



The Courier

A Publication for Service Contractors

December 2006

Compusource Holiday Schedule

Monday, December 25
Christmas holiday

Monday, January 1, 2007
New Year's holiday

Verify Your Backups

The Ascent / Contrac2 Support Team would like to stress the importance of performing routine system backups and verification. Please contact the Helpdesk for assistance if needed.

Contact Us

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Compusource Holds Successful Customer Conference

Compusource held its bi-annual Customer Conference November 1-3, 2006 in Los Angeles, CA. This again proved to be a great combination of both fun and learning for the Compusource clients. Beginning with a Welcome Reception on November 1, customers were able to meet with the Compusource sales, support and R&D personnel as well as the other Ascente / Contrac2 users throughout the 3 days.

November 2nd began with a morning General Session which was followed by a series of breakout sessions the remainder of the day as well as throughout the following day. There were separate tracks for Ascente and Contrac2.

The sessions offered for Contrac2 were:

- Contrac2 Data Extraction Method
- Forms & Document Management
- Network Support & Security
- Mobile Manager & Teletrac Interface
- Contrac 2 Tips & Tricks
- Why Upgrade to Ascente/Traverse?
- Service System Management

The sessions offered for Ascente were:

- New Ascente Features & Enhancements
- Network Support & Security
- Mobile Manager & Teletrac Interface
- Ascente/Traverse System Security
- Ascente Job Cost
- Traverse Financial Statements
- Ascente/Traverse Tips& Tricks
- Ascente Open Forum

The conference program also included a brief bio of each participant which documented the fact that the average tenure of a Compusource employee is 15+ years. There was a notebook provided to each attendee that included copies of all presentations. This is available for purchase of \$100 by those that were not able to attend.

The conference concluded with a Customer Awards Luncheon honoring those customers attending that have been with Compusource 15 years and longer. Based on the comments heard during the conference as well as the written evaluations, the Customer Conference was a great success. We hope those unable to attend will be able to be with us in 2008.