

## GeoConex® under New Leadership...

As most of you are well aware, GeoConex® was purchased by Craig Dotson and Ken Murphy late last year and began operating in a new direction in January 2007. For those of you that haven't changed the address it is: 6923 Maynardville Hwy PMB #109 Knoxville, TN 37918. Our phone number (s) are: Office (865) 686-0411 and FAX (865) 686-0046. The toll free and Technical Support numbers remain the same (888) 610-5116 and (877) 396-7315.

It's been a very hectic year, as you well know. Many new and exciting things are happening, one of which, is our Newsletter. This is the first installation of the new Geo-Conexion.

The format will be somewhat the same as in past issues. We want to continue to focus on our customers and things that are happening in your areas, milestones achieved, new locations, new employees, old employees (not really "old" just long term employees), awards,

etc. We'll try to include as much as we can in upcoming issues.

Tips and tricks section, a popular oldie is coming back.

You'll be the first to know updates and changes to our product line, training events, and scheduled visits to your area.

We hope you'll be pleased with our new look and look forward to hearing your comments, and about the changes at your organizations.

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## Welcome New Employees...

Meet Steve Bearden, Account Manager for Georgia, Alabama, and Mississippi. Steve joined our staff in June 2007. Steve brings many years of experience to our company. With over 20 plus years experience in the telecommunications and computer industry, Steve has worked directly with law enforcement and public safety agencies in the Southeast for the past 13 years, providing solutions and advanced applications. Steve provides a single point of contact for accounts in GA, AL, and MS; developing a solution for meeting the needs of public safety and 911 centers. His education and professional development includes a BS in Business Administration from the University of

Tennessee and Cisco CCNA training. Steve is married to Debbie, who works in real estate. Steve and Debbie live in Georgia.

Meet Shirley Reynolds, Manager—Customer Relations. Shirley also joined our staff in June 2007. Shirley brings more than 15 years of experience with business applications, and problem solving. Shirley is able to analyze business processes and resolve customer needs with greater efficiency. Shirley has vast computer skills, training experience, and great communication abilities gained from her work experience with Brunswick Boat Group, Knoxville Utilities Board and Pellissippi State Technical Community College. Her education includes a

Bachelor of Science in Human Resource Management, Tennessee Wesleyan College, Athens, TN and a Bachelor of Science in Computer Information Systems, Bristol University, Bristol TN. Shirley is married to Kelmer, a residential builder. Kelmer and Shirley live in Tennessee.

### Upcoming Events: October is a very busy month

- Visit us at the GANENA show October 8-12, 2007 in Athens, GA, or
- The TIES Fall Conference October 10-11, 2007 in Nashville, TN or
- ALNENA Gulf Coast Conference October 14-17, 2007 in Perdido Beach, AL, or
- MS Annual Conference October 21-24, 2007 in Tunica, MS

## Customer Appreciation Dinner in Gatlinburg, TN...

GeoConex® hosted it's annual customer appreciation dinner for their Tennessee customers at Calhoun's in downtown Gatlinburg. Customers attending the annual TENA conference were treated to a dinner consisting of catfish, bar-b-que chicken, and ribs (yum, yum). Craig welcomed everyone and then the buffet line began. Check out the pictures and I'm sure you'll agree everyone enjoyed the meal. The location wasn't bad either, very relaxing after a long day of training.

Next year we'll be moving locations, because we've OUT-GROWN the space. We intend to have the same great food, just a different location.



## NG911 CAD Coming to a Location Near You...

Are you ready for NG9-1-1? GeoConex® CAD software is!

Everything changes and in a 911 Center things change more rapidly than most. Enhanced 911 is now old school and the new buzz word of the day is Next Generation 911. Basically an Internet-based emergency call delivery technology for IP capable PSAP's, NG9-1-1 boils down to more information for the dispatcher. A Next Generation CAD system needs to be capable of handling this IP routed information and delivering it to the dispatcher that is working the call it pertains to.

For example, if a caller takes a picture with his cell phone and sends that picture to 911 a Next generation CAD system needs

to have the ability to route that picture to the appropriate dispatcher that needs to see it. That can be a tricky proposition but the Next Generation CAD software from GeoConex® is up to the challenge. Using an internal IP based messaging system as it's heart and the GeoSpatial data engine as it's brain the GeoConex® Next generation CAD software will have the ability to route pictures, voice, video, etc... messages to the dispatcher(s) that need it at the time of its arrival. Remember, a NG9-1-1 solution will get this information in your center but your CAD software will need to determine what to do with it from there.

This is all in addition to the normal CAD features which include:

- 1) Map Automation
- 2) Unit Status
- 3) Active Calls
- 4) Incident and Unit Response Reports
- 5) Wrecker Dispatching
- 6) Radio Communication History
- 7) Pre-Planned Calls
- 8) Street Directions
- 9) Historical Calls, and
- 10) Be on the Lookout (BOLO) for feature

## Offsite Data Storage...

is now available. You know just how important your data is and we offer ways to backup files, directories, and/or servers. It is vital that all businesses no matter how large or small be able to recover their data in case disaster strikes. Have you ever thought how much data you really collect and what you would do if suddenly it was gone?

- 1) First, there's your contact data, then
- 2) There's your personnel data, financial information, e-mail messages, documents, spreadsheets, databases, and so much more.

