Cheers! Have a safe and happy New Year's celebration from all of us at Viewpoint Construction Software!

The COO Perspective

By Jim Paulson, COO

As we quickly close in on the end of 2011, I wanted to take this opportunity to highlight a few areas we have made investments in on your behalf. Before I do, I want to thank you for your continued confidence and helping to make Viewpoint V6 the industry’s fastest growing construction lifecycle management (CLM) software company. We have worked diligently to earn your trust this year and are proud to share our progress in the following key areas.

Product Development – once again we have put your Software Assurance dollars to good use as our team invested over 35,000 hours in the latest release to deliver tremendous improvements throughout the product but especially in the project management and operations area. You told us our Project Management suite acted too much like an accounting system so we made dramatic improvements and created a role based approach we call “Work Centers.” We have conducted numerous webinars and other communications around this but if you have not had a chance to learn about this, click here and select the Product Showcase folder to view or contact your Customer Account Rep at 971.255.4800.

Vantage Point – we have added dozens of self-paced training modules and other tools inside your Vantage Point customer portal. This area contains a plethora of information and a way for your teams to learn more about how to use Viewpoint to its fullest potential. It also has a ‘Submit Training Suggestions’ section so you can record enhancement requests. Get access to information about Viewpoint’s new Cloud Offering where companies are saving thousands of dollars in infrastructure costs while improving delivery of the Viewpoint application.

Service Management – this month we are releasing our first phase of Service Management called “Work Orders.” Early adopters are thrilled with how Viewpoint has integrated its service management functionality with job cost and accounting. Now you do not have to settle for a lesser, non-integrated solution. Going forward, we will be coming out with added functionality that only serves to enhance this module.

Financial Manager – this year we came out with our own financial reporting platform and a new addition to this important aspect of our software called Financial Planner. This powerful engine allows users to get rid of dozens or hundreds of spreadsheets to do company budgeting and forecasting in one, integrated, easy to use application. This will pay for itself in the first year you use it.

In closing, while our congressional leaders continue to show their incompetence in dealing with our nation’s problems, together we have been able to overcome adverse economic conditions and political turmoil to put our companies in a position to prosper as the economy gradually improves. Yes, challenges continue to confront us which is why we must continue to invest in our respective technological support structure so that we drive improved productivity, efficiency, and awareness from the very beginning of a project, thru construction, to the post-construction service / operation of the asset. Viewpoint is investing in all of these areas to ensure we “future-proof” your chosen software application and help sharpen your competitiveness. There are many, many more accomplishments and investments I could share with you but rest assured, Viewpoint continues to build upon its market leading position to enhance its existing product and build out added full construction lifecycle management (CLM) software solutions for you. At Viewpoint, everything we do starts and ends with the customer. We realize we are here because of you and not the other way around. On behalf of our dedicated, talented global workforce here at Viewpoint, we wish all of you a safe and joyous holiday season!

2012 Key Customer-Focused Initiatives - Impactful Projects

In October, I shared that we identified our Key Customer-Focused Initiatives for 2012 – based on feedback from our annual survey. Although we have numerous individual projects related to each
initiative, this month I’d like to share a summary of what our teams will be focusing on during 2012:

**Enhanced Access to V6 Data**

- **Product Team** - Several projects that focus on helping you better access and use your V6 data include enhancements to Business Intelligence, Viewpoint Connects and Work Centers, a new GL Trial Balance Drilldown report, and the adoption of SQL Server Reporting Services as a new option for writing reports.
- **Professional Services** - Expand service offerings in the areas of Business Intelligence, SQL Server Reporting Services, Financial Manager and Crystal Reports to allow you to take better advantage of the tools we provide to access your data.
- **Support & Learning Services** - Continued development of new/deeper learning resources related to reporting tools.

