

Dear Client

As you are aware in our previous News Letter, we now have our new setups which enable Acumen to run on Windows 7 and Windows Server 2008 R2. We are pretty much through this rollout and will be updating all sites in due course. Where possible we are using your IT support companies who better know your systems.

These are also available on our website for anyone wishing to move to Microsoft's new operating system. If you are considering moving, please give us a week or so notice.

Help

The Help system has been updated to include several amendments and corrections, in particular changes to the contacts screen.

For Comment

As noted in our previous News Letter the field Bank Sort Code in contacts will no longer exist. Any existing data will be appended to the contacts comments

We have had two sites that have had problems printing to RICOH printers. It would seem that the drivers are less than reliable and printing issues are not just restricted to us but Microsoft Products, with this in mind if you have problems with these printers, please try another printer – none RICOH – printer before contacting us with a printing related issue.

Support

Some of you have noted that when phoning us we can be engaged for extended periods of time. If this is the case, please just send us an email, that way as soon as we become free we will call you.

Over the last few months we have seen an increase in the amount of support calls we get in relation to Non-Acumen related issues. For example specific query requests (Querybuilder etc), training and updates to data so save users time. Although we appreciate that in some cases we can do these quickly they are problematic for two reasons. Firstly they go behind the controls we put in place (and yes we get it wrong sometimes) and that some take offence that they are not part of maintenance. Generally when we create a query or update data we then own that "job" so please remember this when we quote at least 2 hours (min fee).

Fees (Trust and Company only)

Up to and including the 31st August licenses for Trust & Company can still be purchased at £1250.

As from the 1st September

Also it seems that users are asking for new user; 1 at a time, sometimes 3 in a month, as such extra users will now be based upon 2 minimum, also given that the cost has not increased for 10 years each extra user will now cost £1,400 each (subject to 2 min), however should you buy five then the cost will be £6,500. Maintenance in each case will be 17.5% based upon the selected option.

Changes

- We had extended the amount of data the narrative field for General Ledger Postings can hold to 200 characters
- The Security Portfolio Valuation has had its sort changed from Nominal Descending to Sedol Name; this is after several client requests.
- If you do a Credit note against an invoice that was raised through book-keeping there is now a tick box that will enable you to tell the system to return the WIP that was raised in the invoice to un-billed.

Report Layouts

All reports, including a few system generated billing reports that we decided to hold back from changing over the December/March billing period!!!! have now been updated. We hope you like the new look.

AcuReview

If you now change the review date or the risk manually you must now enter a reason, this is then held in a log which can be seen by clicking on the audit button on the “Review/Amend Entities”. Note this button will only appear if one of these actions has occurred.

Action Points, we are now recording when an action was changed from Not Started to In Progress and or Completed. This is to enable statistics to be compiled on how long users take to complete actions.