



NEWHAVEN SOFTWARE

NEWHAVEN NEWS



Tuesday November 20, 2007

Happy Holidays!

The holiday season

reminds us of many things special in our lives, including cherished memories of friends and family. For those of us here at NHS, it also reminds us that we've successfully navigated our way through another year!

We wouldn't be here without the continued patronage of our customers, and the significant and valuable support from our many industry partners, vendors and affiliates. We're very grateful to all of you!

While the NHS team continues to grow, it has been a difficult year staffing-wise. We've hired several new team members, and had to let others go as we sought to fine-tune our staff for even higher performance. Yet others have been lured away by larger companies - so staffing has been a real challenge this year.

We're excited about the current "mix" of team members onboard now, as each possesses unique talents and experience that will empower our desire to take things to the next level.

SEVEN! (and counting...)

No, it's not Bruno Tonioli (of Dancing With The Stars fame) holding up a card and shouting out a score after an uninspiring dance number - it's a statement of success!

We've defied all the odds, proven the naysayers wrong and are proud to be here in the software capital of the world providing some of the best software, professional services and support in the multi-channel marketplace. It's hard to believe that we're about ready to turn the corner into our 8th year - continuing to grow as a company and as a leader in our industry - but we're excited about what we've accomplished this year and looking forward to the year ahead. (For more details on the NewHaven story, see the NHS Company [History](#) page.)

Throughout this year, we've made substantial improvements in all areas of our company, including:

- In management, we've re-structured our staff and formalized many policies and procedures to lay the groundwork for future growth;
- In support, we expanded our support offerings to better suit customers' needs, migrated internal issue and task tracking to new software solutions (which has improved service, issue escalation and statistical tracking, among other things), fine-tuned our staff to significantly broaden our abilities and lots more;
- Our CMS software has been enhanced and improved in many ways, including increased stability, the addition of new features and expanded functionality in several areas;
- We are attracting even more "refugees" from other software packages than ever before. We attribute this to the incredible breadth, depth and flexibility of CMS and our staff's experience and knowledge.

While we're very excited about our growth and progress throughout 2007, we know that there's lots more room for improvement - and we'll strive to accomplish even more in the coming year. We encourage your feedback and suggestions, as our primary goal is to provide you with the best software, service and solutions possible.

Latest CMS (4.0.4) Build Available for download

We hope that you feel the same way as you have a chance to interact with our newest team members, Malcom and Jason.

Thank you once again for your steadfast support and partnership. Happy holidays from everyone on the NHS Team!



Postage rates gotcha down? With all of the changes enacted by the USPS this year, companies of all sizes are feeling the pinch that increased rates, rules and restrictions are putting on their mailing efforts.

You can save lots of time, effort and money if you take advantage of the money-saving services that Peachtree Data has been offering to NHS customers for many years now. In addition to NCOA processing, fast turnaround and excellent service, Peachtree offers many other enhancements that help you get the most out of your customer list and save on mailing costs.

We recently completed testing on this newest build of CMS 4.0 and have posted it for all supported users to download (this build is available via download only - no CDs will be sent). This "patch" release includes some bug fixes, a few bonus features for the busy holiday season (including "save as new customer" functionality on imported gift lists!) and some enhancements that couldn't wait until the 4.1 release at the end of the year. For a list of what's new in this build, see [What's New](#).

Version 4.1 will include updated UPS and FedEx rates, and will be mailed to all supported customers in early January. We'll send out an email towards the end of December with full details.

NHS Offers Temporary CMS Licenses

We're offering temporary (seasonal) licenses for CMS Standard and Professional again this year. If you need an extra workstation or two (or three or ten), you can get enough licenses to cover your peak season demand for minimal cost. You can receive up to \$195 credit per license if you decide to convert any temporary workstation license(s) you purchase to full licenses - so you save now and save again later!

You can view all the details in a special edition of the NewHaven NEWS online [here](#), send us an [email](#) or give us a call at the number below.

NHS Holiday Hours

The NHS offices will be closed Thursday and Friday, November 22nd & 23rd, in observance of the Thanksgiving holiday. We will re-open at 7 AM Monday, November 26th.

Our offices will also be closed on Monday and Tuesday, December 24th and 25th for the Christmas holiday. We'll be open all day Monday December 31st, but closed on Tuesday January 1st for New Year's Day. Have a warm, wonderful and joyous holiday season!

Know Someone Who'd Like to Receive the NEWS?

It never fails - every time we send out a newsletter, someone asks why they didn't receive a copy. Our subscriber list continues to grow every time we send out a newsletter as a result. Do you know of anyone who would enjoy receiving a copy of the NewHaven NEWS? If so, send them to our [website](#), where they can sign up for the NEWS on almost every page.

Speaking of our website, we're way behind on making a number of changes we

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- and best of all, CMS users
get a discount on all
Peachtree services! Simply
give them a call at **(800)**
477-3224 and tell them
you're a CMS user - and
watch your savings add up!

have planned. We apologize for the lack of attention to the site, but we've been so busy with other things this year...

We've made updates on the site a higher priority and expect to start rolling out changes after the first of the new year. Our goal is to make our site more useful not only for potential customers, but for existing users as well. If you have any suggestions or requests for things you'd like to see, please let us know. We'll keep you posted on updates and changes in future editions of the NEWS.



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