**Improved Customer Responsiveness**

- **Customer Engagement** - Improve customer access – to ensure clear and easy access to the right Viewpoint resources at the right time to solve your specific business needs.
- **Product Team** - Aggressively seek customer input for product planning through customer visits, a survey in early 2012, a series of focus groups in multiple geographic regions, and the new software suggestion system (Idea Space).
- **Professional Services** - Reduce lead-time for Professional Services resources. This includes shortening the lead-time for Software Consultants, Technical Services quotes and Technical Project completion times.
- **Support & Learning Services** - Enhance Support experience by reducing the number of after 5:00 PM (local time) call-backs, exploring Instant Messaging (IM) as a potential for giving "immediate" support, and providing a means for you to know our current response time (how many calls in the queue). Also, expand visibility of V6 issues that may impact your operation.

**Maximizing V6 Software Utilization**

- **Customer Engagement** - Introduce a webinar series to showcase best practices featuring Viewpoint staff and 3rd party subject matter experts. We will also be recruiting customers to share their success stories, enabling you to benefit from their experience and creative utilization of V6.
- **Product Team** - Continue our focus on improving user interface, intuitiveness and workflow of V6 including Viewpoint Connects, a PO approval process, improving the AP unapproved invoices, enhancing PM submittals, and usability enhancements to the Document Management system.
- **Professional Services** - Increase capacity and knowledgebase of the Consulting team to allow for more readily available resources to perform system review/tune-ups, offer quick turn-around add-on module implementations, and provide industry-focused specialists.
- **Support & Learning Services** - Continue aggressively expanding our V6 learning resources based on your feedback, including an advanced user set of Skill Builder sessions and an instructor-led PM class for new users. Also, expand Knowledge Base content 100% again during 2012.

Over the course of the next few months we will be elaborating on plans and progress related to our 2012 initiatives – starting with a report from Rob Humphreys on the Product Team projects in January. We look forward to continuing to deliver on our promise to take action on the valuable feedback you provide. Thank you again for helping us to identify and focus on improvements that matter most to you!

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**6.4.1 Release Update**

*By Rob Humphreys, Vice President of Development*

As you may know, the year-end release for our U.S. and Canadian customers contains important regulatory and tax updates that are essential for year-end processing. Our Australian customers will also benefit from enhancements to the Accounts Payable, Payroll and Material Sales modules.

While the 6.4.1 release provides essential year-end processing updates, it also makes available to our U.S. customers Work Order Management as an add-on module, the first release of a fully featured Service Management suite coming in the fall of 2012. With Work Order Management, you can quickly create and schedule work orders, capture actual work performed and bill for completed work. Plus, you’ll enjoy easy identification of work orders ready for review and billing, either one at a time or all at once.

You’ll be hearing more about the release date for 6.4.1 in the near future. Keep a lookout for these enhancements:

- **Regulatory Update** - Incorporates tax and reporting updates critical to year-end processing for U.S. and Canadian customers. We are watching carefully as to whether the U.S. Congress decides to extend the payroll tax cut; as of this writing no decision has been made.
- **Work Order Management** - The first of a multi-year release of Service Management, Work Order
Management was developed for contractors who seek a tool to streamline small job work order processing. For these customers, Work Order Management increases productivity and improves service quality and cash flow and is available as an add-on module.

- **Purchase Order Item Distribution** – Improved purchasing and receiving functionality that better reflects real world processes and an increase in the length of the PO number to 30 characters.
- **Business Intelligence** – Additional dashboard parts including Potential Project Win/Loss, Backlog by month, RFI Aging to name a few.

As with every release, Product Management, Development, QA, Documentation & Learning Services, Support and other departments are dedicated to assuring the roll out of the release goes smoothly for you.

On behalf of our entire team, we hope you have a very happy holiday season and we look forward to contributing to your continued successes in 2012.

Thank you,
Rob

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**Support Update**

*By Bill Berendes, Director of Support & Learning Services*

**Year-End Information**

We have begun to assemble important year-end processing information. The up-to-date information can be found at the landing page of Vantage Point. Please review this important information as we give details on recommendations for performing the year-end update.

Two items in particular that you will want to review are our Year-End closing tips recorded webinar where we cover payroll processing (W-2's, tax updates, bonus checks, leave reset) accounts payable, 1099 processing and GL beginning balance updates. Additionally we have updated our self-paced training materials for year-end processing (both U.S. and Canadian) where we review how to process 1099s or T5s in Accounts Payable and W-2s or T4s in Payroll. Many questions related to year-end processing will be answered in these resources, please take time to review all of the year-end resources that we have developed.

