

10th Anniversary of Bespoke Software, Inc.!



A Message from William Cornett:

It's hard to believe that we're celebrating our tenth anniversary this year! Bespoke was founded in 1998 with a focus on helping customers like the Special Olympics manage their competition events, and since 1999 we've run five major International events from Alaska to Ireland, Japan to China and now Boise, Idaho next year.

In 2007 we addressed another long-standing need: volunteer management. VSys One took off and now helps non-profits and healthcare institutions across the United States and Canada.

Our latest version, 1.3, now includes kiosk/touchscreen mode, new reports, seasonal addresses, relative dates, a new training module, and the visual assignment calendar. Most of these ideas came directly from our most important asset: our customers. (Dale and Michael *hate* it when I sit in on demos and tech support calls - I never let either of them get in a word edgewise once I start talking - but I also leave with great design notes.)

We want to hear from you! Call or e-mail us with your ideas, what you like, what you hate, and what you think you're going to need next year. We'll continue to invest in customer service, support, and of course our software.

On behalf of the whole Bespoke team, thank you for your continued support!

Employee Spotlight: Michael Chevette

By Denise Horan

Recently, I took a few minutes to sit down and talk to one of the people on the other end of the line when you call for support, Michael Chevette.

Denise: What brought you to Bespoke? What was your background?

Michael: I have a diverse background. Prior to my IT career, I was in the restaurant business for 12 years and have a degree in History from Northeastern University. While working for an organization as IT Director, I had to evaluate software for running their competitions and discovered Bespoke Software's Games Management System (GMS) program. Several months later, Bill Cornett came to me looking for someone to take the lead with support services and I, looking for a new challenge, came on board. It's been over seven years at Bespoke Software and I have taken thousands of calls and emails as well as had an opportunity to be involved in some amazing experi-

ences around the world.

Denise: You are the person responsible for customer support. What does that mean to you?

Michael: When people call for support, they can be extremely anxious, unhappy or upset that they can't get their job done. Usually there is a deadline involved so they are fighting the clock as well. My job is to quickly and accurately identify the problem based on the details given and present a viable solution. It is also important to anticipate problems before they become an issue later. I like to answer not only the question that's presented, but also the follow up on the ones that users might not even be aware of yet.

Denise: How do you handle a busy day?

Michael: I prioritize. With good relationships established among our clients I enlist their help whenever possible to ask them how critical their situation is, do they have a deadline, and can it possibly wait. And I always know that if necessary I can call for backup from the office

if equally critical issues occur simultaneously.

Denise: What types of calls to do you receive from clients?

Michael: Calls range from the most basic to very complex and there is no telling when the call comes in which it will be. Sometimes its basic operation of software, or they can range from Windows conflicts, hardware, network and server configuration, to strategizing about how they can best solve an

...on back



Michael Chevette
Director of Support

Employee Spotlight, continued...

administrative problem in their organization utilizing VSys. Callers can be anyone from IT directors to end users.

Denise: Mike, what do you do in your free time when you are not or providing customer service?

Michael: I'm likely going to be on two wheels—bicycle or motorcycle; visiting various major league baseball parks; or more often than not, chasing my two year old around the house. I'm also a bit too handy around the house for my own good so there are projects in various stages of progress.

Denise: How do you see your role changing as the company grows?

Michael: I love what I do and hope to have the chance to continue doing it long into the future. Support and training are dear to me as they tap into my desire to teach, and as the company grows I see more opportunities to strengthen my skills in these areas. I also see opportunities in technical sales and consulting with new clients to get their data transferred to VSys as quickly and accurately as possible.

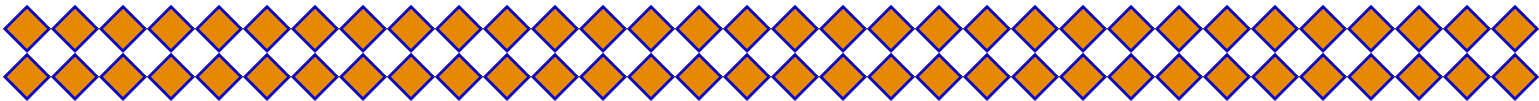
Denise: What is your goal for the remainder of this year? What would you like to accomplish?

Michael: Continue to present VSys to prospective clients and getting the word out about the great product we have. Help customers fully help customers fully realize the potential they have in this software. I see a lot of potential in the VSys web portal and want to work with users to develop that resource as well.

2008 Trade Shows & Conferences

Come see us on the road:

- Sept 4-5—AHVRP: Accelerating Performance through Customer Service Excellence, Anaheim, CA
- Oct 1-2—AVRM: Power in Partnerships, Binghamton, NY
- Oct 16—Central Chapter of Directors of Volunteer Services in Healthcare; Annual Conference, Tannersville, PA



VSys One Version 1.3 Released!

On August 4th we released the much-anticipated version 1.3 of VSys One.

Some key features include:

- Kiosk/touchscreen mode
- Recurring assignments
- Job/slot visual calendar tool with drag & drop
- Global jobs, slots and assignments
- Seasonal addresses
- New certifications/background checks: Reference Check and Volunteer Medical
- Relative dates

To see the complete list of new and existing features or to download the update, visit <http://www.bespoke.com/download>

Bespoke Software, Inc.
 P.O. Box 4406
 Clifton Park, NY 12065
 800-517-3943
www.bespoke.com

HOT TIP: *In the Person Lookup tool, you can see a list of the people you've recently viewed or edited. On the left side of the screen, under Lookup method, you'll see the link Recently viewed people. Click on this link to see all of the people you've opened, with the most recent ones at the top.*