

# Technosoft Insider

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MONTHLY NEWSLETTER FOR CUSTOMERS

## Heading to the Future

2009 Technosoft Customer Gathering will be conducted at Blitz Megaplex, Pacific Place Mall on November 19. Similar to the past events, the key information we will be providing you is the latest roadmap on Microsoft Dynamics product lines and plans for future releases. This year, we will also present three mostly ask topics on hardware sizing, business intelligence solution and Microsoft Enhancement Plan.

Customers who have been running Microsoft Dynamics ERP and/or CRM solutions for a few years may experience that

as database size and number of users grow, the performance of the system may decrease hence there is a need to replace the existing database and application servers with faster configurations. In the hardware sizing session, we will discuss the best practice and recommended hardware configurations to assist you in planning and upgrading the existing servers. We will also present the latest technology in server deployment using Hyper-V Technology and how you can leverage this new virtualization technology to reduce hardware investment and maintenance

cost while at the same time reduce risk of downtime in case of hardware failure.

This event will be an opportunity for you to meet other companies using Technosoft solutions, discuss and exchange ideas and knowledge about your Dynamics installation and implementation.

We will be sending you private invitation email soon. I am excited to meeting you at this very important event for Technosoft.

*Fredy Tandary*  
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## Customize Your Experience with New Features in CustomerSource

We're excited to deliver the next set of improvements to CustomerSource. New functionality will make it easier for you to customize your web experience, freeing you up to spend more time supporting your business, and less time looking for information.

When you consider that there are over 400,000 documents across CustomerSource, Knowledgebase and eLearning, staying on top of information

that impacts your business or role you have in your organization is imperative to you. From hearing your concerns through technical support, and at conferences like Convergence, it's been clear that you want us to focus our efforts on improving the discoverability of information greatly. We started this with updating the CustomerSource search engine, and continuing it with functionality available in this release.

### Customize your experience with My Page

[My Page](#) provides you with a custom dashboard of information that works precisely how you work. You can set up My Page quickly with the types information important to you, then check it each time you visit CustomerSource to see what news or content is available that impacts you and your business. To get started, you can choose My Page from the

*“New site designs will improve the layout and navigation...”*

navigation at the top of the CustomerSource homepage. Take a few minutes and explore My Page – you can change it or customize it at any time – and set it up to begin working for you today.

A few of the features of My Page include:

- **Customize your information based on how you work with Microsoft Dynamics:** The My Page setup wizard, available in the My Page Tool menu, will walk you through a quick set of configuration steps, including the country and language you do business in, and the products you focus on. You can choose the specific types of information you’re interested in (support, product information, training, and so on) as well as a set of syndicated content from other sites. You can also add other important applications – like My Messages (for customer service plan renewals), My Support Cases and My Companies Support cases – to give you immediate business information. After you complete the setup wizard, your My Page will appear, with a number of web parts containing the information you set up.
- **View most important information at a quick glance:** Each time you log into CustomerSource, your My Page will maintain your settings, and you can see the latest headlines or see new content based on those settings. You can also continue

to customize your My Page based what’s most important to you. For instance, to move a web part to a different part of your My Page, simply click and drag the web part where you want to see it. You can also edit each individual web part to change the information each shows, or remove the web part. Use the My Page Tools menu at the top of your My Page to add a new web part or restart the setup wizard.

- **Get your information to any device or on your desktop:** You can subscribe to RSS feeds for each of the web parts you added to your My Page, and be notified of important updates via email, mobile device or any standard RSS viewer you choose.
- **Availability:** My Page is currently available for the CustomerSource United States Site only. Starting in November of 2009, we’ll deploy My Page on CustomerSource on targeted country sites.

Over time, My Page will continue to evolve to allow you to add new functionality as it’s available and will grow as the MS Dynamics business changes and will be a key tool for allowing us to simplify business complexity with customers.

#### Language support

Document listings are those pages that let you view and filter content by language. An example of a document listing page would include the White Papers document listing. Filter-

ing content by both language and country gives CustomerSource users only translated content intended for a certain country, and will give you the most relevant materials for selling, marketing and implementing Microsoft Dynamics in your country.

#### What’s next?

Starting in November of 2009, we’ll begin deploying updated CustomerSource sites for Australia/New Zealand, Denmark, France, Germany, Latin America, Spain, and United Kingdom. The enhancements include:

New site designs will improve the layout and navigation of our sites, using feedback directly from our users

My Page support for these countries will also be delivered at this time

We’d love to get your feedback on the new changes. Please contact Microsoft at [mbsexp@microsoft.com](mailto:mbsexp@microsoft.com) with any feedback or questions you have. Your input will help us make changes on an ongoing basis to this functionality as well as our new search and other improvements. Thank you again for your continued use of CustomerSource and all the related tools and functionality offered within it.

