

# THE SCRIPT

## Summer Issue



### Special points of interest:

- DR DAS continues to add staff to support the growing customer base.
- XML Reporter with Schema 3.0 support is being used by customers for AQS submissions.
- The Integration of GoToAssist and how it effects you.
- MaintainView is officially available for purchase.

### Look Inside this issue for what's new with:

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## News at DR DAS

With summer upon us, Granville's 4th of July party upcoming and a great first 6 months of 2016 behind us, the office is in good spirits and enjoying the wonderful weather. Spring cleaning came a little bit late for some employees, however. In June an overly aggressive cleanup at the Downs household resulted in an almost unrecognizable Nathan: transforming him from Winter's Mountain Man to Spring's Mr. Clean. Some clients are wondering if DR DAS hires teenage interns. It should be noted, though, that the beard is already on its way back.

This newsletter marks the return after a one year delay in our quarterly release schedule. Its just seemed there was always another project to work on or a



Winter

support issue to attend to.

Inside this issue we are presenting a number of important changes to our service delivery and software update procedures. These will focus on making the user experience with software updates from Envitech and DR DAS be well defined and easy to implement.

Among the changes are a new Technical Support platform (GoToAssist) which



Spring

has been fully implemented and is enhancing the service we offer to our customers (page 3). We also adopted a revised Envista ARM test procedure (page 3). This gives users the ability to obtain short term patches as well as major product releases.

We hope you enjoy this issue. Please give us suggestions for future newsletter issues by e-mailing [support@dr-das.com](mailto:support@dr-das.com).

## Event Announcement

### Silver Sponsor of the National Ambient Air Monitoring Conference

St. Louis, Missouri  
August 8-11, 2016

The National Air Monitoring Conference is put on by US EPA in conjunction with the National Association of Clean Air Agencies (NACAA). Air quality staff involved with operating, planning, or managing air monitoring networks and reporting data to AQS, AIRNOW, and other users will be attending. Please visit with Andrew and Nathan at Booth 53 where you can learn about implementation of the new Ozone AQI and daily maximum compliance calculations in Envista ARM and Envista Web Edition, advances in XML Reporter's AQS reporting plus the exciting release of MaintainView.

## XML Reporter Updates

XML Reporter has been enhanced over the past 3 months since DR DAS's newest staff programmer, Jean-Marc Carbonneau, has taken over its responsibility. He has been checking existing features, enhancing performance and adding features. Including Oracle support.

Some of the biggest advances that have been made are in the Report Creation Tab.

When the user Selects and Saves the Stations and Monitors to be included in an AQS "Report" it now checks to see if the selected

stations and monitors has the correct metadata information available to support the AQS data submission. If it does it will color the selection green. Problems are colored red. I also creates an error log file detailing the type of

metadata before the Save can be successful.

Users may notice that XML Reporter now loads ten times faster than previously. The process has been greatly streamlined.

XML reporter will now also

work with a future version of Envista (Version 8) as well as the current Version 7 release. Version 8 will have more efficient structure for QA data tables.

Another new feature is that selection of a station in Report Viewer updates the substances included in the Report.

**Envista ARM Test Procedures now test each version of a program rather than just quarterly on the entire suite of programs.**

**Contact us at support@dr-das.com for a copy of the test sheet that you may review. We welcome your contributions!**

## Envista ARM Test Procedure Update (Effective July 31)

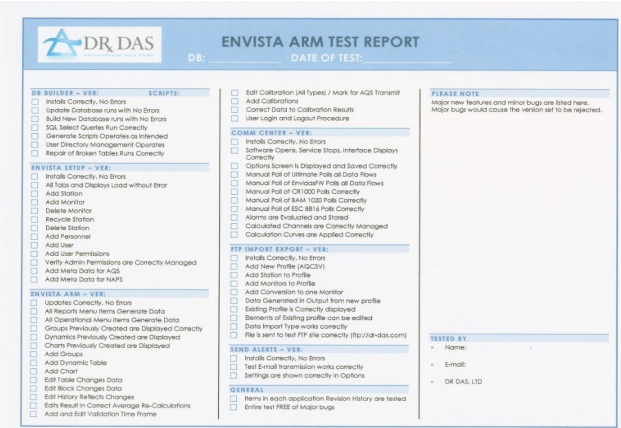
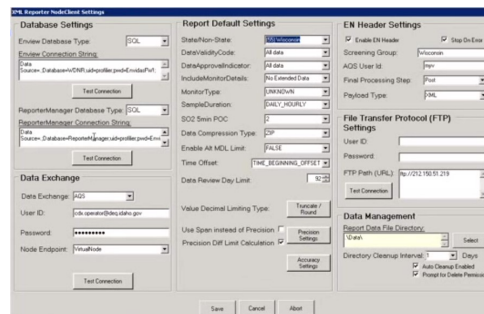
In the last issue of The Script we showcased a new standard in our industry for test transparency: A test process that provides documentation to the end user organizations that effectively supports their internal Development, UAT and Production deployment of the latest and greatest versions of Envista ARM.

As we began an internal review of the process, we decided to refine the process before launching. This process has taken longer than anticipated.

Rather than quarterly tests we will be doing tests of the entire suite when a new version of the database

management tool, DB Builder, comes out. DB Builder makes changes in the Envista database structures warranting testing of all of Envista. Absent a new DB Builder release we will test each program individually. This process refinement will allow end users to more

readily access break fixes and enhancements that are desirable for immediate installation rather than waiting a full quarter for Suite release. This process will also allow us to make releases of individual programs available if no database changes are needed.



