



USERS CONFERENCE RECAP

We had a great conference this year and were really excited about those that attended and the feedback that we received. For those that missed out, here is a recap of the sessions – start making plans now to attend next year – it was clear that the users really missed out by not having the conference for the past several years.

We held registration at our new offices and the conference sessions were held in the building conference center. If you are in the area (downtown St Petersburg) come by and say hi!

DAY ONE

Session One / Two

We discussed the new support product that most customers are using, TeamViewer, and how we can use that to better support individual users as well as customers as a whole. Additionally, we talked about the new email/fax service, that uses an email to fax service eliminating the need for actual phone lines and fax modems. The latest versions of both Oracle and Microsoft SQL Server will no longer support the legacy SQL script languages, but will need to be ANSI-92 compliant. If you are looking to move to the latest versions of these products, please talk with PDS first, as you may need program updates. We also showed the notification system and statistics on how that reduces user workload and increases service.

Session Three

This session was all about showing off our new mobile permit and code interfaces and what they can do. The new mobile is a HTML5 based application that will run on any HTML5 supported browser. This includes laptops, tablets, smartphones, and other field devices. Since it is browser based, it will run in Windows, Mac OS, Android, iOS, and pretty much any other operating system that has a HTML5 browser. The application has real time access to data and all desktop data is available in the field – images, letters, associated tables – as well as integrated mapping.

Rays Game

For those that were not able to attend, you really missed out – we purchased a suite at the Tampa Bay Rays game and got to enjoy an evening of baseball, food and fun.

100 Second Avenue South, Suite 101-S * Saint Petersburg, Florida 33701

Voice: 727-576-7727 * Fax: 727-576-8033

<http://www.perdasys.com>

DAY TWO

Session Four

Session four highlighted our new agreements/collateral module that was designed for the City of Palm Coast. This new module allows you to track specific agreements / bonds / collateral and associate them with Addresses / Application Requests / Projects / Permits / etc. Relevant information about limitations, expirations and other data enable this work to be tracked in the same system as the modules with which they are associated.

Session Five / Developer Discussion

We had a roundtable discussion about the future of the application that we all use in session five. Overall, the users do not feel that there are any limitations with the way the system is designed, but talked a lot about the importance of interfacing to other systems and departments. There were also comments about some of the backoffice services like permit and certificate expiration needing to be updated to services (rather than applications) and PDS is already moving in that direction. One of the important topics of the developer discussion was training – with so much turn over and cutbacks over the past few years, there are things your system already does that you may not be aware of. This was pointed out a number of times in the discussion. Our maintenance structure allows customers to use maintenance hours for training and if you have a lot of new faces in your department, it is probably a good idea to have PDS in to do some refresher training.

BrainShare Discussions

Well it seems to happen every conference, users come up with an idea that all the users want and is fairly easy for us to implement. This year it is the recent items list – now when you go to the open record box, you can pull down a list of you most recent records. You should have received an email about this in the last few days, if you want this in your system, please contact your support contact. We have also updated the label printing, so if this is something that you would like to have in your system, this can generally be accomplished in your maintenance hours.

We are already looking forward to next year – we hope to see even more of you at next years conference!

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