

Tech Tip Tuesday—September 6, 2016

by Chip Bowman

We're back!

Even though the Tech Tip has been on vacation the last month, we haven't—in fact, we've been hard at work continuing to develop the features you need and rely upon to run your business.

What is “LiveryCoach.net”, or “dot.net” anyway?

Plain and simple - Dot.net is Livery Coach. Period. Plain and simple....well maybe not so simple, and maybe not so plain anymore with all of the new features, but dot.net is Livery Coach, the back office system, with 100% of the features you've been using in the “old” (VB6) version, plus a bunch of cool new stuff.

Nearly 7 years ago we noticed that the development tools and languages we used to write software were being updated and replaced with newer, more powerful tools that would allow programmers to work more efficiently, as well as ensuring that programs would work on newer computers and operating systems. But we faced a dilemma: while we needed to transition our development team to the newer tools so we could remain a technology leader, we also had a robust, market-leading system with literally thousands of features....what should we do? While there is a school of thought that says just start over from scratch and write a new system, we rejected that approach because it would be very disruptive to our customers—they would have to learn everything again, train their staff, etc. etc.

Instead, we took the other approach—we essentially copied the old version, screen by screen, line by line, so that (to the extent possible) the new version looks and works the same way as old version. This meant that there was very little business disruption—the new version was compatible with the existing data structure, so transitioning is as easy as installing LiveryCoach.net and logging in. There is also a minimal learning curvemost users are able to get used to the new version within an hour or two of use, and we're also able to continue development of new features without waiting for all clients to complete their upgrade.

While the majority of our clients have had a smooth transition, there have been a few challenges along the way, most notably speed. Plain and simple (here we go again) LiveryCoach.net is not plain and simple....the enhanced aero graphics and more complex code mean the system requires more computing resources, particularly for users that are in a hosted environment. The good news is that we've been able to address the majority of these concerns, but nevertheless will continue to keep pressure on our development team to deliver a system that not only performs up to your expectations, but “wows” you. If you are experiencing any performance related issues, please don't hesitate to inform one of the support techs and arrange for a complimentary system analysis.

A note on hybrid transitions: during the initial upgrade phase we were able to easily support customers who wanted to make the transition department by department, moving users to the new version a few at a time. However as time has progressed, getting both versions to cooperate has become increasingly complex and is no longer practical. If you are currently running systems with both the “old” (VB6) and LiveryCoach.net versions, we strongly urge you to complete the transition as soon as possible.