

Welcome to the Winter edition of Xact Software's newsletter. In this edition, we talk about...

- Public Training Workshops
- Windows Vista
- Welcome a new member of staff
- Backups
- ACT! Tips

ACT! 7/8/9 Training Courses

ACT! Essentials Public One-Day training courses are going extremely well! Xact's Angie Meeske, ACT Certified Consultant, reports to us. Angie says that the course is more comprehensive than standard onsite training, and the biggest focus is getting people to use the full functionality of ACT, particularly in the areas of Sales Opportunities and Reporting.

ACT! users have been high in their praise on the information and training given at these courses and have said that they found the course beneficial, particularly the Scheduling, Email, and Mail Merge exercises. Heather Baxter of NZ Maritime says, "The course provided me with a good understanding of ACT! I can do even more

now like organising membership into their different groups!" Attendees have been quick to say that they would happily endorse and recommend this course to all other ACT! Users.

Although many of the course attendees were long term, existing users, they were surprised by the number of new things they learnt. When I remarked on this Angie replied "Yes Act! has extensive features and benefits which you don't know about until you are shown. You don't know what you don't know! The course is designed for anyone regardless of experience. People have found the course really enables them to use Act! To its fullest potential. Until people are shown don't know what benefits are to be found in Act!."

"The feedback received from both new and existing users has been gratifying for me as a trainer." continues Angie. "I try to encourage people to use it beyond a glorified address book and to consider the many add on products. ACT! is such a powerful product and its capabilities are extensive. After years of using and supporting ACT, I know how important training is if people are to get the best out of their investment in Act!. That's what I try to encourage training. The results speak for themselves."

To register for one of our upcoming courses, check out our website www.xactsoftware.co.nz or call us on 0800 ACT 2 DAY (0800-228-232)

ACT! with you on the Go!

Want to take ACT with you out of the office? Many of our clients have moved to mobile technology and we have explored the many Add-ons out there for synchronisation with ACT! We found CompanionLink and HandHeld Contact to be the friendliest for synchronisation with ACT!

CompanionLink - This is a great product. It is an inexpensive and reliable way to get your ACT! data on your Blackberry or Treo. Locally syncs ACT! to your PDA, allowing you to select which records, as well as which fields, you want to download. Choose between Express or Professional!

Handheld Contact - ACT on your Blackberry, Pocket PC or Treo device wirelessly. It is a two way wireless ACT data sync service which enables you to use your mobile devices to wirelessly sync with and manage your ACT Contacts, Notes, Calendar Activities and Notes /Histories. Handheld Contact is like having ACT with you anywhere, anytime! Use Handheld Contact to increase productivity, maintain a high level of professionalism, increase data accuracy and schedule organisation.

Both products offer free 14 day risk-free trials. For more information on either of these products, call us 0800 ACT 2 Day (0800-228-232) Email: sales@xactsoftware.co.nz My mobile device came with synchronisation software. Why do I need these other products?

The software that comes with your phone or PDA may only synchronise information with Microsoft Outlook. These products take that functionality a step further - they synchronise your ACT database with your mobile device. This allows you to access and edit your database information directly from your phone or PDA.

New Addition to the Xact Support team

Xact is happy to announce the expansion of its team! Let us introduce you to Firas.

Firas Hermes joined our support team back in May. With extensive experience in the IT industry, Firas brings to Xact a background strong

in software programming. He worked predominantly in business systems development for the small business as well as large corporate clients.

We are pleased to add his skills to our team, and as

another ACT! Certified Consultant, you can expect to hear his voice on our support line, as well as have him visiting various sites for support work (yes, Angie, Kate and Carmina are still there as well!)



Firas is our resident CRM Consultant and is happy to incorporate the more commercial aspects of IT and apply it to customers' businesses, "I am driven by client satisfaction. Using my strong technical skills and business knowledge I focus on helping clients to reach their business goals through CRM, providing them with a competitive advantage in the market".

Will my ACT! run with Vista or Office 2007?

Important things you need to know about Windows Vista, Office 2007 and Internet Explorer 7.0

Talk to us first about your ACT! system and support for Windows Vista.

Only the latest version of ACT! 9.0 Standard with ACT!'s hotfix for Vista applied, will be supported on Windows Vista.

Act! 2006 (V8.0) and prior versions of ACT! are *not* compatible with the Windows Vista Operating system, Office 2007, or Internet Explorer 7.0. These products were developed and tested prior Operating System versions. They will *not* be tested, upgraded, or supported for Windows Vista nor Office 2007

Ph: 09-377 6516 or email: sales@xactsoftware.co.nz

ACT! Tips

Creating Global events in ACT! Calendar

I manage the Calendar for all of our office and from time to time, I run into events that involves all of our staff.

