

Alliant Systems News

Software News

Route Accounting News

Last year, we introduced Alliant Route Accounting – the all SQL version of our route accounting software. Since its release, Alliant Route Accounting has been installed at approximately half of our customer locations. The feedback has been fantastic. The product is faster and more robust than previous versions. Processing time is significantly faster, users no longer need to be out of the system for backups and there is now no need to 'Reorganize Files.' Best of all, the upgrade is free for Alliant customers.

New features available in the June release of Alliant Route Accounting include

- Customers that print statements on plain paper can now have the system automatically include invoice copies for that period with the statement print. This will save time in the office by not having to retrieve invoice copies for those customers that require 'special handling.'
- A change has been made to save time in the office when adjusting invoices. Now, adjustments made will automatically recalculate the sales tax and any miscellaneous charges for the user.
- A web module is available for those that want their customers to be able to login on your website and view and print their own invoices 24 X 7. If you already host your own website, this product can be installed very quickly and offer powerful service benefits to you and your customer.



Handheld News

When we released our first handheld product in 2001, we had no idea how quickly it would be adopted by the industry. Today, over 400 routes are using Alliant Mobile daily and are saving textile rental companies time on the route and in the office. Best of all, the system archives signed invoice copies and allows you to fax or email them to customers on demand right from your desk. In June, we will be releasing Alliant Mobile 2.0, which is packed full of powerful tools and refined processes for the route and office. The product is simpler, easier to use, yet more powerful than ever with a completely redesigned user interface. Specifically, the system will simplify the delivery of special or one-time invoices as well as provide more powerful tools to set up holiday routes. This product is a free upgrade for all Alliant Mobile customers.



Find out more about us...

Online Documentation

Recently, we placed our product documentation on our website (www.alliantsystems.net) in Adobe Acrobat (PDF) format. Customers can now download, view or print the documentation by calling Alliant Systems (972-331-5060) to obtain a user name and password to login in to the customer download site.

Clean Show

Alliant Systems will be exhibiting in booth #787 at the 2005 Clean Show to be held June 23-26 in Orlando, FL. Please make plans to stop by to visit with us and see some of the latest technology in person.



Staff Update

Staff Appointments

At Alliant Systems, we recognize the need for continued investment in our products, services and staff. In November, Angie Binovi was appointed to direct our Customer Care department. Angie has been with Alliant Systems for seven years. At the same time, Mark Norris was selected to direct the Development group. Mark has been with us for six years. You can learn more about Mark and Angie at our website (www.alliantsystems.net).



Staff Additions

In January, we added three new service representatives and a programmer – Leslie Jurisich, Jamie Climacosa, Brad Campbell and Nick Dillon. In addition, we welcomed Kristina Escamilla to the sales & marketing department. Our new hires have completed their initial training and they all look forward to working with our customers. We'd like to pay special thanks to TLC Linen Services (New Orleans, LA) and United Linen & Uniform (Bartlesville, OK) for assisting us in the training process by putting our new hires to work in the office and on the route for several days.

Customer Conference

We are tentatively planning a customer conference for the fall of 2005. We hope you plan to join us to network with industry peers and see new technology in person. There will be a number of user groups and training sessions geared for both the owner/operator and the power user. Look for information on dates and times soon. Some of the topics will include:

- CRM (Customer Relationship Management)
- Handhelds 2.0 – Differentiating your business and products from the competition
- New Billing Techniques for Industrial and Hospitality
- Web Portal – Allowing your customers online to view and print invoices
- New Route Accounting Interface

Please let us know of other topics that may be of interest to you and we will see if they can be added to the agenda.

