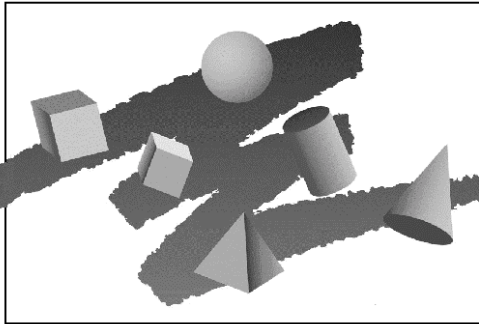


# **Thoroughbred Products & Services Overview**

**Prepared for**

# **RAMS V Users**

July 2001



# **Thoroughbred Software International, Inc.**

is pleased to present this proposal to

## **RAMS V Users**

July 2001



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# Table of Contents

|  |    |
|--|----|
| <i>Customer Requirement Statement for RAMS V Users</i> ..... | 1  |
| <b>Definition of Customer Needs</b> .....                    | 1  |
| <b>Recommendations for First Step</b> .....                  | 1  |
| <i>Why Choose Thoroughbred?</i> .....                        | 3  |
| <b>Overview</b> .....  | 3  |
| <b>Our Commitment To Open Environments</b> .....             | 3  |
| <i>Thoroughbred Environment and Support Products</i> .....   | 4  |
| <b>OPENworkshop</b> .....                                    | 4  |
| <b>Dictionary-IV™</b> .....                                  | 5  |
| <b>Report-IV™</b> .....                                      | 5  |
| <b>Query-IV™</b> .....                                       | 5  |
| <b>ODBC DataServer™</b> .....                                | 5  |
| <b>TS Network DataServer™</b> .....                          | 5  |
| <b>TS ChartServer™</b> .....                                 | 6  |
| <b>TS ReportServer™</b> .....                                | 6  |
| <b>TS WebServer™</b> .....                                   | 6  |
| <b>DataSafeGuard™</b> .....                                  | 6  |
| <b>Solution-IV Accounting</b> .....                          | 6  |
| <i>Thoroughbred Services</i> .....                           | 8  |
| <b>Overview</b> .....  | 8  |
| <b>User Involvement</b> .....                                | 8  |
| <b>Statement of Requirements</b> .....                       | 8  |
| <b>Planning</b> .....  | 8  |
| <b>Prototypes</b> .....                                      | 9  |
| <b>Maintenance</b> .....                                     | 9  |
| <i>Contact Information</i> .....                             | 10 |
| <b>Corporate Address</b> .....                               | 10 |
| <b>Applications &amp; Services Address</b> .....             | 10 |
| <b>Key Personnel Phone &amp; E-mail Addresses</b> .....      | 10 |

## **Customer Requirement Statement for RAMS V Users**

### ***Definition of Customer Needs - RAMS V Support***

Thoroughbred appreciates the opportunity to work with your organization. With the uncertainty of continued support from your current service provider, Thoroughbred is uniquely qualified to offer support and maintenance services for your RAMS V and Thoroughbred *Solution-IV* Accounting software systems. Thoroughbred is the developer of the *Basic* language, and IDOL-IV 4GL that RAMS V is written in. We trained and worked with the developers of the RAMS V package during its evolution and development. We support end-users in many industries and businesses that run Thoroughbred-based products, and are directly supporting a number of RAMS V customers now.

This proposal is intended to provide you with the information on Thoroughbred, our products and services so that you will be able to make qualified decisions about our Services Programs that will shape the future of your business. Our world-class support organization is ready to support your RAMS V system as well as the accompanying *Solution-IV* Accounting and keep it current and up-to-date for years to come. New capabilities including Web enabling and development are also possible for RAMS V users today. Should you have any questions please contact the following Thoroughbred contacts:

Mark Lewis, Vice President, Sales and Marketing (800) 988-3536  
Brian Dieringer, Director of Sales (804) 747-9247  
Sharon Koskela, Director of Services (209) 532-4500

### ***Recommendations for First Step***

The following will help you to understand the capabilities and goals of Thoroughbred Consulting Services, Support and Maintenance.

#### **Consulting Services & Support**

Thoroughbred Consulting Services provides customized programming and support services for our customers. From file expansion, system recovery, program fixes and report generation to custom enhancements and Internet integration, our professional staff has the capability to respond to your needs and requirements.

