

ArcBI TS Newsletter

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ArcSys Hot Tip

Do you have numbered function keys at the bottom of your screen? You know you can press the key or click with your mouse. But, did you know that you can invoke them by typing a dot, J, and then the number of the key? Why, you may ask? You don't have to take your eyes off the screen and you can type the command by touch.

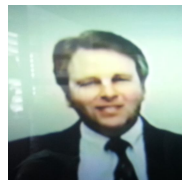
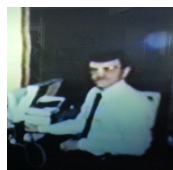
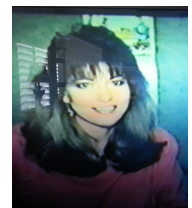
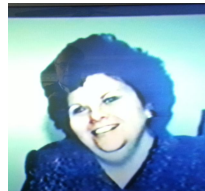
The 1990 MegaWest User Conference

In the course of chronicling the history of where ArcSys came from, it is a little fun to dig into the archives of MegaWest and see what type of "dirt" can be rustled up. Long-time users will find this of interest.

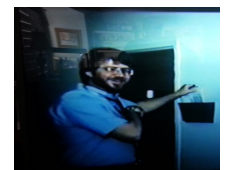
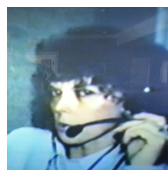
While the picture quality is rather poor (probably to the relief of the subjects at hand), it is still fun to take a look at some of the early pioneers involved with MegaWest. These pictures came from a video tape created by Frank Kitto for our user conference to put faces and names together and to celebrate 10 years of business.

You get to decide who is who:

- Mike Archuleta
- Terry Kile
- Frazier King
- Kelly Allen
- Scott Wood
- Bob Brady
- Marilyn Ashby
- Jennifer Overy
- Neva Jardine
- Robin Harrison
- Pam Wood
- Doug Fielding
- Ted Baird
- Frank Kitto



So where are these people today? (Trivia item: Doug Fielding was a co-founder of Zirmed; Robin Harrison is an analyst for Zirmed; Neva retired.)



A Walk Back in Time



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THE UNSUNG HEROES OF MEGAWEST

By John Barrow
Documentation Specialist

I believe they are the unsung heroes of MegaWest. Day after day they are barraged with questions that are often humorous, sometimes new, usually repetitive, and continuously challenging. When the day ends, they usually leave the building with their heads swimming. Not only do they get hit with new and innovative ways to make the software break, but then their own support troops (programmers) drop undocumented features and problems on them unannounced. The skills and knowledge base are continuously expanding and it requires a great deal of time and effort to stay on top of everything.

Are they super human? You Bet!!! Better still, they are just really super nice people.

- Mike Archuleta

The MegaWest Conference offers a wonderful opportunity to meet people. I enjoy watching people's reactions when they meet a Customer Support Technician that they have worked with over the phone. Phrases such as "I've been working with you for years, and finally get to associate a face with that voice!" and "Ahhh... Now I know who you are!" are very common. As I have called for customer support on various software packages, I have felt most at home when I know I am talking to a real person: someone with a life outside of Novell or MicroSoft.

To help you associate a face with 'that voice', let me introduce you to our Customer Support Staff. Each of these people is an expert at supporting MegaWest Software and troubleshooting problems.

The energy they put into their jobs every day is enough wear a normal person out within just a few minutes.

Pam Wood is the supervisor over support. She has been working on support for seven years, and has worked with MegaWest Software for over 10 years. She enjoys helping clients work through the problems that they encounter. Pam enjoys painting and gardening when she's not on call, and during vacation time she and her husband love finding a good beach. When I asked her if she had any great hints or tips to share in this article, she said "Thoroughly read the documentation that comes with each update, and share the information & changes with your staff. Take advantage of the free monthly classes offered by MegaWest."



Marilyn Ashby has worked at MegaWest for 13 years, and ten of those years have been in support. If you have ever talked with Marilyn on the phone, you can tell she enjoys her work. She says "It's never boring, and there's always something different to do each day." Her advice to client is to "Be patient on call-backs — we will try to get back to you as soon as possible." Marilyn has two children and a granddaughter, and she lives with her son and maltese poodle, "Duster". Marilyn has a degree in Art Education from the University of Missouri. She loves painting and drawing in her spare time. One of her hobbies is creating wood crafts to be sold at boutiques. Her leisure activities include walking, camping and shopping; and