## Windows Server 2008 R2 Foundation gives small networks more options

Earlier this year, Microsoft released a version of Windows Server 2008 called Foundation. This edition is part of the OS's larger R2 enhancements and will only be made available through the hardware OEMs on eligible servers.

Here are more details about Windows Server 2008 R2 Foundation:

- Foundation is targeted at small server environments.
- Foundation is pre-installed on servers with up to 8GB of RAM and a single processor.
- Up to 15 user accounts are included with the OS, including Active Directory.
- Windows Server Client Access Licenses (CALs) are not required for use of the Foundation server, but terminal server CALs and Rights Management CALs may be required.
- Roles include DHCP, DNS, file server, and print server.
- Foundation is capable of running line of business server applications for small businesses.
- Foundation is supposed to make initial purchasing simple for small networks to provide a single server solution for all IT needs.
- Foundation is a lesser-powered server than the popular Windows Small Business Server (SBS), which has additional options including Exchange, SharePoint, and SQL Server.

Foundation has built-in protections to keep it from doing more than what it is intended to do; specifically, the Foundation server is not intended to be part of a domain trust and will eventually shut down if it is in a trust for more than 10 days. Another protection is that the user accounts are assigned to only one user at a time. This follows a good practice of Active Directory identity management by having user accounts go directly to people, in lieu of using a "generic account" for access.

*Rick Vanover*

***"It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to change ."***

*Charles Darwin quote (Naturalist, 12 February 1809 – 19 April 1882)*

## New Portal Integration and Partner Relationship Management Accelerator Released

### Portal Integration

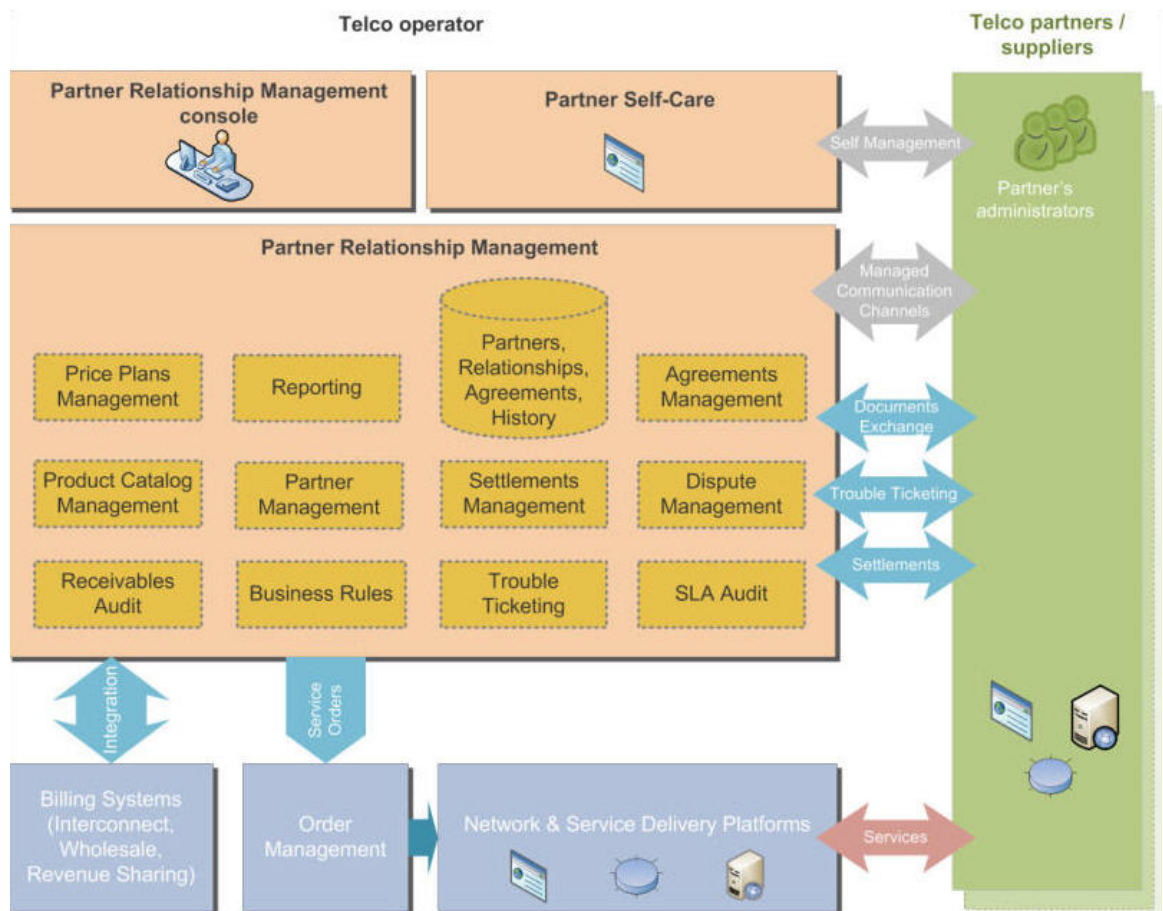
The Portal Integration Accelerator easily connects Microsoft Dynamics CRM to an organization's Web experience. This release builds on the eService portal engine and expands to allow customers to configure and expose any CRM entity to an external facing portal.

