

515 Customers Attend User's Group Meetings



HCSS was pleased to host 305 individuals from 147 different companies at the February 1999 User's Group meetings designed for the intermediate and advanced users. As a total for both the '98 fall and '99 February user's meetings, HCSS welcomed 515 attendees and 219 companies - that's a 40% increase from the '98 user's meetings.

We started having formal user's group meetings in 1990 and this was our 10th. Over the years, we have rewarded customers that have attended the meetings for four or more consecutive years. This year, we had 12 customers who have come for 4 years in a row, 8 for 5 years, 7 for 6 years, 2 for 7 years, and 3 for 8 years...we are really proud of this accomplishment.

"I've been coming for 4 years now and I always gain more knowledge about the system. I'm very impressed with the little turnover of the HCSS staff. You all do a fine job - keep up the work and see you next year!" commented John McBrayer of C.W. Matthews, GA.

As always, we were given some great suggestions for improving *HeavyBid* and *HeavyJob*. Realistically we can't incorporate all of the ideas right away, which is why we take a vote on suggested features during the Saturday meetings. After the meeting, we rank the suggestions by order of popularity

(cont'd. on page 3)

1999 Fall Beginner User's Group Meetings
November 19-20, 1999 Houston, TX
December 5-6, 1999 Princeton, NJ

Wearing Our Customer's Shoes

Conexpo was a huge success for us and we really enjoyed seeing many of our customers at the show. It's really a great feeling to see our customers wearing HCSS shirts, hats, etc. However, Conexpo also introduced an annoying phone issue to our staff trying to call the office.

Unfortunately, we never knew that that the 800 support line sometimes rang several times before it was answered. Since we knew that this should not be happening because we have 14 staff members capable of taking a support call, we immediately began looking for the reason.

Basically the phone system is set up to roll over from one support desk to another searching for an available person

while it continues to ring on your end. After some investigation, we discovered that we were not using the system in the most efficient manner. Now we understand how to keep this problem from happening in the future.

We really need your cooperation. When calling into support and the phone rings more than a few times, please *tell us* what happened; or just hang up and call 713-270-4000 and *tell us*. *We don't know if you are having trouble getting through unless you tell us*. The 800 number is answered directly by a support person from 6:30 a.m. CST to 6:00 p.m. CST Monday through Friday and the 24 hour support line is answered 24 hours a day, 7 days a week! We appreciate your assistance with this situation.

Competitive Upgrade

Since our announcement, we have received many phone calls inquiring about our competitive upgrade offer. Frankly we have been amazed at how much some of our competitors are charging for the systems and their annual maintenance; as well as the drastic price variations for the same products. We were proud to say that we provide a great value and offer fair pricing for everyone. So just as a recap: HCSS is making this special offer to anyone who now wants to become an HCSS customer:

* For anyone who purchased a competitor product between January 1, 1997 and March 1, 1999, HCSS will issue a credit of that purchase price toward the purchase of any HCSS products, up to 50% off.

or:

* For anyone who bought a competitor product between January 1, 1994 and December 31, 1996, HCSS will issue a credit up to 25% off HCSS products.

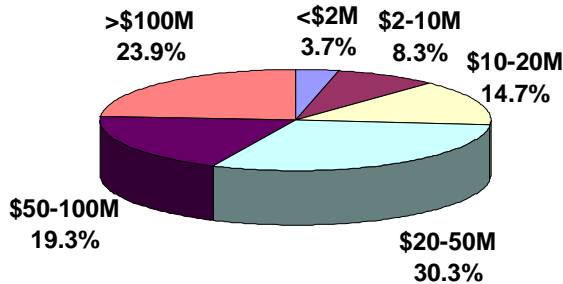
Anyone recently buying a competitor's product and then buying 3 of ours, is in effect, getting their money back. **This offer is good until September 1, 1999** and thus allows plenty of time to estimate the cost/benefit of changing.