Did you know that you can use the global events feature in ACT to add a single timeless activity on everyone's Calendar?

Staff meetings, expos, trade shows and Staff parties – anything that involves all your staff, or maybe just your team; all can be added as a global event.

Please note that only Users with Admin or Manager access can schedule global events.

To create a global event for all database users:

1. Click Schedule | Manage | Events. ACT! will show a list of all current global events.
2. Click the Add button to add a new global event.
3. To edit: Highlight a global event and click Edit to edit the event's properties
4. To delete: Highlight a global event and click Delete to remove the event from the database.
5. Click Close to save your changes.

Back up or Bust?

As we all know back ups are a crucial part of any business with technology. In the event of fire, flood, hardware failure, theft, or simple user error, you need to have the ability to restore your business data almost immediately. Backups are data insurance. Real-world insurance policies protect your home, car, and health from financial disaster. Likewise, data backups protect the work you do on your computer.

If you are like most people these days and rely on your computer to run your business, it is essential to have a planned back up strategy for all of your IT data. Your IT people should be involved and you should be looking at what is important to back up and the frequency of that back up. You should also be looking at the media you choose to back up to.

Viggo Burkhardt of **Vital IT** says he cannot stress enough the importance of regular scheduled backups and the importance of double checking that you are backing the correct data by restoring on a regular basis.

"There is nothing worse then thinking you are backing up only to find that when you need it, you had it pointing to the wrong directory and your last good back up was over a year ago. If you had restored from backup, you would have found the mistake and corrected it 11 months ago."

Viggo says that you should be not only be looking at regularly scheduled back ups, but ensuring that you have offsite copies. "I have heard stories of people who store their backup tapes next to their server. If someone breaks in, they will most likely take the server as well as your backups for the data." He does suggest that if you do not wish to place the responsibility of your vital business data to one of your employees, then you should consider investing in a fireproof safe.

ACT! Backup News

What back up is there for our ACT! Data?

Back ups for ACT is particularly important as it houses much of your business' daily data and provide critical information about your clients. Our recommendation for ACT back ups is to utilise the tools that exist out there to make your IT back up strategy work.



Topline Alerts Back-up is a tool for backing up an ACT! Database to a standard ACT back up file. This server-based program monitors back-ups and sends back-up failure notifications to your inbox or PDA. TopLine Alerts Back-up allows you to schedule regular database back-ups, specify how many days to keep back-up files and automatically delete or append to old back-ups.

Stay informed. Save time. Take control.
Call us now! 0800-ACT-2-DAY
(0800-228 232)

What's New?

That's right – ACT! Version 10.0 is due to full release in the next few months! What this means is that for all new purchases of Version 9.0 Standard and Version 9.0 6-pack Standard, you get Upgrade Assurance for free! This will entitle you to free upgrade to ACT Version 10.0 from its release.

The word on the street is that the new release of ACT! is scheduled for October 2007! Keep in touch with us for more news and be the first to hear about what features are new and improved in ACT! V10 by signing up to our E-News!

Register for our E-News on our website:
www.xactsoftware.co.nz

Note: Version 9.01 Standard is the only product that is currently compatible with Vista. If you have Vista, Office 2007 or Internet Explorer 7.0, please talk to us about integration with ACT.

TXT 4 ACT

An exciting new Add-on is now available in New Zealand for those with ACT 9.0 or later! It's the new **SMS4ACT!**

Fully integrated with your ACT system, you can send directly out of the contact record to their mobile phone and receive all their text answers in your Outlook inbox! How's that for keeping up with technology?

Want to send a group text? No problems with SMS4ACT! It has the capability to send to a selected group of ACT contacts and it records every text message directly into the relevant Contact History.

Talk to us about SMS4ACT!

0800 ACT 2DAY
(0800-228-232)

VITAL IT recommends;

- **A regular schedule of back ups at least 5 days a week;**
- **You should keep at least a fortnight worth of data and;**
- **For best practice, full backups up as opposed to incremental or differential back ups.**

There is nothing more terrifying than the idea of

loss of data. Think about what would happen if your hard drive disappeared overnight and you lost data up to this point. Would you be crying at the thought of data input over the past month being lost because of the lack of back up plans?

To discuss backup options with Viggo and the team at Vital IT, contact them directly on 0800-IT-VITAL

ACT!

by Sage

