

intelec-tual pursuits

The newsletter for Intelec users

Summer 2007

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The executive summary of our Newsletter

For our busy executives, here is a summary of our brand new newsletter. There is a more detailed format, recommended for those who work closely with Intelec.

- Our first technology conference was held in May and proved to be very successful. update was completed. Interesting, new product plans were discussed. Our main user conference is planned for January 2008.
- Version 8.2 is now being installed. It has been well received and has some very exciting features.
- We have had some problems with data encryption. This only pertained to the older version of the IBM operating system. These issues have been addressed. Our technical team should contact you shortly.
- We have code that supports the new versions of the UB04 and 1500. These are available now.
- Quantrax will be testing a new graphical User interface for all collector operations. This a complete rewrite of the collector experience. Everyone who has seen it is very excited!
- Our new, web-based collector training modules will be available in June. These have also been well received by those who have been asked to review them.
- Quantrax's scoring product has been improved and tested at many companies. It is a wonderful opportunity for companies to cut costs and be more productive.
- We will be offering short training programs on a variety of topics, though WebEx presentations.
- We have a plan for version 8.3 of Intelec, which is planned for the first quarter of 2008. Details are on our web site.
- Quantrax will be offering its clients batch skip-tracing services based on its partnership with Capital Management

Quantrax brings you competitive batch skip tracing



Quantrax is pleased to be able to take advantage of its client base to bring you discounted batch search options for phone numbers, addresses, bankruptcy and deceased data.

These features will be offered though our partner Center One, a subsidiary of Capital Management Services, of Buffalo, New York. This partnership offers -

- Economical batch searches
- A standard base interface

More information is available in this issue.

services. Advantage to you? Base interfaces and lower skip-tracing costs.

- Quantrax's partnership with Capital Management Services in a manual skip-tracing operation based in Sri Lanka has now worked over 5 million accounts in a 2 year period! They have over 100 people and a significant portion of the Intelc client base now uses this service.
- Quantrax also provides operational support through its offshore location. We have been supporting some large clients and can offer AS/400-Intelec operations to all our clients.
- We continue to invest in support tool, We have some exciting new options including on-line chat for support and programming.
- Electronic Payment Provides (EPP) continues to provide Quantrax clients with exciting automation tools for processing paperless checks and credit cards.
- In our newsletter, we have included some useful technical tips for our users.
- Many of you contributed to Ranjan's call for help when the Tsunami of a few years ago that killed over 40,000 people in Sri Lanka. That money is finally being put to good use. All running costs for 35 children and staff at a girl's orphanage are being paid for with those funds, and will be continued for a long time. ❄

A message from Ranjan

THE QUANTRAX TEAM continues to focus on helping our clients utilize Intelc in more interesting and productive ways. I am happy to say that the last 6 months have been a very productive period for Quantrax.



A happy "local" team

We are also committed to delivering the best support in the industry, at the lowest cost. The present cost of Intelc now reflects its true value and we are also happy to have only raised our support fees twice in the life of the product (17 years). Under those circumstances, you should feel that it is more than fair for us to announce a price increase for support, starting 2008. Support fees will go up from \$550 a month to \$600 a month from January 1st, 2008.

Many of you may have noticed some management changes within Quantrax. If you weren't aware of the changes, we hope that you have felt the positive impact of some of those changes. Pat has adapted well to his new role, directing much of our operational and relationship strategy.

The technical team continues to grow from the Sri Lanka office. Tharshan was recently appointed Manager of operations. He has played a key role in a period where we converted our clients to Version 8.0, and have had more activity than in any prior period in the life of Quantrax. Software development is always challenging and will always be a

"people" industry. Developing and retaining good people is a great challenge, closely followed by the difficulty of having good communication between user and programmer! The Q2 office (what it is often called) would not be what it is without Nafaiz, who most of you have worked with at some time. We are very happy to have two people with the experience and skills of Tharshan and Nafaiz on our team.

Michelle has been a great addition to the Quantrax team. She, like many at Quantrax, plays multiple roles and has been a great help in assisting with some of the administrative issues that come up from time to time.

In the coming months, we will continue to work closely with all of you.

You can expect:

- Proactive communication from our support team
- The delivery of our new web-based training modules
- New training courses that will be conducted using WebEx
- A newly designed reports manual

Some of you have asked about our next user conference. We believe that meetings about 8 months apart would be very practical, and we will work on planning the next meeting for around January of 2008. We expect to be well on our way to completing Version 8.3 by that time.

Thank you for continuing to support our efforts. We continue to do what we can to be different from our competitors. As we talked about at our meeting, breaking through against the major players is a formidable challenge. Fortunately, it has nothing to do with the quality of our products. We believe that our technology is vastly superior and we will continue to invest in the research that has helped us stay ahead.

Ranjan ❄