1999 User's Group Meeting Attendees

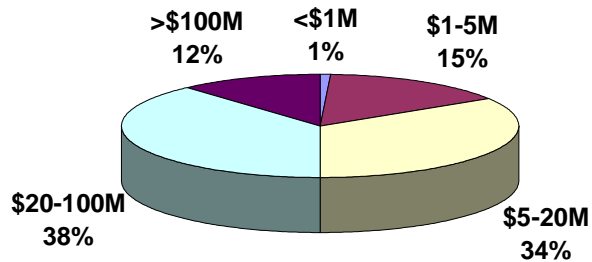
Angelo Iafrate Const.	LA/MI/TX	Herlihy Mid-Continent Co.	IL	Paul A. Stradtman Const. Co.,	OH
Anselmi & DeCicco, Inc.	NJ	Herzog Contracting Corp.	MO	Pavex Construction Company	CA
Armstrong Construction Co.	M	Hoover Construction Co.	MN	Pennsy Supply, Inc.	PA
Atlas Excavating, Inc.	IN	Hubbard Construction Co.	FL	Perk Inc.	OH
Baker Concrete Construction	OH	Hulett Corporation	IL	Petricca Construction Company	MA
Baker Heavy & Highway, Inc.	PA	Interstate Contracting Corp.	OK	Price Construction, Inc.	TX
Barrett Paving Materials	OH	J. B. Coxwell Contracting	FL	R.A. Cullinan & Son, Inc.	IL
Becco Contractors, Inc.	OK	J. F. White Contracting Co.	MA	Ranger Construction	FL
Boh Brothers Construction Co.	LA	Jack L Massie Contracto, Inc.	VA	Reede Construction Co., Inc.	SD
BRB Contractors, Inc.	KS	James Thieding Construction	WI	Reeves, Inc.	WY
Burton Scot Corp.	OH	Jim Smith Contracting Co., Inc	KY	RegCon, Inc.	AZ
C. W. Matthews Contracting Co.	GA	John Carlo, Inc.	MI	Richard E. Pierson Constr.Co.	NJ
Callanan Industries	NY	John J. Brennan Construction	CT	Rieth-Riley Constr. Co., Inc.	IN
Capital Excavation	TX	Johnson Brothers	LA	Ritchie Corporation	KS
Carron Asphalt Paving, Inc.	OH	JRW Construction Company	MO	Rowe Construction	IL
Cass Construction Inc.	CA	JTE Constructors, Inc.	VA	S E Johnson Companies	OH/IN
Conti Enterprises, Inc.	NJ	K & I Construction, LLC	IN	Schiavone Construction Co.	NJ
Cooke Construction Services	CA	Kankakee Valley Construction C	IN	Shirley Contracting Corp.	VA
Couch Construction, L.P.	FL/GA	Keller Construction Co.	IL	Simon Contractors	NE/WY/SD
Crowder Construction	NC	Ken Leahy Construction, Inc.	OR	Slattery Skanska Inc.	NY
D. H. Blattner & Sons Inc.	MN	Kerr Contractors, Inc.	OR	Smith & Company, Inc.	FL
DeSilva Gates Construction	CA	Kinsley Construction	PA	Stacy & Witbeck, Inc.	OR
Dick Enterprises, Inc.	PA	Kneisel Construction	MI	Stark Excavating, Inc.	IL
DK Contractors, Inc.	WI	Koester Contracting Corporatio	IN	Sundt Construction	AZ
E. S. Wagner Co.	OH	Kokosing Construction Co.,Inc.	OH	T & C Contracting, Inc.	KY
E.H. Oftedal & Sons, Inc.	MT	Lake County Grading Company	IL	T & T Construction, Inc.	AZ
E.T. Simonds Construction Co.	IL	Larry Jacinto Construction	CA	Teichert Construction	CA
Emery & Sons Construction, Inc	OR	Larry's Inc.	WY	Terin Corp.	SD
F. M. Frattalone Excavating	MN	Las Vegas Paving Corp.	NV	Thalle Construction Company	NY
Flat Iron Structures Co. LLC	CO	Lind-Exco, Inc.	SD	The Beaver Excavating Co.	OH
Fort Defiance Construction	OH	M. DeMatteo Construction	MA	The Lexus Group	KY
Fru-Con Construction Corp.	MO	McCabe Construction Inc.	WI	The Middlesex Corporation	MA
G. C. Solutions, Inc.	MA	McCarthy Brothers Company	TX	The Valley Group, Inc.	IL
GA & FC Wagman, Inc.	PA	McLean Contracting Co.	MD	TLM Constructors, Inc.	CO
Garrett Construction Co., Inc.	TX	Milestone Contractors, L.P.	IN	Top Grade Construction	CA
Gator Asphalt Paving, Inc.	FL	Modern Continental Const C	MA	Tri Mor Corporation	OH
Geneva Rock Products, Inc.	UT	Moore Brothers	VA	Trucco Construction, Co., Inc.	OH
Genoak Construction Co., Inc.	MI	Morse Bros.Inc.	OR	Veit & Company	MN
George Harms Construction Co.	NJ	Mowat Construction Company	WA	Velting Contractors, Inc.	MI
George J. Igel & Company	OH	Musselman & Hall Contractors	MO	W. Frazier Construction, Inc.	SC
Glenn O. Hawbaker, Inc.	PA	Nab Construction Corporation	NY	W. L. Hailey & Company, Inc.	TN
Gohmann Asphalt & Const.	IN	Neosho Construction Co., Inc.	KS	W. W. Clyde & Co.	UT
H & H Contracting Company	LA	NFH, Inc.	IN	Walter Toebe Construction Co.	MI
Haines & Kibblehouse, Inc.	PA	Nielsons Inc.	CO	Weaver-Bailey Contractors	AR
Hard Rock Paving Co. Ltd.	ON	Northeast Construction, Inc.	NJ	Weeks Marine, Inc.	TX
Havens Construction Co., Inc.	MO	O. C. Jones & Sons	CA	Wentworth Inst. of Technology	MA
Hawaiian Dredging & Const.	HI	Overland Corporation	OK	Wilder Construction.	AK
Helena Sand & Gravel Co	MT	Overstreet Paving Co.	FL	William Bowman Associates	NJ
Henshue Construction, Inc.	WI	P.J. Hoerr Inc.	IL		

