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 - Orlando, Florida, June 6-8, 2004

President's Message:

I am pleased to announce that Enghouse has been named ESRI Business Partner of the Year. Kudos go to the staff at Enghouse's Asset Management Division and AMD's oil and gas pipeline group, MOORE Resource Systems. I would be amiss in not recognizing the contributions made by our clients who have made many significant and timely suggestions regarding product and services direction. Your contributions have positioned Enghouse to address market requirements with quality, excellence, and responsiveness. Thanks also to our colleagues at ESRI Canada and ESRI Headquarters who have made this possible and who continue to work closely with us.

We will, of course, **continue to support and enhance our CableCad, GeoNet, and APD products** to complement our clients' needs.

This issue of **ENGENUITY** focuses on Professional Services and Support. We have expanded the Services

and Support Group under the able direction of Keith Reid to provide a host of additional offerings to include data conversion, integration, and management, application development, and training. I invite our readers to review and consider our offerings in these areas, as we believe they will add business and operational value to your organizations. Please contact Keith (kreid@enghouse.com) should you require further information.

We have made some organizational changes to reflect our growth and acquisition strategy by creating distinct and complementary operating divisions. Telecom, electric utility communications, electric distribution, CATV, and gas distribution now constitute the **Asset Management Division** of Enghouse (www.enghouse.com/amd/). The oil and gas pipeline information engineering group, **MOORE Resource Systems** (www.moorers.com) is part of the Asset Management Division. AMD is adding staff across the board to better serve our clients and the markets we address.

NetWORKS has been well received in the market segment NW serves and continues to increase market share. We have expanded our sales force and network of business partners and VARs.

Finally, Enghouse's strategy of growth organically and by acquisition, is progressing well. Our YE03 and Q1FY04 financial results reflect our success in these areas (www.enghouse.com). We would like to thank our clients for their contributions and continued interest and support.



Andrew Nellestyn PhD PEng
President



Enghouse Asset Management Division Named ESRI Business Partner of the Year

Enghouse Systems Limited's Asset Management Division is pleased to announce that it was given the "ESRI Business Partner of the Year" award at the ESRI Business Partner Conference in Palm Springs, California on March 6, 2004.

Andrew Nellestyn, President Enghouse Asset Management Division, stated; "We are very pleased and honoured to have been named ESRI Business Partner of the Year. This award recognizes the strong and long standing relationship, which exists between the two companies. Our status as an ESRI Development Partner and ESRI Business Partner complemented by ESRI Canada's status as an Enghouse reseller, is a reflection of the positive synergy between the two companies, and, more particularly, brings added business value to our respective clients."

President of ESRI Canada, Alex Miller, added "Enghouse has been an ESRI Canada business partner for many years. During this time, Enghouse has made significant strides in Canada with its suite of spatial information management products for the telecommunications, utilities, and oil and gas industry. Enghouse's NetWORKS, a leading network design application for the telecommunications industry, is built on ESRI technology. We look forward to working with Enghouse in the future."

Enghouse's PowerWORKS APD (Automated Plat Design) application for underground residential electric distribution design, and the more recently introduced enterprise NetWORKS application for network design, management, and capacity analysis (Copper, HFC, Cable TV, Wireless) were developed on ESRI's industry leading ArcGIS platform. Both PowerWORKS APD and NetWORKS have been widely acclaimed by the industry, as have Enghouse's CableCad and GeoNet GIS engines, and PipeWORKS, an oil and gas pipeline applications developed by Moore Resource Systems.

CableCad for ArcView Release 2.1

Enghouse Systems Limited is pleased to announce the release of CableCad for ArcView 2.1.

CableCad for ArcView is the ideal product for users seeking to share their CableCad data throughout the organization and enhancing their CableCad design and map production process. It provides CableCad users with advanced GIS capabilities, a CableCad to ESRI Shape File Translator, facility browse, attribute table query, facility search, plotting, and advanced tools to create high quality maps.

CableCad for ArcView lets users leverage their extensive investment in CableCad data by providing increased data sharing and additional GIS analysis capabilities.


Professional Services

Our team comprises of management and technical experts in:

- Geodatabase Services and Design
- GIS Application Development
- Project Management
- Training
- Telecommunications and Cable TV
- Oils and Gas Pipeline sector
- Data Management

They provide a wide range of consulting services such as ArcGIS geodatabase design, data conversion, migration, integration, customization, and training to Enghouse's CableCad, GeoNet, PowerWORKS, NetWORKS, and PipeWORKS clients as well as users of ESRI products.