#### **Maintenance**

Thoroughbred Maintenance programs are designed to keep your system current with the latest Thoroughbred technology. System enhancements, fixes, industry advancements, security and new Thoroughbred products make it necessary and practical to keep your system current and up to date.

Annual changes in government reporting requirements and security guidelines make consulting services, on-going support and maintenance mandatory for the RAMS V user.

### **Consulting Services Agreement**

Our program encompasses these requirements and will keep your RAMS V system up to date and working well for your organization year after year.

We recommend that a user group organization be established by the RAMS V participants, with at least one member per health center. This will assure that a common goal with regard to the usability and enhancement of the system is consistent and conforms with any mandated regulations with regards to data integrity, reporting and security. By spreading the costs of enhancements over all participants in the user group, costs can be substantially reduced while improving the product for all.

The steps required to move forward include the following:

1. Review your RAMS V agreement with your legal advisor to assure that you are in compliance with its terms and conditions.
2. Provide Thoroughbred with a copy of the ResourceAmerica/Medical Manager Software Support Agreement and attachments so that we may ascertain the modules and user counts that will need to be supported.
3. Thoroughbred will prepare a Consulting Services Agreement that will define the specific services, support and maintenance parameters and costs for supporting and maintaining your RAMS V/Thoroughbred software.
4. You will be required to provide a method for Thoroughbred to remotely access your system.

## **Why Choose Thoroughbred?**

### ***Overview***

Established in 1982, Thoroughbred has created development tools specifically designed to create business applications software. In the late 1980's, Thoroughbred advanced far beyond its competitors in the Business Basic community with the release of *Dictionary-IV*<sup>TM</sup>. This was one of the early database management systems. Thoroughbred has expanded the capabilities of *Dictionary-IV* over the years and uses it as the core product to open up access to the ODBC-compliant products being used in offices today. *Dictionary-IV* is the foundation of Thoroughbred's Object-Oriented development environment, *OPENworkshop*.

This unique blending of development tools, along with Thoroughbred's understanding of business software and our client services, gives us the ability to provide you with a customized solution for your business needs. *Evolution, not revolution.*

### ***Our Commitment To Open Environments***

You need to be able to select the hardware, operating system, Internet browser, database and user interface that suits you best. So we have designed our software to be truly Open.

Thoroughbred software runs on over 100 hardware and operating system combinations. Whether you want UNIX, Microsoft Windows, Windows NT or Open VMS, your applications will run without modification.

Thoroughbred tools work with a wide range of database management systems. Data in Oracle, Informix, and ODBC-compliant databases are available to Thoroughbred application users.

Thoroughbred Presentation Services give you the ability to support users of Microsoft Windows and Windows NT workstations graphically with *VIP*<sup>TM</sup>, our Graphical User Interface (GUI), as well as character terminals.

The benefits to you created by the commitment to Open environments are real. Your applications can be made available in any of these environments whenever you need them and you can be confident that we will respond to your changing needs in the future.

## Thoroughbred Environment and Support Products

The following Thoroughbred product descriptions will provide a background of the Thoroughbred products that are available to the RAMS V user. These products can be employed in numerous ways to provide solutions for enhanced data availability, security and will be used for development of new RAMS V features.

### *OPENworkshop*

Thoroughbred's Object-Oriented Environment includes all the components of IDOL-IV™ and 4GL language like *Script-IV*™ plus object definition and re-entrant programming support.

*OPENworkshop* is Thoroughbred's latest advance in application development technology. The environment offers:

- Much lower development and maintenance costs;
- A more flexible system for users;
- The choice of both graphical and character user interfaces;
- Evolution of existing *Dictionary-IV* based applications to the *OPENworkshop* Environment.

### **Background**

Object-oriented programming techniques and tools have been researched and developed over the last ten years. Once in the realm of academics, the technology has now reached the stage where real world applications can be designed and implemented.

These techniques have proven to deliver tremendous increases in productivity for software developers and the benefit of end-users, both during initial development of applications and, more importantly, in the much longer enhancement and maintenance phases of the life of any application.

### **Increased Productivity in Development**

*OPENworkshop* encourages a prototyping approach to application development. Data objects can be defined, and the key functions required for those data objects can be implemented, simply within *Dictionary-IV*. System concepts can be demonstrated and tested quickly.

