

Teamsoft acquires Vantage from Mentec

Extending on its commitment to its existing Vantage customers, Teamsoft has acquired the rights to the Vantage product and from Tuesday 1st November will assume full and sole responsibility for all existing Vantage support contracts.

The news may not come as a major surprise to most customers, as Teamsoft has for many years shown a long term commitment to Vantage and has developed a number of add-on services and products to extend the existing high-level of functionality.

The acquisition of the product and its source code, now allows Teamsoft to expand and develop the product without restrictions and will offer a level of comfort to customers.

"It's a little like going back to the future for me" says Jim O'Reilly Technical Director at Teamsoft. "Designing solutions around

Vantage has been a little like working with our hands tied behind our backs. Now that we have full control and there are no restrictions, we are looking forward to building new and exciting modules on top of the proven functionality. There are certain things that Vantage does really really well and I guess this is why the customers have stayed with Vantage for so long. Many Vantage solutions are heavily customised and contain a level of business intelligence that would be difficult to find in other solutions."

"Our job in Teamsoft now, is to protect the investment that customers have made over the years and partner with them to build new solutions in response to their ever changing business circumstances".



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Hot Stand-By Service for Wood Communications

Wood Communications Limited have recently partnered with Teamsoft to provide a hot stand-by backup service for its applications and data.

"Our Vantage System is mission critical. Without it, we could not function properly. We felt it important to insure ourselves against a disaster by asking

Teamsoft to host a live backup server for us. Our full system is copied every night to the backup server and is available to us in the event of a failure at our end."

"The return on investment was immediate as our business was guaranteed to continue in the event of any disaster. This backup service from Teamsoft and the comfort factor allows our business

to develop without I.T. Concerns".
We now sleep better at night !"

As part of the service, Teamsoft's support staff monitor the server daily to ensure that the data is up-to-date and that it has copied successfully. They also monitor the live system to check for potential problems.



So easy—its child's play !!

Free Vantage Training - at your desk !

Teamssoft will be hosting a number of on-line training sessions over the coming months. These short, focussed events are aimed at increasing awareness of some of the lesser used features of Vantage and its related products. The sessions are free to existing Vantage users and each session will take one hour.

Customers are encouraged to propose topics for upcoming sessions. However, to get the ball rolling the following sessions are planned:

Adding Targets to your Sales Analysis

Friday 17th November 1:00. Hosted by Jim O'Reilly

General Ledger Reporting with VantageLink

Friday 8th December 1:00. Hosted by Ted Murphy

Managing your Users and Menus

Friday 15th December 1:00. Hosted by Kevin Cunningham

Adding extra data to your Customers and Products - the User-Defined Areas

Friday 12th January 1:00. Hosted by Jim O'Reilly

To register for the events please email joreilly@teamssoft.ie. We will then issue instructions on how to connect at the appropriate time.

Vantage Orders On-Line

"...It has also ensured that Orders get to the warehouse quicker, and has reduced the administration overhead"

An increasing number of customers of Agrihealth Ltd are now placing their orders themselves using the Vantage Web Shop developed by Teamssoft. The service is available 24 hours a day, 7 days a week. Orders placed online go directly into the Vantage system and there is no re-keying of data. The Rep associated with the account and the Orders Administrator are informed by email of orders received. Any problems such as stock shortages are notified to the office staff and are followed

up immediately with the customer.

The latest enhancement provides Reps with the facility to enter orders on behalf of customers without having to phone or fax the details to head-office.

Contact Ted Murphy for further details.

"Using the Web Shop has made it easier for customers to place orders at any time of the day, which is a major factor for the agricultural and

veterinary community. It has also ensured that orders get to our warehouse quicker and has reduced the administration overhead."

... Malcolm Totten, Director, Agri-health

Central Distribution - A common problem?

Many companies using the Vantage software are experiencing problems due to the Central Distribution policy imposed by some of the large retail groups. Many have invented new procedures in their own organisations to address some of the issues but these new procedures may be time-consuming and less effective. Common problems often have a common solution and Teamssoft would like to have

the opportunity to host an open discussion on this issue with interested parties. It is likely that we would invite representation from Tesco and Musgraves to such an event. Customers interested in attending should contact Ted on 01 4242420 or by email:

tmurphy@teamssoft.ie



Teamsoft and PNS - One Stop Shop

Teamsoft and Prospect Network Services (PNS) have signed a co-operation agreement to provide a single solution centre for all of your IT needs. PNS, which is run by Paul Pendlebury, offers technical expertise and support services covering OpenVMS, Unix, Linux, Networking, Security and Systems Integration services.

Teamsoft's Vantage Add-On product set is based on seamlessly linking your IT Systems with OpenVMS, Unix and Windows Servers. PNS are uniquely positioned in that they understand the underlying technolo-

gies for OpenVMS, Windows and Unix platforms.

The two organisations are currently working together very successfully on a number of Vantage based sites and continue to provide value added services to these customers. This partnership represents a unique blend of skills and experience from a single source that will provide you with all of your IT needs.

Teamsoft will act as a single reference point for all of your queries. If you would like more information please contact Jim O'Reilly.



Teamsoft Support Department

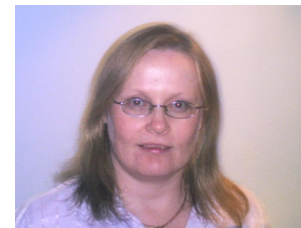
Customers who have had support contracts with Mentec Limited will now be supported by Teamsoft. Teamsoft's support department can be contacted by sending an email to

support@teamsoft.ie or by contacting us directly on +353 1 4242420. Support is available from 8:00am to 6:00pm Monday to Friday excluding Irish Bank Holidays.

Sheila O'Donnell is Support and

QA Manager in Teamsoft. Sheila says, "I am confident that we have everything in place to provide a quality service to the Vantage customers. Although we are all very comfortable around the product, we are delighted to welcome Charlie King to the team. Charlie has many years of experience working with the product in Mentec and will provide a continuity of service for the customers". "Most of our support is now provided using

Webex. This allows us to take control of the user's PC and gives us access to more than just the core Vantage system. Customers may find this cumbersome to use the first time but it will become easier as we progress. Our support centre on Webex is <http://teamsoft.webex.com> and we encourage customers to save this as a favourite in their Internet Browser."



Sheila O'Donnell

Vecta for Vantage - Maximise your Sales Opportunities

Vecta allows sales directors to monitor team performance, detecting issues and resolving inefficiencies quickly. It also provides the sales team with up to date information about sales campaigns and incentives, as well as the past purchasing habits of customers. The net effect of this is to foster a proactive selling culture with up-to-date information and directions as to which customers should be targeted

and when. Teamsoft are delighted to be associated with the Vecta product and we believe it has significant relevance to Vantage users.

A robust interface between the two products has been developed and the data transfer is seamless.

Customers interested in assessing the potential of Vecta should

contact Gareth Murphy. Gareth will be delighted to demonstrate the product to you and provide you with Case Studies from other Vecta sites.

Gareth's email address is:

GMurphy@teamsoft.ie



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Teamsoft Limited opened its doors for business in January 1995 and from day one has maintained a strong allegiance to the Vantage product and has maintained relationships with many Vantage customers. With a combined 85 years of experience with the product, there is little that we don't know about it !

Our commitment to Vantage customers is that we will continue to develop it and support it. We believe it is a great product but we understand its areas of weakness. It is not our intention to stand still. Over the coming months we will be announcing a number of new and exciting modules.

You may have felt a little exposed in recent years - but be assured that there is a vibrant Vantage community with common issues and a supplier with an interest in building on this success and commitment.

Ted Murphy