Key to the successful deployment of a Professional Services project is the management of the project from inception to completion. Our customers are an integral part of the project and are consulted at each stage of the project lifecycle: project definition, project planning, monitoring, and closure. In order to effectively project manage and communicate ongoing progress, Enghouse AMD leverages a comprehensive suite of project management tools.



Enghouse AMD Professional Services is a seasoned team of professionals with project management, GIS, and industry expertise necessary to deliver solutions that meet our customer's requirements.

Data Conversion and Data Integration

Enghouse AMD provides a comprehensive suite of data conversion and data integration services that include conversion of attribute and graphical data from one electronic format to another, as well as conversion of original paper-based data into an electronic format.

From data conversion through application design, implementation, enterprise integration, training, and support, Enghouse is committed to the high standards of excellence required to ensure our solutions have maximum benefit for your company. Enghouse views data conversion as an essential component of the overall success of any implementation requiring strict attention to detail and accuracy.

Our approach to data conversion guarantees your data is secure. Enghouse leverages a comprehensive suite of proprietary and off-the-shelf data conversion and integration tools. All of our data conversion work is done in our own data conversion facility.

Conversion services include:

- Conversion from one electronic data format such as Microsoft Excel files, Microsoft Access files, ESRI shape files or AutoCAD drawing files to an Oracle, SQL Server, or ESRI Geodatabase.
- Paper-to-electronic vector conversion, which starts with original source data in paper format and results in a complete electronic data set in a database and data model that conforms to your requirements.
- Migration from one data model to another, or one version to another.
- Advice from our experienced staff on data structures to ensure you derive maximum value from converted data.

- Convert scanned paper maps or documents into a database or document management system.
- Acquisition and integration of source imagery (DOQQ or custom ortho-photography) and cultural / land base data (GDT, TIGER).
- Quality control on all converted data before delivery.
- Data delivery via scripts or VPN connection complete with manifest and audit trail.
- Oil and Gas Pipeline data addresses National Pipeline Mapping Submissions and similar submissions for the State of Texas and California.

Converting and managing spatial information is a challenge. Your information must be: meaningful throughout the enterprise, current and up-to-date, and in certain cases must conform to regulatory standards

Together with these requirements, your costs of data conversion and management must address your budget requirements. Enghouse AMD has developed the process and procedures to assist you in managing these challenges. Our track record speaks volumes: our clients praise us for our flexible, responsive, cost-effective approach.

Application Development

The Professional Services Group offers extensive application development options for a wide range of products and technologies. Using industry development standards, the professional services group is able to provide custom applications to a wide range of customers.

The professional services group was originally focused on building custom applications using the CableCad and GeoNet development tools. While the group continues to provide these services, the group skill set has expanded to meet the changing requirements of our client base. Today, the team has evolved into a competitive consulting department, ready to provide a high quality product in a straightforward, cost-effective, timely manner.

To date, the group has delivered products/projects that included the following technologies and platforms:

GIS platforms:

CableCad, GeoNet, ESRI, Microstation, AutoCad, ArcInfo, ArcGIS

Programming languages:

C, C++, Visual Studio, Visual Studio .NET, SNAP (CableCad/GeoNet), ArcObjects (ESRI), AML (ESRI), COM

Databases:

MS SQL, Oracle, Sybase, DB2, Access

Data Management

The Professional Services Group is pleased to introduce the new Data Management Program. This program was developed to meet the new and changing business requirements of our current customer base. The maintenance and modification of your network asset data has never been more important as companies strive for a strong competitive position, by reducing operating costs while improving customer service and maintaining a high level of customer satisfaction. To help our customers achieve this goal, the Data Management Program allows customers to focus on those tasks related their business by off-loading those technical duties required to support those business processes in the form of accurate consistent data.

To help manage your data and your AM/FM/GIS applications, the Data Management Program includes any/all of the components listed below. The program is unique in the sense that the customer can build any of these components into an existing maintenance program making for a truly flexible program offering.

- Installation/upgrade maintenance
- Database administration (NetWORKS)
- Data maintenance/cleanup (CableCad)
- Data synchronization (open points, customer records, etc.)
- Data model review/additions (CableCad)

Training

Enghouse trainers have extensive experience in the utility and telecommunication industries and adult-learning methodologies. The goal of

Training is to make you comfortable with our solutions, understand how it impacts your business, and be proud of the skills you have learned. Much of the success of products is due to our emphasis on creating an easy to learn and easy to use product that any individual with basic computer skills can handle. Training methods include instructor led class, training materials with detailed exercises, and extensive hands on practice. Training can be conducted at our premises or on-site.

