



Monthly Customer Mailing

January 2005

New Staff Members for the Dynix UK Support Team

The Dynix UK Support Team has been joined by two new members of staff during January and we are pleased to introduce them to you:

Hetal Shah joined us as Trainee Software Support Analyst on 24th January.



Hetal recently graduated from UWE in Bristol where she completed a BSc in Computing & Information Systems. Whilst at university, she gained invaluable experience working for the Business Support Team at House of Fraser.

Hetal enjoys a multi-tasking environment and finds customer support challenging and rewarding. Her outside interests include keeping fit, reading and socialising. She also enjoys watching films of diverse cultures.

Hetal is looking forward to a long and successful career here at Dynix.

David Lane is our newest member of staff, joining us on 31st January as Technical Support Analyst.

David has worked in library automation for seven years, most recently as an analyst with BiblioMondo.

He has wide-ranging support experience at all levels and is looking forward to using these skills in his new role with Dynix.



David lives in Luton with his family and is still hoping for snow there this winter so he can go sledging on the large hill near his house with his daughter!

Both Hetal and David will be based at the Dynix UK office in Chesham and we welcome them to the team!

New European Customer

Welcome to the College of Europe – Natolin Library who signed a contract at the end of December to install Horizon. Located in Warsaw, Natolin will be supported by the Dynix team here in the UK, as is their sister campus, the College of Europe located in Bruges, already an existing Horizon user.

We hope to install Natolin's system during April this year. Full press release details will be included in next month's mailing.

Log Reports and CSL Forms

Please find enclosed details of your current and open logs and logs completed since 4th January 2005. As usual, please check your Open Log Report and contact the Help Desk if any logs should be closed or updated. Your Customer Satisfaction Level form (CSL) is also enclosed and we would appreciate your feedback if your current CSL has changed.

Stirling goes live with Horizon

We are pleased to report that Stirling Public Libraries went live with Horizon on Monday 31st January.

Staff Contact Details

As there have been a number of staff changes at the Dynix UK office in recent months, we thought it would be useful to supply the customers we support with an up to date contact list. Job titles, email addresses and phone numbers are provided on the list enclosed with this mailing. Please pass on a copy to any of your colleagues who are also in regular contact with us.

EasyAsk 9.1 available for EIS

Enclosed with this month's mailing is a document from Ecqsis announcing the availability of a new version of EasyAsk for use with EIS. Please go through your usual sales channel at the Dynix UK office for further details