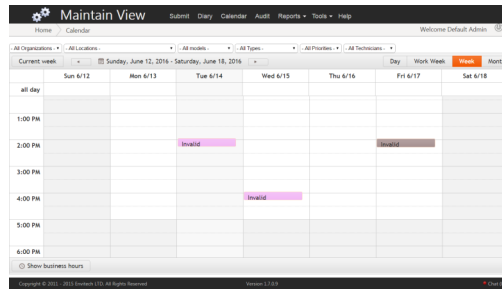
## MaintainView – Now Available For Sale

MaintainView is an Envista ARM add-on developed by Envitech LTD and has been used in Israel at major monitoring programs for more than four years. After approximately two years of evaluation, testing and enhancements by us we are recommending this product to meet the needs of our North American customers. MaintainView is now available for sale.

MaintainView is currently installed in conjunction with an ongoing project that we have with Wisconsin DNR. It

is also in use with Canada's multi year intensive Near Road Monitoring program.

MaintainView is web based and feature rich. It supports inventory management, calibration and audit entry and a service request system to document scheduled and as needed maintenance work performed at with the monitoring network, labs and support offices.



Demos are available upon request and a webinar of features is available on our site. DR DAS will be announcing a new MaintainView Webinar in the near future including new features added in response to input from our customers.

**Want a Demo? Contact: [Support@DR-DAS.com](mailto:Support@DR-DAS.com)!**

## GoToAssist Debut

GoToAssist, a Citrix web based technical support system is the new IT Service Management tool at DR DAS. After using GoToAssist for several months the DR DAS staff is committed to using this support solution to better develop a knowledgebase and self help tools that are available 24x7 to customers and help us deliver accurate, consistent and rapid support.

The previous IT Service Management tool was SysAid which had many beneficial features. But GoToAssist is far superior in ease of use, support event tracking and content delivery.

It has three primary features that make it the best option

for us. The first feature is it's remote connection capabilities. A customer needing support can connect to GoToAssist and enter a code issue by DR DAS support which will allow us to review the customer's issue on the machine running the software. Customers can enable GoToAssist to allow us unattended access so we can continue support even if the customer cannot be present in the GoToAssist session.

Another great feature is the ticket support system. It efficiently organizes and manages every ticket submitted. It shows our staff the users' requests in a clear and easy to manage fashion. Tickets can be assigned to the

appropriate employee with ease and later be escalated/ transferred to a different support specialist without confusion to our customers. Resolved tickets are archived and become part of a searchable database resource for assisting customers with the same issue.

But the best feature of GoToAssist is it's amazing "Knowledge Base". It is built off the resolved tickets and includes the products manuals and tech notes developed on a multitude of product and IT topics related to implementation of DR DAS products. Using an account login users can search for answers on their own.



MaintainView has many features to support your environmental monitoring network, including equipment inventory and a ticket system for your internal service and QA activities.

**If you don't have a GoToAssist account you can request one by e-mailing [gotoassistsignup@dr-das.com](mailto:gotoassistsignup@dr-das.com). This also provides access to our Knowledge Base!**



**DR DAS implements GoToAssist by Citrix to host a new knowledge base and ticket system offering superior support tools and offering a better support delivery experience to our customers.**



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### **Your Prescription for Quality Data.**



**DRDAS1**



**1drdas**



**drdas\_1**

DR DAS LTD is a Veteran owned, Ohio small business. Established in 1996 we have been the exclusive North and Central American distributor of Envitech Ltd. products since 1997. Envitech Ltd. is the leading global supplier of continuous environmental data collection monitoring software called Envista Air Resources Manager (ARM) As the North American distributor for Envitech Ltd for 15 years, DR DAS has assisted many organizations in the process of modernizing their monitoring operations through implementation of Envitech software.

Business activities support modernization of monitoring programs in the environmental, safety and quality domains. The solutions offered by DR DAS leverage advances in IT and instrumentation to offer its customers software tools, service and training that reduces operations and maintenance costs while enhancing data quality. We also develop additional software components (Add-Ins) to meet Federal, State and local requirements of our customers if these specific features are not available within the Envista system.

Projects undertaken by DR DAS LTD can be in any application involving data collection, analysis, modeling and reporting. Monitoring project experience includes Ambient Air, Meteorology, Emissions, Water, Noise and Radiation

Whether your organization is considering a network overhaul of just needs to accomplish a special project our staff have the experience and knowledge to assist. Because we work every day with the instrumentation used in environmental monitoring we are the best equipped resource to answer the questions related to instruments and their communications and data acquisition capabilities. Our extensive library included all product manuals, support software and 100's of Tech notes and White papers that can assist the monitoring community.

## **WinForms Application Programmer**

Jean-Marc Carboneau is the newest employee at DR DAS. Originating from Canada he comes from a long line of technical minded people. His father is a Systems Specialist and instilled a love for methodical thinking and problem solving in Jean-Marc from a young age.

He and his family moved to the United States in 1998 and Jean Marc enjoys dual citizenship with Canada. His Canadian background has lent well to the communication between DR DAS and its French-Canadian clients.

Jean-Marc's initial tasks were related at developing internal tools to assist in



product support. He was the mastermind behind DR DAS's Envista Complete Installer Package. This is the

program that can connect to the DR DAS FTP site, download the latest

versions and then will check the target machine for currently installed versions. It then assists the user in updating the entire Envista suite. It has been very successful in making the update process easier for our clients and we are all very glad of that!

Jean-Marc is now the lead programmer on XML Reporter taking over from our contractor. You can read about XML Reporter progress on page 2 of the newsletter.

### **DR DAS LTD**

#### **Policies**

DR DAS's additional year of Technical Support for the use of EnvidasFW ended June 5 2016.

For information and quotations on Envidas Ultimate please contact [support@dr-das.com](mailto:support@dr-das.com).

Technical support will be provided to assist customers in their migration to Envidas Ultimate.