Many organizations do backup their data and store it in an offsite location (normally an employee or managers home in the same city), but if a disaster occurs in your area, chances are the employee's or managers home will also be affected by the disaster. Having a reliable disaster recovery plan results in total elimination of all backup hardware such as disks, tapes and drives.

Customers decide how often and what type data needs to be backed up to the data storage facility. The data is backed up at given intervals and if a disaster should happen, fire, flood, tornado, etc.

your data is safe and secure.

Restoring lost data is easy—whether one file or an entire server. Your data is safe and secure.

*Being prepared for any disaster is always the best answer.*

Customers have already started using this low-cost method of disaster recovery for their centers.

To learn more about this new service, contact us at (865)686-0411 or email us at sales@geoconex.com

# This Issue our Spotlight is ON....

our new website. On September 27, 2007, we have a new look. Check us out at [www.geoconex.com](http://www.geoconex.com).

Please make note of our new physical location (6923 Maynardville Hwy PMB #109 Knoxville, TN 37918) and phone numbers (865) 686-0411, FAX (865) 686-0046. Please update your contact information with this information.

For now, access is open to anyone searching the internet. In the future, we will have you create a login and password and more areas will be available to you, as a registered user.

If there's a product you've been meaning to look into, go to the Products page and check out the features.

A new feature accessible immediately is found under the Technical Support

tab; a link to the GOTOMeeting site. The link takes the user directly to the "Joining Meeting" Member ID page.

An other area of interest we hope is helpful to you is found under the Services Tab; a link to email us to request training.

You'll also be able to download Geo-Conexion to your desktop. No messy papers to fool with.

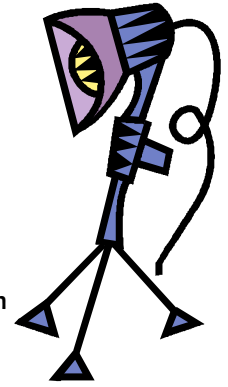
You'll know which events we'll be attending, so you can drop by and visit.

The website will be changing often, so visit often. As the website develops, some of the things we will be adding:

- 1) As stated earlier, the ability for you to create a login and password
- 2) download up-to-date product

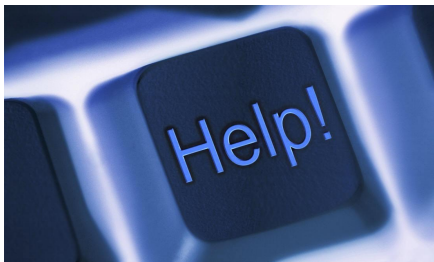
user manuals when you need them, and

- 3) Archived Newsletters complete with Tips and Tricks



One other note; please include your most current E-mail address by contacting us at [sales@geoconex.com](mailto:sales@geoconex.com) or [training@geoconex.com](mailto:training@geoconex.com). When we do begin using the LogIn and password-feature your information will be current and up-to-date.

## Today's Tips & Tricks brought to you by ...



our very own Vanessa Escott CAD System running a little slower than usual?

If your system seems to be sluggish when moving from one field to another, it may be the files need a quick Pack & Index. Doing this at the beginning of shift change keeps everything operating in good working order. To achieve this:

- 1) Have all users click "Close Window" button

- 2) Then, only one user click "CAD" and "CAD Entry"
- 3) Once you're at the "CAD Entry" window, indexing is complete. **All** users can now enter "CAD Entry".

Join in next time for more tips and tricks

## Words from Our Leaders...

Thank you for bearing with us through a very busy few months. Our number one priority is service to our valued business partners. If at anytime you have questions or issues, please call us directly at (865) 686-0411 or toll free at (888) 610-5116. Call me directly, don't wait. I do have to warn you though, if you call with a tech support is-

sue and I'm going 70 mph down the interstate I may not remember everything you say. It's not because I don't care; I'm just getting old!! Please use our

(877) 396-7315 support line so everyone gets the great service you deserve. There are more changes on the way, so watch for more new faces to help serve you better.

*Only undertake what you can do in an excellent fashion. There are no prizes for average performance.*

Brian Tracy

Craig Dotson

**GEOCONEX®**

6923 Maynardville Hwy  
PMB #109  
Knoxville, TN 37918

Phone: 865-686-0411  
Fax: 865-686-0046  
E-mail: sales@geoconex.com

*Your connection for life*



## Let's Hear from You...

We would really enjoy hearing from you. We're always interested in how we can better serve you. Record your thoughts and fax them to us at (865) 686-0046 or email us at sales@geoconex.com.

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### Contact Info

To better serve you, please let us know if our current contact information is the most up to date. If not, please complete the form below and fax or email the information to us.

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Fax: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email: \_\_\_\_\_

GeoConex® conveniently located in Knoxville, Tennessee, with surrounding offices in West Tennessee, Alabama, and Georgia. Our product line includes:

- Next-Generation Ready (NG)911 Cad
- GIS Viewer (Dispatch)
- Emergency Notification System
- DataManager
- Mobile Mapmaker
- GIS Editor (Addressing System)
- Incident Plotting
- Automated Vehicle Location/Vehicle Monitoring System (AVL/VMS)
- Records Management System (RMS)
- Jail Management System (JMS)
- Disaster Recovery

Call us at (865) 686-0411 for more information