



DIGITAL
gateway™

The GateWAY

Q2 '08

The newsletter for users of



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What We've Got Cooking

James Davis, President

Greetings, e-automate users! We hope that this year has begun prosperously for all of you, and we are confident that as the year goes on, our collective efforts to improve your dealership's bottom line will bear new fruits. As you'll see in this edition of the newsletter, we're busy bringing you an array of new capabilities, products and services to choose from as you address a competitive, ever-changing market. Here are some examples of what we've got cooking:

We've been working with some of the top names in the industry to bring world-class training and consulting services to e-automate users. People like Darrell Amy, Jerry Newberry, John Hanson, John Hey, Jack Duncan, Jim Salzer, Tom Callinan and others have partnered with Digital Gateway to help our users sell better, manage their service organizations, monitor key profitability factors, adjust to

the growing market for managed print services, and in general be more efficient in their daily operations. Our state-of-the-art training facility has provided a venue for great instruction and collaboration, and we've been working hard to create an array of new and improved reports to help you focus on the things that most contribute to your success.

How does a set of frantic chicken scratches on a cocktail napkin become a great sales proposal? How does a great sales proposal find its way into e-automate and trigger all the right processes for purchasing, delivery, and service? We've been asking ourselves these questions, and we think you'll like our answers. Beta testing for our Digital Quote Manager is underway, and it's looking like a winner! We anticipate that this tool will not only strengthen the existing CRM integrations with e-automate, but also allow even rookie sales people to structure profitable deals without having to go back to prospects several times because they sold the wrong accessory, or forgot to include memory modules. Are you interested in a more efficient sales team? We thought so....

What We've got cooking cont...

Over the past few months, we have received an ever-increasing stream of requests related to e-info. As we've reviewed these inquiries, we have realized that it's time to overhaul and modernize this add-on product. To accomplish this, we have put together an e-info team whose sole focus will be to make it even more of an asset for customer communications, service fulfillment, and order management. Over the next year, look for two new versions: e-info 7.5, with an improved user interface and new capabilities, and e-info 8.0, with more improvements and great new technology.

Most of you are beginning to see evidence of our quest for continuous improvement in our products, services and processes. Whether it's the satisfaction surveys being sent out by Dennis Allen, the improvements in product quality by our QA Director, Bergetta Smith, the faster response times by our Customer Care team, or the continuing efforts of our developers, the signs are popping up just like blades of grass

from under the snow here in Utah – finally! We love your feedback, and we want you to know that we take it seriously, so keep it coming and watch for more improvements in these areas.

As many of you know, we're migrating e-automate to an updated, powerful platform called .NET. Although you may only notice small differences as a result, this is a great move for you because it keeps you on the leading edge of technology, on a platform that will be supported far into the foreseeable future. We wanted to report that our progress has been excellent, and in spite of a strong e-automate version 7.5 going into Beta along with new versions of our add-on products, we anticipate a timely release of e-automate 8.0 on this new platform, with some nice features thrown in for good measure.

It is our hope that as you read this newsletter and experience our products and services, you can be assured that the company you bought into when you bought e-automate is thriving and working hard for your success. Enjoy!



Digital Gateway Welcomes Bergetta Smith

Ashley Murray, Newsletter Editor

Digital Gateway (DGI) welcomes Bergetta Smith as the Director of Quality Assurance (QA). Bergetta has worked for 10 years at Canon Business Solutions – Mountain West, formally known as Uinta Business Systems. As Operations Manager she oversaw dispatch, inventory, inside sales and sales processing, customer training, reporting, purchasing, shipping/receiving and equipment delivery. Bergetta also converted two companies to e-automate during her tenure.

As Director of Quality Assurance, it is Bergetta's responsibility to lead a team that understands how vital the software is to your organization and are fully dedicated to making it one of your most formidable and valued assets. The Quality Assurance team works to achieve this by actively looking for ways to strengthen e-automate.

The QA team tests early drafts of software to find and correct irregularities prior to general release. This helps for a smoother conversion and provides a stronger product. Additionally, QA validates concerns and enhancement requests that dealers may have, and works closely with Development to make the necessary changes that will further improve our management software products.