We are anticipating our annual spike in call activity in January, continuing into mid-February. In order to minimize the impact of this spike, we have added staff, added year-end self-service resources, and enlisted assistance from other Viewpoint departments. There are a couple of things you can also do to minimize a delay in responding to your request for assistance:

- We prioritize calls based on impact to the customer; if your call is critical (i.e. can’t print checks) please let us know. Conversely, if an answer is not needed immediately, please do not ask for the call to be assigned for priority handling. Unnecessarily escalating calls will limit our ability to respond to those calls that are truly having a material impact to customers.
- Be aware of the self-service resources available. Our Support team members have put significant effort into providing answers to frequently asked questions via our knowledgebase and other resources. Being able to provide self-service resources allows our staff to be available to provide assistance for more involved problem solving.
- It may also be helpful for you to be aware of some of our call trends. Our least busy day for support call is typically Friday; Tuesday and Wednesday are our busiest days. During the day, our
calls peak at 8 AM PT, and slowly decline from there. If you have a choice of when to call, afternoon after 1 PM PT will usually yield a shorter response time than a call in the mid-morning.

Project Management 6.4.0

**ATTENTION**: Get up to speed quickly on the major enhancements to PM Change Orders and PM Documents with the 6.4.0 release. Located on the Training Tab of Vantage Point, select Self-paced Training followed by Customer Training>Skill Builder Series>Project Management Module>PM Documents in v6.4.0.

6.4.1 Release

- We began sending the 6.4.1 Release Letter via e-mail on Tuesday December 20th. The e-mail will be sent in waves with the final wave being sent out by Friday December 30th. That e-mail will provide instructions on downloading the 6.4.1 Release via the Viewpoint Download Center.
- In addition the year-end tax updates will be available separate from 6.4.1 the week of December 26th. The tax updates can be loaded without upgrading to 6.4.1. You will receive an e-mail notifying you when the tax update is available via the Viewpoint Download.

Holiday Schedule

We will be closed on 12/23 for the holiday and with New Year’s Day landing on a Sunday in 2012, we will be ready on Monday morning, January 2nd to assist with questions. For our customers in Australia, we will be ready to assist beginning at 8 AM AU EST on Tuesday, January 3rd.

Learning Services Update

Register now for Instructor-led classes!

We've had great response to our new instructor-led online classes. The training is conducted by our industry experienced instructors and includes availability between class sessions for Q&A. Save time and travel costs with this new methodology. Come join us!

6.4 Project Management training:

- 6.4 Project Management (3 day web course)
  - January 9, 10 & 11

6.4 Financial Reporter/Planner training:

- 6.4 Financial Reporter (3 day web course)
  - January 9, 10 & 11 | January 16, 17 & 18 | February 6, 7 & 8
  - March 23 (one day on-site course in Charlotte)
- 6.4 Financial Planner (2 day web course)
  - January 12 & 13 | January 23 & 24 | February 13 & 14 | March 12 & 13

Crystal Reports® XI - Intro and Advanced classroom training:

We will be offering our instructor-led classroom Crystal Reports training in Charlotte, NC. This is a hands-on, two-day course. You’ll learn how to integrate V6 data into reports that will support your organization’s decision-making process.

- Join us in Charlotte, NC:
  - March 19 & 20 Intro | March 21 & 22 Advanced

December Support Tip

**Processing Bonuses**

It is that time of year when companies are issuing year-end bonuses. Here are some tips to getting these processed efficiently and correctly.

In PR Pay Period Control set up a separate Payment Sequence for the bonus checks. Check the ‘Bonus’ check box. This will ensure that the Taxes will be calculated according to the Rate assigned on the Deduction code set up.
On the associated PR Deduction/Liability code form, if you have the box checked to ‘Calculate as a rate of gross for bonus sequences’ and entered a rate in the ‘Bonus Rate’ field, this rate will be used to calculate the deduction. If this box is not checked the normal routine or rate will be used.

You may or may not have a special Earning Code for Bonuses. If you do, be sure that the Bonus Earning Code is assigned to the Basis Codes tab for all appropriate Deductions and Liabilities.

