

# client services update



April 2008



## R6V06 Installation and Training

PFW is currently offering a 10% discount for on-site installation and training for R6V06. You can now book a PFW representative to be on-site at your dealership. Customers need to be on PFW R6V05 and IBM V5R4M0 or higher, of OS/400. Training days must be booked before June 30th, 2008, and be taken before September 30th, 2008.

### ON-SITE

#### 5 DAY SPECIAL

##### Sunday through Thursday

A PFW representative will install the new release on your server on Sunday and then conduct software training sessions for the next four days, Monday through Thursday.

#### 3 DAY SPECIAL

##### Sunday through Tuesday

A PFW representative will install the new release on your server on Sunday and then conduct software training sessions for the next two days, Monday and Tuesday.

### REMOTE

To make the upgrade to R6V06 as convenient as possible, you can have PFW remotely load the new release for you and perform one-on-one web training on the new features of R6V06. PFW will load the new release for you on a weekend (through VPN) and then you can book the web overview session following the load.

*For more information, please contact your PFW Sales Representative, James Brown or Brian Lewis at (519) 474-3300.*

## Another Successful Workshop

Thank you for making this workshop such a success!

PFW would like to thank all those who attended the R6V06 Workshop from April 21st to 23rd in London. The attendance was the largest ever with a total of 58 users from 36 companies. The Workshop covered many of the key features coming out in R6V06 as well as enhancements that were released throughout 2007 in R6V05.

### We Want to Hear from You!

If there is a theme or topic you would like to see in a future PFW Workshop, please contact Laurie Brown at [lbrown@pfw.com](mailto:lbrown@pfw.com).

### 2008 Holiday Hours

The PFW business offices will be CLOSED for the following Holidays.

**Victoria Day: Monday, May 19th**

Canada Day: Tuesday, July 1st

Civic Holiday: Monday, August 4th

\*Labor Day: Monday, September 1st

Thanksgiving: Monday, October 13th

A limited number of support personnel will be available from 8 a.m. to 5 p.m. ET. Emergency after-hours support will also be available.

*\*Emergency support only*



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