Additionally, Bergetta and her team works closely with Training to make sure e-automate is user-friendly and meets the dealers' needs. The QA team participates in training courses right alongside dealers, from the essentials to the advanced classes. By training with the dealers, it provides a valuable opportunity for QA to personally meet dealers, receive direct feedback about our products, and incorporate it into Digital Gateway's improvement efforts.

This profile only details the tip of the iceberg in ways that Bergetta and Digital Gateway's QA department continually work together to strengthen your business. We are glad to have her onboard and know her efforts will help to raise e-automate's quality and performance as your all-in-one dealer management software solution to new heights.



Tips & Tricks

Tip #1- Use the power of the “Right-Click”!

Don't forget to Right-Click. Using the “right-click” button on right of your mouse enables a list of menu choices. Some of which are only available from the right-click menu. One of the newest options from many right-click menus is the “Go To”. This option takes you to another list in e-automate and displays related records. For example, from the item list you right-click on a serialized item and from the Go To menu you can go to Equipments for that item. Or you can select Invoices, which will take you to the sales invoice list showing only invoices where that item was sold. Right-clicking in the AR console also gives you a few more options for a transaction than what is listed on the tool bar.

Tip #2- Backup, Backup, Backup, and then test your backup!

So far this year we have received calls from about a half dozen customers who have experienced either a loss of data or had their data become corrupt due to some type of power outage or faulty power supplies. This has resulted in a few weeks or even years of data loss. In one case, even the back up tape was lost. We suggest doing a mock data recovery to insure your data is being backed up correctly, and what is being backed up can be restored. Also, make sure that you are getting a SQL database backup instead of just a copy of the .mdf data file. In most configurations the tape backup cannot copy the mdf file as it's currently in use by SQL. There is a service in SQL “SQL Server Agent” to use to schedule regular backups. Keeping older backups is also a good idea as sometimes the more recent backups already have the data corruption in it.

“There are 2 kinds of people in this world: Those who have experienced data loss and those who are about to”.
– Author unknown



Remote Tech 7

JC Simonsen, Senior Software Engineer

Excitement is mounting for Remote Tech (RT) 7. This February at the Las Vegas EUG meeting, Chris Kenworthy and I presented RT 7 to the e-automate User Group members and explained the evolving nature of this product.

In just a few short years we have been able to adapt RT into a very competitive offering. Just how many technicians are productively using RT in the field today? I did some checking and our numbers show that over 2,500 techs are running the product every day! And we are just getting started!

During our presentation, Brian Binstock, IT Manager of Toshiba Business Solutions Canada and EUG member, said, “The product has matured a great deal since we originally looked at it in 2005. It utilizes a very quick, slim and intuitive web interface suitable for either a PDA or laptop. There are useful new features where field service managers can stay productive in the field while keeping an eye on their team. The product has taken great strides in the past year because Digital Gateway has demonstrated they take the voice of the customer seriously and work to adapt their product to their customers needs.”

We also talked in the EUG presentation about the advancements Remote Tech has made recently and gave an idea of what to expect in the future. We strive to continually provide a product that brings

progressively higher value to your company. Here are some of the current enhancements for RT 7:

- Displays a meter edit page allowing you to edit meter readings or meter remarks
- Allows for controlled tech-to-tech transfer of parts while in the field
- Gives the ability to un-dispatch a call in RT Live if assignments change en-route
- Provides the freedom to reassign a call, if its assigned to you, to the unassigned box
- Field service managers can view and balance calls for technicians on their team
- Auto-sending of invoices to the customers email (utilizing an e-agent task)
- Locked-down labor tabs allowing enhanced tech accountability
- Call creation added to RT Live

The most important thing I impressed on the EUG audience was the commitment and dedication we feel to our market. As a customer of Digital Gateway, your voice is always heard. We strive to listen and learn from all the great feedback our customers bring and make sure each version contains the most needed enhancements. It has been a pleasure to be a part of your success.



