

Avatech Advisor – July 2010



Highlights in this edition:

- Rocket Master VAR Meeting, USA
- Avatech International U2 Conference
- U2 University (U2U)
- New On-line Support Tool
- U2 Customer Spotlight – Hotelpac AG

Welcome to the Avatech Advisor

Welcome to the July edition of Advisor, the Avatech newsletter designed solely for its U2 customers.

In this edition we affirm our attendance at the U2 Master VAR summit meeting held last month in Boston, USA. These are very high-profile meetings where our feedback helps to shape the U2 products for the future.

In addition we look ahead to our Avatech International U2 Conference, which is going to be held in Switzerland

on November 16/17 2010, and to the next U2 University to be held in the UK during the week of March 21st 2011.

We also take a look at our new on-line support tool, giving us even greater case management for you, our customers.

Finally we hear from Hotelpac, and their success using the U2 products.

We hope you enjoy this edition.

Avatech Attends Worldwide Summit Meeting in the USA



On June 21st and 22nd 2010, Avatech joined the 6 other worldwide Rocket Software Master VARs for a U2 summit meeting in Boston, USA.

At the meeting were the VP and General Manager of Rocket U2, Susie Siegesmund, and the Director of U2 Channel Operations, Elizabeth Thomas.

In addition we were also fortunate enough to have a Q&A session with Andy Youniss, CEO and founder of Rocket Software.

During the meeting we discussed many topics including licensing models, product updates and new tools for our VARs.

Full details will be announced soon...

“Thanks for a well-organized, enjoyable event. I’ll certainly be back next year...”
(From U2U 2009)



Susie Siegesmund

VP and General Manager
Rocket U2

Avatech International U2 Conference 2010



Avatech International Conferences

On November 16th and 17th 2010 Avatech will be hosting an International U2 Conference event in Switzerland for its customers.

We are hoping that this event will be a joint venture between us, and one of our Master VAR partners, leveraging their U2 knowledge and support of the technology for your benefit.

We're extremely excited about the event, and are looking forward to welcoming you all.

During the 2-day event there will be technical workshops on SB/XA and UniVerse and a presentation by Susie Siegesmund, VP and General Manager for Rocket U2, as well as presentations by some of our customers and more...

Please reserve these dates in your calendars, diaries and schedules, and in the next few weeks we will be sending out full details of the event, including details on how to register.

If any of you would like to do a short presentation at the event on your company and how it uses U2 technology, please contact us and we can help you put something together.

AVATECH
www.avatech.ch

International U2 Conference 2010
November 16/17

[Click Here](#) to add to your calendar

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U2 University (U2U) – March 2011

The next U2 University event for the EMEA geography will be held in the UK, during the week of March 21st 2011.

The exact dates and venue for the three-day event have not been finalised yet, however it will be situated close to an international airport to allow easy access to all our customers.

The University is designed to help you get the most out of your U2 software and provides a powerful mix of:

Technical Information, Industry Experts, Real-time Results, Networking and Ideas Exchange

If you are one of the following, you need to attend the event:

IT Executive/Manager
Database Administrator
System Administrator
Power User

Consultant
System Integrator
Developer
Support Engineer

In addition to the technical sessions, free tutorials and hands-on Lab sessions, you can also take Rocket Software certified exams for free.

This is one event you cannot afford to miss!

More details coming soon...

This is what some of last year's attendees said about the event:

"The labs were very useful and extremely well done."

"I really enjoy being exposed to new technology developed for U2."

"This was a great event and I am very much looking forward to next year's."

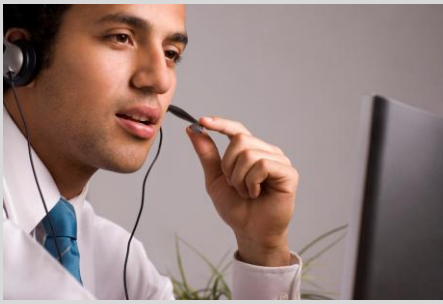
"I learned a lot. Also learned how much I don't know!"

"The members of the [U2] team are all very knowledgeable and made the sessions interesting and were very approachable."

"Hands-on lab was excellent! Keep it up. It was nice to see that many BIG names are still in the U2 world. Networking session was AWESOME!"

"This is an excellent event. By far the best part is the ability to meet one-on-one with the [U2] professionals to get specific questions answered."





New support standards for customers

Avatech's New Case Management System

Over the past few months we have been testing various case reporting systems with which to handle our software support requests, and we are pleased to announce that one has been chosen for our business.

Avatech have carefully selected the open-source system, OTRS.

"The new OTRS system will give us the power to handle support requests very efficiently, and deliver solutions to the customers better than ever before" said Neil Tiver, Product Manager for Avatech.

The OTRS solution provides rich features such as auto email notifications (both customer and agent), case priority,

dedicated technician support, multi-language support and an easy-to-use, logical user interface.

"In addition to the benefits as the agent, we will also be providing our customers with their own web-based case reporting portal, meaning we are able to accept support requests 24/7" said Neil.

At the moment the system is being run in-house, and will be rolled out to customers in a phased roll-out over the coming weeks.

OTRS is currently used by many companies and organisations including UCLA, Suse, MySQL AB, Opera Software, Boku and Univenton GmbH.

U2 Customer Spotlight – Hotelpac AG

Avatech are pleased to announce the huge success of one of its customers, Hotelpac AG, who has recently started two completely new business enterprises, both built on U2 technology.



www.alpmove.ch - Alpine hiking & trail finder

Using a combination of WebDE integrating with a UniVerse data store, Alpmove is an alpine hiking and trail finding web site, linking local tourist information, Google Maps and geometric data with a wonderful, easy-to-use web interface.



www.alpmobil.ch - Electric car rental - CHF 60 / day

Again using the powerful UniVerse data store as the base, and WebDE to facilitate the interfacing, Hotelpac have created Alpmobil – the world's first web-based reservation system for electric cars. With high-profile partners and sponsors including a major supermarket, the Swiss government, vehicle recovery of Switzerland and leading electricity suppliers, the project has huge backing – a real U2 success story!

We congratulate Hotelpac on their new ventures, and wish them continued success with U2 technology.

Important Dates, Links & Contacts:

- October 2010 - U2 Maintenance Renewals Issued
- November 16/17 2010 - Avatech U2 Conference
- March 2011 - Rocket U2 University (UK)

For more information on our U2 products, click [here](#) or visit: <http://www.avatech.ch/de/avasoft/ibm/>

For more information on our U2 reporting tool, Informer, click [here](#) or visit <http://www.avatech.ch/de/avasoft/informer/>

To speak with our U2 technical support team call us now on: +41 44 908 14 14

You can also email us at support@avatech.ch

For any other help or information, you can visit our homepage at: www.avatech.ch

Coming up in the next edition...

Avatech International U2 Conference update, Dates and registration info for the U2U 2011, Important information regarding maintenance renewals for 2011 and more...