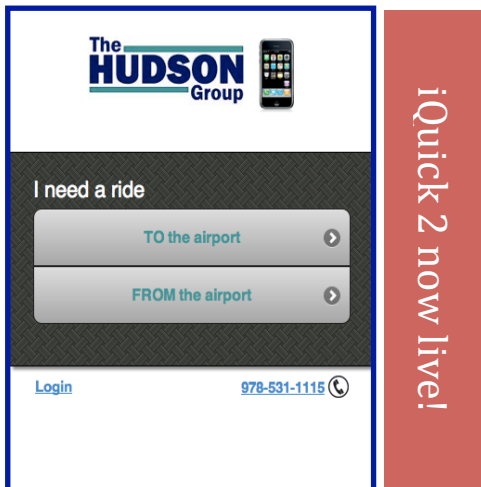


## In this issue...

1.93 Available	Cover
Load Balancing	2
The President's View	3
iQuick version 2 Released	3



## 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

## Release 1.93 Available!

**A**fter testing Hudson's latest release of software, Version 1.93 of the Hudson Local System (HWeb Agent, HWeb Dispatcher, HWeb Admin) is ready for client use. Over the last few weeks, Hudson support technicians have been updating databases and shortcuts and then helping clients make the transition to the improved applications.

Version 1.93 contains several items, requested by clients that greatly enhance the workflow and functionality of the "Local System."

Here is a windshield tour of the latest enhancements:

- **Performance:** Improved overall speed and system performance.
- **Optional Fare and Availability** screen changes: Now you can enter pickup and drop-off address information at the same time that you select the city / town and *before* generating fares.
- **Rate Engine:** New ability to calculate rates by travel time, or mileage by

using Google's Direction Web Service

- **New Service Area Feature:** Tied to the rate engine update, this allows the grouping of fares *other than by airport*. Advantages of service area selection:
  - Specific location list by geographic area
  - Specific affiliate selection
  - Specific rates and rules
- **PUD Locations:** The Pickup Defaults selection dialog can be launched directly from the fare and availability window; allowing PUD information to be inserted into either the pickup or drop-off location address fields. Accessible via menu or CTRL + D keys.
- **Extra Stops:** Extra Stops can now be launched and entered from the Fare and Availability screen via a menu option or CTRL + D keys. Base fare calculations are now taken into account for

## A Delicate Balance



### Hudson Implements Load Balancing

One of the most popular options offered by Hudson is the online “Cloud” hosting service. Clients are abandoning their aging servers and network infrastructure and opting to go with Hudson’s hosted application model, where Hudson manages all client applications on its state of the art web-based server network. This has been so popular, that we have kept adding new servers to keep up with the demand. Like any computer hardware or server in your office, these machines need to be restarted periodically to apply patches and install Microsoft updates. When a server is restarted, the clients connecting to those machines are denied access to their applications for several minutes. To ensure that all clients see the quickest connection possible in the future, and to ensure that clients will never be denied access to their programs or their data, Hudson has installed a Cloud Server Load Balancer. At the instant each user connects to the Hudson network, the load balancer determines which server currently has the quickest connection and the lightest usage and then routes that user to this machine. In addition to more efficient connections, clients will no longer be inconvenienced when Hudson takes servers off line for hardware and operating system maintenance. The load balancer should eliminate scheduled client downtime.

View

[kb.hudsonltd.com/Migration\\_to\\_Load\\_Balancing](http://kb.hudsonltd.com/Migration_to_Load_Balancing) for more information about the migration to Cloud Server Load Balancing.

## Ver. 1.93 (continued)

both the number of extra stops as well as the mileage or travel time between the extra stops.

