



Inside Online

The inside line on *Inside Online!*

Welcome to the premiere issue of *Inside Online!*

This newsletter was born out of necessity . . . so many exciting things are going on at Online Business Applications these days and we want to keep you in the loop. After all, we are all in the business of INFORMATION management and we thought it's about time that we give you more of it!

Company news

As part of our re-dedication to improv-

ing customer service, we're expanding and reorganizing.

A key area on which we are focusing is Support. Troy Bjerke has been promoted to Director, Customer Relations. One of Troy's new responsibilities in leading our support team is in improving our response turnaround for questions and issues that come to us via e-mail.

Until now we have focused primarily on Help Desk support. Now our goal is to improve our follow-

up to some of the long-term issues while maintaining the high level of telephone support on which you have come to rely.

I am also happy to announce that Joe Pierce has re-joined the company as our new Sales Director and will target new business opportunities.

Although he's been "brushing up" on the many IRMS enhancements that have evolved since he was part of our tech-
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Welcome new IRMS users

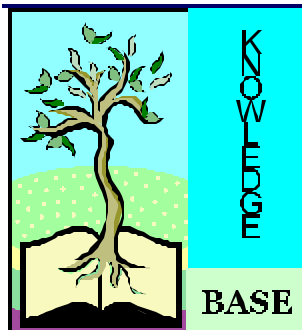
Online is pleased to announce the recent addition of five companies to our growing IRMS client roster:

- IDEC

- Intermune
- Kendle
- Solvay Canada
- Supergen

The number of IRMS users is also growing with the ad-

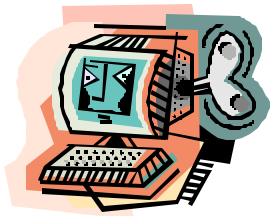
dition of 67 new user licenses.



The IRMS Knowledge Base (KB) is a growing library of tips, tricks, troubleshooting guides and technical notes. To find the help

you need, simply browse the Index or review topics using the Contents window. You can also
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Save time and enhance productivity with new version

By downloading the latest update to IRMS—version 4.3.20.10—your Med Comm department will have access to more than 30 timesaving and productivity enhancing features. Here are just a few :



Right Click Timesavers

Zoom Feature Enter or edit data in a larger view of any field.

Ref Info and Questions and Answers (FAQs) Access Right clicking in any field in the Question and Response (right side) of

Case Entry allows users direct access to the “Find Selection in Ref Info” and Questions and Answers (FAQs) search screens.

Contact Access—Right clicking in the Contact (left side) of Case entry allows users to add or copy contacts.

To download version 4.3.20.10, go to our web site: <http://www.IRMsonline.com>. Please refer to the Knowledge Base article “Updating to a New Version of IRMS” for complete instructions.

Look for information about the *next generation of IRMS* and free user training at our upcoming **Annual Users' Workshop Saturday, March 16, 2002.**

What's your version

When you contact our Support staff, please let them know what version of IRMS you are running. Users of IRMS 4.3.17.7 or higher can send us a System E-mail by going to the HELP drop-down menu. Choose “About IRMS.” Click the “Send E-mail to Online” button. This will automatically tell us what version of IRMS you are using.



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nical team four years ago, Joe is certainly no stranger to IRMS. I hope you'll be able to take a moment to say hello when Joe calls to introduce himself.

To help make your job easier, *Inside Online* promises to keep you up to date on new releases and enhancements to IRMS as well as tips and tricks—not only from Online staff, but from the real experts . . . users like you!

I constantly hear from attendees of our Annual Users' Meeting how much they appreciate the exchange of ideas between companies—now we can have the benefit of that exchange several times a year!

I hope you find this newsletter

to be informative. If you have suggestions or comments, please forward them to the Editor, Mary Therese Martin at mt@irmsonline.com.

—Dennis Oles

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search by Key Words that describe your question. Access KB via:

- Support area of **www.irmsonline.com**
- **<http://www.irmsonline.com/irmskb/index.htm>**
- Welcome screen of IRMS **Help.**

The employees of Online Business Applications send our thoughts and prayers to all those affected by the tragic events of

September 11, 2001.



Our sincere thanks

Our thoughts turn gratefully to those who have made our progress possible. In this spirit, we extend our sincere appreciation and best wishes for a happy holiday season.