



The employees of TRG are very committed to their family and community. A few examples: Chuck is heavily involved in the operations of his church. Kevin has been in charge of various youth sport organizations. Andrew and Jim are frequent blood donors. TRG is in the business of helping companies with their computer systems and networks—TRG employees help individuals and organization in time of need!

### Welcome to the Team!

TRG is pleased to announce that since the last newsletter, Robert Berry has joined the TRG group of consultants. Robert Berry has over 10 years of Pick/MultiValue experience. In these 10 years, Robert has worked at an end user, reseller, database vendor and consulting house. Robert is also very knowledgeable with Windows NT/2000.

Previous to TRG, Robert worked at General Automation in mv.BASE database support and data access support (ODBC, OLE DB, JDBC and XML). In addition, Robert is an excellent cook and bakes a great cheesecake, which can be attested to by the entire TRG team!

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## Business Intelligence - MITS

At TRG, we realized that our customers have a valuable asset in their data that they are not extracting and using this information to the fullest extent.

Therefore, we researched the products available for Business Intelligence (BI) and selected the Management Information Tool Software (MITS) product that was offered from Informix Software. Since that time earlier in the year, IBM has acquired Informix.

TRG has expended a great deal of time and resources to become trained and certified, so that we have achieved the highest level of expertise with the MITS product.

As well as purchasing the product from TRG, TRG can also install, train and support the product. TRG can also assist you in creating data cubes of your information. It is with these cubes that you can drill down into and get the information required for making tactical and strategic business decisions.

TRG has assisted our customer, Ganahl Lumber, on installing MITS and creating the data cube necessary for analysis of their sales transaction information. According to Gary Armstrong, MIS Manager, "We chose MITS due to the fact that we wanted to have the appropriate managers in the company analyze the sales from our 8 locations without waiting for a custom

report to be produced by the MIS department."

What is BI you might ask? BI is the process of analyzing your organization's accumulated raw data and extracting useful insight from the data. BI provides your organization's decision makers with the right information, at the right time, in the right place, enabling these decision makers to make better business decisions. BI aids your organization in being more profitable and/or on budget as well as being more efficient.

Shown is a screen of the MITSView

Sales and Cost by Region - back two years			
SALESDEMO Region	SALES YEAR 2000	SALES YEAR 1999	TREND SALES YEAR 1999
Warehouse Sales Representative			SALES YEAR 2000
SALESDEMO:	3,961,747	3,310,059	+19.7%
Western Region	2,706,306	2,277,471	+18.8%
PORTLAND BRANCH	1,463,203	988,623	+48.0%
BOB DONIS	283,388	107,545	+163.5%
BRIAN JACKSON	166,259	71,070	+133.9%
DEBORAH SIMS	97,179	124,737	-22.1%
DON STROUD	142,512	26,643	+434.9%
DREW LOGAN	176,235	112,465	+56.7%
JEFF SHEPPARD	98,905	51,536	+91.9%
JOHN BRINKMAN	100,762	211,246	-52.3%
MARYPAT MEEKINS	69,944	181,674	-61.5%
SUSAN OVERCAST	27,971	28,538	-2.0%
TIM BROWN	46,871	27,366	+71.3%
TOM JUDGE	253,176	45,803	+452.8%

component of the MITS product. MITSView is an easy to use GUI query into your data cube. From MITSView you can drill down to the appropriate level of desired detail and move the information easily into Microsoft Excel. For example, you can drill down from region to sales rep to product and determine the largest revenue-producing product for a particular sales rep over a certain period of time.

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**Kevin Marshall, TRG President**

Welcome to our second newsletter of the year. The intent of these newsletters is to inform you, our valued customer, about TRG and issues that might affect your computer system and network. Feel free to contact us regarding any of your computer issues. Even if we are not presently part of the solution for you, I'm confident that we can give you advice or point you in the right direction.

The past six months have been one of partnerships for us. We realize that we cannot do it all for you in terms of your computer needs; however, we realize that you want to have a 'one call' company for your computer needs. Therefore, we have partnered with other companies and individuals in order to provide you with the best possible service. As we hope you look to us as being a partner with you, we have a number of partners of which we are proud of our association.

Since our last newsletter, we have become a reseller for IBM/Informix and became certified on their MITS Business Intelligence tool. Please see the main article in the newsletter for

information. We have also become a reseller for Keynet and have installed their Costar imaging product. Additionally, we have strengthened our partnership with Raining Data, the supplier of the D3 database and Flashconnect products. We have teamed with Raining Data on professional services engagements. Our partnerships with Compaq, Citrix and Microsoft have continued to be strengthened.

Not only are we teamed with some great companies; we are also teamed with many talented individuals that we can call on when the need arises. We have teamed with Michael Wood, a recognized leader in business process improvement. Michael is a published author and creator of the Helix

Method. In addition to Michael, we also have consultants who are knowledgeable in a variety of operating systems and languages that we can call on to help you and the TRG employee representing your account. The

advantage to you is that these are individuals that we manage, have worked with in the past and are experts in their field.

Data can be affected by many factors including hackers, viruses and loss of power. Since we attempt to educate in these newsletters, we ask that you read our article on "Preventing Data Loss and Keep Your System Up and Running." Every organization's computer situation is different and I strongly recommend that you educate your employees on the importance of your organization's data.

I am extremely happy to be the leader of the dedicated and hard working TRG team. Each member of the TRG team contributes to the mutual commitment of excellence in

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### ...about upgrades to Windows 2000?

