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With the proper plan and a good team, you can go anywhere!

Why TechTips?

- Keep abreast of important information, updates, features and enhancements to the suite of Hudson products
- Troubleshoot your own questions and issues
- Find new ideas on how to more effectively manage your fleet, staff and business

TechTips edited by:
R Lyndon Burnham Jr
Special Projects, Documentation

Supporting you more today than yesterday...

...and even better tomorrow!

Every business strives to grow larger and stronger over time. Hudson has been challenged recently by having the good fortune of rapid growth throttled by a recessive economy; always trying to do more for an increasing client base with finite resources.

As economic conditions began improving in recent months, Hudson took advantage of the upturn and has expanded its staff and restructured so as to provide our clients with improved service levels while also strategizing for continued growth and expansion. Hudson began 2011 with several initiatives all geared toward implementing efficiencies that would translate to improved customer service levels.

Late in 2010, Hudson welcomed **Bob Binney** as Chief of Operations. Bob comes with an impressive business management background including his most recent position of

managing partner of Secure Point Group.... a company that works



Bob Binney
Chief of Operations

to help technology firms maintain high data security and efficiency levels. While new to this position within Hudson, Bob is no stranger to the company, having served as a board member since Hudson's early days.

"I welcomed the opportunity to join the Hudson team," says Bob. "I am continually impressed with the caliber of our staff. I know of companies with twice the staff, who have trouble accomplishing even 50% of what is achieved daily at The Hudson Group. I look forward to meeting clients over the coming months and working internally to provide them with ever-

Tracking your Troubles



- 2009: The Hudson Group launches a TechSupport Ticket Tracking System. This is an internal process for prioritizing and managing incoming requests for technical support.
- 2010: Customers are provided the ability to submit technical support tickets on their own, online from the Hudson website:
<http://hudsonltd.com/ticket>
- 2011: Clients who submit tickets will be able to track the status, history and all updates made to tickets for their company (coming soon).

When you use the Hudson ticket system, you get confirmation that your request has been submitted. Hudson can then route the item to the most qualified person to address your question. Within the next few weeks, you will be able to login to the system and see all work done on your request, including names, dates, and time spent.



Megan O'Brien



Ken Welsh



Joe Goulet



Shawn Laycox

Your Friends at Hudson Tech Support



Bob Lentini
Support Manager



Jason Suozzo
Sr. Support Engineer



Graham Major
Support Engineer

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improving support and levels of service.”

One of Bob’s first initiatives, in concert with Rich Sorrentino, Hudson VP of Client Satisfaction, was the hiring of 4 new technical support engineers. These 4 new staff members significantly increases the size of the TechSupport team (see Megan, Ken, Joe & Shawn below).

If you would like to discuss your Hudson account or get answers to any Hudson related questions, please contact:

Bob Binney – Chief of Operations
Bob.Binney@hudsonltd.com

Rich Sorrentino – VP Client Satisfaction
Rich.Sorrentino@hudsonltd.com

Bob Lentini - Technical Support Manager
Bob.Lentini@hudsonltd.com

Megan, Ken, Joe & Shawn

It is with tremendous excitement and pleasure that we announce the recent expansion of the Hudson Technical Support Department. 4 new members have joined the team over the last four months and we would like to introduce them to you:

- *Megan O'Brien*
- *Ken Welsh*
- *Joe Goulet*
- *Shawn Laycox*

Culled from an extensive list of applicants, all of them join Hudson with education, work experience and backgrounds in IT, website design, computer networking and customer support. Additionally, one of our new team members (Ken) comes with over 2 years hands-on experience using the Hudson system at a client site. Please introduce yourself the next time you reach one of these talented individuals. Megan, Ken, Joe and Shawn all report to Bob Lentini, Technical Support Manager. Shaun Scafidi and Jon Andonian, have been moved from TechSupport to the recently created Client Deployments department, where they are dedicated to configuring and deploying new Hudson clients.



The Presidents View

As you can tell from this edition of TechTips, Hudson is growing. It should come as little surprise to most of you that once you become a Hudson client, this is simply the beginning of the long-term relationship that you will have with us. Many of you talk with us weekly, or even more often. As we continue to roll out updates and upgrades, we occasionally encounter a log-jam of sorts, where the demand for support services equals or exceeds our capacity to deliver. With Megan, Ken and Joe joining Bob, Jason and Shawn in TechSupport, we are expanding this department and will increase our support bandwidth. Don Libby is well known throughout the limousine industry in New England and brings a level of experience and knowledge that will expand our web offerings. Lastly, and perhaps most significantly, I am thrilled to welcome Bob Binney, my long time friend and advisor as our Chief of Operations. I am looking to Bob to help improve our internal workflow, foster improved client communications and support while working with me to manage our long-term growth. I hope you are as excited about these changes as I am. **Mark**

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- HWeb MDT**
- HWeb Mobile Plus**
- HWeb Mobile Tracking**
- HWeb Quick**
- HWeb Release Tracker**
- HWeb Reservations Mgr.**
- HWeb SafetyNet**
- HWeb Systems Monitor**
- HWeb Utilities**
- HWeb VIA**
- HWeb Web Services**

Don Libby brings experience

A new name at Hudson but a well-known and respected name in the Industry, Don Libby joins the company as a Web Marketing Consultant. Prior to joining Hudson, Don has worked for over 15 years in the ground transportation business, serving as operations manager for 2 large limousine services in New England. Don has been a Hudson client for 5 years and jumped at the opportunity to work for Hudson. "I have always been impressed with the cutting edge

technology and service that Hudson delivers," admits Don. Don also serves as a board member for the New England Livery Association.



Don will be working with new and established clients to help refine and grow their web reservation business; delivering portals, kiosks, and mobile reservations.

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