'99 Attendee Survey (133 Companies Responding)

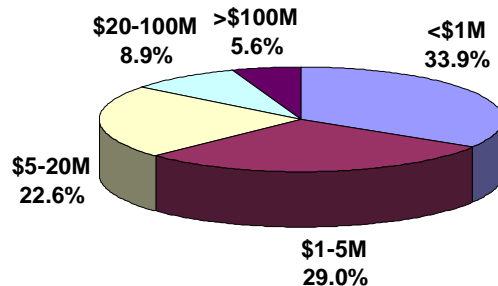
Size of Company



Dollar Amount of Largest Estimate



Dollar Amount of Typical Estimate



Making Everything Exciting & New

Constantly striving for the best user meeting ever, we made some changes to the '99 user group meeting schedule, format and activities--all of which were labeled successful.

Thursday morning kicked off with the early bird golf tournament and for the second meeting, we also put together a NASA tour for the non-golfers. We started classes Thursday afternoon continuing through Friday morning.

Friday afternoon featured "type of work" 4-hour discussion groups (ie. paving, utilities, etc.)

At the first meeting, we went to the Gulf Greyhound track on Friday evening. Let's just say a few of the guys did really well and...a few guys did not have the same luck, but everyone had a great evening. On Friday of the second meeting, we went to the Houston Livestock Show and Rodeo where Hank

Williams, Jr. was the featured entertainer. What more can we say except - Hank really rocked the Astrodome!

Saturday evening was "Mardi Gras" and guests ate, drank, gambled, danced and more...next year we are unveiling a new theme for our casino night. You never know what the Year 2000 HCSS user's group meetings will hold, so start making plans to attend.

'99 User's Group Meeting cont'd.

and then feasibility, which determines a time schedule for completion. Some of the features have already been added and will be in Version 2.1 which will be released this summer.

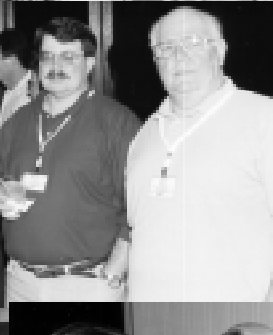
The photograph on page one shows the HCSS employees being introduced. The chance for HCSS personnel and customers to meet and spend several days together is invaluable for the kind of personal interaction we wish to have with our customers.

