



ManagePro and MProWeb Users December 2006 Newsletter

MANAGEPRO 7 SMART ROLLS OUT TUESDAY THE 12TH

ManagePro Smart 7.0 rolls out Monday the 18th, and will replace MProWeb licenses in organizations where both ManagePro and MProWeb licenses are deployed across the user group. The introduction of ManagePro Smart, besides providing an entirely new solution for disbursed and/or large organizations, will impact existing customers that are currently using both ManagePro 6.9 and MProWeb 4.1 in a shared environment. Our customers that are currently using the ManagePro 6.9 and MProWeb 4.1 combination need to update and migrate to ManagePro 7.0 within the next 30 days... [please read the following closely.](#)

Summary: PST has developed a smart client version of ManagePro 7 (ManagePro Smart) that supports all the features, functionality and look and feel of the desktop version of ManagePro 7, but accesses the ManagePro database via an internet or intranet connection. It has no local database (e.g. no database residing on the user's pc). All users who are currently using a combination of ManagePro and MProWeb in their organizations will need to exchange their MProWeb licenses for ManagePro Smart licenses. There is no charge for this exchange.

More Information:

1. When PST rewrote ManagePro 7.0, we optimized the code in many ways, including moving to a stream-lined Microsoft SQL database. This database is different than, and does not match directly with our historical MProWeb database, requiring a new solution for MProWeb users that need to interface with ManagePro users in the same organization.

2. For a number of our international users, running a browser based application like MProWeb has been a challenge because of its dependency upon internet speed. E.g. if your internet speed is slow, running a rich, browser-based application can require patience.

3. For those and other reasons, we've created a smart client version of ManagePro, entitled ManagePro Smart, It requires less back and forth interaction with a web server than MProWeb, so it is not as dependent upon internet speed to generate good performance. It talks (pulls and pushes information back and forth) to the ManagePro 7 SQL database via the internet, and it is exactly the same interface as the desktop version of ManagePro 7, so there's no difference in look and feel between the ManagePro 7 desktop client and the smart client (as there is with the browser-based MProWeb).

What's Happening to MProWeb?

Rest assured we are continuing to develop MProWeb, and anticipate a major update in the first quarter of 2006. It is our intention to modify MProWeb, such that it will no longer be dependent solely upon using MS Internet Explorer to utilize the application. We have a number of improvements in store for MProWeb and will continue to focus upon providing a browser-based application that organizations can easily provide for staff and outside vendors, typically via their portal.

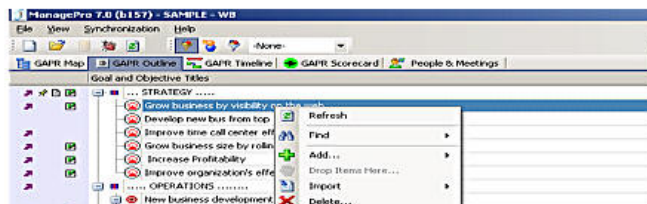
You'll find more information about the ManagePro 7 Smart Client on our website on Monday, December 18th.

2. Strategic Alignment and Resource Allocation added to ManagePro 7

The Strategic Alignment and Resource Allocation features that were in ManagePro 6.9 have been improved and built into ManagePro 7.0 and will be available via update on Monday December 18th. You will want to update your Help File at that time as well.

Note: To update your Help File, just click the Help pull down menu, and then select ManagePro Help. The program will automatically check to see if there is a newer edition of the Help file than the one you currently have, and if so, will prompt you to download that file.

Strategic Alignment, in short, provides you with the ability to link projects, goals and tasks anywhere in your database with the strategic plan, defined



DECEMBER 2006 NEWSLETTER CONTENT:

1. [ManagePro 7 Smart rolls out Monday the 18th, and will replace MProWeb licenses in a ManagePro and MProWeb combined environment... please review](#)
2. [Strategic Alignment and Resource Allocation added to ManagePro 7](#)
3. [From the Consultant's Corner - What's it worth to you?](#)

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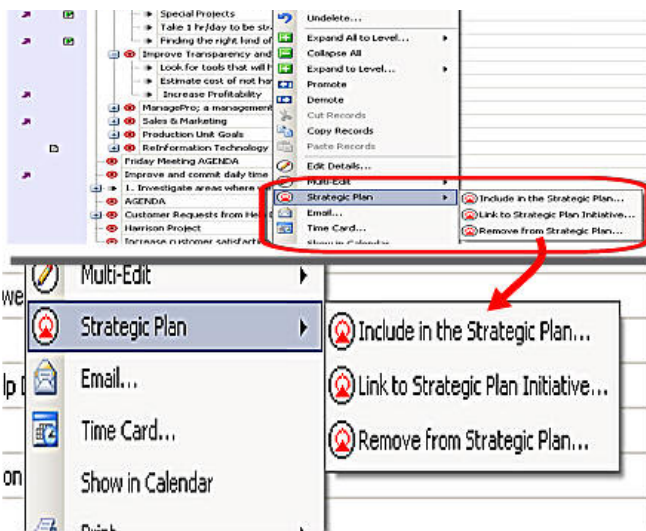
[Click here](#) to take advantage of free ManagePro 7 training tutorials.



as those set of GAPR records (goals and initiatives) that have been flagged as part of the strategic plan. Here's how to both build a strategic plan and link projects to it in 75 words or less.

