

M4 User News



Over 150 M4 Users from 49 client locations attended this year's M4 Users Conference. [Click here](#) to view more conference photos.

Thanks to our Attendees for Making the Users Conference a Huge Success!

The 14th Annual M4 Users Conference was a wonderful success! It was great to see attendees from all over the U.S. join us here in Richmond. This year we were joined by over 150 clients, prospects and partners. Attendees enjoyed the conference format which included workshops, Special Interest Group meetings, general sessions and one-on-ones with project advisors. This year's conference offered clients a unique opportunity to create connections with other M4 professionals and explore all of the possibilities M4 has to offer.

Pioneer Communications Group Honored with Proactive Plant Management Award

Headquartered in Ulysses, KS, Pioneer Communications received the 2015 Proactive Plant Management (PPM) Award in recognition of the company's significant work in consolidating their data sources and implementing M4 across their organization. The PPM Award spotlights innovative telecommunications leaders who maximize the capabilities of M4 Solutions to manage their operations.



John Granger and Chuck Flournoy presented Pioneer Communications with the Proactive Plant Management (PPM) Award.

Previous recipients of Mapcom's annual PPM Award include Volcano Communications Group, Pine Grove, CA; Shentel, Edinburg, VA; Twin Lakes Communications, Inc., Gainesboro, TN; Cameron Communications, Sulphur, LA; Pulaski/White Rural Telephone Cooperative, Star City, IN; Copper Valley Telephone, Valdez, AK; Twin Valley Telephone, Miltonvale, KS; Oxford Networks, Lewiston, ME; SEI Communications, Dillsboro, IN; Armstrong Telephone, Butler, PA; diversiCOM/Melrose Telephone, Melrose, MN; Yadkin Valley Telephone, Yadkinville, NC and Lackawaxen Telephone, Rowland, PA.

(more Users Conference highlights on page 2)

STRATA Networks Honored with 2015 Rookie of the Year Award

Headquartered in Roosevelt, UT, STRATA Networks received the prestigious 2015 Rookie of the Year Award to acknowledge their exceptional customer service initiatives and their well-executed M4 implementation process. Well done, STRATA!

Cathy Gorman, Cynthia Olsen, Dave Ryan and Scott Wickel from STRATA Networks were present to accept their Rookie of the Year Award. Presenting the Award were Mapcom's John Granger and Chuck Flournoy, along with Project Manager Ashley Hart.



University of Kansas Medical Center Receives the 2015 Campus Innovation Award

The University of Kansas Medical Center, located in Kansas City, KS, received the 2015 Campus Innovation Award in recognition of outstanding speed and breadth in their implementation of M4 Solutions. To the team at UK-MC we'd like to say... great job!

Deanna Villareal, Leigh Ann Arbuckle and Barry Sanderson from University of Kansas Medical Center were on hand to accept their 2015 Campus Innovation Award. Presenting the Award were Mapcom's John Granger and Chuck Flournoy, along with Project Manager Ashley Hart.



Congratulations to all our Users Conference Award Winners!



Congratulations to all who became certified at the Users Conference!

This year's conference had a special focus on user certification. With a Certification Center aimed at allowing as many users to test as possible, conference attendees really took advantage of this opportunity and kept the Center occupied continuously throughout the conference. Here are our newly certified users:

Specialist

Kelly Cook	Cascade Utilities
Steve Dinsmore	Norvado
Guy Folsom	Norvado
Rick Haschel	Lightstream
Sam Jossie	Hunter Communications, Inc.
Tom Kegel	University of Pennsylvania

Professional

Kelly Cook	Cascade Utilities
Philip Frame	Yelcot Telephone
Sam Jossie	Hunter Communications, Inc.
Laura Lahrson	Matanuska Telephone Association
Cory Miller	Hunter Communications, Inc.
Dave Ryan	STRATA Networks
John Watson	Valley Telecom Group

Expert

Aidan Jones	Hunter Communications, Inc.
Gina Quolas	University of California - Santa Cruz
Jeff Walker	Pioneer Communications
John Watson	Valley Telecom Group

Master

Aidan Jones	Hunter Communications, Inc.
John Watson	Valley Telecom Group



v15.5 and SQL Upgrade

If you're ready to move to M4 v15.5, you should also look at upgrading your database!