Thanks again for all who came to this year's meetings and especially for those of you who took the time to fill out the evaluation forms and gave us suggestions for improvement. We've already scheduled the next year's meetings for February 3-5 and February 17-19, 2000 and of course we're planning to make them better than ever.

Company's Types of Work



HCSS 1999 User's Group Meeting



HCSS 1999 User's Group Meeting



Ways to speed up your computer,

by J. Bryan Wehrenberg, MIS Manager

Many people find that after they have owned a computer for a while, it seems to go slower. It boots up slower, programs take longer to load and switching from one program to the other makes the machine crawl. There are actually many factors that can lead to slow downs and ways you can eliminate them to speed your machine up.

One factor is the age of your hard drive. As drives get older, they tend to lose a little speed due to wear and tear. There is not much you can do about this except replace the drive. That's usually a little drastic so let's look at some other factors.

Hard drive fragmentation can also slow your machine down. This means that all the little blocks on the hard drive that hold your data and programs are all mixed around. This causes the hard drive heads to jump from point to point in order to load a particular file or program, instead of reading everything in one smooth motion. Luckily, this is easy to fix. In Windows 95/98 just click on START->PROGRAM->ACCESSORIES->SYSTEM TOOLS->DISK DEFRAGMENTER. What this will do is put all the files in contiguous blocks (blocks right next to each other). This program can take a while to run so you may want to start it before you go to lunch or at the end of the day. If you use Windows NT, you supposedly don't need to use a defragmenter because optimization is built into the operating system. That is Microsoft's official party line. But if you're like me and think that is a bunch of hooley, several companies offer 3rd party defragmenters for Windows NT.

Another big factor (maybe the biggest) is all of the ANTI programs available. Anti-virus, anti-crash, crash guard, and uninstall type programs generally sit in the background waiting for something bad to happen. Unfortunately, they sometimes do more harm than good. Especially the anti-crash programs. They seem to cause more crashes than they prevent and hog valuable system resources that you need for real work. *So is Bryan telling you not to run these programs?* No. This is a judgement call. You do get some piece of mind and protection from these products but you must pay a price, system slow downs. Whether you are willing to pay that price is up to you. I myself run Norton Anti-Virus but nothing else. In my opinion, everything else is just a drain on my system resources. And on systems where pure speed is called for, I don't even run Anti-Virus. I just take precautions with what I load on that system.

Finally, you might want to check your STARTUP folder. This is a folder under PROGRAMS that contains programs that run EVERYTIME you start Windows. You may wish to click on START->PROGRAMS->STARTUP and checkout what's in there. If you don't know what all those programs do, you may wish to remove some of them. **However, your system may need some of them to run certain programs/hardware so check with your MIS or resident computer geek before deleting them.** And if you just want to check yourself, you can move them to a temp folder and reboot your system. If something doesn't work, just move them back. Simple.

In-House Training Offered Monthly

Unfortunately, *HeavyBid* on-site training is often booked in the busy season and we can not schedule an on-site trainer as quickly as you would like. To alleviate the wait for some of these companies, we are offering an alternate solution. In March, we had the first 2-day entry level classroom style training session at our offices in Houston. These training sessions are not designed to replace our on-site training in any way. Instead, these once a month training sessions will enable a company to quickly overview the basics of the system and start using it right away. If you are interested in attending one of these sessions, please contact the office as soon as possible because seats are limited.

Choosing The Right Path

When you offer the best product on the market and combine it with superior training, service and support, you can rest assured that your competition will be gunning for you. As many of you are aware, the HCSS name has been appearing quite frequently in the newsletters of our competition. In fact, at ConExpo in Las Vegas our name was prominently displayed in one of our competitor's booths!

While we are not vain enough to think that ours is the only good product on the market, we are sure that it is the best. According to the 1998 CFMA Computerization Survey, HeavyBid is used by more than twice as many Heavy and Highway contractors than our nearest competitor.

So next time you read about HCSS in one of the other newsletters, remember that our company is driven by you, our customer, not by our competition. It always has been and it always will be.

