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### **DSM Outlook for 2019, how we can help your company grow.**



Many of our customers reported a busy and prosperous 2018. For DSM, this meant adding staff in every department to cover the demand for new features and support. We have doubled down on support response and quality to ensure you receive the service as expected.

Over the past 25 years, while working with our DSM customers, we have learned how you run strong businesses. Our focus has expanded from helping with dispatch and office operations, to creating more efficiency in the field. Now, with DSM Mobile 2.0, you can require through the workflow process, electronic Truck Inspections, Job Safety Analysis forms, Exposure Compliance along with any paperwork that you are currently trying to collect from the field. From the operator's mobile device, all of this information can be captured in real time and will flow back into DSM for review. It reduces the wasted time turning in paperwork, chatting with dispatch and provides them with the best information about what to do on the job. I have written a white paper with more detail on how this technology works and can enhance your business – [click here to take a look](#), also watch our [brief introduction to Mobile 2.0 here](#).

2019 also brings more flexible and easier pricing options to our DSM customers. We are offering simplified 'all inclusive' DSM Cloud with Mobile access pricing which can be paid on an annual, 6-month or even monthly basis. Please take an opportunity to speak with our sales staff to understand the value that this very competitive and simplified pricing can offer you.

DSM is large and can be overwhelming. Please let us help your business prosper by reaching out for training, Q&A sessions, or any help you need – we are here for you! Most importantly, my staff and I thank you for your and business. We wish you all a very happy, healthy and prosperous New Year and a peaceful holiday season.

*~ Charlie Warrell, President and CEO*

### **World of Concrete 2019, January 22–25, Booth #N414 – Let us know if you will be there!**

We'll be there and anxious to see you in person. Please make it a point to come see us. We'll be prepared to show you what's new, answer questions and help you plan to get the most out of DSM for 2019. Call us and schedule some time with us in advance! 801-572-3570 #1



## DSM Mobile 2.0 is what everyone's been asking for and it is available now!



- ✓ **Mobile access to jobs for field personnel**
- ✓ **Field based work ticket completion with work flow management to assure everything gets completed and collected in real time.**
- ✓ **Customizable job forms such as truck inspections, JSA's, & exposure compliance.**
- ✓ **Customer sign off and receipt**
- ✓ **Google Maps location for trucks and jobs**
- ✓ **Job photo uploads and downloads**

Check out the [Video](#), [Charlie's White Paper](#) or call us for a custom tailored demo 80-572-3570 #1.

## Configuring Email and texting

We are reaching out to all our DSM customers to review that your email and text configurations are optimized to ensure your communications are received. In the past, we have allowed customers to send emails through our email server. Changes in the industry to reduce spam make this process problematic but we have the solutions for you.



- ✓ You must use your own SMTP server for email or use the MAPI (MS Outlook) option for texting operators. If you are texting operators and using either Peak Software's SMTP server or the HTTP Mail option, you will have trouble sending texts sent to some providers. It will look like they went through but your tech will never receive them.
- ✓ Emailing Customers with Gmail or Yahoo accounts will not be able to receive email unless you are using MAPI or your own SMTP server. Contact Peak Technical Support if you have questions or need help.
- ✓ DSM now has an upgraded email client that will allow you to connect directly to almost any email server your using including the popular Office 365 hosted email server.

This can be confusing, call us for assistance!

## Recent DSM Enhancements for SQL and Cloud versions



At Peak we always try to strike the right balance of adding new features while keeping the software simple and familiar to our loyal customers. The amount of development poured into DSM this year has been extensive.

From Major items such as DSM Mobile 2.0 to the multitude of productivity enhancements such as generating an email with all overdue invoices in one sweep, we were busy. With our new Dynamic IP Addressing support, you can use your laptop or surface pro to access DSM from home or the road giving you the freedom you need. Check out this list of enhancements:

## DSM Enhancements launched with recent application updates

### Be sure you are keeping your DSM SQL updated by downloading application updates for the latest features!

Below are recent changes to DSM SQL/Cloud that were included in Application updates and the associated notes over the past few months. App Notes are located in DSM under HELP>Application Information and click on View Release Notes for current or prior application versions.

- On-Time Performance Report: tallies the number of on-time arrivals where arrival time is on or before a job time.
- Payment entry: A scan option has been added so you can scan copies of the checks if desired.
- Jobsite Zip Code: A field for the jobsite zip code has been added to the Orders screen, it can be set as mandatory.
- Work Type Definition: you can now automatically print a PDF file with an order for a given work type.
- DSM Open Service Record Screen: Created By (person who created the order) added as a filter
- Service By Truck or Equipment Report: Created By (person who created the order) added as a filter
- Printing Invoices: DSM now allows you to print or email multiple invoices at the same time.
- Document Management: Filters have been added to the Orders, Job Ticket, Job Site and Customer screens. A new Copy button which puts a copy of the file contained in DSM onto the Windows clipboard. A Search button was added to the Document Management tab which allows you to search files in that screen.
- Orders Screen / Multi Day Tab: A Switch To Highlighted Job button has been added to allow you to simply change to any job in the billing group without leaving the billing screen
- Orders Screen / Multi Day Tab: When duplicating a job, an option has been added to duplicate documents.
- Orders Screen: A Job Ticket button has been added to the bottom of the Orders Screen
- Orders Screen: A worked Ordered By Phone # has been added, you will need to contact Peak Software to have it added to your Job Order if you want it to print a customized version
- Find Order: An option has been added under Action / Find a Job Order to call the finder screen.
- Off Work Report: The off work code category has been enhanced so you can select multiple categories without having to select all.
- Dynamic IP Address Authentication: An internal change has been made which will allow an automated process for dynamically allowing IP addresses into our Firewall for Cloud customers. It also will allow you to use your laptop from home or at any location without needing the Parallel's component. This also provides better security.
- Financial Account Details Screen: A Print Notes button was added to the collections to print out the collection notes.
- New Spell Checker: DSM now has a new Spell Checker, which is faster and more robust.
- PO Items: An enhancement has been made that when adding a diamond blade to a PO, the blades size now prints.
- Invoice Numbering: An option has been added for Multi Company configurations that allows a single invoice sequence. This option is found under File / Administration / System Configuration.