

## Tech Tip Tuesday—December 23, 2014

*by David Hirsch*

### Happy Holidays

The tech tip is on hiatus this week and next, but it doesn't mean that we have nothing to say.

On behalf of the entire Livery Coach team, we would like to thank you for your business and support in 2014, and we look forward to a productive 2015. We will begin a wider rollout of the new Livery Coach.net in 2015, with the goal to get most of you completely on the system by the end of next year. Keep in mind that the initial version of the new system uses the same database structure as the current architecture—which means that you can run a mix of “old” and “new” as we roll out the new system. More details will be forthcoming.

### Holiday Hours

We will be closing at 4pm Eastern time on Wednesday, December 24<sup>th</sup>. We will be closed all day on December 25, and OPEN normal business hours on Friday, December 26<sup>th</sup>, albeit with somewhat reduced staffing. As always, a technician will be on call 24/7 for EMERGENCY support, such as if your system is down.

### Important Notice

**In an effort to improve service, our service provider will be reconfiguring some servers and moving some of our production systems from one data center to another. They have advised us that the downtime could be up to 1 hour sometime between midnight and 2am Eastern Time on December 25<sup>th</sup> (very early Christmas Day), and potentially a 2<sup>nd</sup> hour sometime between midnight and 2am Eastern Time on December 26<sup>th</sup> (very early on the day after Christmas). This downtime will affect Livery to Livery, GDS/Groundspan, Mobile services (iChauffeur, iLivery) and Web Reservations (if Livery Coach hosts your site). We appreciate your understanding.**

### LCT Show in Las Vegas is around the corner

As usual, Livery Coach will be exhibiting in Las Vegas, and we will be having our annual users meeting the day before the show opens—which this year means on Sunday afternoon, March 15<sup>th</sup>. Exact time and location will be announced as the day gets closer, but if you're booking your travel early, please keep the meeting in mind.

Happy Holidays!