- **Past Dates:** Ability to book reservations with a date in the past is easier than before. This is a user privilege, with the parameters set in the direction area of the configuration. Special Edit mode is no longer required, plus you can configure how far (# of minutes) into the past you will allow a reservation to be entered.
- **Automation:** Several new automation features including automated email notification to affiliates on local system reservation changes and updates.
- **Profiles:** Several improvements to the profile dialog layout including tabs for Special Instructions and Notes that are to be included in each reservation.
- **Waiting Time:** Can now be entered by double clicking on the description of waiting charge inside the HWeb Agent. Waiting time can also be entered through the Driver Recon II dialog.
- **Grids:** Ability to customize the fields included in many of the grids displaying data in HWeb Agent, including, Agent Contacts, Extra Stops, History, Notes, Profile Contacts, and more.
- **Improvements to Fare Trace (F11 – on Fare and availability screen):** All fare components are displayed here along with rate overrides.

If Hudson Tech Support has not contacted you yet regarding updating your database and software, you will be hearing from us soon. We are gradually and progressively converting all clients to the newest release and explaining how to use the new features. Once your system has been updated, it is strongly suggested that you test each of your email and printed forms and other templates to ensure that there will be no surprises!



## The President's View

When I walk through our company office on most any day, it is a hive of activity; there are client conversations going on in several departments. Our software development team has an ever-increasing list of client enhancement requests. The business development staff has frequent visitors in the office; prospects seeking quality alternatives to their aging systems. TechSupport is busy upgrading clients to the latest version and showing users how to configure and use new features and functions. I take this all as a sign that the transportation industry is rebounding from the economic downturn of 24 months ago. I know that companies had a very hard time; some weren't able to adapt quickly enough and fell by the wayside. Those of you that retooled and faced the challenge aggressively are now running leaner and more efficient businesses and are hopefully seeing some of the same signs of industry recovery. All at Hudson will continue to work to provide the tools you need to continue growing your business while maintaining lean and efficient operations.

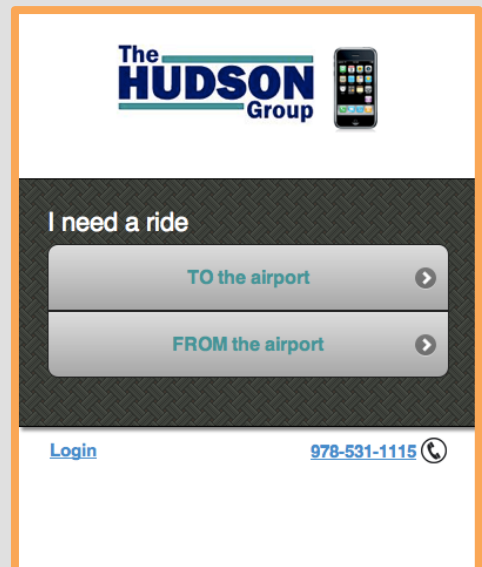
*Mark*

**HWeb** ~ A suite of products, configured to obtain 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 you. Review our offerings and let us know what more we can do for you:

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**HWeb Agent**  
**HWeb Bridge**  
**HWeb Dispatcher**  
**HWeb Exchange**  
**HWeb Flight**  
**HWeb Forum**  
**HWeb InfoView**  
**HWeb Kiosk**  
**HWeb KnowledgeBase**  
**HWeb Mail**  
**HWeb MDT**  
**HWeb Mobile Tracking**  
**HWeb Quick**  
**HWeb Release Tracker**  
**HWeb Reservations Mgr.**  
**HWeb SafetyNet**  
**HWeb Systems Monitor**  
**HWeb Utilities**  
**HWeb VIA**  
**HWeb Web Services**

## iQuick ver 2.0 Released

Effective 4 October, The Hudson Group released the latest version of HWeb iQuick - the web based mobile device application that permits your clients to make reservations on their mobile phones. The new version, which has been made available first to all Hosted clients with Hudson web reservation sites boasts a much faster interface, redesigned look and feel, ability to move backward in the reservation process and other improvements. Check out YOUR site now at: [sitename.hudsonltd.net/app/iquick](http://sitename.hudsonltd.net/app/iquick)



or visit our demo site at:  
[demo.hudsonltd.net/app/iquick](http://demo.hudsonltd.net/app/iquick)

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