HeavyBid 2.1 Ready for Release

The user's group meeting was a driving force behind version 2.1 and we are very pleased with several of the new features that were either accentuated and/or added.

A few of the added features for 2.1 are a report listing of all of your estimates in the system; ability to create sub-quote detail on a range of bid items; ability to import/export vendors (now you can import your vendors from any system); a button to restore balanced bid price providing an easy way to get a bid back to where you started; moved "pieces" field to the first tab on main estimate entry screen so you can easily see crew compositions from the main screen; ability to add notes on the tree view entry screen (both Bid & Activity notes); the owners engr. bid number on all bid item pop-ups for ease of use; a pop-up to display the list of library bid items when you are setting up bidmaster items.

We plan to ship version 2.1 early this summer.

Some Child Motivational Success

by Mike Rydin, HCSS President

In the past two newsletters I talked about wanting my boys to become the best (or one of the three best) at something to give them a feeling of accomplishment and earn the respect of their peers, thus motivating them to become achievers.

Actually this is not my ideal motivational technique because it relies on others to provide competition, praise, respect, etc., whereas I would prefer motivation based on love of the activity itself, or goals such as determination to master a subject or pursuit of excellence in all things.

However, the only activity my 13 year old boy is passionate about is video games which I don't discourage because I figure any passion is better than none.

In order to motivate him to do other things, I see three choices: (1) wait to see if he develops more interests as he gets older, (2) keep trying new activities until he shows a real interest in one, or (3) make him do a few activities until he

gets so good that they become enjoyable.

Item (1) has not succeeded for other parents I know, so I am unwilling to take a chance. We don't have time for item (2) on a large scale, so I have elected item (3) and thus look for ways to motivate him to do something he otherwise doesn't want to do. Competition and peer respect seem to work very well.

Because of the popularity of the "Power Rangers" and "Teenage Mutant Ninja Turtles" several years ago, my boys started karate. After a few months they wanted to quit but I told them they couldn't until they had earned their black belts.

My 13 year old was recently to be tested for his black belt in karate and all he talked about was finally being allowed to quit. However, on the day of the black belt test, he kept telling me to hurry or we would be late, thus betraying more interest in the test than he had led us to believe.

After he received his black belt with his name embroidered on it in gold, he was so excited that when he got home he called all of his friends to tell them about it, and then took the belt to school the next school day to show everyone. That night when going to bed, he confided "I can't believe I got a black belt" when normally he just tells me he is too old to be tucked in and wants me to leave.

The moral of this story is that he is now very pleased with himself and no longer wants to quit karate which supports my theory (3) above.

He is also now being paid to tutor a classmate in math which shows a payoff for all of the Kumon math he never wanted to do.

Although he isn't going to say so, I have the impression from an improved attitude that he now truly appreciates many of the things we have been making him do over the past several years and understands why we did it.

Bid News

Perry County, PA - SR 11(008) Bid Letting January 7, 1999

Angelo Iafrate Construction	\$42,711,845.70
CCI Construction/J. Fulkroad and Sons	\$42,969,626.76
Hempt Brothers, Inc.	\$43,994,011.47
The Lane Construction Corp.	\$44,376,928.65
Glenn O. Hawbaker, Inc.	\$44,918,071.40
Barletta Materials & Construction	\$46,992,143.29
Trumbull Corporation	\$47,130,663.90
Granite Construction Col	\$48,999,602.68
HRI	\$49,175,979.14

Michigan DOT April Letting. 9904-009 M-59 & Squirrel Road Interchange

John Carlo, Inc.	\$15,784,000
Dan's Excavating	\$16,100,000
Angelo Iafrate	\$16,400,000

New Jersey Metropolitan District East Hartford Contract 99-2 Bid Date: April 1, 1999 @ 2:00 p.m.

Northeast Construction	\$5,740,400
Empire Paving	\$6,375,500
M. DeMatteo	\$6,797,850
VMS Construction	\$7,221,630
MIG	\$7,657,000

Boston Logan International Gateway. 07-Apr-99

Modern Continental	\$ 194,677,750
Clark Construction	\$ 196,833,000
Morganti Group	\$ 198,539,276
Perini/Tutor-Sallba	\$ 210,534,221

Glenn O. Hawbaker, Inc. of State College, PA reported that for the Pennsylvania DOT Letting on April 8, 1999, they were low bidder on 4 out of the 5 projects.