Did you know that TRG can upgrade your Windows 95/98/NT systems to Windows 2000?

Windows 2000 has increased stability and performance over its predecessors. TRG is a Microsoft Certified Partner and have consultants who are Microsoft certified.

The upgrade to Windows 2000 needs to be carefully planned and our consultants can do the planning, implementation and the update. You can also purchase any of the excellent Microsoft products from TRG.

## Spectrum Show

Once again TRG will be present at the International Spectrum show. The 2002 show will be held February 18-21 at the Hyatt Regency Islandia in San Diego.

Mark your calendar and be sure to come by and visit us.

### Business Intelligence - MITS

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MITS is available on leading MultiValue databases such as D3, mv.BASE, UniVerse and UniData.

The cost of the base MITS product and TRG's assistance in creating a proof of concept sales analysis cube starts at \$12,500.

If you would like a demo of MITS or more information on the product, please contact us via phone: 714.708.8112 or Email: [mits@picktrg.com](mailto:mits@picktrg.com).



### ...and Keep Your Computer System Up and Running

The following is a TRG list of items to safeguard your valuable data and computer system:

- Identify one person as the computer system administrator and another person assigned as the backup person if the system administrator is unavailable. These individuals should know how to perform backups, shutdown the computer system and bring up the computer system. These procedures should be documented and placed near the computer

system. If training is necessary, please contact TRG.

- Never turn off your computer system without executing a

proper shutdown. If your computer system will not shut down in the normal manner, please contact TRG.

- Periodically perform a test of your Uninterruptible Power Supply (UPS) or battery backup. If you need assistance with this or do not have a UPS, please contact TRG.

- Perform a backup of your computer system on any day that there is activity on the computer system. Keep a log of backups and verify that the backup was successful. Maintain a tape backup library. Do not use the same tape over and over again. Have a different tape for each day of the week. Month-end and year-end tapes should be put away and not used again, except for emergencies. Store your backup tapes in a secure area and keep a recent backup at an offsite location. If your backup was not successful or you need assistance with your backup options, please contact TRG.

- Clean your tape drive periodically. If you need assistance with tape drive

cleaning, please contact TRG.

- Check the amount of disk space available on your computer system periodically. The time to add disk space or delete unnecessary files is before the computer system runs out of room. If you need assistance in getting more disk space or monitoring the amount of disk space, please contact TRG.

- Check the sizes of your files periodically. Improper file sizes can affect the performance of your computer system. If you need assistance in proper file sizing, please contact TRG.

- Locate key software media (diskettes, CDs, tapes) and store them in a secure area near the computer. This software should include operating system, database and application. If you

need to reload your computer system then this software along with your backup tapes will be necessary. If you need help evaluating what software media needs to be stored, please contact TRG.

- Keep your computer system secure. Unfortunately, there are individuals that try to get into computer systems and destroy the data. Have passwords on all logons. If you have a Web site, make sure that the firewall is set up properly. Be sure that all security patches are loaded. Should you need assistance with security, please contact TRG.

- Make sure that you have current virus protection software loaded and running on your computer system. Be sure that your employees know what software they can load onto the computer system and what Email attachments they can access safely. If you have any doubts or concerns about your virus protection, please contact TRG.

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The relationship between TRG and Datafaction, our parent partner, continues to strengthen. Datafaction assists TRG in many areas, especially administratively. We meet frequently to discuss product and partnership strategies and issues as well as sharing information and assisting each other with support of our customers.

Datafaction has developed an excellent accounting package. If you are interested in Datafaction and/or any of their products, please visit their Web site at [www.df.com](http://www.df.com).

Softline Limited, which TRG and Datafaction are a part of, is a leading global information technology group. Worldwide, Softline has over 1,100 employees and over 300,000 organizations are using Softline products and services. Softline generated over \$100 million in revenue last fiscal year.

## Editor's Message

Our newsletter's intent is to keep our customers informed about TRG and any industry related updates. If you would like to respond to the newsletter, please contact us via Email at: [newsletter@picktrg.com](mailto:newsletter@picktrg.com). Let us know what's going on in your company or perhaps share pertinent information with us.

Our goal is to deliver the best information and services possible to our customers. Please feel free to contact us—we look forward to hearing from you.

**Jim Walery**

### President's Letter

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service. Thank you for being a customer and partner of TRG. Our goal is to be the company you call for any of your computing needs. Also, please contact us and give us feedback on how we are doing, so that we can enhance our service to you.

**Kevin Marshall**

**“Keep your computer system secure. Unfortunately, there are individuals that try to get into computer systems and destroy the data...”**

• Whenever in doubt, contact TRG at 714.708.8112. If your computer system is not performing normally, please contact TRG and allow us to investigate the situation. For easy and convenient access, please have TRG's phone number located near the computer. Each organization is unique and we are sure you can add more items to this list. Please inform your computer users of the importance of your organization's data and reference this list of important items. Remember, TRG is available to assist you and your company and we welcome the opportunity to work with you.

**Prevent Data Loss**  
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**TRG's continued growth is a direct result of your enthusiasm. We appreciate your referrals and encourage you to continue mentioning us to your friends and business associates.**

TRG will be closed for business on the following dates:

November 22	Thanksgiving
November 23	Day after Thanksgiving
December 24	Christmas Eve Day
December 25	Christmas Day
December 31	New Years Eve Day
January 1	New Years Day
May 27	Memorial Day

For after hours/emergency service, call 714.708.8112 and we can be paged for you.

**Holiday Schedule**



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**RainingData™**