We want you to grade us

Dennis Allen, Product Manager

Round Trip Ticket to Italy ... \$1,595.80. Nintendo Wii Game System ... \$249.99. Digital Gateway Customer Feedback ... Priceless.

Digital Gateway recently increased the focus on customer satisfaction and loyalty by launching a semiannual survey. It helped us accomplish the saying, "If you're not measuring it you're not managing it."

The survey was sent to half of our customer base this spring and will be available to the other half sometime this fall. You will not receive it twice this year. It consists of an assortment of multiple choice questions that take about 10-15 minutes to complete.

The results show that many agree e-automate works well with their business, helps their business prosper and that Digital Gateway does

not take advantage of it's customers. Findings also state that our dealers appreciate a company that makes and keeps commitments while being willing to solve problems.

Our results have also helped us improve how we handle certain issues. We've increased our attention in different departments and will continually adjust our internal processes to ensure we deliver the highest value and satisfaction.

We want to thank those who took the time to participate in the customer satisfaction survey. Digital Gateway capitalizes on every bit of feedback and your input will never go unnoticed. We understand that earning and maintaining your satisfaction is an on-going process and we trust you'll help us stay on track. Grazie tanto!



February 2008 e-automate Users Group Meeting

Jeff Taylor, EUG Chairperson

In February we completed another successful meeting of the e-automate Users' Group (EUG). Our group membership is currently at 207 member companies from the United States, Canada, and the Caribbean, and our numbers continue to grow!

At our February meeting we were introduced to the final beta of Digital Quote Manager and Digital Barcode, both scheduled for release later this year. Remote Tech was a major topic at the meeting and continues to improve through direct input from the EUG. We also learned that version 7.5 of e-automate is on schedule for a fall release, around the time of our next meeting in October (insert shameless meeting plug here).

The EUG group decided to move to a once-a-year meeting schedule with Salt Lake City being the venue in the fall. The yearly meeting will be a full week instead of the traditional 2 ½ days, and will include two training days where Digital Gateway (DGI) personnel and EUG members will provide advanced training on both e-automate and it's add-on products.

We feel a great part of our success comes from our meetings where e-automate users can interact with the key members of DGI, and network with other users on how they use the product.

We are also developing a new EUG website that will enhance our members' ability to communicate beyond the meetings. It will be both a place to ask questions about operational issues as well as discuss enhancements and perhaps, vote on the most needed enhancements. The intent is that this will replace the current message boards on the DGI website. We are also committed to getting our steering committee structure set up, and the new web site will facilitate them as well.

February 2008 e-automate Users Group Meeting cont.

A key change in our group structure came in the form of new leadership. It is an honor for me to be the new EUG Chairperson and serve in this position along side its members and other EUG leadership. Rachael Carpenter of Nexxpost will be the Vice-Chairperson and Keith Snyder of SolutionOne will continue in his position as Treasurer. We are all excited to be leading the group for the next two years.

Both Troyt Gholson and Mike Kirkpatrick, the previous EUG Co-Chairmen, have left us some big shoes to fill, and we hope to continue their work in developing the group. Both the new leadership of the EUG and the membership as a whole express our deepest gratitude and praise to Troyt and Mike for their hard work and countless hours with the EUG. Thanks guys!

In conclusion, the EUG leadership would like to invite all e-automate users to become apart of our EUG family. Our next meeting will be this fall season and we hope you'll plan to attend. Please send an email to jtaylor@isionline.net if you would like more information or have any questions.

Ron Taylor
Office Interiors

"This is my third EUG but the first where my company has had more than one representative in attendance. We arrived with a very specific agenda to gain a better understanding of the CRM options, future software upgrades, and to finally meet some of the Senior Management of Digital Gateway in hopes to see how e-automate can better support our business. It was extremely beneficial to also hear how other e-automate users utilize and optimize various applications and tools. Listening to their passion and meeting the various folks from Digital Gateway reinforces that we made the right decision. These EUG meetings always exceed my expectations and I plan to continually encourage other senior managers from my company that it's a worthwhile experience."



Kevin McCarty
Mr. Copy, Inc.