M4 v15.5 requires you to have SQL Server 2008 R2 or higher, but there are a couple more reasons to consider making the change:

- Increased performance of newer versions of SQL Server
- Increased security of newer versions of SQL Server
- M4 enhancements that better utilize new SQL Server functionality

Email us at support@mapcom.com to find out more about upgrading your database.

Have you checked out the Mapcom Blog?

Since June of this year, our Marketing team has been providing informative blog posts about important industry issues, trending technologies, and newsworthy events within the telecommunications community.

If you haven't already checked it out, [click here!](#)



Mapcom After Hours!

You know you can count on your Mapcom friends to field your support calls and provide world-class customer service... but what do they do AFTER they head home from work? We asked Mapcom team members about their after-hours activities and unsurprisingly, this is a place of many hidden talents!

- Client Education Manager **Nikkia Young** is quite the avid runner! In addition to having completed three half-marathons (with plans to run a full marathon this November), Nikkia serves as the Special Events coordinator and Committee Chair for “Girls on the Run: Greater Richmond”, a program that encourages adolescent girls to get involved with running while encouraging self-esteem and a positive self-image.
- If you’ve called in to Mapcom Support, chances are good you’ve spoken with **Matt Grabowski**. But did you know that when he’s not at his desk, Matt enjoys archery? On weekends and after work, you can find him at the local park engaging in some fun archery tournaments with his friends. Who knew?!
- **Roger Smith** of our Product Delivery team has a love of football... well, soccer to you and me! Roger spends his time coaching the University of Richmond women’s club team and U11 Recreational Soccer at a local athletic club. Roger also enjoys playing on the Mapcom Over-30 soccer team!
- HR Manager **Brian Miller** isn’t much for the running sports, but he sure can swim - five days a week, Brian starts his day by swimming a mile before heading in to work. That’s over 260 miles last year!
- One of our new faces in our Support department, **Allison Williams** has cheered competitively for over 15 years. In fact, in 2010 her team was ranked 6th in the world—pretty awesome!
- Vice President of Client Experience **Donna Granger** loves to tickle the ivories when she’s not working; Donna has been playing piano for almost 15 years! She enjoys playing everything from Bach to movie themes to holiday classics.
- Marketing’s Content and Campaign Manager **Brittany Diaz Judge** is quite the dancer when she’s not hard at work creating content! This past October, Brittany danced with the elite Starr Foster Dance Project in a show based on short stories written by local authors. Her talents don’t end there - Brittany also teaches dance classes on the weekend.
- Integration’s **Buck Helmke, Stephen Bayliss** and **Michael Thorpe** of the Support department enjoy participating in Dagorhir... a live-action medieval role-playing game. They dress up, wield artificial weapons, and battle in a local Richmond park. If you think this sounds like fun, you should check out the pictures!
- Also from the Marketing department, Managing Editor **Elyse Granger** enjoys participating in Inclusive Racing, which gives special-needs kids the opportunity to race by providing them an adaptive stroller and a team of runners to support them. After all, isn’t running more fun when you have a buddy?



Mapcom Support Presents...

Our Holiday Gift to our M4 Users!



OUR ANNUAL DECEMBER
FREE TRAINING!

December 16th at 2PM ET

MAPCOM
SYSTEMS

“T’was the night before Christmas
And all through the stable,
Reindeer tried to connect fiber
But were not able!
Santa was bummed
He needed a fix
So the reindeer could stream
Christmas movies
On Netflix!”
Tune in to see how Santa works
all of this out using his M4 tools in
his workshop!

Upgrade to gain the full functionality of M4 Solutions!

We want your company to have as much M4 functionality as possible. If you're currently using SQL Server 2008R2 or higher, you can now move to version 15.5!