GLF Construction Corporation of Miami, FL was the low bidder by .77% with \$35,181,915.84 on DART "North Central Corridor, Line Section G-2". (April 1, 1999)

Project No. 1998-377

East Prien Lake Road Asphalt Overlay & Re-Alignment
City of Lake Charles, LA
Bid Date: February 17, 1999

R. Cloud Construction Co, Inc.	\$398,263.00
Bessette Development Corp.	\$399,090.50
Ashalt Associates, Inc.	\$399,507.00

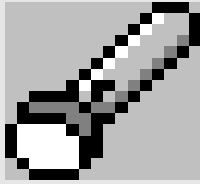
Glendale; Hardin County, KY FD04 047 1136 010-011 03/19/99

K&I Construction, LLC	\$1,162,392.75
Larry Glass Construction	\$1,195,508.79
Matsuda, Inc.	\$1,198,360.56

All Customers using HeavyBid noted in Bold type.

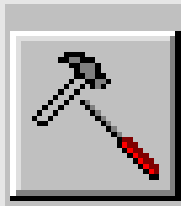
Short Cut Corner

Review Cost Totals in One Click of a Button



This flashlight icon is the "Estimate Review" shortcut. This 2.0 feature allows you to view cost totals for the entire estimate in a single click without summarizing the bid first. You can also find this option in the QUERY menu.

Quickly Print Biditem Reports



The "tools" icon on the main entry screen looks like this and is the equivalent of F4 in DOS. One option available here is that you can select "Print Bid Item" and this will generate a detailed cost report for the specific bid item that you are working on.

Changing Calendars for Activities

To change calendars throughout the estimate, go to EDIT/CHANGE ACTIVITIES and select the activities that you would like to change or you can use the "Select All" button. Then, on the right side, choose the calendar that you would like the selected items to have. Now just click "Change Selected Items" and it's done.

Adding Detail to Many Items in a Snap

"Quick Entry of Detail Items" is what the "Subcontractor Entry" function will be called in HeavyBid for Windows 2.1. This feature has really been given a broader capability. Now any type of detail can be added to many biditems/activities very quickly. All you need to do is select "Add To Multiple Biditems" and a pick list of biditems is displayed. Simply check the items to place the detail in and press "OK" and *poof* the desired detail is added to many biditems in one swoop.

Renumber Biditems Fast

Renumber biditems is a snap in HeavyBid for Windows. Select "Edit" on the menu and then select "Renumber Biditems". The current biditem numbers are listed on the left-hand side of the screen and the new biditem numbers are listed on the right-hand side. The new biditem numbers are blank at the start of the routine. Before biditems are renumbered every biditem **must** have a biditem number on the right-hand side. To copy biditems to the same number select "Options" and select "Use Same Biditems & Client #'s". Next, change the biditems to be renumbered on the right-hand side of the screen to the new biditem number and select "Start".

HeavyJob Hot Keys

If you are a "hot key" type of user, you might find some of the following "function keys" handy:

- <F2> = Saves this record
- <F4> = Shows the selection list available for this entry
- <F5> = Abandons changes (clears out what you just entered)
- <F7> = Go to previous record
- <F8> = Go to next record
- <F11> = Inserts a new line

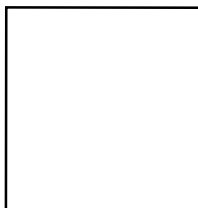
Basically the function keys do many of the same things in *HeavyJob* as they do in *HeavyBid*.

A couple more helpful shortcuts within the diary screen are:

- <Alt+1> Opens "To-Do List"
- <Alt+2> Opens "Crew Entry"
- <Alt+3> Opens "TimeCard Entry"
- <Alt+4> Opens "Material Transactions"
- <Alt+5> Opens "Production Analysis"

Only Build A Crew Once

Building a Crew and then using it to create a Timecard is so efficient, you only set-up your labor and equipment in the crew once. All you have to do is select the proper cost codes and then build the timecard from there and put all the hours in.



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