"We went live June 2005 and had a lot of internal systems we needed to implement before we could benefit from the users group, now we know we are ready to start enhancing our use of e-automate. We came to learn about Remote Tech, automating meter reads, Digital Barcode, and 7.01. This was my first EUG and I expected a small group of high quality professionals but it ended up being a large group of high quality professionals. Troyt and Mike made it comfortable and enjoyable."

Audrey Borski
BEC POS

"I had looked at several software packages for my company until I received flyer from Digital Gateway. I purchased it immediately and went on the fast track to install. I attended the Users Group meeting this February for the first time mainly to get more information on the Digital Quote Manager and other add-on packages that we may be able to utilize to streamline our business processes. I was very impressed with DGI as a company and it was obvious that Jim cared very much about his staff and customers. I took away valuable information that we can utilize to improve our company and its processes. I am pleased that BEC can look forward to a long and prosperous relationship with DGI."



*EUG pictures provided by Jason Wilcox



Confident Conversion: Introducing Senior Data Analysts

Duane Walker, Director of Customer Care

Over the past couple of years Digital Gateway's Customer Care has learned a valuable lesson about conversions:

Unless we completely understand the customer's previous system they're converting from, we cannot truly determine what issues the customer may encounter during the conversion process.

With this in mind, we've decided to employ the services of some OMD experts to help with our conversions. We would like to welcome our new Senior Data Analysts to our DGI conversion team:

- Teresa Armstrong
- Barbara Bragger
- Jack Duncan
- Carolyn Hackman
- Karen Wright

These Analysts will work hand-in-hand with DGI's conversion consultants to facilitate a smooth transition to e-automate. Their knowledge of other software, especially OMD, will help dealers clean and fix any potential data issues prior to the conversion. It's similar to helping you "clean the garage" by getting rid of unnecessary items from your previous system.



Running Smoothly

Lance Terrell, Customer Care Manager

Digital Gateway understands the demands that come with providing extensive Customer Care support. It's not a race, but a marathon. And in order to keep up with this ongoing process, we have made a few additions to our department. We'd like to inform you of these recent updates that will provide better resources for your business, and help our support systems run more smoothly.

We have added two new employees to our customer support team. David Smith comes with a strong accounting background and Derrill Guilbert brings a great IT understanding to our department. Both will help handle the call volume and strengthen our response to your questions and concerns.

A critical note that you should be aware of: As of May 12, a new patch has been issued to deal with a handful of 7.0.1 issues. We also are

With all this excitement, we decided to take things one step further. During the next quarter, Digital Gateway will start providing a Conversion Boot Camp. This new class will begin with current OMD conversions but also become available to all customers converting to e-automate, no matter what their previous software.

Not only will the Conversion Boot Camp be a great tool for those beginning the conversion process, eventually the Conversion Boot Camp will also have a curriculum that will coach current e-automate users on how to retire the processes they used to operate their legacy systems and transition to fully utilizing e-automate.

Don't let the fear of conversion hold you back from doing what's best for you and your company. Digital Gateway is committed to helping you succeed, and with the help of these new Senior Data Analysts, there has never been a better time to choose e-automate.

Please contact Digital Gateway for more information about the Conversion Boot Camp and how the Senior Data Analyst can help your organization.

providing a patch for those who updated or installed e-automate 7.01 from December 2007 to May 12th 2008. This is not a full install, just a few updates for those who installed 7.0.1 within that time period.

If you are on 7.0.0 or earlier then just download the full 7.01 install. For those who need the patch, it can be found on our website under Downloads, Product Releases, "Click Here to begin the 7.0.1 download" and then click on the "Next (Already on 7.0.1)" button. From that point there will be additional instructions.

Our Customer Care is committed to giving you quick and efficient support. Our team is willing to go the extra mile to make sure your needs are met. With these and other additions to our department, we will continue to assist you with your questions and concerns.



Re-tooling Your Service Organization

Jeff Kelly, Vice President of BEI Pros

With shrinking margins at the point of sale, achieving service benchmarks are critical to the financial success of your company. The primary question many have is how to accomplish the elusive goal of 52%+G.P. in service.