So what additional functionality will you gain? v15.5 contains 100+ enhancements from v15.0, including the following:

- **M4 Web Console:** Introduces new visual query tools that improve the planning and managing of your revenue generation strategy. These initial serviceability tools are the first step towards the new M4 RevGen module launching in the 2016 release of M4 RevGen Suite.
- **M4 Workforce:** New emphasis on email options and search features. Users can set their default serving area by technician. In the Create Ticket tab, users can create questions/ answers that must be filled out when inputting ticket or customer information.
- **M4 Reporting:** Includes the new executive dashboard, where executives can see updated metrics and statistics, including customizable performance reports.
- **M4 Process Manager:** Change the status of a task by right-clicking an assigned task and selecting the task state to which they'd like to transition. M4 Process Manager also displays notes in the data tab for all tasks associated with the overall process.
- **M4 Assignment:** New steal and swap functionality has been added for efficiency. A user can now add notes and attachments to tickets. Use the element search to easily find the element necessary for the assignment. Also, the user can quickly populate elements that are pre-provisioned during manual assignment.
- **M4 Circuit Manager:** Easier to use with improved custom fields and configuration changes to optimize the fiber circuit form.



Contact Mapcom Support at (804) 743-1860, ext. 240 to begin your upgrade process.

As a current Mapcom client, software upgrades to existing modules come at no additional charge.

M4 User News Fall Issue Quiz

Answer these five questions and send your responses to traininggroup@mapcom.com to receive a certification point!

1. What were the three awards given at the Users Conference this year?
2. List two enhancements for v15.5.
3. What does the command in the Command Center do?
4. What is Jessica's favorite sport team?
5. On which three social media sites can you find Mapcom Systems?

Using the Project Library

Have you uploaded your M4 project yet?

We strongly encourage you to upload your latest backup of your project to the client library. Our Support team uses this repository of projects to quickly troubleshoot, reproduce or test issues in your project. We also offer this offsite backup option as a means of disaster recovery if data is lost.

The 'Command' Center

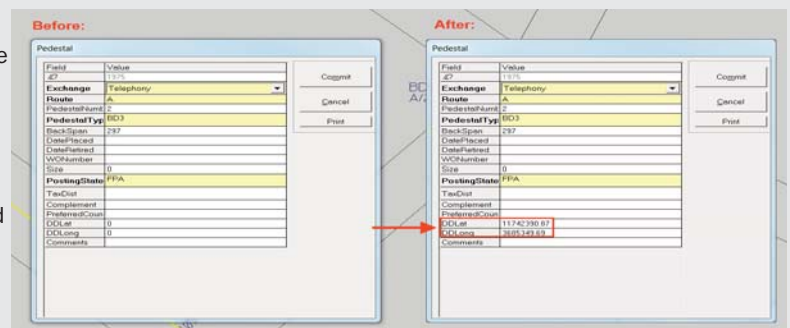
Your M4 User News Guide to Short Cuts & Best Practices

The command we are highlighting in this issue is: **Populate_Point_XY**

What does it do? The **Populate_Point_XY** command loads the specified database columns with M4's X coordinate, Y coordinate and Angle optional of each point symbol on the specified layer. If the angle_column is omitted, then it will not be populated.

For example, after bringing info into M4 from a workbench, you'd like the pedestals to have their X and Y info filled out. Selecting the pedestals, inserting the command and designating the X and Y fields will populate the data.

Use **Populate_Point_XY** to create the X and Y coordinates, then use 'Convert M4 Coords to GPS Coords' in order to calculate/populate the Lat/Long fields.



Meet Two Members of the Mapcom Team!



Roger Smith

Roger joined Mapcom in March of 2013. He grew up in Bristol, England and studied Computing at Loughborough University, while also playing semi-professional soccer in England. He moved to Boston, MA in 2002, and has been in Richmond, VA since 2004. We asked Roger to fill in our 'Favorites' survey, and here's what he had to say...

Where were you born?

Almondsbury, England (near Bristol)

What is your position within Mapcom?

Project Manager

If you could have one superpower, what would it be?

Being able to fly

What are your favorite things to do when you aren't at work?

