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President's Message:

On behalf of all the staff at Enghouse, I would like to wish all our clients and readers a Happy and Prosperous New Year. I would also like to thank you for your continued support of CableCad, GeoNet, APD, and NetWORKS. It is greatly appreciated and reciprocated by our assurance of commitment to you, our customers.

2002 saw the launch of our new NetWORKS product and 2003 we added to that portfolio: CoaxWORKS, CopperWORKS, Structures Management, Engineering Design Management.

To those of our clients and staff who have contributed to this issue, I would like to extend my thanks for your participation. Engenuity is one of several communications vehicles we at Enghouse use to ensure that we are aware of your requirements. The annual Users Groups, client visits and direct, individual discussions are all complementary to our objective to learn from our customers as well as instill in our customers our commitment to our products.

Andrew Nellestyn PhD PEng  
President  
Enghouse Asset Management Division

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## CableCad

Enghouse Systems Limited is pleased to announce the release of CableCad 4.3 Release 1. This release addresses approximately 30 defects, and includes 2 enhancements regarding the overall usability of the 4.3 Suite. With this new release, CableCad 4.3 becomes one of the most stable platforms seen to date.

Following the release of CableCad 4.3 Release 1, Enghouse now sets its development focus on CableCad 4.4. Scheduled for 2004, CableCad 4.4 will include further enhancements to the transaction manager giving users more control over the mapping session as well as lowering the risk of data corruption. Also included in the 4.4 enhancement plan is the addition of Mr. SID support. Supporting this file type will greatly enhance the land base mapping capabilities of CableCad. Digital orthophotography has emerged as the principal choice for land base mapping of utilities in today's AM/FM/GIS allowing for the modernization of data collection methods with more complete and accurate information.

## Canadian User Group

Enghouse hosted another successful Canadian User Group Conference (our seventeenth conference) in November. The 2003 conference was held in the beautiful city of Niagara Falls. This year most of our southern CableCad clients were able to attend making for a great turnout.

On the itinerary for the conference was the release of CableCad 4.3 R1 as well as showcasing the prototype CableCad 4.4. Users had an opportunity to preview these new features and provide feedback on the enhancement list. This year we had four presentations from our user community: St. Catharines Hydro, Cogeco Cable, The Town of Wallingford, and ComPeters. All four presentations were very informative. Their

main focus was demonstrating how CableCad interacts with normal business process.

With a full agenda for the two day conference, little time remained to experience the beauty of the falls, but the "Oh Canada Eh?" dinner show on the Monday evening proved to be great entertainment and a relaxing way to meet and get to know our customers.

Chris Hale, from Halton Hills Hydro, had this to say: "I enjoyed the opportunity to meet with Enghouse staff and users to discuss the software, learn about upcoming changes to the CableCad software, and see how other companies are using the CableCad product in their daily operations. I certainly look forward to future events held by Enghouse."

Thank you to all everyone for coming to Niagara Falls. For more information on upcoming Enghouse User Group Conferences please contact Daphne Rodrigue at: [drodug@enghouse.com](mailto:drodug@enghouse.com).

## The Merging of Professional Services and Customer Support Services

In July of this year Keith Reid took over the responsibilities of both the Professional Service Group and the Customer Support Group. His main objective for PSO and CSS will be to maintain Enghouse's high level of customer service and to ensure your application requirements are being met.

Over the past six years Keith has had the privilege of working directly with most of our customers through either Customer Support or through the Professional Services group. Please feel free to contact Keith directly with any questions regarding your maintenance contract and/or application requirements related to your Enghouse investment at [kreid@enghouse.com](mailto:kreid@enghouse.com).

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## Comments from Our Customers:

### *Todd Weaver (Progress Energy)*

I would like to express my satisfaction of your Customer Service, Sales, and Professional Services Units. Progress Energy has been using the APD product since 1996 receiving all of its' customer service support from the Seattle Office. Since moving this responsibility to the Markham, Ontario location, Enghouse continues to deliver first class customer care. I admit I was a bit concerned when I first learned of this proposed change. Over this past year though having met and interfaced with new Enghouse staff members on new projects as well as user questions, Enghouse has demonstrated to me their commitment to the customer. I have received timely and complete responses to my inquiries.

