

LSG Hours for the Holidays

We will be closed for the **Thanksgiving Day Holiday** November 22nd and 23rd, 2001.



We will be closed for the **Christmas & New Year Holiday** from December 24th, through January 1st, 2002. (The office will close at 5PM on December 21st.)

Because the office will be closed during that time, paper and other products will not be shipped and only "emergency support" will be offered.

Please remember that "emergency support" is not covered under any pre-paid phone plans and is available by credit card only.

Order by December 15th. Be sure to check your forms stock and order before the 15th if you think you will need them in early January.

Important Year-End Procedures

The end of the year is nearly upon us and that means it will soon be time to reset year to date totals to zero. **The time to perform this function is in January (after you have closed December, but before closing January).** The following describes how;

DOS Users: Start at the Main Menu and select 3 for Maintenance Menu. Next, select 3 to "Reset YTD totals to 0." Finally, answer "Y" to set the totals to zero.

Lab Manager 97, 99 and 2000 Users: Start at the Main Menu and click on "Utility Menu." At the Utility Menu, click on "Year End." Finally, click on "Reset Year to Date Totals."

December 2001



2001 Conference a Great Success

Users from all over the country converged in Scottsdale, Arizona on October 19th for LSG's Annual Users Conference to learn about Lab Manager Version 6. Because of the 9-11 event in New York and Washington, attendance was down, even so, over 50 Lab Manager users braved the airports and attended the two day conference.

On Day 1, attendees previewed the next generation of Lab Manager and were involved in discussions about its new user interface and new billing options. In the evening, all were invited to a Mexican Fiesta, a perfect time to "network" with other dental laboratories.

On Day 2, attendees were shown new production and scheduling information along with new bar-coding and touch screen technologies. The day's highlight was a demonstration of the revolutionary new Lab Manager report generator. Now you will be able to create your own custom reports, invoices, state-

ments, work tickets and labels.

A "computer lab" manned by LSG's support team was available to users who came with questions about Version 5.

Here's what a few attendees had to say about this year's conference:

"I have learned that I didn't use 1/100 of the capabilities of Lab Manager." **Rita San Martin of Custom Craft Dental Lab**

"I benefited from answers from your support team for things I had questions on. Exciting up & coming things. Can't wait." **Robert D. Van Hoven of Van Hoven Dental Laboratory.**

"I wish I had come to a seminar shortly after I was hired at the lab. I would have been able to implement all that Lab Manager offers. In my lab, I do all entries including receivables. I would have liked to have sched-



uled for techs. Now I can." **Jeanne Brown of Palo Verde Dental Lab.**

"Having the support group next door and available for 1 on 1 help was wonderful & very beneficial." **T Montgomery of LLU Dental Lab Service**

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How you can reach us.
Support: (602) 264-5913
Sales: (800) 677-1120
FAX: (602) 279-3633
E-mail sales and support at:
sales@labsysgrp.com
support@labsysgrp.com
Visit us online at:
www.labsysgrp.com

1718 East Rose Lane Phoenix, AZ 85016



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"Tom's knowledge and willingness to listen.... explains like dental technicians like to learn." *Carol Pilmer of R Dental Lab.*

"It was a great benefit to meet the staff who work for Lab Manager. I understand much better, how much the employees of Lab Manager want to make improvements that "the labs" want to see. I was very impressed with the knowledge that is known about computers and dental labs by the Lab Manager staff." *Catherine Vastartis of Vast Dental Lab.*

All in all, the conference was a huge success. The scores that appeared on the conference questionnaires were the highest we have ever seen. *

Technical Tips

Lab Manager Version 6 Status

OK, I have been hearing about the revolutionary next generation of Lab Manager for over 9 months now. When will I get to see it and how much will it cost?

Unlike making teeth, software projects like **Lab Manager Version 6**, are measured in years with development costs in the hundreds of thousands of dollars. Historically, software companies, large and small, have tried to predict completion dates with little success. Take for example any Microsoft product; all of which have been late. Does this mean that a software company should not try to establish a release date? No. You have to set goals. It simply means that software companies have to be careful setting those dates and be sure to let their customers understand that completion dates can slide.

With that said, **Lab Manager Version 6** is behind

schedule. While a great deal of work has been completed, we still have a few months of work to go before we will have a finished, well tested product to release to the general public.