Lastly, it is very important to process the Payment Sequences within the Pay Period in order. If a bonus check is processed before regular checks, a limit might be reached in the bonus sequence (e.g., FICA). To avoid this problem, post and process the regular payroll sequence before processing the bonus check sequence.

Optionally, you could put the bonus checks in a separate, one-day pay period with a week ending date less than the normal payroll and process them in date order.
Lessons Learned in the Cloud

Customer troubles keep floating away! Hear what they have to say about the Cloud.

It’s true. Viewpoint Cloud Computing is delivering on its promise of real, uninterrupted remote access, anywhere, anytime you need it. Whether at the job site or traveling to scout a new project, receive Viewpoint V6 Software® wherever your day leads – on your laptop or tablet device. Plus, you have the peace-of-mind of Viewpoint data management, back-up and security so you can get back to focusing on your business.

Don’t just take our word for it. See what other Viewpoint Cloud Computing customers have to say in this entertaining video.

If you have questions or want more information, please contact your Account Manager at 971.255.4800.

Viewpoint Industry Professionals Update

One of the major objectives with our Viewpoint Industry Professionals (VIP) program is a collaborative knowledge sharing from these strategic partners with you on best practices, industry trends, keeping you up-to-date on tax and legal changes, etc.

Increasing Profitability in Uncertain Times

We are excited to share the expertise of Kathleen Schneider, President and CEO of Richman Knoll Associates, on reviewing common practices of prevailing wage employers on public work contracts funded by the Federal government. Learn how you can positively impact your bottom line. Click here for more information.

Another VIP, David Jean at Albin, Randall & Bennett, is sharing some very important information about recent phishing emails appearing to come from the IRS.

Beware of IRS Emails!

Recently, we have noticed a significant increase in emails, received both by us and our clients, claiming to be from the IRS. The IRS does NOT initiate taxpayer communications through email. These unsolicited emails look legitimate. In reality, the people behind these emails are trying to obtain financial or other confidential information from unsuspecting victims. All unsolicited email claiming to be either from the IRS or any other IRS-related entities, such as EFTPS, should be reported to phishing@irs.gov.

If you receive an email claiming to be from the IRS with a request for personal information, you should:

1. Not reply.
3. Not click on any links.
4. Forward the email as-is to the IRS at phishing@irs.gov.
5. Delete the original email message, after you forward the email and/or header information to the IRS.

This process of phishing is also sometimes carried out by means other than email.

If you receive a phone call from an individual claiming to be from the IRS, but you are not sure, ask for a call back number and employee badge number, then contact the IRS to determine if the caller is an IRS employee with a legitimate need to contact you. If you determine the caller is indeed an IRS employee with a legitimate need to contact you, call them back.

If you receive a letter or notice via paper mail from the IRS, contact either us or the IRS to determine if the document is a legitimate IRS letter.

If you receive an unsolicited fax claiming to be from the IRS, requesting personal information, contact the IRS to determine if the fax is indeed from the IRS. If you learn it is not from the IRS, send this information to the IRS at the email address listed above with the subject line ‘FAX’.

In these times of increasing security concerns, it is important to protect your personal information. Remember, the IRS does NOT:

- request detailed personal information through email, or
- request your PIN numbers, passwords or similar access information for credit cards, banks or other financial accounts in any form of communication.

David V. Jean, CPA, CCIFP
Albin, Randall & Bennett
Congratulations Chuck Elyea on CCIFP Designation!

The Board of Trustees of the Institute of Certified Construction Industry Financial Professionals, (ICCIFP®) of Princeton, New Jersey, has awarded Chuck Elyea, with Viewpoint Construction Software of Portland, OR, the prestigious Certified Construction Industry Financial Professional (CCIFP®) designation. Chuck manages the Viewpoint Industry Professionals program for the East Coast, which includes CPA relationships, many of whom also maintain the CCIFP designation.

Chuck joins over 775 active CCIFPs across the United States who have demonstrated their continued commitment to excellence and mastery of the knowledge required of today’s construction financial professional.

