B&L NEWS

Spectrum '11 — AWESOME!

Spectrum '11, B&L's annual user conference, was held on Nov. 13-15, at the beautiful Westin Riverwalk Hotel in exciting San Antonio, Texas. As expected, it was an exceptional conference with customer attendees and business partner attendees from around the country. Many B&L staff members were in attendance to teach classes and help our customers in any way they could.

The conference was kicked off on Sunday evening with a dinner reception; the food was fantastic, the service impeccable, and Jesse Garza and company from Acoustic Dream, San Antonio, set the mood with their wonderfully unique style of music. All this on the famous San Antonio Riverwalk - priceless!

Monday began with a continental breakfast, after which the conference was officially opened by B&L President and CEO, Philip Laney, followed by a general session where department updates were given by the various managers (recaps of their presentations are throughout this issue). Department updates were followed by multiple breakout sessions which included mini classes, panel discussions, and

I enjoyed meeting all the B&L employees and putting a face to the names. I learned more about the company and the direction they are going. It was nice to take a look at and hear more about Odyssey.

roundtable discussions on many topics.

B&L is great software and I am proud to be associated with the company even if only as a customer.

Monday evening was our fun event and it did not fail to please. The Enchanted Springs Ranch in Boerne, Texas, was the location for a delicious authentic Texas BBQ dinner and some good old Wild West fun! There were wagon rides around this working longhorn ranch, a six-gun fast-draw competition, western music duo, guest arrests, the Pistol Packin Paula Show, and much more. This one will be talked about for a long time!

Tuesday was another day chocked full of general sessions, classes, panels, and roundtables, and another successful conference is behind us.

Thank you to all who attended and helped make **Spectrum '11** a great success!

B&L Welcomes New Clients

Smith & Wesson Holding Corp.
Springfield, MA
Odyssey SaaS

Jet Corporation
Bridgeport, CT
Odyssey SaaS

Pacific Steel Casting Co.
Berkeley, CA
Odyssey SaaS

Business Development

Matt Gacek, Vice President
Business Development

Matt Gacek described the changes taking place with Business Development including:

- Implementing a territory account manager structure. This will apply to both BLIS-400 and Odyssey customers. In this structure, the Territory Account Manager will be responsible for the strategic management of current customers in a set geographic area.
- New and improved Community with new software and faster response times
- New website, booth, and brochures on the way.

Matt also showcased several customer stories with emphasis on mobile devices on the shop floor. ■

The presenters seemed to know their subject matter, which was good. As a new user I was trying to learn as much as I could, and sometimes was lost if it was not a day to day transaction I used, which was to be expected.

On The Horizon

Joe Harmon
Vice President — Technology

Joe Harmon spoke about how the Technology Department has been created at B&L in order to establish a dedicated team to manage and support our Cloud Offering (Software as a Service). He also spoke about their responsibilities to handle any "technical" challenges that may come in via support calls, installations, etc., which include New Client Installs, Off-Hour Upgrades, Installation Issues, Printer Issues, Hosted SaaS Maintenance Release installs, Hosted SaaS Backups, and Hosted SaaS Disaster Recovery.

All presentations were well prepared and informative.

B&L offers two methods of Software as a Service. Self-Hosted or B&L Hosted - "In the Cloud." With B&L hosted SaaS, the Technology department will take care of everything except the client's local PCs and internet connectivity.

Self-Hosted:
- Client responsible for client hardware
- Client responsible for server hardware
- Client responsible for local data storage
- Client responsible for backups / DR Plan
- Client responsible for installing client upgrades
- Client responsible for installing server upgrades
- Client responsible for Windows Server Knowledge

I liked being able to meet the various B&L team members, as well as others who use the product. It was good to hear issues/resolutions others have/use. I found the panel discussions helpful. Informative sessions and roundtables. Great hotel facilities and food. The Riverwalk. Enchanted Springs Ranch. Great time - Great city!
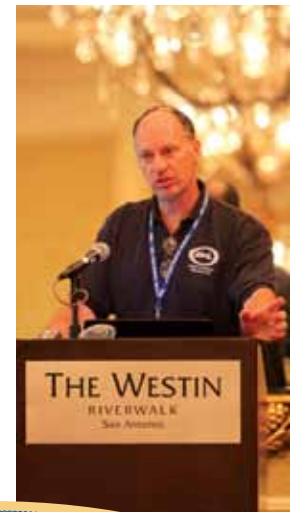
Technology On The Horizon continued...

