

# CARRUS News

Newsletter

Volume 2, April 2011

## Announcement

We are pleased to announce the appointment of **Ms. Jocelyne Deslandes** as Implementation coordinator.

Congratulations and good luck in your new role!

Diane Goyette – Administrative Support

## Carrus' new asset

The Carrus Technologies team is pleased to announce the arrival of Ms. Diane Goyette, a new assistant whose main role will be to ensure the smooth operating of the company's administrative functions.

During the last 32 years, Ms. Goyette has established her experience as a receptionist, and has also worked in billing, accounts receivable and customer service. She is known for her cooperative nature, and shows integrity as well as a strong attention to detail, assets which will most definitely benefit to Carrus' customers.

Please join us in wishing Diane a warm welcome to the Carrus family.

Customer Relations

## Tuned into our customers

We are extremely pleased and proud to announce that the JMS bar code module is now in its pilot phase. The solution is being refined, as we are making sure everything is coming together. So far, the results are very satisfactory, showing promising speed and accuracy. For its part, the SMS team is finalizing the interface development project involving two accounting systems, Simply Accounting and QuickBooks. Stay tuned! We will provide more information on those topics in the coming weeks.

You must know that we are always striving to be at the forefront of your expectations. Thus, in preparation of the many changes to the systems of several distribution centres, we have been proactive in ensuring the connectivity with Carrus' software would not be affected. Furthermore, we are constantly offering new features and products to better meet your needs. If you wish to, please contact for further discussion.

 Your Carrus Team

Testimonial – Pièces d'auto Pincourt

## When prevention rhymes with premonition

In today's world, technology plays a major role in the day-to-day operations of a business; most often, the server is at the core of the system. It's therefore essential to always make sure it is in working order.

Mr. André Larente, from Pièces d'auto Pincourt, witnessed first-hand the importance of keeping an eye on his equipment. His server was wearing away and started to show slow response times. Being foresighted, he contacted Carrus Technologies to talk about his concerns and find the best solution for his business. "The people from the STC (Carrus Technical Support) provided me with all the right information" explains Mr. Larente, "and we proceeded with the purchase of a new server."

Was it chance or premonition? Still, one Friday morning in March, Pièces d'auto Pincourt's server kicked the bucket. Fortunately, the new server was ready; operations were back up and running without any major interruptions. "I don't want to think about what could have happened if I hadn't initiated the purchase process a few weeks back" continues Mr. Larente. He goes on to thank the Carrus Technologies team for their efficiency and the support they provided throughout the transition. "Without their professionalism and their sense of urgency, things would never have been so smooth. Again, thank you!"

Technologies Carrus

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## What Tape Cartridges?

The importance of creating a security copy of your database is a well-established fact. Nevertheless, many are still turned off by tape cartridges and the demanding process it involves. This is why the arrival of new removable disks solutions is revolutionizing the backup copy market. Faster, stronger and less expensive, removable hard disks boast another advantage: that cleaning tape for the backup device is no longer required.

Over the past months, Carrus has been offering an external unit that connects to one of the server's USB ports. Although it is installed on the server itself, the unit is not included on the server's warranty.

However, a new Lenovo removable hard disk solution can be installed directly on the server, which allows us to include it in the server's warranty. Recommendations regarding the use of removable hard disks are listed in the JMS online help.



The RDX technology, now an industry standard, is offered by such giants as Lenovo, HP, Quantum and Iomega. If you wish to make the move from

tape cartridges to removable hard disks, contact us at 1-800-561-2190 or by email at [cs@carrus.ca](mailto:cs@carrus.ca).

## On trial: McAfee

Several customers are experiencing problems with the McAfee application, complaining about the scan or the updating process, and how they are not running according to schedule. Requests have been made to change the time of execution; however, despite appearances, this solution may not solve the issues. System scans are programmed to be executed overnight, at 4:00 A.M.. They will indeed run at that time unless the user shuts down its computer. When the station is turned back on in the morning, it's the first thing McAfee will try to do. The easy solution? Don't turn off the computers at night.

Another problem is that the overnight scan is mistaken for the automatic updates checks. These generally occur:

- Upon the computer's startup;
- When a user logs on/off;
- Several times during the day to check in real time if critical updates are available.

Unfortunately, this situation is beyond our control as it involves the application's basic operations. In any case, it may be a good idea to look at McAfee's system requirements. You might be able to increase the processor's efficiency by adding random access memory (RAM). Contact our Customer service for more information.



## Find the right part, fast

Looking to increase the efficiency of your counter personnel? Carrus is pleased to offer the all-new **Cover-to-Cover** option, an add-on module to the *Activant* catalogue. **Cover-to-Cover** provides all the information you'd find in a paper catalogue – images, specifications, etc. – with all the versatile features of an e-catalogue.

In addition to reducing the research time thanks to a direct access from the catalogue, **Cover-to-Cover** allows you to quickly and accurately find the appropriate part without leaving the counter. Furthermore, as it also provides the latest TSBs, it helps improve customer satisfaction, thus increasing repeat business.

To add the **Cover-to-Cover** module to your *Activant* catalogue, contact our customer service at 1-800-561-2190.



Questions?  
Comments?

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