



THE PIONEER EXCHANGE

January 2011

Pioneer Technology Group wishes you a happy and prosperous New Year. We look forward to continuing to serve your Real Property Petition, Tourist Development Tax and Court Case Management needs.

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Our Customers

Florida

Bay County
Okaloosa County
St. Johns County
Pinellas County
Orange County
Polk County
St. Lucie County
Hillsborough County
Nassau County
Lee County

Looking Back on a Successful Year



Another year has come to a close and as we look back at 2010, it may well be that it is remembered as one of the toughest economic environments since the great depression. All have suffered financial setbacks and been affected by these trying times. It has been no different here at Pioneer.

Yet, we have much for which to be thankful. Because of the creativity of our customers and associates at Pioneer, our product lines - led by Benchmark - grow stronger every day. Proof is in the adoption rate of our products by Clerks of the Court all around Florida. Currently, Benchmark is in twelve Counties, covering ten Circuits throughout the state. Axia, our Real Property tax petitioning pro-gram, is in 18 of Florida's largest Counties and processes over half of the real property petitions in the state. Yes, thanks to our loyal customers we have much for which to be thankful!

We are only just beginning! In this newsletter is an outline of some upcoming changes to Benchmark that we think you will find exciting. The software will continue to get better as the years go by, but we aren't stopping there. During 2010 we continued to strengthen our staff and have completely rewritten our procedures to better handle the complex requirements of servicing our court customers. Processes we use for installing and supporting Benchmark have been challenged and changed as a result of the things we have learned about court operations over the last

Indian River County
Manatee County
Sarasota County
Flagler County
Charlotte County
Citrus County
Broward County
Volusia County
Walton County
Palm Beach County
Brevard County
Santa Rosa County
Leon County
Levy County
Osceola County
Alabama
Montgomery
Hoover

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few years.

New products are also on the horizon. We are currently looking into several complimentary additions to Benchmark along with exciting new products targeted at the County Clerk. Announcements about these products will be made soon. We have also expanded our geographical footprint by signing the Hoover Alabama and Montgomery Alabama Municipal Courts.

So as we embark upon a new year, we take this opportunity to say how thankful we are for the customers and friends we have made along the way. We assure you that we will continue to work hard to make the Pioneer experience a good one. Best wishes for a prosperous year from all your friends at Pioneer Technology Group.

~ Steve T. Rumsey, President

The Axia Queue

2011 Axia Users Education Group

We say "THANKS" and "THANKS AGAIN" to all of our Axia customers for helping make the 2011 Users Group Educational Conference a great success. We had representation from fifteen counties, as well as additional information from several counties not in attendance. Ten technology staff had their own break-out session led by Derek and Ryan from PTG. Two PAO guests from Bay County joined us for the conference and were able to give us a good perspective from the Property Appraiser's side.

Discussion throughout the two days generated great ideas and recommendations for current procedures and future features. Time was also allotted for food and frivolity; and a good time was had by all at the Wednesday night dinner.

Look for a Tech Bulletin within the next few days for "Creating a new Database for 2011". During the first two weeks in February, the PTG staff will be following up with implementation to ensure that everyone is prepared for the 2011 Tax Cycle when it begins. Our target date for pushing out a mini-release to customers is March 15, 2011.

~Ann Richards



Taxfoolery

A taxpayer received a strongly worded "second notice" that his taxes were overdue. Hastening to the collector's office, he paid his bill, saying apologetically that he had overlooked the first notice.

"Oh," confided the collector with a smile, "we don't send out first notices. We have found that the second notices are more effective."

The Benchmark Docket

Forging Ahead with YOU in Mind

Thank you for your continued support and product usage throughout 2010. We are proud of the product development progress the Pioneer Technology Group team made last year. The Benchmark product saw a considerable amount of features and refinements, many of which were the direct result of your input. This trend will continue in 2011. The Benchmark client improvements will include such items as; improved workflow, electronic document routing/manipulation, data exchange interfaces, and improved product reliability and performance.



The new Benchmark Website will continue to evolve also. Our goals include improvement of the End User experience with special emphasis on serving Judicial needs and providing a more customized Web experience for third party agencies and secure users. We anticipate significant traction with E-Filing in 2011 and are working to insure that process will operate seamlessly whether the filings are submitted via the Statewide portal or the Benchmark Website.

A new In Court Processing product will be introduced in 2011. This product is a complete rework of the present model and will offer key features such as; touch screen capability, document generation/routing, sentencing, hearing scheduling and disposal, and active process generation. The new product is presently in the "Alpha" development stage. As development progresses we will provide several overview sessions via WebEx to gather additional feedback. As the "Beta" model is completed, it will be offered for customers to run in internal test

environments and provide additional feedback for completion of the final production model. This process will most likely span the first half of 2011. We shall keep you posted on our progress as significant milestones are accomplished.

Operationally, we continue to improve our support and implementation processes. This will be prominently reflected in our release routine. Expect production releases on approximately a 60-day cycle. Our goal is to decelerate releases so more time may be spent on testing and remediation. This will result in a more solid production product.

~ Chris Stewart, Executive Vice President



Gavel Drops

Improving Your Benchmark Experience

Did you know that...

- A history of all cases for a particular defendant may be viewed by clicking the "Case History" icon from within one of the defendant's cases?
- Any case in the Case History window may be opened from within that window.

Courtoons



Q: How old is your son -- the one living with you?

A: Thirty-eight or thirty-five, I can't remember which.

Q: How long has he lived with you?

A: Forty-five years

Meet the Pioneers



Pat Dooley - The Voice of Pioneer

If you've ever called the PTG home office you have undoubtedly spoken with Pat. We thought it fitting that she be the first Pioneer to be profiled in the first newsletter since hers is usually the first voice that is heard. Now, you will be able to put a face with that always pleasant voice.

PTG inherited Pat when Records Management Systems was purchased in April, 2008, after Records Management Systems became Pioneer Records Management, a subsidiary of PTG. She came to work at PTG about 1 ½ years ago. Pat says that she enjoys being able to talk with all of our customers, especially when she is able to brighten their day by bringing smiles to their faces.

About Pat, her supervisor says, "One of the fundamental principles at Pioneer Technology Group is to provide live response to our valued customers. Through the years, Pat's dedication, determination and discipline has set the standard for unprecedented customer service. She has grown to become well respected as the 'Voice of Pioneer'."

Employees of the Month

December - Jeff Reichert and Emily Ball

January - Manuel Ajoy

If you have questions about this newsletter, please send an email with your questions to news@ptghome.com.

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