1. Identify your strategic plan by highlighting each strategic goal, right clicking, and selecting the Strategic Plan/Include in the Strategic Plan option.

2. Link projects and tasks to your strategic plan records by highlighting the project or task, right click, select the Strategic Plan/Link to Strategic Plan Initiative option, then select the specific initiative from the subsequent list.



3. Display the linkage or alignment between strategic goals and projects by selecting the Strategic Alignment filter and then selecting one strategic goal at a time.

The **Resource Allocation** feature set is found primarily in two new tabs:

- The Resource Allocation tab under the GAPR Timeline view (displays all of your projects, required hours and which ones are under vs. over resourced) and
- The Resource Allocation tab under the People/Meetings view (displays the relative resource allocation of each of your direct reports over time)

Check out the new Help File on Monday for more information and the upcoming free Tutorials on our Website under the Resources tab.

3. From the Consultant's Corner - What's it worth to you?

What's it worth to you? This question turns out to be closely linked with your success. Especially when deploying ManagePro or MProWeb across your organization to deliver... well what exactly?

Well that's the next question isn't it, maybe even the first? In fact both questions support each other and ultimately the success of a deploying PST technology, so let's help you get real clear on this and able to easily answer them in 25 words or less. Let's rephrase them (they represent two essential questions in every business) and I'll give you some suggestions for constructing your answer.

1. What's the objective? - This one is an important one to answer in a personal and practical (not theoretical) manner. If you're like me, one way to approach this is to imagine someone else asking you, "So why are we doing this... when we are already busy?"

Suggestions: I usually tie it directly into outcomes that are easy to identify with because they point out problems in the work process, e.g. better visibility, better coordination, less details slipping through the cracks, less cost over-runs and delays...

So exactly what is your objective or your top three objectives for making ManagePro part of your business process? Believe me, not only do you need to be very clear about that, but every other person in your organization needs (you) to be clear about that as well.

Getting other people clear and enrolled in the ("your") objective means you need to make time for interaction in which they have the opportunity to see, agree and support. If you get initial push-back, plan on additional interaction time in which you hear and acknowledge their perceptions, but don't leave until you have dismantled their objections.

Stop. Before we go any further, let's talk about how to manage objections. Objections are usually based in a different world view that is constructed on a different set of facts or interpretation of facts than you might wish. The best way to deal with objections is to first listen and acknowledge, and then present reality based performance facts. It's only human to minimize performance gaps, so you may need to dredge facts up to the surface. Facts that inevitably, and unmistakably point out the reality that something about how business is currently managed is not OK, is not good enough, doesn't fit with where you all want the business to go. The truth is, utilizing technology like ManagePro is a statement that you want/need/require things to change. If that's the case, you might as well get on with it, change, and performance improvement is not something to dance around.

Change and performance improvement is not something to dance around.

2. What's it worth? - This question is more involved than I have the time and space to address today. It usually contains answers at the personal, customer, team interaction and process levels. What's it worth can be defined in terms of personal satisfaction and/or reduced frustration, and it can be defined in terms of where your time gets spent, and then again it can be defined in terms of dollars and due dates, quality and sales metrics.

What I would like to underscore is that however you measure it, you want to have this question resolved in your head. To embark on a software deployment, e.g. a change process, without having a good grasp of what ultimately the outcome is worth to you and others personally, is a setup for poor results.

Do you know why I wrote that?

It's simply this statement which I have found to be true over and over again. **"If you haven't firmly established what the value of your objective is, you'll easily get pulled away by competing priorities or pushed back by resistance from others."**

Have a great month working with the new and improved ManagePro!

Rodney Brim, Ph.D.
CEO, Performance Solutions Technology, LLC

P.S.

If you are still using ManagePro 6.9 and are hosted by Performance Solutions Technology, you must upgrade to version 7.0 no later than January 31, 2007. PST will no longer support hosting for ManagePro 6.9 MPro-Link operations after that date. Note that all ManagePro 6.9 users with a current annual maintenance contract are eligible for an upgrade to ManagePro 7 at no cost.



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PO Box 2157 | Harbor, OR 97415 | (877) 487-3001 | Fax: 800/645-6618

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