Lab Manager Version 6 will have many new features and some new modules. Lab Manager modules will include:

- Lite Module
- Production Module
- Scheduling Module
- Bar-coding Module
- Multi-user Module
- QuickBooks Interface
- Consumable Inventory Control
- Advanced Vendor Interface
- Doctor Office Interface
- Portable Data Collection
 - Advanced Marketing
 - Call Logging



Initially, Lab Manager Version 6 will include most everything that Version 5 includes and then in the months that follow, additional modules will become available.

How Much Will it Cost?

That will depend upon what you are currently using and when you purchased it. The short answer is, it will cost between zero and \$300.00 for the upgrade from Version 5. The longer answer is \$300.00 minus certain discounts. New users who purchased after June 1, 2001 can deduct \$50.00. Newer users who purchased after October 1, 2001, get Version 6 for FREE. If you purchased the Version 5 Update Pack during the summer of 2001, you can deduct \$50.00 and users who attended the 2001 conference get an additional \$50.00 discount.

More detailed information and pricing will be mailed to you when Version 6 becomes available.

LOOK! Changes To Support Plans

Please note the following changes to our support plans.

- ◆ *To qualify for the 10% renewal discount, you must renew and pay for your new phone support agreement BEFORE your current support plan expires or runs out of minutes.*
- ◆ *The length of the new agreement does not have to be the same as the old agreement.*
- ◆ *All users with a "Per Call" support status will be required pay for support with a credit card BEFORE support is given with no exceptions.*
- ◆ *"Per Call" charges will no longer be applied toward a support contract after 30 days.*
- ◆ *Technical support is not available on the 800 Sales line.*

| Pre-paid Support Plans | 6 Months | 12 Months | After Hour Fees |
|-----------------------------------------------------------------------------------|------------------------------------------|----------------------------------------------|-----------------------------|
| LM Lite Billing Only, Single Computer | \$120 | \$200 Save \$40 | (Not during office hours) |
| Level 1 Billing & Production, Single Computer | \$240 | \$432 Save \$48 | \$3.00 per minute |
| Level 2 Scheduling Network Multi-location | \$450 | \$810 Save \$90 | \$65 minimum per call |
| Level 3 Multi-location Bar-coding Touch-Screens | \$750 | \$1350 Save \$150 | With limits |
| "Per Call" Support Fees | | | |
| <i>For users with no support plan</i> <i>Available by Credit Card Only</i> | \$3.00 per minute During office hours | \$4.00 per minute Not during office hours | |
| | with a \$65 minimum per call | with a \$85 minimum per call | |

LSG is Committed to Your Lab's Future

- 1. We are investing in your future.** We have hired top notch technical support personnel that are knowledgeable in both hardware and software. This allows us to assist you with not only Lab Manager, but most all of your hardware and software needs. We have also hired the most experienced programmers available. In this way Lab Manager will continue to grow and improve to meet your needs.
- 2. We are committed to helping you.** For the past 19 years, as we have served the dental laboratory industry, we have seen software companies come and go. One common mistake these "out of business" software companies made was to incur heavy support expenses by

not charging for support. It looked good up front, but now their customers are paying the price for software with no future and no help. This is why we charge for our services. We plan to be here now, as well as in the future.

- 3. Committed to saving you money.** Another savings we pass on to you comes from billing for technical support only once or twice a year. Lower billing and management costs mean lower support fees! This provides our users the freedom to call as often as necessary, without worrying about the support minutes ticking away. We offer a wide range of reasonably priced pre-paid Support Plans, with discounts on the yearly plans, to meet the needs of both the small and large laboratory.
- 4. Knowledgeable Technical Team.** Our technical support team can help you with everything

from backups, data file analysis, network questions and more. Get help with Windows 95, 98, 2000, Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft Publisher and many other software titles.

- 5. Fair and Reasonable.** If you were to call a computer consultant to handle a problem at your office, you would expect to be charged for his service. While we may not come to your office when you call, you are benefiting from the knowledge, expertise, and training of our technical support personnel.
- 6. Business Insurance.** The pre-paid Support Plan is a form of insurance that no lab should be without. Power surges, personnel changes, and computer configuration changes are just some of the things that can cause a catastrophic halt to your business without technical support.