### *Dirk Koops (PG&E)*

PG&E has been using the APD product for over 5 years, and has always been pleased with the product and the level of support we have received from Enghouse. During a recent onsite visit we were extremely satisfied with the training component provided to us by Enghouse. Their onsite instruction provided PG&E with a trained workforce that was able to immediately accomplish design work. Once at their workstations, all training obstacles or software issues were immediately corrected through 1-866-SPATIAL. We are very impressed that Enghouse understands that in our business, delays can be extremely crucial for our clients. We appreciate this attribute. The centralization of support in Canada is working well and to our satisfaction.

Technical Support is available Monday to Friday, from 8:30 a.m. to 6:00 p.m. (Eastern Time) by phone, fax or email.

Phone: 1-866-SPATIAL

Email: [techsupport@enghouse.com](mailto:techsupport@enghouse.com)

Fax: 905-946-3201

## Enghouse Systems Limited Introduces CoaxWORKS and NetWORKS 3.3 For ArcGIS 8.3

Markham, ON, Canada, December 15 2003 - Enghouse Systems Limited (TSX:ESL) is pleased to announce the release of **NetWORKS 3.3**. **NetWORKS 3.3** is the seventh major release of the **NetWORKS** product portfolio and is certified by Enghouse for ArcGIS 8.3.

Included in **NetWORKS 3.3** are numerous enhancements in the **CoaxWORKS** and **NetWORKS ISP** application modules. **CoaxWORKS** is the coax and CATV component of the **NetWORKS** product portfolio; offering network design, network inventory, and network management capabilities for outside plant and inside plant coax facilities. The **CoaxWORKS** end-to-end, bi-directional trace can trace a coax cable from any inside plant equipment to the customer termination point or from the customer back to the hub site. **NetWORKS ISP** compliments **CoaxWORKS** with the ability to model all rack mounted Hybrid-Fiber-Coax (HFC) equipment located at a point of presence or hub site.

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**CoaxWORKS** and **NetWORKS ISP** constitute Enghouse's continued expansion of its integrated **NetWORKS** product portfolio enhancing a communication company's ability to manage capacity, services, and assets for integrated fiber, copper, coax, wireless, and HFC networks.

*"GIS-based network engineering products provide significant benefits and a clear return-on-investment for telecoms. Enghouse shares our commitment to providing robust and scalable solutions for the telecom community. NetWORKS 3.3 enhances the value of ESRI's ArcGIS platform by addressing the Outside and Inside Plant needs of the communications industry. Accurately documenting this infrastructure is a vital task. ESRI and Enghouse are excited to be working together to make this a reality for telecom carriers",* says Nick Lindsay, Telecom Industry Specialist, ESRI.

**NetWORKS** meets the challenges Utility Telecoms, Municipal Telecoms, and Independent Telecoms are faced with in today's new market reality. Companies require organizational and information systems that provide continuous improvement in service quality, operational efficiency, network management, and data accessibility. Any company involved in the communication industry is confronted with a number of business issues including keeping a strong competitive position, protecting or replacing legacy systems, reducing operating costs while improving customer service and maintaining a high level of customer satisfaction. Key business drivers such as deregulation, liberalization, adoption of industry best practices, and increased customer expectations all drive the need to implement network management systems responsive to meeting these challenges. **NetWORKS** continues to expand in capability to address the network design and inventory needs of these companies.

For further information contact: Beth Martin at [sales@enghouse.com](mailto:sales@enghouse.com).

## Acquisitions 2003

Syntellect Inc., a division of Enghouse, acquired **Teloquent Communications Corporation** of Billerica, MA on December 10, 2003

Teloquent is a leading supplier of advanced contact center software, specializing in intelligent call routing, and live-agent assist solutions.

Stephen Sadler, Chairman & CEO of Enghouse said, "We are very pleased with the acquisition of Teloquent as their products complement ours nicely, and will give us an even stronger presence in this marketplace."

Steve Dodenhoff, President of Syntellect added, "The addition of the Teloquent multi-channel product line broadens our portfolio of solutions to improve the efficiency and effectiveness of call center operations. We are committed to adding value to the customer experience from self-service to live agent assist service. "