Contrary to classical prototyping in software development, the early work does not have to be discarded when the "real" application development starts. Rather, development becomes a smooth process of iterations, with the results of each step being carried forward.

### **Increased Productivity in Maintenance**

The productivity gains in development are dwarfed by savings in maintenance and future product enhancement efforts. Application developers find that dramatic changes to the structure and functions of the application are easy to make.

In *OPENworkshop*, the data controls the application code, not the other way around. The system architecture enables the developer to partition the application code into methods associated with objects.

## ***Dictionary-IV™***

*Dictionary-IV* is a key element of *OPENworkshop* and serves as a repository of information that is used by the application designer to store the description and definitions of data elements, file formats, links, screens, menus, views, messages and on-line help.

The file formats and links are part of Database Services; screens, menus, views, messages and help are part of the Presentation Services. These object definitions are used by many of the Thoroughbred products for use and incremental development of your *OPENworkshop* / RAMS V-based system including *Report-IV*, *Query-IV*, ReportServer and TS ODBC DataServer. Numerous other system support tools are available to access your data which are described below.

## ***Report-IV™***

Thoroughbred *Report-IV* provides the ability to create complex custom reports using the *Dictionary-IV* Format definitions. The system provides a full-screen (WYSIWYG) word-processing type editor that allows users to place column headings, footings, character attributes, and text into any report. It also has scrolling features that permit the design of multi-column reports up to 255 characters wide. It computes totals and subtotals, executes control breaks and page breaks, sorts on any field(s), and allows retrieval of selected records and/or range of records.

## ***Query-IV™***

Thoroughbred *Query-IV* is an extension of the popular ANSI standard SQL. *Query-IV* actually supports, in addition to the SQL language, an interactive windows-driven interface that does not require the user to have any knowledge of SQL. *Query-IV* is extensively used by end-users as a simple ad-hoc report generator with output to screens, printers, or data files. *Query-IV* output can also be seamlessly passed to any Microsoft Windows application when initiated from a Windows workstation running Thoroughbred *Gateway for Windows™*.

## ***ODBC DataServer™***

TS ODBC DataServer allows ODBC compliant Windows applications to access Thoroughbred data. A TCP/IP connection is required to access Server based data. UNIX, Windows NT and VMS (RMS Database) based Servers are supported with the multi-tier version, and Client based data is supported with the single-tier version. With TS ODBC DataServer you can link your data with products like Excel, Crystal Reports, and Word. Read and Read/Write versions are available.

## ***TS Network DataServer™***

TS Network DataServer provides true Client/Server architecture to Thoroughbred-based network systems. UNIX and Windows NT network Servers are supported giving flexibility, performance, and reliability to Thoroughbred network configurations. Workstation Clients require a TCP/IP network connection. UNIX/Windows Host-based systems can also share the same database with Windows Client workstations on network-based systems using TS Network DataServer.

## ***TS ChartServer™***

Thoroughbred TS ChartServer enables you to create simple, multi-dimensional charts quickly from any Thoroughbred Development Environment. Bar, line, pie, area, and other chart types are supported. TS ChartServer is fast, and can be programmed into any Thoroughbred Application. Thoroughbred *Query-IV* supports TS ChartServer.

## ***TS ReportServer™***

Thoroughbred TS ReportServer provides the ability to print any Thoroughbred report to any printer supported by the network, or to a file. TS ReportServer provides up and down scrolling, keyword "search", and "cut and paste" capability. TS ReportServer is a terrific time saver for reviewing report information.

## ***TS WebServer™***

Thoroughbred's TS WebServer Environment is a custom integration of Linux, the Apache WebServer, and the Thoroughbred Environment. This complete package includes a full *OPENworkshop* Development Environment, and will prepare you for Internet processing, E-Commerce, and E-Business. Secured transactions are supported via SSL. The TS WebServer Environment can be used to build new applications or integrated with your existing Thoroughbred based applications. The TS WebServer Environment supports applications written in Thoroughbred *Basic™*, *Dictionary-IV/Script-IV*, or *OPENworkshop*.

The TS WebServer Environment requires Thoroughbred installation and training. Thoroughbred can recommend the hardware for you, or provide the hardware to you under quote.

