

The Paragon Insider

Summer 2019

Paragon Upgrades Its Infrastructure

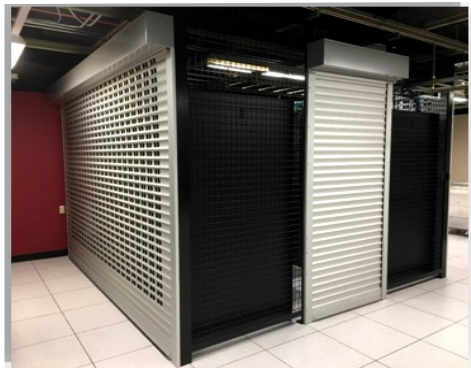
The result of all of this is a more stable, secure, and flexible environment with increased speed and up-time for the customer base.

Over the last year Paragon has made major improvements to our internal hardware infrastructure and Disaster Recovery capabilities. We embarked on a year-long project with the goals of:

- Streamlining our in-house servers
- Moving all systems to a secure, hosted environment
- Implementing a better back-up strategy
- Increasing Disaster Recovery capabilities and redundancy of hardware systems for all Microsoft, Linux, and IBMi servers
- Increasing speed, stability, and up-time for our customer base.
- Separating the different aspects of the business (EDI, MetalNet, Hosting, development) so they could work autonomously without impacting other areas or users.

Our first step was to upgrade our current production IBMi box to a new Power 9 machine with increased storage and throughput.

We then added a second IBMi dedicated to High Availability Disaster Recovery running IBM's Power HA.



We added a second co-location facility in Pittsburgh to house the new HA systems and redundant Microsoft and Linux servers.

We have implemented a new high-speed back-up process to eliminate tapes and to store backups in a third location.

We created logical partitions on the IBMi's to segregate the different parts of the business from each other. This allows one segment of the business to take their machine down, perform routine maintenance, or apply PTF's without impacting other functions. It also allows us to enhance our hosting capabilities and run different parts of the business, or clients systems, at different Operating System levels if necessary.

While resources on the IBMi are shared when not in use, each area of the business has its own dedicated memory and storage, eliminating some of the peaks and valleys in processing time.

We combined some of the Microsoft and Linux servers and moved them all to the cloud where they are monitored 24x7. We started by evaluating the purpose and need for each server and cleaned house, where possible, or combined similar functionality reducing our seventy in-house Microsoft and Linux servers by more than half.

The result of all of this is a more stable, secure, and flexible environment with increased speed and up-time for the customer base. Additionally, by moving the majority of support for the in-house systems we have more time and resources dedicated to servicing our clients needs.

Paragon Logistics Applications

Paragon has developed some new applications to aid and improve the delivery process. There are currently eight applications with several more in the design and development stages. Currently we have the following:

- Load Scheduling
- Load Staging
- Route Optimization
- Driver Manifest
- Delivery Tracking and bar code scanning
- Automated Delivery Receipt with signature
- Mobile route optimization with driver directions
- GeoLocation – showing route, stops, truck locations, and customer information

We will look at three of the applications in this article. The first being **Route Optimization**.

By pulling data from all the delivery locations for a given route or load we can optimize the customers stops in real time and provide the fastest stop sequence for a driver at any given point of the day. We have also implemented the addition of ad-hoc records so additional stops, that may not have been originally planned, or customer/vendor pick-ups can be added to the route even though an order may not exist in the ERP system.

The added stops are optimized in with the customers deliveries that were scheduled for the day. Our route optimizer also allows the user to print or email the manifest, including the manually added stops. The user can select the drivers start time before optimization to allow for the most up to date information.

The core application is our Android based Mobile App for **Delivery Tracking**. On our DT App drivers are able to scan items (or an entire Bill of Lading depending on your process), view their stops, check customer notes, obtain customer signatures, document issues by saving notes or pictures, change quantities, record “bring backs” and much more

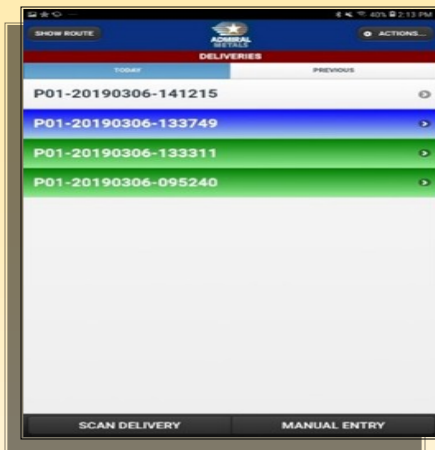
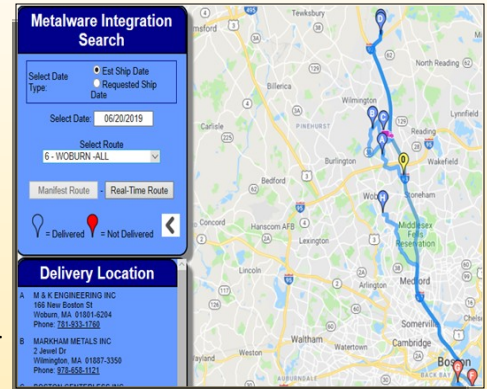
all from a phone or tablet. It’s an easy to use tool that helps drivers and improves the delivery methods for the entire company.

The driver sees all stops for the day, can re-optimize his route, adjust delivery quantities, or signal customer service that a stop will not get delivered that day. At any time, the driver can get updated directions on the quickest route to his next scheduled stop.