In the Cloud:

- Client responsible for desktop and internet connectivity
- B&L takes care of hardware (Server)
- B&L takes care of cloud data storage
- B&L takes care of backups / DR Plan
- B&L takes care of installing upgrades
- B&L responsible for Windows Server Knowledge

A big announcement at Spectrum for Technology Department was, Starting January 1st all B&L Cloud hosted customers will receive PROGRESS replication+ as part of their service. This means their data will be replicated to a secondary server real-time and automatically. This means minimal disruption in the event of unplanned downtime or disaster.

I liked the networking and the "Take Home" items from Jay's class. I think it is a great idea to take some simple to moderately complex views and give them to us to build upon when we get home.

These three things were announced at the end of the presentation:

- Starting January 1st, 2012 all B&L Hosted SaaS Clients will have Replication+ included as part of their service
- The Technology Department would like to offer "free" assistance to help review your DR plan, look at current backup process, evaluate impact of increased frequency of backups
- The Technology Department would like to offer a "free" test recovery of your backup (*.bk1) files ▪

I enjoyed the morning meetings from the different B&L departments detailing all of their current roles and what they are actively working on as well as future plans/projects. I also liked the round (square) table discussions. It is a great way for all of the B&L customers to ask each other what types of modules they are using and how. It gives everyone a chance to see what issues, if any, or successes they have had in an implementation of a new module. Of course the location and events were excellent and provided a great way to unwind and interact in a more social setting.

Brenda Povlock spoke on improvements in the Client Service department including:

- Hiring a new support person, as well as new improvements to the Web Portal. The Web Portal was enhanced to make it easier to enter in a ticket, view the status of tickets, and for multi-plant companies to be able to view tickets by plant. Customers can call our support team to get activated.

- Improvements in implementations have been made to the project plan, and monthly summaries will be sent to Executive Sponsors on client side. The group is also actively reviewing ways to help clients get buy-in from their end users. A new Project Manager and Data Conversion Specialist was also hired.

- B&L is committed to the Community and will be taking a more active role in keeping conversations going. Suggestions and comments by customers are being heard and acted on. ▪
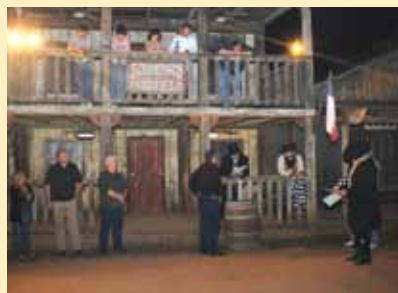
Dear Brenda

Brenda Povlock
Vice President — Client Services

As always well constructed. Information presented was timely for the new release of 4.4. Presenters were well informed and helpful.

Client Services Free Webinar Schedule for 2012

Month	Webinar Name	Length of Webinar
January	BLIS Standard Cost Enhancements	60 min.
February	Odyssey Pricing Module	60 min.
March	BLIS Stop Codes	30 min.
	Odyssey Stop Codes	30 min.
April	Odyssey Best Method for Data Collection	60 min.
May	BLIS Pricing Module	60 min.
June	Odyssey Global Notifiers	30 min.
	Odyssey Heat Treat Batches	30 min.
July	BLIS Job Cost	60 min.
August	Odyssey Container Inventory	60 min.
September	Odyssey Overview	
	Part 1 – Production	60 min.
	Part 2 – Financial	60 min.
November	BLIS Year-End Procedures	60 min.
	Odyssey Creating Data Views	60 min.
December	Odyssey Using Intelligent Views	60 min.

Schedule subject to change.

I really liked the roundtables and discussion panels. Most all participants in the room actively participated in the discussions and good info was shared.

The instructors took notes to get back to you if they weren't sure of the answer. Also it helped when other instructors sat in and gave advice. The handouts were also good to have.

The feedback from other users in the panel discussions was good. The Monday evening event was one of the best ever.

TRAINING - There are recorded training videos available on-line at no charge to customers on maintenance. For access to these videos you will need to sign up for the B&L Community. **Contact support@blinfo.com** for assistance. For any other training needs, contact **Brenda Povlock at ext. 321**.