The good news is that this service G.P. goal is very attainable if you have someone experienced that is guiding you through the process. BEI Pros has partnered with Digital Gateway to do just that. Our combined background and experience of successfully improving margins and service operations will be embedded into the e-automate software to produces results. With our guidance we can help you make the appropriate changes to your organization.

While working in this industry, I've heard many people say, "I can't hit my service goals because sales are giving away service." This is a common misperception. In fact, I have never found revenue as the reason a company is not achieving service benchmarks. There are always opportunities to increase service revenue and you must watch the rates being sold to customers! Here are a few examples of areas to watch.

First, it's true that properly allocated territories is an effective way to minimize travel time and increase the amount of face time your service techs have with their customers. Companies are losing money if their service techs are not in front of a customer.

A commonly used method of creating territories is to use the service labor hours for each machine to determine territory workload. Be extremely careful using this approach unless you have a productive and accountable service organization that is currently achieving a solid G.P and strong productivity performance. Otherwise, using this approach will result in your territories being based on underperforming productivity data such as customer hours, travel time, etc.

BEI Pros

The Service Profitability Specialist

*Jerry Newberry
813-713-3592
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*Jeff Kelly
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Second, there is a proven, systematic method that we have developed using copy volume/model analysis that is a much more accurate method of distributing workload. Our extensive analysis allows us to evenly distribute workload and to identify the top used parts (by machine model) for an extremely accurate car stock development process. Without this basic foundation in place and performed correctly, achieving the industry benchmarks will be impossible.

Third, make sure you are using the correct & proven service benchmarks from BEI Pros. We suggest that you perform an assessment of your service organization against those benchmarks. Once you identify your areas of opportunity, you then need a customized action plan that will begin driving improvement in all areas. Successful execution of the action plan is where 90% of the companies fail.

This is what we specialize in at BEI Pros and why Digital Gateway has chosen to focus on our core benchmarks as they plan improvements to the e-automate metrics pages. The changes you make to move your service organization in the right direction must be done in a systematic manner.

Your customer should only have a positive and improved service experience as you implement your action plan. If you develop an effective plan of attack and have the people with the experience level to guide you through the process, then you will be on your way to effectively re-tooling your service organization into a highly profitable part of your business.

Contact BEI Pros to learn more on how you can improve your service organization's profit and operations!

BEI Pros will be offering a special pricing on the assessment charge for all e-automate dealers from July 1st –September 30th.



Burden Rate – Is it really all \$60 per hour?

Jack Duncan, President of Jack Duncan Consulting

What is the most important component in running a profitable service operation? Labor cost! – Specifically, Burden Rate – or wholesale labor cost. The generally accepted burden rate is \$60 per hour for all dealers across the country. Far too often I see this rate used when calculating cost per copy because the dealer has not taken the time to calculate their own which sometimes results in a false sense of profitability. In order for our Profitability Analysis to be accurate from e-automate, we really must use our own information to calculate our own rates right down to the specific technician.

What makes up the Burden Rate?

- Direct compensation or hourly wages (yours)
- Indirect compensation, including Social Security, Insurance and any other fringe related items
- Travel expense, either mileage reimbursement or company vehicle expense
- General & Administrative expense
 - G&A expense allocated to the department divided by the number of "Bag Carrying" technicians
- Together these expenses will probably add up to as much as 4 to 5 Thousand dollars per tech per month
 - I'm sure that you can insert your own cost figures to validate these numbers

The biggest contributing factor in burden rate however, is not the above costs; it is the Average Monthly Customer Hours that we have to spread these expenses over. Since as an industry, we do not normally bill for travel time, it is not a factor in the burden rate.

Time and time again when I visit dealers all over the country, we find an average of 1 to 1.5 hours of technician time lost on a daily basis due to time literally falling through the cracks. It happens so often that we really just ignore it. It is time spent standing at the parts room window, chatting in dispatch etc. If we stop and think about it, if we have eight technicians and we lose 1 hour per day per tech, we now have a full time technician on the payroll doing nothing.

