

Update Bulletin

Connected Services News

March 17, 2003

Great stuff, and a lot of it. StoreNext's Connected Services group has been driving hard on all fronts to bring you more products, information, presentations, demonstrations, sales tools, documentation, education, special offers – you name it. Here's the rundown:

Electronic Journal Generally Released – Now ISS45 stores can get anytime/anywhere convenience for viewing their electronic journals on either V7 or V8. Even better, the StoreNext Electronic Journal can consolidate, sort and display data across stores and time periods so it's a much better host tool. And if you're already connected, you don't need to install anything – just add the feature to your subscription.¹

Free Connected Services Report Viewer – this is a great way to introduce users to the anytime/anywhere benefits and convenience of StoreNext Connected Services. As the first users have discovered, the Report Viewer is a very handy extension of the store. So StoreNext is giving the Report Viewer to all users at no charge – all ISS45 users that connect now will receive the Anytime/ Anywhere Report Viewer under a free lifetime subscription.

Free Trial Period – StoreNext has broadened our user free trial period – and extended it too. The free trial is 45 now days, and maybe more important it also now includes all the stores in a chain that's rolling out. So it's not just the first store; *all* stores in the chain that get Connected Services free for the first 45 days. The clock starts with the sign-up of the first store, so the faster the chain rolls out the more free benefit they get. All installed stores start billing at the end of the 45-day clock.



Connected Services Class Coming to You – rather than bring you to one of our classroom sites, a special StoreNext Roving Education session is coming your way. This one will happen this spring, with education and training especially on Connected Services and RBO. Stay tuned for the dates and locations.

New Connected Services Brochures – by now the big box should have arrived, including the Connected Services brochures. These four-page folders explain the benefits of Connected Services in general, but then there is a pocket for the application-by-application insert sheets. The sheets (currently available for Electronic Journal, Report Viewer and the Reporting System) are in Acrobat (.PDF) format and designed to be printed locally by the Dealer and inserted as required. New sheets will be added and posted when the applications are available.

New Connected Services Demo Slides – with the “overhead” of logging on, finding the Internet connection in a demo room, etc. we've learned that a simulated demonstration of Connected Services will be easier and even more effective. StoreNext's Connected Services group has now

¹ Please note – the original bulletin incorrectly stated that the data retention period for electronic journal would be 13 months. The updated Issue 2 of the Connected Services Reference Bulletin (1185-2) correctly states the period as 3 months.

assembled a set of Demo Slides that take you through the current Connected Services applications, complete with notes and explanations all along the way. (Now you get anytime/anywhere convenience for demo purposes too.)

New Connected Services Presentation – with the new features and some experience, we’ve modified the StoreNext Connected Services PowerPoint presentation and posted the new version for Dealers.

New Manual – to go along with the Electronic Journal, StoreNext’s Connected Services group had created a really nice new Electronic Journal User Reference. Grab a copy – like the EJ itself, it’s an especially nice job.

Progress Report: Dealer Tools, Code Distribution and the Installed Base Dashboard™ – this is coming along fast now. We delayed the introduction of code distribution so that it could include all the hooks and additional features (Concord, etc.) that are often used alongside ISS45. So when it’s released, it will maintain the entire ISS45 system.

To go into a little more depth here, there are really three parts of this system that all work together to bring the Dealer a tool with real power and range:

- The Communications Agent – this is what enables the hookup of all Connected Services, and is necessary for the Dealer software maintenance tools as well. If you’re already connected, there’s nothing new that needs to be done here, and this agent is compatible with systems going all the way back to 7.6.
- The ISS45 Code Deployment Application – no matter what you have as a mechanism to download new code, there must be this engine within ISS45 to accept downloads and update itself. Early versions could not modify ancillary programs (like Concord) and the applications are being rewritten to cover the system across all distributed modules. The first ISS45 releases that will have the CDS applications built into the system will be 7.8.2 and 8.4.6. Once you have one of these releases installed, future patches, updates and new releases can be automatically installed remotely.
- The Code Distribution System – this is the “Installed Base Dashboard” where Dealers will have all their sites on the Dashboard screen. Dealers will be able to select from available software updates and move that software automatically to selected stores. The Dashboard will and the in-store engine will auto-discriminate, so you won’t update a store with improper software. In the future, we expect the Dashboard to display hardware status in the store using the new Fujitsu SmartPoS terminals and peripherals.

Other features will include the ability to create and modify touch screen menus and move them to the store, replacing the Menusys.mac programming tool with a GUI Dealer tool.

As you can see, the more of your installed base you have connected, the more benefit you’ll get. So when you “touch” the store (put in upgraded software or hardware) it’s important to connect that store whenever possible.

Full documentation on all this is available in a new release of Marketing Bulletin 1185. And don’t forget – ***“It’s All In the Wire!”*** Get all the new manuals, presentations, demo slides, brochures etc. on the Connected Services [All-In-One Page](#) on the StoreNext Web site.

To Your Success,

Tony
Antony van Beverter