The 4½ -hour examination covered the key knowledge domains of construction financial management, including accounting & reporting, income recognition, budgeting & planning, risk management, taxes, human resources, legal issues, and information technology.

About ICCIFP & the CCIFP Designation

The Institute of Certified Construction Industry Financial Professionals, Inc. (ICCIFP) is a Princeton, New Jersey-based not-for-profit corporation established to promote the highest standards of construction financial management through the credentialing of construction financial professionals. It is the only standard of its kind for the construction financial profession. ICCIFP is an independent organization affiliated with the Construction Financial Management Association (CFMA), a not-for-profit professional association dedicated to advancing the construction financial manager career and help their firms build bigger profits.

For more information about ICCIFP or the CCIFP designation, contact Erica L. O’Grady, CAE, Executive Director, ICCIFP, (egrady@iccifp.org; 609.945.2400) or visit www.iccifp.org.

Welcome new VIP’s!

We’re pleased to introduce new Viewpoint Industry Professionals (VIP) into our program.

What is our VIP program? The VIP program focuses on developing strategic relationships with CPA’s, surety’s, insurance brokers, consultants and other industry professionals that are highly influential in the construction marketplace. Providing access to the Viewpoint Construction Software community, this program allows members to better serve their clients (you!) with the latest product information, industry trends and collaborative knowledge sharing.

Please join us in welcoming our new VIP:
• One Source Consulting, LLC (OSC) located in Washington, DC

Click here for a brief bio of all partners.

It’s an award winning year for Stansell Electric Company!

Join us in congratulating Stansell Electric on being honored as the Subcontractor of the Year by the Middle Tennessee branch of the Associated General Contractors of Tennessee! Held yearly, the Build Tennessee Awards program recognizes members of the construction industry for their outstanding performance on noteworthy construction projects throughout Middle Tennessee.

Stansell Electric Company was chosen based upon its contribution to a variety of flagship projects in the area including the installation of a nurse call system at the Middle Tennessee Medical Center and the construction of an Integrated Traffic Management System for the city of Chattanooga and its surrounding areas. “It is always nice to be recognized for your hard work” says Jimmy Stansell, Jr., CEO of Stansell Electric Company, “but knowing that these awards were voted on by a panel of your peers makes it especially meaningful.”

Wait, we’re not done! It was a banner year for Stansell. They also received multiple awards from the Associated Builders and Contractors of Middle Tennessee for work on three outstanding projects (click below to see projects):

• Chattanooga Smartway ITS
• E.S. Rose Park & Sports Complex
• 4J-LP Solar Installation
Three separate teams from Stansell submitted entries to the ABC Tennessee Chapter hoping that their project would be worthy of receiving the honor. What a pleasant surprise! They picked up all three awards! And we are proud to say Stansell Electric used Viewpoint V6 Software for all three award winning projects.

Congratulations to Stansell and all their employees for their collaborative efforts in delivering project excellence time and time again.

**Constructech Vision Awards**

Viewpoint wants to remind you of a great opportunity to nominate your construction business as an industry innovator for implementing technology for success. The Constructech Vision Awards honor companies that have realized the advantages of applying modern technologies to their everyday businesses. If you’ve improved your productivity or ability to manage projects more effectively through technology, you deserve to be recognized!

To submit a nomination all you need to do is complete the online ballot and return the payment/approval form. **The deadline for entry is Wednesday, Feb. 1, 2012.** To learn more about the 2012 Constructech Vision Awards, please visit the award Website or call Monaca Leo at 630.933.0844.

**ProEst 2012: Estimating Goes Green**

by Jeffrey Gerardi, ProEst

Although construction has historically been a paper-driven industry, newly-released ProEst 2012 lets estimators eliminate paper blueprints and go “green” with estimating.

Digital takeoff technology built into ProEst allows estimators to perform takeoffs on-screen using a mouse rather than using a digitizer. With a few clicks, a variety of color choices, line styles, fill patterns, and count symbols can be accessed. And when calculations are complete, quantities are seamlessly transferred to the estimate for costing purposes.

**Savings across the Board**

As you know, executing tasks better, faster, and cheaper means greater profits and happier clients. Making the switch to paperless, digital takeoffs offers many advantages along these lines. In addition to saving trees, this eco-friendly technology delivers measurable savings across the board.