## ***DataSafeGuard™***

DataSafeGuard is a transaction logging system that provides recovery of all transactions up to the most current should there be a hardware or software failure of the RAMS V system, saving many hours in the system recovery effort. DataSafeGuard also provides a logging system that records every action that accesses and modifies the data, which can be used for security monitoring.

## ***Solution-IV Accounting***

*Solution-IV* is Thoroughbred's flagship application product developed in *OPENworkshop* – a complete financial solution for your business. Fully integrated with Windows-based productivity tools, *Solution-IV* fully embraces the new technologies demanded by your business.

*Solution-IV* employs all the features and capabilities of Thoroughbred's 4GL and Object-Oriented Development Environments, as well as connectivity to Open Databases, integration with Windows based applications, and character and Graphical User Interface, all with the same programming code!

*Solution-IV* can be installed "off the shelf" as a complete and fully-functional accounting and distribution package, but at the same time will allow us to adapt, modify and integrate the package with your new applications or unique requirements.

Every *Solution-IV* application has been developed with the user in mind. Screens are designed to be logical and flow intuitively. Applications are consistent from one to another, making them

easy to learn and easy to use. In addition to the comprehensive user manuals provided with each application, every field on every screen has on-line help which describes the options available and the end result of each response.

Other general *Solution-IV* features include extensive use of look-up tables whenever a file lookup occurs, single and multiple company set-ups, a sophisticated password and access control system, and multi-period and multi-year processing within General Ledger. Since *Solution-IV* complies with Generally Accepted Accounting Principles (GAAP), all financial information can be traced back to a source document. Historical files are also kept to recreate prior processing if necessary.

## **Thoroughbred Services**

### ***Overview***

Since 1998, Thoroughbred has had personnel focused on providing custom programming solutions that solve specific customer needs. We have a staff of systems analysts, programmers, trainers, testers and technical writers who are intimately familiar with our products. Each brings a special talent to our services projects helping to ensure their success. Our expertise in the services, combined with a background of general software development experience, can help provide *you* with a solution to *your* needs!

Our goal is to have successful projects, where this success is measured by how well the client feels the end result meets his/her requirements. We believe that open communication is the key to this success. Therefore we have a contract process in place that establishes the project scope and milestones. Continued communication is provided through additional written documents, e-mails, face-to-face meetings and phone conversations. These and other components of a successful project are discussed below. Services include: data conversions, system conversions, custom programming, training, managed and co-managed IT services, ASP and Web development and management.

### ***User Involvement***

As stated above, we feel that the key to any successful project is clear communication between you -- the customer -- and us -- Thoroughbred. We assign primary contacts for both organizations and establish a quality relationship by keeping the lines of communication open throughout the life of the project. This begins with the initial meeting and continues through the final acceptance.

Every successful project has team leaders who are held accountable for the success of the project. Thoroughbred has staff that are highly competent in the Thoroughbred toolset and who have participated and/or managed many projects of various scope and size. Their sole focus is on customer satisfaction. A successful project requires a similar commitment from the customer's staff as well.

### ***Statement of Requirements***

As part of the contract process, a clear definition of the project will be established incorporating the findings from the analysis and design phase. Measureable tasks and milestones are created that help determine the status and ultimate success of the project.

### ***Planning***

Once the project is undertaken, Thoroughbred will ensure that all personnel (both Thoroughbred and customer) are identified and their roles are established. A functional specification is created to help provide project scope boundaries, keeping in mind that these specifications may need to change once the project is underway. Again, attainable milestones and priorities are established.

Clear objectives are created for everyone affected by the project. This helps focus on quantifiable deliverables which all but guarantees attainable results and confidence for the entire project team.

### ***Prototypes***

In especially large projects, Thoroughbred will build in prototype milestones. By providing a prototype or early interface version of the project, both sides can determine if the project is proceeding in a manner that will result in a satisfied customer. In smaller projects, this prototype may consist only of menus, screen and lookup samples, and/or report layouts. As always, the goal is to deliver a completed project that satisfies the true user requirements.

### ***Maintenance***

Maintenance of the Thoroughbred products is important in maintaining the RAMS V / Thoroughbred system. New releases are available periodically with enhancements and updates, and will be scheduled for installation at your convenience.

## Contact Information

### *Corporate Address*

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*Please call if you have any questions. We look forward to working with you and the beginning of what we hope to be a mutually beneficial relationship!*