Running, playing or watching sports, spending time with my kids

What is your favorite book or movie of all time?

Star Wars - all of them

Which is your favorite season of the year and why?

Fall - Birthday, weather, foliage and sports

If you could take a trip anywhere in the world, where would you go and why?

Israel - to see the Holy Land

If you could be an animal, what animal would you be?

Cheetah - the fastest land animal

What is your favorite restaurant?

Used to be Thai before I had to go Gluten-free

What is your favorite sports team?

Bristol Rovers Football Club



Jessica Johnson

Jessica joined Mapcom in May of 2013. She is a graduate of VCU with a Bachelor's degree in Information Systems. We asked Jessica to fill in our 'Favorites' survey, and here's what she had to say...

Where were you born?

Richmond, Virginia

What is your position within Mapcom?

Assistant Support Manager

If you could have one superpower, what would it be?

Osmosis

What are your favorite things to do when you aren't at work?

Boating on the Piankatank River

What is your favorite book or movie of all time?

Pulp Fiction

Which is your favorite season of the year and why?

Fall, because it can also be a verb

If you could take a trip anywhere in the world, where would you go and why?

Whale watching in Alaska because it looks cool

If you could be an animal, what animal would you be?

My dog, because he is treated like royalty

What is your favorite restaurant?

Pescados in Midlothian, VA

What is your favorite sports team?

Ben Pleasants' kickball team



**Mapcom Systems
will be closed on
December 25 to
celebrate Christmas.**



**Mapcom Systems will be
closed on January 1, 2016.**

*Happy New Year
2016*

Check Out Mapcom on Facebook, Twitter and LinkedIn!



Did you catch the pictures of the M4 Users Conference from last month? Did you see those creative Halloween pumpkin pics we posted as well? Or how about the link to our most recent Mapcom blog? If you "like" our Facebook page, you've seen it all! Be sure to "like" **Mapcom Systems** on Facebook to stay up to date with all of the fun things going on around the office and also the latest news and information within the industry!

Our Twitter page, "**@MapcomSystems**", is where we send out updates about everything from new website articles, to M4 software tidbits, to Support's "Tip of the Week". We also use Twitter to inform clients of power outages or phone trouble.

Our **Mapcom Systems** LinkedIn page is also where we post links to the latest entries from our new website blog, to M4 software articles, and to our most recent Mapcom job postings.

Disaster Preparedness Tips:

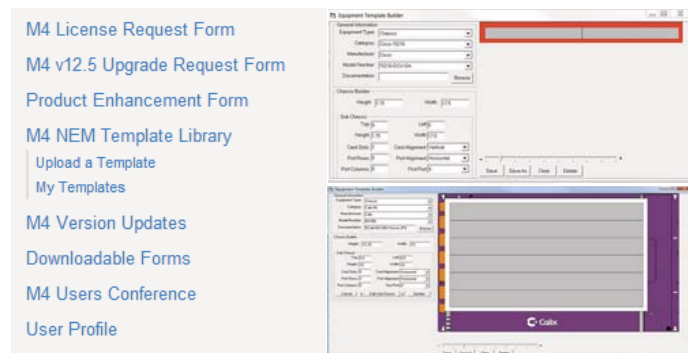
With the Winter season just around the corner, now is a great time to review some helpful hints for keeping your project safe if the Abominable Snowman comes around! We asked our Support and IT friends to share their best 'disaster preparedness' tips, and here's what they had to say!

- ① Backup that project! If severe weather is looming, make sure you create a backup of your project on our secure server so that we can get you back up and running quickly if the unexpected happens. The more frequently you backup, the less data you will lose!
- ② Make sure we have access to your virtual private network (VPN). If conditions are bad and you can't make it in to the office, we can log in for you and make backups of your project or fix any issues you may be experiencing.
- ③ If the weatherman is telling you to expect the Abominable Snowman or any other kind of natural disaster, let Mapcom Support know! We'll allocate the necessary resources to keep your project running smoothly and also check in with you to make sure everything is in good shape.
- ④ Check in with us on our Facebook page, Twitter feed and website! When we're expecting bad weather, we'll post notifications and updates to our social media and webpages right away and do everything we can to stay up and running. All of our Support Techs have the capability to work from home and assist you. We're here for you no matter what Mother Nature throws our way.



