

Tech Tip Tuesday—January 10, 2017

Happy New Year!

As we hang our new calendars and welcome the New Year, we can hear the chorus of mumbles and grumbles about time passing too quickly, vacation being too short, and the weather too cold. But there is good news! While you quietly slumbered, dreaming of an Uberless world, the Livery Coach team continued to work hard to make sure that our solutions remain the most robust, capable and flexible solutions in the industry.

To that end, we are happy to report that the vast majority of you are now running LiveryCoach.net, most of you exclusively. As we have mentioned in previous tech tips, the gap between the “old” LiveryCoach and LiveryCoach.net is ever increasing, and *we cannot guarantee compatibility between the two versions*. We strongly encourage you to get your staff to stop using the old version and complete the transition. If there are any specific features or functions in the “old” version that you are not seeing behave properly in the new version (we don’t think there are), then please let us know, so we can address them.

Livery Coach User Meeting in Las Vegas

As has become our tradition, Livery Coach will be having our annual users’ meeting in Las Vegas the Sunday before the LCT Show. This year, that means Sunday, March 12, 2017, at 2pm, at the Venetian in Delfino 4106 (Level 4, Foyer West).



Tech Tip Archive

We now have archived Tech Tips available online! Please visit www.liverycoach.com/TechTips/ if you want to see any past tech tip.

