



TURNING DATA INTO GOOD DECISIONS

XbD offers consulting, technical and support services to resorts and attractions that utilize RTPOne software from Resort Technology Partners. Our services fit between RTP's development team, RTP's Help Desk team and the in house team of database and application developers that only the large businesses can afford. Most resorts can't maintain a year around staff to handle technical database chores, author custom queries and reports or perform complex analyses to answer specific business questions. With an XbD service contract you can keep costs down and still have access to specific expertise when you need it.

Sometimes you may have a need that is more pressing than can be met by the busy RTP development team focused on the next release of the core application. Sometimes a database perspective can assist in working most effectively with the Help Desk. Those are the places XbD can help.

XbD can provide the access to database know how, query and code writing and knowledge of the winter resort business that you want to help complete the range of services your I.T. team can provide. Add us to your team.



SERVICES

REPORTING AND ANALYSIS

RTPOne collects data in voluminous quantities on every aspect of a resort's sales operations. The standard reports delivered with the application cover a lot of needs, and resorts that have invested in RTP Analytics have the data processed for efficient reporting. It's still not a simple task to get exactly the information decision makers at your resort ask for out of the thousands of tables in the RTPOne database or the somewhat arcane world of BI's measures and dimensions.

XbD's primary skill set is in authoring custom reports and analyses to transform data into useful information that can support making more informed decisions. XbD has created a framework to support in depth reporting that adds substantial functionality to RTP's base capabilities. The **XbD Framework** is a repository for custom tables, stored procedures, functions and utilities that **extend** RTP, but **never, in anyway**, make changes to it. You can be certain that you won't break RTP with an XbD extension, nor will you lose the functionality XbD provides when a service pack overwrites internal changes to RTP's code.

Reports can be embedded in the RTPOne Report Navigator, housed on a custom report server, delivered in standalone interactive versions based on Microsoft Excel or a custom interface, as standalone analyses in Microsoft Excel workbooks or simply as a spreadsheet or text file of raw data.

Got something you need right away? Try us out, call and we'll show you what we can do.

DATABASE SUPPORT

DATABASE ADMINISTRATION FOR SQL SERVERS

Team members at XbD have worked with RTP's software longer than anyone who wasn't part of the original development team at Vail Resorts. We were at Jackson Hole Mountain Resort when JHMR was the first customer for ResortPOS, the first resort to migrate to RTPOne and one of the first sites to install RTP Analytics. Through all of that we've learned some pretty interesting and useful details of how the insides of the database are arranged and what needs to be done to keep the application working smoothly. We can take care of a lot of those tasks while you keep all the other balls in the air, and we can help you learn the same skills, if you're interested.

DATABASE PERFORMANCE TUNING

Sometimes RTP just slows down, or at least that's what the users say when they call you mid-morning on a busy day. There's always a reason it slows down, but discovering what that reason is, making operational changes to work around issues and working with RTP to make changes to avoid the problems can be a serious challenge. XbD can set up monitoring, logging and log analysis to determine presence and causes of database performance issues. We can work with RTP to pinpoint changes to make the problems go away, and often make changes as directed by RTP so that problems are corrected quickly, cleanly and without a long wait in the development queue.

HARDWARE RECOMMENDATIONS

Performance monitoring and logging can also pinpoint bottlenecks caused by hardware issues. XbD can collect and analyze data to determine bottlenecks and performance deficits caused by hardware limitations and assist in selecting appropriate hardware to correct problems.

INSTALLATION AND STARTUP FOR RTP AND SERVICE PACK RELEASES

Beginning with RTPOne 2009.1 service pack updates may be performed by resort personnel. The steps to getting it right can be complex and a bit daunting. XbD can do updates for you, and we can coach you to become familiar with the process so you can do it yourself, if you want to. RTP is available to perform similar coaching, but they have a lot more to take care of and scheduling can be a problem. XbD can help get the new version, the service pack or the patch in place quickly so your resort can keep moving forward.

Resorts new to RTP can use XbD's consultants to help configure the application to serve specific needs. RTP's implementation specialists and the RTP Help Desk will certainly provide great information and assistance with this work, and XbD's years of experience in the trenches with the software provides additional useful perspectives. Don't paint yourselves into a corner with your initial setup or product design. We've done that and we can help you avoid a lot of problems!

SOFTWARE DEVELOPMENT & MAINTENANCE

RTP UTILITIES AND TOOLS

RTP offers code hooks for functionality such as collecting data at time of sale, by product or customer type, or prompt validation for discounts or fulfilling special offers.

Implementing any of that requires configuration in the application and code to create the desired behavior. RTP will do that work for you, but it may not happen in the time frame you require. XbD can do many such chores and get them done quickly and well.

Utilities to simplify product setup and management, voucher creation and tracking, instructor training or sales force commission and rewards can added to RTP's built in functionality, but, once again, you may get a quicker response from XbD than from RTP's developers.

APPLICATION SOFTWARE

XbD uses IronSpeed Designer (www.ironspeed.com) to create and deploy web based front ends to SQL Server data. Projects have included a dispatch program for ski patrol, a dispatch program for mountain operations, an application to manage employee recognition benefits, a lost and found application, a customer loyalty application based on vertical feet skied, weekly labor tracking with variance to budget and prior year, business activity reports with automated delivery to email and SMS, and budgeting management. It also provides a great platform for quick, no frills utilities.

SHAREPOINT DEVELOPMENT

Microsoft's Sharepoint technology is built into Microsoft Server 2003 and beyond. Versions with advanced features require additional licensing, but the features available at no additional cost in Windows Sharepoint Services (WSS) offer an impressive array of collaboration tools for distributing information, helping teams work together, organizing projects or managing workflows. XbD uses Sharepoint to facilitate client projects. If you see features you like we'll be glad to help set them up at your resort.

TRAINING

XbD does things and has skills that anyone can manage, given time and commitment. Skills range from technical skills that are likely of primary interest to technical personnel from I.T., to application skills for end users. Nothing we offer is proprietary information unavailable to any RTP customer, or copyrighted by XbD. If you see something we do that you want to be able to do yourself, let us know, we'll arrange the training and coaching to get you going.



DELIVERY

REMOTE DELIVERY

XbD utilizes the full gamut of collaboration tools to work effectively with clients wherever they are located. The traditional tools of conference calls and email are augmented with more robust collaboration technologies.

- If people are in the same place at the same time the solution is simple: face to face meetings.
- If people want to work together at the same time, but they're in different places, meeting tools such as GoToMeeting are the answer.
- For people who need to work together on different schedules, whether they're physically remote or work in the same building, tools such as email, instant messaging and Twitter are useful. For larger amounts of information collaboration tools such as Microsoft Sharepoint provide many useful features.

XbD all of these collaboration tools to keep projects pointed in the right direction and moving forward.

ONSITE DELIVERY

This option is available only to contract clients by advance arrangement. Clients in the western United States and Canada can arrange for a site visit by the XbD Mobile Work Center. The Mobile Work Center (MWC) is a 24' RV fully equipped with computers, printers, presentation equipment and network connectivity. If a client location can provide a pleasant spot to park with electricity and within range of a wireless access point, the MWC can come to you for periods of one week or longer.

The MWC is an ideal tool for the kick off or final delivery of a complex project when face time may be important. Talk to XbD about arrangements. Mileage charges will be billed for getting to client sites.



CONTACTING XBD

EMAIL: XBD@XBD.COM

WEB: WWW.XBD.COM

TELEPHONE: 307.690.0707

US MAIL: PO BOX 752, TETON VILLAGE, WY 83025

PHYSICAL: 1030 BUDGE DR, JACKSON, WY 83001