necessarily intuitive or obvious. Adding command buttons to your grids addresses this challenge.

You can now embed "buttons" into grids that will allow you to quickly launch grid actions and commands that before were achieved only through HotKey combinations or mouse generated menus. The result is a more intuitive dispatching process;

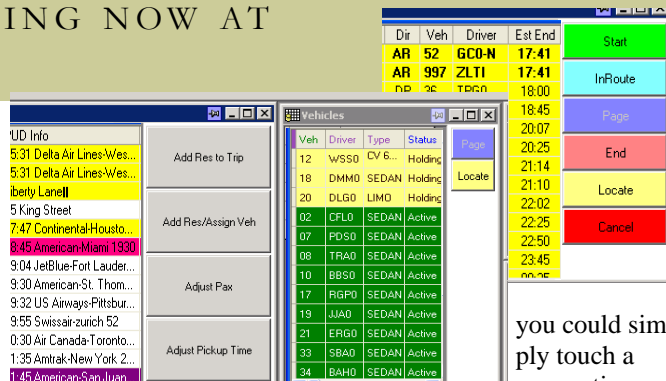making it quicker and easier to learn how to dispatch.

You can use a mouse in the standard fashion to click a button and perform the programmed action. If you are displaying your Dispatcher desktops on touch screen monitors, similar to what you would see at an airport self-service kiosk, you can now touch a reservation or trip with your finger to highlight and select it and then touch a button on the screen to complete the action. This reduces or even eliminates the need for a mouse. If using a touch screen, you could simply touch a reservation with your finger and drag it onto the desired trip, then touch the Start button with your finger to complete the process.

Examples of actions that can be programmed for an on screen button are: Start / End a trip, Locate/Map a vehicle, Page driver/vehicle, Add Reservation to Trip, Assign Vehicle/driver, Adjust PickupTime, and many, many more.

For help in adding buttons to your grids, go to the Hudson KnowledgeBase and look up "buttons."

The Hudson Group

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

The HUDSON Group

QUESTION & ANSWER

Q: What is "request open return" on fare & availability screen?

A: An open return is a return reservation that does NOT have a set pickup date and time. Clients can call with details once their plans are known. Round trip pricing and discounts are preserved when the two reservations are made together. See the Knowledge-Base for instructions on how to use this feature. Search field: Open Return

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

Hudson welcomes NationalExpress dot2dot

National Express group, the largest operator of coach services in the United Kingdom acquired Hotelink, one of the only established UK shared ride service providers, in April 2007. In November 2007, Hotelink evolved into NationalExpress **dot2dot**. With a fleet of 80 custom designed Mercedes mini coaches, dot2dot provides economical luxury shared ride service between London Heathrow and Gatwick airports and all major central London hotels. A member of GO Airport Shuttle (formerly GroundNet), dot2dot chose Hudson's suite of technologies to manage their business. If you are seeking a professional and efficient affiliate in the UK...consider dot2dot. Dot2dot is anticipating 1.5 million passengers annually and a fleet of 160 vehicles by the end of 2009.
On the web at www.dot2.com.

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.hudsonltd.com/kb1**

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HUDSON WELCOMES CHRIS, KRISTEN & RODNEY

Three additions to the team at The Hudson Group, during the second half of 2007, are now available to assist you:

Chris Castiglione joins the development team as a Software Engineer. Among other items, Chris has been working on developing Web Services and XML technologies. Chris may be reached at: chris@hudsonltd.com or phone ext. 152.

Kristen Florence joins the company in the capacity of Project Manager. She will oversee client development and new client installations. Kristen may be reached at: kristen@hudsonltd.com, or at phone ext. 171.

Rodney Lopez is the latest Software Engineer to join the development team. Rodney is hard at work on enhancement requests and bug reports as listed in the Bugzilla reporting system. Rodney may be reached at rodney@hudsonltd.com or at phone ext. 153.

THE PRESIDENT'S VIEW
MARK USTIK, CEO

I am very pleased to announce that on March 1st, **Rich Sorrentino** has been promoted to the position: **Vice President Customer Satisfaction.** This promotion for Rich is well deserved. Rich is one of the founding staff members of The Hudson Group and has been involved with every, or nearly every new client setup and configuration. Over the years, as the primary systems engineer and manager of the support team, his knowledge of how to configure and use the features that originate from our development staff is unsurpassed. Rich will oversee Bob Lentini and his systems engineering and support department as well as Lyndy Burnham and his special project, product development, documentation and marketing efforts.

Rich achieves this new position due to his uncompromising devotion to clients internal and external. Rich travels to client sites when needed to ensure the highest Hudson standards of client care are maintained and to troubleshoot items that require an onsite presence. Please extend your congratulations to him on your next contact.

Mark