### Partner Relationship Management

The PRM Accelerator allows businesses to use Microsoft Dynamics CRM to distribute sales leads and centrally manage sales opportunities across channel partners. It provides pre-built extensions to the MS Dynamics CRM sales force automation functionality, including new data entities,

workflow and reports. Using the PRM Accelerator, companies can jointly manage sales processes with their channel partners through a centralized Web portal, as well as extend this integration to automate additional business processes.

NB: Portal Integration Accelerator is required to utilize the Partner Portal.



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## What kind of people do you work with?

A guy was in his final job interview with the hiring manager. The guy said, *"I am deciding whether I should move here or not and I wonder what people here are like?"*

The hiring manager said, *"Tell me what kind of people work in your current company?"*

The guy said, *"Nothing but politicians, idiots, and self-centered people."*

The hiring manager said, *"You know, that is exactly the kind of*

*people you will find here, too."* So the guy left and never came back.

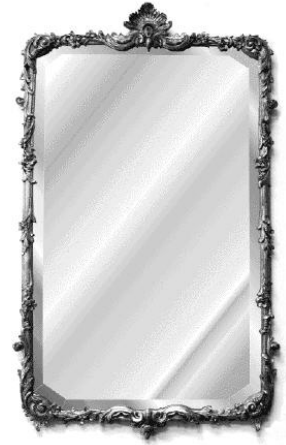
Another person came for an interview at the same place and asked the same question of the hiring manager. *"I am thinking of moving here. can you tell me what kind of people work in your company?"*

Again, the hiring manager asked, *"Tell me what kind of people work in your current company?"*

The new person said, *"Oh, they are kindest, brightest, most teamwork-oriented, compassionate people. I really love them. I shall miss them terribly."*

The hiring manager said, *"Those are exactly the kinds of people you will find here, too."*

Reflection: What are the fondest memories of places you have lived, worked and traveled? What are the greatest things about your current environment?



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**technosoft**  
CONSULTING

*Your Partner in Providing Strategic Capabilities*

Founded in Jakarta 1996, PT Graha TechnoSoft Informatika (TechnoSoft Consulting) is the leading Business Solution provider for SME (Small Medium Enterprise). Our solutions extend from the back to the front office and include the leading Microsoft-based Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM).

We have assisted over 100 customers in more than 20 industries and 10+ countries, by designing, implementing, managing and supporting technology solutions that power and empower your business.

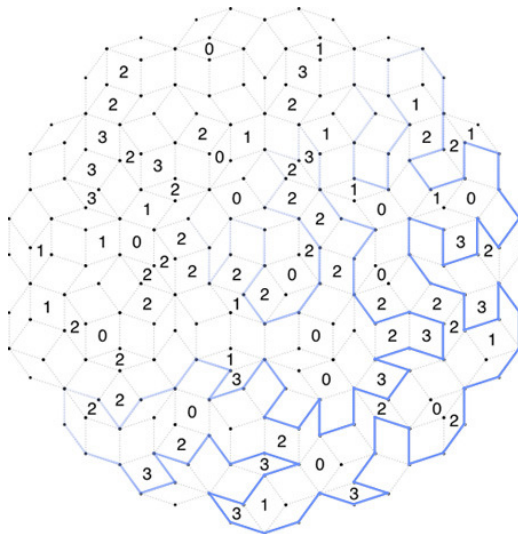
Our commitment has always been to establish long term partnership with customers, to assist in increasing their efficiency and profitability. Only Technosoft arms you with comprehensive IT solutions and services and critical business applications that will accelerate your strategies.

In order to add value for customers satisfaction, we are open for any advice or article request according to our customer needs. Your request can be sent to our fax or email directly.



## Mind Bender : Slitherlink

**The rules** are simple. You have to draw lines between the dots to form a single loop without crossings or branches. The numbers indicate how many lines surround it.



- Submit the answer, your name and company to Technosoft fax at +62-21-563-2078 or email to [insider@technosoft.com.sg](mailto:insider@technosoft.com.sg)
- Answer will need to be submitted by November 20<sup>th</sup>, 2009
- All correct entries will be included in a lucky draw for 8GB USB drive. Lucky winners will be announced on the following month of Technosoft Insider edition
- Only Technosoft Customers will be count on the participation.