

Results of the Holleran 2011 Satisfaction Survey

Thanks to all of you for taking the time to complete the Holleran Survey this summer. Holleran has been serving the Senior Living field for two decades providing assessments and surveys to many not-for-profit providers in the country. I appreciate your feedback and comments. Your input matters and it has enabled me to gain insight into several support areas we need to focus on to improve our service.

The Holleran Survey yielded 1,423 responses. Your overall satisfaction level rating with the support you receive from Prelude was 82%. According to the survey rating levels, 82% of you believe you are receiving good to excellent support.

The highest rating of 90% was received for the level of professionalism exhibited while solving your issues or concerns. Timeliness and competency while solving issues was rated at 85%.

The lowest satisfaction rating was for system performance. Only 65% of you are satisfied with the speed of the system. Obviously, this rating caught my attention, and I initiated a thorough review of our infrastructure and network usage during the last several months.

Several key factors affecting resource usage were identified:

- Explosive growth of Internet usage
- The number of new business applications accessed through



From the Desk of Dennis Stufft, CEO

the Internet that are hosted by the software vendor

- Large amounts of system resources consumed by e-mail
- Aging software nearing the end of its useful life
- Implementation of online training software that uses video and sound

We are also reviewing the number of smart phones and a variety of other wireless devices connecting to a facility Wi-Fi. The number of these types of devices connecting to the network increased significantly within the last year.

To improve network performance, we need to adjust how the Internet is being accessed. We have started to separate routine Internet access (browsing, research) from network access to business applications and e-mail located at Prelude. This change will take several months to complete for all locations. Some facility Internet connection speeds will also need to be upgraded.

All clients are evaluating or implementing email retention policies due to regulatory requirements. This change will help to reduce the amount of system resources consumed when there are limits set for how long e-mail can be saved.

The Holleran Survey results also identified the need to review how Prelude can improve our Help Desk service. We will be announcing some procedural changes within a few months. Online training sessions and information will be provided before these changes are implemented. We believe these changes will make a difference.

Again, thank you for the feedback and comments you shared in the Survey. I assure you this information will help us implement a number of beneficial changes. I appreciate your willingness to share information that will make your IT systems even better.

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What is Microsoft SharePoint 2010 and how can it be used?



Microsoft Office SharePoint provides a single, integrated environment to manage internal (intranet) and external (Internet) applications in your company. It is well integrated with Microsoft Office products and browsers and can be customized to meet each organization's specific needs.

SharePoint features and capabilities include:

A Secure and private Content management system:

- A collection of user friendly procedures designed to improve and ease collaboration among many users. Employees can easily share, store and retrieve data based on user roles and access control. One of its primary advantages includes version control. When a document is updated, the version level increases, identifying every small change made to a file. Earlier versions can easily be restored if needed.
- "Central" documents can be created so all team members, clients, and/or partners are able to work on the same document and make changes. Users can then sync back to the "central" document and have all edits merged into that single document. The ability to 'require check-out' for a document is also available, preventing users from making changes to a document at the same time, avoiding duplication and/or conflicts.
- SharePoint can be used to store, manage and share various content, such as picture slide shows over the network.
- **Search engine functionality** has been greatly improved in SharePoint 2010. For each search word given, it searches for related keywords. Documents can be tagged with keywords or ratings. If users are searching for a common

document, they can find whatever they want very quickly. Users can also search multiple systems where results are returned in a single, easy-to-use interface understandable by anyone familiar with internet search engines. People search capabilities enable users to connect to subject matter experts.

- **Records Management** – SharePoint can be used to manage records with simple or complex policies that have to comply with business needs/rules or regulations.
- SharePoint can be a **business intelligence front-end** with dashboards, charting and graphical capabilities, often created using pivot tables in Excel extracting data from a range of sources both internal and external (in the cloud). You can create an interface layer to a data warehouse that stores a large amount of information which can be easily analyzed without being overwhelmed. It can be used for business process automation and simplifying data entry through the workflow and electronic forms capabilities. Workflows also enable assignments to be made to team members, and automatically notify them that they have a new task. Alerts are sent when there have been task updates.

Project Management Foundation:

- SharePoint can be a complete project management solution using Microsoft Project. Projects can also be linked to related documents.
- Sharepoint can be used to **organize large events** as well as store related documents, assigned tasks, and generally post anything and everything related to the events. It also integrates with Outlook.

- Project dashboards can be created for common project details, documents, tasks, issues, calendars and risks, and changes can be viewed and filtered.
- SharePoint can be used as a **business networking solution**: Co-Workers can connect with others through user profiles, my sites and people search. A private company blog can be created to communicate and share ideas with your team that's viewable only by those you give access to.
- Can be used as a **company scheduling tool** for things such as vacations and vehicle reservations.

Because SharePoint is used frequently by many users, it's important to have a structured plan for implementation and to monitor it regularly for organization, file size and usage so that it doesn't become difficult to use. Understanding business needs and requirements will help you know how SharePoint can help you meet these requirements.

If you are interested in learning more about SharePoint 2010, or would like to see a demonstration of the usability and functionality of SharePoint 2010, please contact your Account Manager.



Pictured L to R, row 1: Huw Powis, Todd Younkin, Aaron Zercher
Pictured L to R, row 2: Jennafer Schuler, Matt Combs, Cody Neff and Wendy Shumaker

Meet the Prelude Helpdesk:

The Prelude helpdesk team is your first point of contact when calling Prelude at (800)579-1047. Their mission is to provide excellent customer service while troubleshooting or resolving your issue. If they are unable to resolve your issue, it is escalated to second level. Their goal is to resolve 70-75% of your requests on initial contact.

The Helpdesk looks forward to working with you.

Prelude Welcomes..... The Ohio Masonic Home organization.

Events

Midwest Care Alliance Show
Columbus, Ohio November 1-3, 2011

Prelude Provides the following Services

- * Consulting Services
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- * Software Development
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