The following are painful examples of how critical it is to recapture these lost hours:

Burden rate with Lost Hours	(Monthly)	Burden rate without Lost Hours	(Monthly)
Direct Compensation:	\$2,500.00	Direct Compensation:	\$2,500.00
Indirect Comp. (Fringes):	\$800.00	Indirect Comp. (Fringes):	\$800.00
Travel Expense:	\$600.00	Travel Expense:	\$600.00
G&A Expense:	\$1,800.00	G&A Expense:	\$1,800.00
Total:	\$5,700.00	Total:	\$5,700.00
Customer Hours Monthly	100	Customer Hours Monthly	120
Burden Rate:	\$57.00	Burden Rate:	\$47.50

As you can clearly see, adding an additional twenty customer hours per month can lower your burden rate by approximately \$10.00 per hour. This increased productivity means that you are operating your machines more cost effectively and your staff can maintain a larger base without adding additional manpower.

The question becomes; how can we identify and eliminate some or most of these lost hours?

The answer is to use the Time Card function in e-automate to create additional awareness and accountability among service technicians. The Dispatch Console will fill in times related to Service Calls and leave un-dispatched time as a blank. These blanks must be filled in before a technician can submit their Time Card. Activity codes can be created for such things as training, inventories and other activities for the technician to use in identifying how the time was spent. This lost time can then be monitored by management to find ways of lowering non-productive time and increasing customer hours, thereby reducing the Burden Rate, or wholesale labor cost.

The impact of this lost time is so critical that it may be the difference between making that elusive 50% Gross Profit or not. When we accept the time lost and "Hire to our level of inefficiency" we are certain to fail. The solution is to use tools in e-automate such as Time Card to increase awareness as well as educate technicians on the effect of these lost hours on our business.

Feel free to contact me at jack@jackduncanconsulting.com for more information regarding this article. Topics previously discussed are also addressed at the Service Managers University classes held at Digital Gateway which teaches how to increase service technician proficiency and profitability. Email me for registration information.



Years of ITEX Growth and Excitement

Ashley Murray, Newsletter Editor

Over the past eight years, Digital Gateway has participated in the Information Technology Education & Exposition aka ITEX. This past February, Image Source magazine reported that almost 3,200 professionals participated in the yearly convention at the Las Vegas Convention Center. Even though this is a very busy expo for us, both DGI employees and dealers leave with a sense of enthusiasm and excitement for this growing industry.

Digital Gateway would like to thank everyone who came and visited our ITEX booth, especially our EUG members who came wearing their EUG jackets. It was a pleasure to visit with long-time customers and partners while meeting many new ones. It's always great to put a face with a name and we look forward to seeing more of you in the future.

It has been rewarding to be a part of ITEX and see how much Digital Gateway has grown between each show. There have been different booths but always the same message; "Amongst an ever changing industry, Digital Gateway provides a safe haven for those seeking stability, ease-of-use, innovation and high value from their dealership management system." We look forward to seeing many of you again at the World Expo in August!



Marketing Corner: Powerful Positioning for Print Management Success

Darrell Amy, President of Dealer Marketing Systems and Prospect Builder

Success in a new venture like managed print services does not come easily. Clients that know your company as a provider of office equipment or printer supplies often become nervous when you start talking to them about something they perceive to be outside your core business.

This is where good marketing becomes critical. Let's face it: when it comes to your core business, people already know what you do. In this case, marketing is not really that important. However, when it comes to launching a new business venture like managed print services, correctly positioning your company could be the difference between outrageous success and mediocre results.

What is Print Management Success?

If there are 2-3 prints made for every copy, then print management success for a copier dealer is defined when your printer click revenue equals your copier click revenue. For a print cartridge company, print management success is measured by the percentage of your clients that are under contract.

How to Get Your Clients to See You as a Trusted Print Management Advisor?

People want to buy from trusted advisors. How do you earn the right become a trusted advisor? According to marketing guru Jay

Abraham, author of the amazing book *Getting Everything You Can Out of All You've Got*, the way you become a trusted advisor is by educating your clients.