Our truck location software (or **GeoLocation System**) was created to allow

Customer Service to view all the stops on a route, check whether a stop has been delivered yet, and see estimated delivery times for the stops yet to be made. It includes the present location of the truck and color codes stops as delivered or not. When a user clicks on a stop that has been delivered the Delivery Receipt is displayed with all pertinent information on the delivery, including the name and signature of the individual signing for the material. On all stops the user can bring up information related to the delivery such as order number, PO number, address. This application is also proving to be a great communication tool for customer service as we incorporated a side bar featuring the customers contact, phone number, email, website, and address so they can respond to inquiries or notify a customer if the delivery has been postponed or needs to be rescheduled.

These applications can be used together in unison or stand-alone. All data flows from one to the next quickly and efficiently. For example, if you choose to manually add a stop into the optimizer, that stop will also show up on the truck location map as well as the mobile app the driver is using, so they never miss a stop. Customer service has a real-time view of what is happening throughout the day. These tools improve efficiencies in the delivery process and enhance information flowing to the rest of the business.



Metalware Google Route Optimization

Route Date: 6/20/2019

Routes: 6 - WOBURN-ALL

Show Driver Manifest

Metalware Stops

Date	Route	Stop	Customer	Address	City	State	Zip
2019-06-20	6	01 - (1)	MARSHAM METALS INC (01-00216)	2 Jewel Dr	Wilmington	MA	01801-3350
2019-06-20	6	02 - (1)	GILLETTE COMPANY (01-00480)	1 Gillette Park	South Boston	MA	02127-1096
2019-06-20	6	03 - (1)	STAFFORD MANUFACTURING CORP (01-03002)	256 Andover St	Wilmington	MA	01801-5003
2019-06-20	6	04 - (1)	M & K ENGINEERING INC (01-00555)	166 New Boston St	Woburn	MA	01801-4204
2019-06-20	6	05 - (1)	POIN MACHINE CUTTING CO INC (01-04890)	20 Cross St	Woburn	MA	01801-5606
2019-06-20	6	06 - (1)	EVEREST METALS INDUSTRIES INC (01-05339)	238 Andover St	Wilmington	MA	01801-5022
2019-06-20	6	07 - (1)	BOSTON CENTERLESS INC (01-00356)	11 Presidential Way	Woburn	MA	01801-5040
2019-06-20	6	08 - (1)	KLAUSEN GESTBY CO INC (01-02384)	22 Elkins St	South Boston	MA	02127-1620

Google Optimized Stops

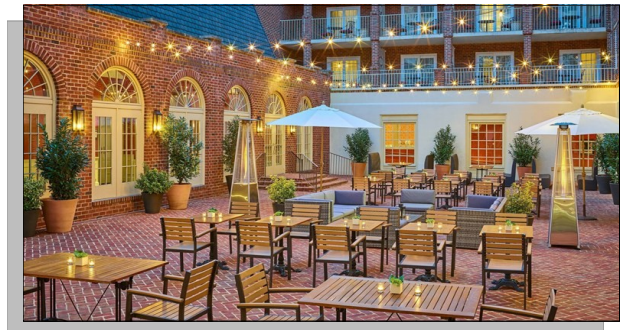
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2019 Paragon User Conference

Final arrangements have been made for the 2019 Paragon User Conference in Historical Alexandria, VA. The dates will be Sunday September 22 thru Tuesday September 24 with rooms available before and after the conference.

The conference will be held at The Alexandrian, Autograph Collection, 480 King Street, Alexandria, VA. The Alexandrian is a noble presence in Old Town. It is also just steps away from charming boutiques, restaurants, museums, and colonial landmarks and just across the Potomac River from Washington, DC.

Paragon already has a number of customers registered and poised to learn the latest for our Metalware and Paragon experts. It is not too late to register, just contact Pam Edmiston at pedmiston@paragon-csi.com or dial her extension 312 for more information.



Recent Arrivals: Meet our newest faces!



Drew Macnamara

I am 28 years old and from York, Pa. I recently joined Paragon to help with project management and sales efforts. I graduated from Clarion University of Pennsylvania in December of 2013 with a Bachelor's of Science in Business Administration with a concentration of Business Management. I also obtained minors in Marketing and Information Systems. I have experience across several industries but mainly in IT, Manufacturing, and Distribution. Outside of work I like to spend time with my little family at home and I am a big sports fanatic in general.

-(Congrats to Drew on getting engaged to a wonderful woman, Kaleh Hutchinson, on July 17th!!!)



Andrew Rout

I am a web developer and consultant. Originally from Cape Town, South Africa, I migrated with my family to the US when I was young. Now a US citizen and have gotten to see most of our great country and made a lot of friends along the way! My father was a C programmer, and as a kid, I caught the programming bug from him and began making small programs and websites. What started off as a hobby eventually became a career. I'm a single father of three boys, and spend most of my free time raising them, enjoying the outdoors, traveling and stomping on the Terrible Towel (Go Ravens!!), or pursuing other interests like cars -- I love anything with an engine and wheels. -- and feeding my unhealthy addiction to coffee and Fallout 4!



Ron Pearce

I am an IBM I / AS400 consultant, developer and creator of solutions to our client's business needs. I've been with Paragon for about a year and a half. I work mostly remotely; my current clients are in Iowa and California. I live on a mountaintop in Effort, Pennsylvania along with my wife, Stephanie, and two young daughters, Sienna and Keera. My family and I are very outdoors oriented. We enjoy hiking mountain peaks, rock and ice climbing, snowboarding and cross country skiing. I'm also interested in the ancient eastern healing arts. I enjoy practicing Chinese Medical Qi Gong and Reiki.



Steve Bartenfelter

I am a recent graduate of Towson University's business school and am also currently studying cyber security & computer networking. I am currently working as a digital marketing / network administration resource within the company. I have lived in Baltimore, MD all of my life and am a huge Ravens, Orioles, Wizards, and Capitals fan. I enjoy traveling, as well as any activity that involves being on the water!

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B2B SERVICES

