



January 2007

Welcome to Edible Bytes ...

.....news from the makers of **Edible Software!**

Happy New Year!!

At the busiest time of the year for many of you, we sincerely hope that you found time to unwind and relax over the holiday season. Now that it's all over, it's nose to the grindstone for all of us!

Edible Software v.3.0

We are continuing with our project of ensuring that there will not be any issues with **Edible Software** with the release of Vista, Microsoft's new operating system, SQL Server 2005 and Visual FoxProVFP 9.0 (VFP). When we are satisfied that all is well we will release **Edible Software v.3.0**.

Edible Software v.3.0 will still work with SQL Server 2000, however, we recommend that all clients purchase upgrades to SQL Server 2005. This will allow greater functionality, for example, database mirroring across computers, wherever they are located. In addition, Edible remote is only compatible with SQL Server 2005.

We don't want to worry anyone about your using your current version of SQL Server, you can carry on as you are and we will continue to support systems using SQL Server 2000 through 2007. This will allow plenty of time to upgrade your system and not miss out on support or the free upgrades, as long as you are on a maintenance plan with us.

As many of you know, we are a Microsoft partner and will offer competitive prices for your SQL Server 2005 upgrades. Call and ask for Charles to get further information on pricing.

Installing Edible Software v.3.0

We will send an email to all clients to inform you when ES3.0 is ready. It will require a new client install on each computer that currently has an installation of **Edible Software v.2.0**. Full instructions will be included in the email and you will be able to call for assistance, if needed.

Waiting on Work Orders?

As mentioned in the previous edition of Edible Bytes, we appreciate your patience while we continue work on **Edible Software v.3.0**. As with most projects, it wouldn't be a real life scenario if we didn't go over our time and budget projections for the project, and unfortunately we have! While this is not surprising, it is frustrating for those that are waiting for customizations. Part of the reason for the project extension is that at the same time as the above SQL modifications, we are making some major improvements to some of Edible's core program routines. Despite this, we are in the process of contacting those of you with outstanding work to talk about priorities and how we can fit your requirements into our schedule.

Meet the staff: Lynda LeCompte

Lynda started at Solid Software Solutions LLC in October 2005 in a part-time position as the bookkeeper and admin assistant. It wasn't too long before she was getting stuck in and helping out in other areas such as with our website and with support. A year later, she was promoted to accounts and office manager and now works full-time looking after, among other things, our client accounts, billing, manages the flow of work orders and is working on a large CRM project for the company. With a background in quality assurance and project management in an IT environment, Lynda fits in very well with the Solid Software Solutions team.



As anyone who has spoken to Lynda will know from her accent, she is from England. Arriving in Houston in May 2003, with her son and Cajun husband, Lynda has still not acclimated to the hot and humid Houston weather and she says she never will! However, she says that she has adjusted very well to Mexican food and the other culinary delights that abound in Houston.

Lynda is a musician who sings, plays bass guitar and keyboards. With the other musicians in the office (we will expand on this in future editions), we are close to having our own Edible band. Now there's an image!

In the next issue, we will be exploring the murky depths of the office where the programmers reside. Who knows what that will reveal!

Support Call & Contact Management

To meet the growing demands from our growing client base, we are dedicated to improving the way we handle support calls and process requests for custom software modifications. While we have tried our best in the past, there is always room for improvement, and Lynda is currently in the process of researching and trialing CRM (Customer Relationship Management) tools that can meet our unique needs. In the past we used software that we developed in-house to help with the flow of work orders and a database for contact management. We would rather our programmers use their time on **Edible Software** and use a dedicated package instead for our business operations. We are close to having a new complete solution in place and have already automated our support call system.

To improve our call-tracking and responses, when you call for support, your call will be prioritized and assigned to an individual. If that individual is not immediately available, you will be given a case number to allow for better management of your call history. This is different to what some of you are used to, but we know that you will understand that this is for everyone's benefit and appreciate the improvement in our support call service!

As always, we are open to any feedback on the level of service that you receive for **Edible Software**.