Have you noticed that when you come to a seminar you often leave the event with more questions than when you came? Who do you go to for answers to those questions? Usually you go to the person that educated you. In the education process, that teacher became your trusted advisor.

In marketing, it is the same way. The more you educate a client, the more questions they have. To get answers to these questions, they will often come to you, the company that educated them.

What Do You Want Your Clients To Learn?

The next question is what your clients should learn. Here are a few things you might want them to know:

- Why they should learn their print TCO
- Why they should implement a print management strategy
- How other local companies are benefiting
- Why they should commit to a term agreement
- Why they should optimize their fleet with MFP's
- Why they can trust your company

Marketing Corner cont...

Effective Education Strategies

OK, so how do you educate your clients? Not every one of your clients is going to come to a seminar. If you think about it, every piece of marketing material becomes an educational opportunity. Current clients that visit your website to place a service call or order supplies can be educated. Outbound invoices or toner boxes can contain stuffers or stickers to educate clients. A regular newsletter can feature the benefits of print management. Client events can feature a panel of current clients talking about their success stories.

Similarly, you can educate potential clients. Direct marketing pieces can appeal to the needs of a CFO or CIO and direct them to a

microsite. Your sales team is immediately notified when they visit the site so they can try to set an appointment. Strategic press releases can show up in local newspapers highlighting the benefits of print management. When prospects visit your website during the sales process, they can be educated by a message that compliments and enhances the sales presentation. They can also read success stories and find supporting white papers.

In order to receive more information on this article or other marketing inquires; email Darrell at damy@dealermarketingsystems.com or call 214-224-0050. You can also visit his companies' websites at www.dealermarketingsystems.com and www.prospectbuilder.net.

Updated PIE Partners

Here is an updated list of our Partner Integration Engine (PIE) partners from the 1st Quarter 2008 newsletter. Reference back to Jeff Despain's newsletter article "PIE Unleashes Opportunities" for more information on how PIE can help generate higher revenue and integrate e-automate to your market.

Current PIE Partners

Solution	Category	Partner/Owner
ACT!	CRM	Hogan Data
Compass Opportunity Manager	CRM, MPS	Compass Sales Solutions
Goldmine	CRM	Relevant Automation
MicrosoftCRM	CRM	Relevant Automation
SalesChain	CRM	SalesChain
SalesForce.com	CRM	Blue Wolf Technology
SalesLogix	CRM	Profiling Solutions
FMAudit	Automated Meters	FMAudit
FleetView	Automated Meters	GreatAmerican Leasing
PrintAudit	Automated Meters	PrintAudit
PrintFleet	Automated Meters	PrintFleet
ADS	Service Dispatch	MWA
RedCheetah	Supplies/e-commerce	RedCheetah
Canon PO Upload	Manufacturer PO	Digital Gateway
USBank	autoPost	Digital Gateway
GreatAmerican Leasing	autoPost	Digital Gateway

Pending PIE Partners

Solution	Category	Partner/Owner
DocuAudit	MPS	DocuAudit
Kyocera Mita	Automated Meters	Digital Gateway
Ricoh	Automated Meters	Digital Gateway
Sharp (RED)	Automated Meters	Digital Gateway
Sharp OSA	Copier Console	Digital Gateway
StructuredWeb	Supplies/e-commerce	StructuredWeb
TeamWorks	Payroll Solution	TeamWorks/Digital Gateway
Valogix	Logistics	Valogix

Training Calendars

Instructor Calendar

<http://www.digitalgateway.com/essentialscalendar.html>

Online Calendar

<http://www.digitalgateway.com/calendars.html>

For current DGI events and announcements, view the "News" section of our website. <http://www.digitalgateway.com/news.html>

If you have any newsletter questions or comments, please e-mail Ashley at amurray@digitalgateway.com. Your feedback is crucial in our efforts to increase the value of this newsletter. Please feel free to send opinions of what topics or issues you would like addressed in the future. At Digital Gateway, your input matters. Let your voice be heard!

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