**Cost savings:** The cost to print hard copies of standard E size drawings can run nearly $5 per page and blueprint sets could have hundreds of pages. ProEst saves hundreds of dollars per project because there’s no need to print plans.

**Time savings:** Performing takeoffs on-screen is faster and easier than using a digitizer or doing takeoff calculations manually. This saves as much as 50% of your estimator’s takeoff time, essentially doubling productivity.

**Space savings:** Storing paper plans is cumbersome and costly. Saving electronic blueprints on a server eliminates paper storage and retrieval issues while saving space, time, and money.

The cost, time, and space savings related to digital takeoffs can significantly lower your estimating department’s overhead burden. But there’s another benefit related to ProEst: the convenience of having everything accessible on-screen.

**More Convenient Estimating**

In the need-it-now world of construction, receiving digital blueprints by e-mail or from an online plan allows your estimators to respond instantly to bid requests or changes. For the construction executive charged with acquiring new work, this responsiveness provides a competitive advantage – and a potentially higher bid win ratio.
Having everything necessary on-screen to perform takeoffs also gives estimators greater flexibility. Without the need for paper blueprints and digitizing hardware, takeoffs can be completed from a home office, the job site, even a hotel room.

**ProEst: A Powerful Viewpoint Partner**

Implementing tools that increase estimating efficiency is a smart business strategy, especially for contractors that want to increase production without adding more staff. And, since ProEst integrates with Viewpoint, your valuable estimating data can also be used to set up jobs and streamline purchasing, minimizing duplicate data entry and maximizing efficiency.

Both ProEst and Viewpoint utilize a SQL database structure, which enables superior interoperability between the products. The end result is two best-of-breed software systems that work together as a single construction management solution.

We invite you to learn more about ProEst by visiting our Web site. Click here to take the Video Tour, browse the Web Tour, read our case studies, and more!

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**Why do I need to tune my SQL Server?**

*by Jim Emery, Database Consulting Manager*

I am often asked ‘Why do I need to tune my SQL Server?’ My reply is simple. You may have outgrown your initial setups. Maybe the initial setups were not designed according to best practices for your particular installation or you have added or changed significant items (new reports & queries, added new modules; added new user memo fields or tables, etc.).

For situations like this, Viewpoint is now offering our new SQL Performance Analysis and Tune-up service. With the basic tune-up service, we check to see if your tables are fragmented and recommend a defragmentation strategy. Additionally, we analyze your slowest performing queries, and improve these queries by creating new indexes that match your query specifics or by re-writing the queries for optimal reading of the data. We also offer an advanced analysis that builds on the basic service by adding data compression analysis, file group analysis, additional memory analysis, advanced defragmentation techniques, and advanced indexing techniques.

As an example of how effective this service can be, we once found the misuse of a ‘join and a where’ clause for a customer running a 50 minute query. No one really noticed the slowness because the query ran in background every hour on the hour, everyone just thought the system was always slow. The task produced a huge number of reads (bogging down system resources). When we discovered the error, I modified the join and now the query takes less than 10% of the time to run.

We are also offering a quarterly SQL checkup option. With this service we will keep a history of your performance statistics so that we can provide a baseline of your SQL performance, and identify areas where performance is changing over time.

Before you throw more money at new hardware, let us take a look and give you an evaluation of your current system. Often times we can improve your overall performance by tuning your queries. Please contact me at jim.emery@viewpointcs.com if you would like more information, or if you would like to schedule a tune-up.

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**New Hires**

**Welcome New Hires!**

- Ken Eucker - .NET Software Developer
- Yvette Grant - Lead Development Specialist, AUS

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**Don't forget to order your 2011 Tax Forms for V6**

*Click here* for more information.

Our exclusive forms partner, Viewpoint Business Forms, serves our customers with the highest level of customer satisfaction, competitive pricing and excellent quality.

Viewpoint Business Forms offer a complete line of forms and continuous or laser checks printed at one of their 5 manufacturing locations around the country for reduced freight. Each format has been carefully designed and is exclusively guaranteed to perfectly align with V6.