Enghouse provides a wide variety of training courses to our customers. All training programs include course guides and product references that act as continual references for students after course completion.

Some of our training programs available are:

CableCad

- Introduction to CableCad
- Digitizing and Plotting
- CableCad Utilities
- CableCad Customization
- Records Manager
- CableCad UDC Training
- CableCad Active X

APD

- Introduction to APD
- APD Configure
- Plat Importer
- Plat Designer
- Cartographic Interpreter

NetWORKS

- NetWORKS Administration
- Fiber Management
- Structures Management
- Coax Management
- Work Order Management / Bill of Materials
- NetWORKS WEB

Should the current course outlines not meet your specific requirements, our training staff will work with you to build a customized program. This could be a combination of various items across different courses or even involve the development of training material for a completely new topic.

Comments by Our Customers:

The Town of Wallingford, Electric Division has been using Enghouse's CableCad software for over 10 years. From early on, our use of CableCad has extended well beyond the AM/FM system, through the integration of CableCad and Oracle. Two years ago, we successfully completed a project with Enghouse's PSO department that involved upgrading CableCad to the Windows platform, upgrading our Oracle database to the latest version and rewriting our C-Exits in Visual Basic. Following the success of the initial project, we again worked with Enghouse's PSO department to create a Work Order Manager tool (creates, reports and invoices work orders) and an accompanying Ledger Utility (manages labor hours/rates) as well a Pole Attachment Manager (stores and invoices on foreign pole attachments). Each project has been delivered on schedule, our change requests have been promptly addressed and we have been treated with professional courtesy throughout. We have been pleased with the success of our projects with Enghouse's PSO department and look forward to working with them in the future.

- Art Dutra, *Distribution Engineer*

Burlington Hydro has been a long-standing customer of Enghouse Systems, first implementing our GIS solution back in 1992. In 2003, Enghouse systems successfully completed a data migration on our behalf from the original UNIX based platform to a Windows solution. We were very impressed and pleased at how smoothly the entire project proceeded. The relationships that Keith and

his team have built with the staff of Burlington Hydro in the past 3 years, as well as the professionalism of the Enghouse Team is a credit to your company. - *Gerry Smallegange, P.Eng. Distribution Engineer*

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

Announcing the New Enghouse Asset Management Website

We are pleased to introduce our new Enghouse Asset Management Division website www.enghouse.com/amd. This website represents our continuing effort to provide our clients with up-to-date information regarding Enghouse, our products, and our services.

We have also added to the website a new "Customer Area" dedicated to the ongoing customer service requirements of our clients. This area includes information regarding professional service offerings, downloads, and technical product information.

While this area is still in the development stage, there are technical documents already posted to assist you with any technical support issues you might be experiencing. If the information you require does not currently reside on the "Customer Area" website, please send us an e-mail to have that information prepared and posted.

To access the "Customer Area" on the Asset Management website, select Services from the introduction screen. The Customer Login link will be located on the right of the banner.

If you have any questions or suggestions regarding the customer area, please feel free to contact Keith Reid directly (kreid@enghouse.com).



2004 CableCad User Group Meeting

***Orlando, Florida
June 6 – 8, 2004***

Please join us for two days of discussion and information.

Attendees will have the opportunity to meet with one another.
Discover the latest CableCad development initiatives.

Agenda

Sunday, June 6	7:00 p.m. – 9:00 p.m.	Welcome Reception
Monday, June 7	8:00 a.m. – 9:00 a.m. 9:00 a.m. – 3:30 p.m. 4:00 p.m.	Continental Breakfast General Session Fun at Disney
Tuesday, June 8	8:00 a.m. – 9:00 a.m. 9:00 a.m. – 3:30 p.m.	Continental Breakfast General Sessions

(Detailed itinerary to follow shortly)

Registration Fee: \$400 registration fee (US)
Registration Deadline: Friday, April 30th, 2004

RSVP: Daphne Rodrigue drodrigue@enghouse.com
Tel: 905.946.3222
Fax: 905.946.3201

Hotel: Walt Disney World Swan & Dolphin Hotel
Room rate: \$140.00 + taxes
Hotel Reservation: 800-227-1500
Reservation Deadline: Wednesday, Friday, May 5th, 2004