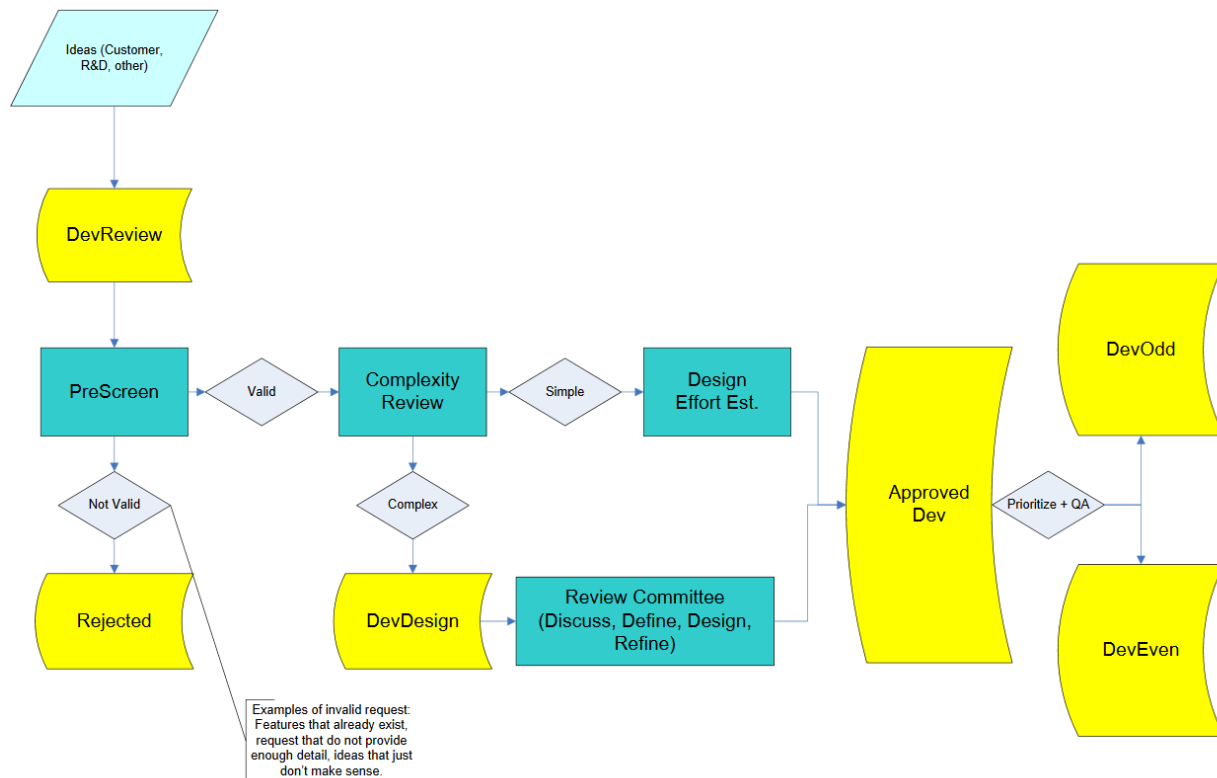
Scheduled Releases

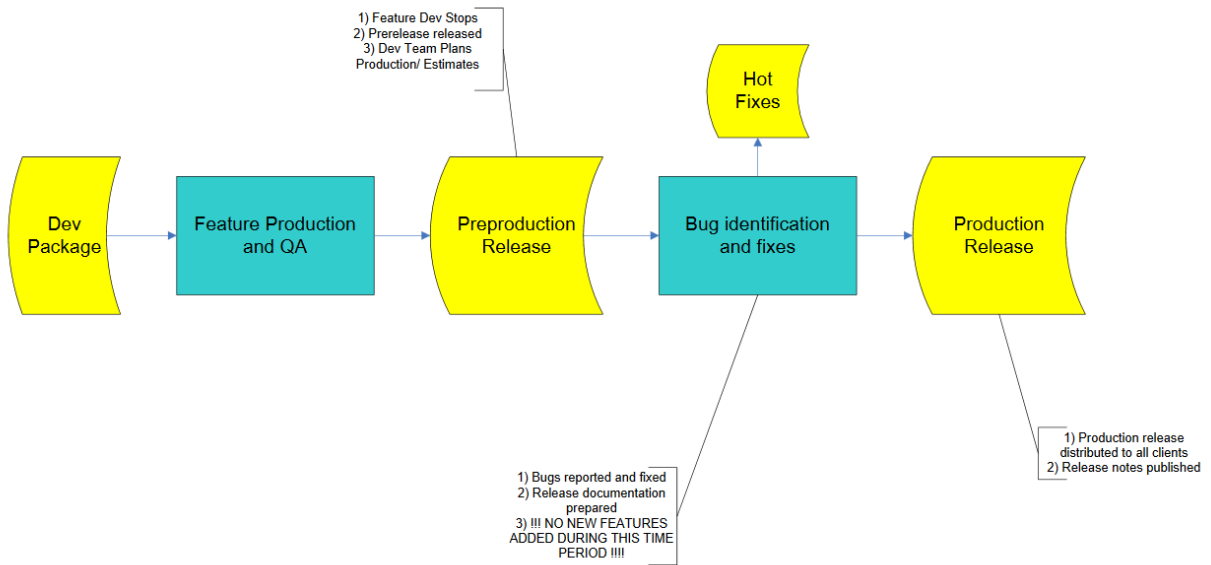
We are also working on a number of initiatives to increase the quality of our software and better communicate the enhancements and features to you. As a part of this process, we have restructured our approach to fixes and enhancements. As you probably know, we get lots and lots of ideas for enhancements from our customers. What you might not realize is that these suggestions can number dozens and dozens each month! Historically, we have endeavored to put as many of these into production as fast as possible—sometimes to the detriment of the reliability and stability of the software.

Starting soon, we are bringing some improved structure and process to all these ideas. Often a suggestion from one customer will conflict with that of another customer—and they are both right, for the way they run their businesses—so we have to reconcile all these ideas and come up with a proper design. Each suggestion will be evaluated on several dimensions, including how widely applicable the enhancement would be used by the Livery Coach community, the programming resources needed to implement the enhancement, and, perhaps most importantly, how much design work needs to be done in advance to make the enhancement a delight to use.

We will package these enhancements with the needed design, and schedule them each month, along with any bug fixes. Once the enhancements are implemented, they will be tested, and any bugs will be fixed. By concentrating all the enhancements in a single release per month, it makes for a more structured test procedure, and leaves the remainder of the month for eliminating any bugs and other issues that might be discovered, which in turn will improve the user experience for all our customers.

A couple of flow charts illustrating the process appear below.





We appreciate your patience and understanding as we move towards this refined approach. Thank you for your loyalty and support as we continue to bring you the most advanced yet flexible software in the industry.