December 2007

From Electronic Recordkeeping Services

As most of you are aware, Jamie and Linda have passed away recently - they are both greatly missed. Not only were they long time work associates, but also personal friends to many of us. Thank you for all your support and kindness to them and their families.

The good news is that several of their projects are being finalized and should be in use soon.

The new DVD backup program, which should eliminate most of the lingering DVD issues, is being finished by John and is being tested by a couple of our clients.
NOTE: This new DVD backup routine uses a compression routine that packs the data into about 1/3 the normal space required when written to the DVD drive, making your backups faster and causing less wear and tear on the drive. As is currently the case, all data will continue to be encrypted using the AES256 standard, so your offsite DVD disks are safe. The first time you use each disk with the new technique, all data will need to be backed up, which may take two to four times longer than a normal backup, but from them on, the nightly backups should be much faster than before.

At the recent ICUL Indianapolis convention Linda was demoing a possible video-conferencing technique (from her office in Florida) which received very favorable response from those that tried the concept. We feel that this can be a practical solution to training - user group meetings - and data problem solving. Examples might be monthly scheduled training sessions on a specific topic (one month might be General Ledger - next month maybe teller balancing - then ACH postings) where several groups of our clients can get together in different cities and video-conference with the ERS staff. Another example might be new Credit Union training, where an ERS support person is 'one-on-one' with each employee, kind of like looking over their shoulder and observing their terminal activity (from a distance) and talking them thru the system. Also, if a teller is having problems balancing, an ERS support person can duplicate the tellers screen and keyboard, which would allow the teller to show us what they are doing and what problem they are experiencing and allow us to show them the process we would go thru to try to solve the balancing issue. Linda was really looking forward to doing this, something we had talked about for years while waiting for the video conferencing software and equipment to get to an affordable, useable point for us. We are waiting for the newest version of the software we were demoing to be released and debugged and then we will be continuing with this project.

Mike is finishing our unique 'almost real time' remote backup system called 'The MIRROR' which should be available in February 2008 if enough of you are interested. We have several Credit Unions using this now with The MIRROR site in Indianapolis (anticipated to soon to be in Tampa Bay, Florida). The MIRROR can transmit your postings and data changes every 5 minutes to our offsite storage computer. Basically, The MIRROR is an exact duplicate of your Credit Union's member data, general ledger, teller postings and transaction history that is being 'mirrored' automatically every 5 minutes, 24 hours a day, 7 days a week. Note: all data transmitted to and from The MIRROR site and stored on The MIRROR computer are using the

AES256 encryption standard, just like your own Linux computer does. We have included a very easy way that one of your terminals can access the mirror site (anytime you want without ERS intervention) for you to verify recent postings and member information and you can even post new transactions on the mirror site (don't worry - it won't mess up your MIRROR data). This makes The MIRROR site almost a disaster recovery site as well - a feature we plan to make available and certifiable in the future. Needless to say, the data from The MIRROR site can be easily transferred by ERS to another Linux computer (a neighboring ERS Credit Union for example) and you could be up and running from there within a couple hours. Because of the hardware and programming effort required for this MIRROR project, we will make this an optional, chargeable feature - current cost projections are $50 to $400 per month depending on the amount of data being MIRROR'd and the frequency interval. Please let Don know (via ERS-Connect if possible) if you are interested in The MIRROR starting in February 2008.

John is also close to eliminating the old ALPHA MICRO computer (yes we still have three Credit Unions that have not switched to Linux). This will allow us to activate a redundant, dual site ERS Mail box delivery system for your daily batch data files and also to automatically transmit these files to your Credit Union's mail box as soon as they arrive and are verified. John has been improving / automating lots of ERS support software which make our operations more reliable, easier to maintain, and faster.

The IMAGES software is available (and free) and is being used by several Credit Unions. Communitywide FCU has captured thousands of 'IMAGES' of member's drivers licenses, membership cards, beneficiary forms, images of cashed payroll checks, and signatures. This feature allows for the storage and display of up to nine IMAGES per member (and, as usual, they are encrypted and also stored in such a way that they cannot be manipulated, copied or moved). You may need to use special scanners or digital cameras for this, but it is very simple to use once you get the first few images captured and set up correctly for display.

An updated Year-End Checkoff list is available on the ERS web site www.ers2000.com - click on the Newsletter section - then click on "Linux YEAR END CHECKOFF" - then print it and read it. If anything doesn't work right or you have any problems or questions please contact SAMMY via email: sammy@ers2000.com or on ERS-CONNECT.

Finally, all of you will be getting a complete ERS software update this month - we do this once in a while to make sure all of you have the latest, greatest versions of our products. Five Credit Unions have been testing this update for up to two months, so we don't expect any surprises. Only minor bug fixes and cosmetic changes and a little speed improvement should be noticed, however there are several cool new features (that you WILL like) hidden in the background, that will be announced and activated once we get a little client testing done on these features.

Note: All ERS license fees and charges will remain the same for another year!

In conclusion, our loss of Jamie and Linda has set us back a little and maybe delayed some product development, but all projects are continuing!

Hope all of you have a happy holiday season and an exciting new year.
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