Destination: Mapcom Template Library!

Whether you're looking to add a new template or grab one that you've used in a previous project, the template library is a great place to start.



Tips & Tricks: Your Key to What's New with M4!

Our monthly **Tips & Tricks** sessions have been a great way to provide updates, best practices and other ideas to our users all over North America. Our bi-weekly Wednesday Tips & Tricks are at 3PM ET.

Did you miss out on a Tips & Tricks session? No worries, we have them conveniently stored on the Wiki! You can check out previous sessions, take a short quiz and send it to traininggroup@mapcom.com to earn a certification point. It's the easiest way to start your certification journey!

New Folks Missing Out on Mapcom Emails?



If you've added some new faces to your team, you'll want to make sure they stay up-to-date with the latest news from Mapcom. Email the training group at traininggroup@mapcom.com, and we'll make sure they never miss an invite, update or training session!

#ruraliscool



February 21-24, 2016
Walt Disney World Swan
and Dolphin Resort
Lake Buena Vista, FL



Smart Communities Fueled by Smart People!

Mapcom recognizes three clients, 2015 recipients of the Smart Rural Community Showcase Award

As the single, national voice for rural telecommunications, NTCA–The Rural Broadband Association is dedicated to ensuring that distance and geography are not barriers to innovation, growth and prosperity. In recognition of members succeeding in this effort, NTCA recently posted the 2015 winners of the Smart Rural Community Showcase Award for promoting access to next-generation applications and platforms such as distance learning, telehealth services, public safety and security.

We are proud to have three members of the Mapcom family of clients included in this year's winners. Read more about their involvement in their respective communities below. Congratulations!

Learn more at www.ntca.org/smart



Arvig

Perham, Minn.

Area served: 9,813 square miles

Technical highlights: The majority of Arvig's network is cable modem with 100Mbps download and 5Mbps upload. Newfiber builds in the area enable 50–100 Mbps and higher symmetrical service.

Public Safety

The Perham Fire Department serves 164 square miles and five townships. Relying on broadband and LTE, each volunteer firefighter's smartphone includes a mobile app that allows the firefighter to view reported fires, use GPS to find the fire's location, and confirm the availability of each team member. The app also identifies the location of nearby fire hydrants.

Lakeland Communications Group, LLC

Milltown, Wis.

Area served: 237 square miles

Technical highlights: Lakeland Communications employs a range of technologies that include fiber, DSL and cable modem, and can provide capacities up to 100 Mbps on existing copper and over a gigabit in any of the fiber-fed communities. Lakeland currently looks to be 100% incumbent local exchange carrier fiber-fed by 2016.

Health Care

Lakeland enables telemedicine for a hospital with six locations across two states. All campuses are connected and can review charts, X-rays and other records at any location. Specialists and radiologists relying on these telemedicine capabilities are able to ensure off-hours review of critical imaging reports, and can offer crucial care decisions in a moment's notice.

Madison Telephone Co.

Staunton, Ill.

Area served: 102 square miles

Technical highlights: Madison Telephone Co. serves an additional 10 communities through a competitive local exchange carrier affiliate. The company utilizes the fiber to the premise, as well as fiber to the node and hybrid fiber/copper and fiber/coax.

Civic Engagement

Madison partners with state agencies, chamber executives and economic development professionals to provide forums for utilizing broadband to extend market outreach, advertising, cost-efficient inventory and financial transaction applications and public safety. The company's headquarters training room serves as a community computer lab where company personnel offer basic courses as well as new technology workshops to encourage adoption and use.

Welcome to the Mapcom family!

We're happy to welcome our newest clients who joined us during 2015.



Fiber Farmers, LLC



GVTC
COMMUNICATIONS



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(800) 745-MAPS
www.mapcom.com



MAPCOM
Developers of M4 Solutions Software Suite