



ORTHO2

President's Perspective

Busy Days At Ortho2 World Headquarters

We thought the exhibit hall during the AAO in New Orleans was slower than usual. And since those four days can give an indication of how the year might go, one could be concerned. Unless, that is, one looked around our office. Things are booming around here! Maybe it's a strengthened economy. Maybe it's pent up demand. Or maybe the word is out about how great Edge has become. Whatever it is, it is keeping us all very busy, and we love it!



So far in 2014 we are selling systems at nearly twice the rate of recent years. Of course, growth has its challenges. As we install more systems our support load increases at precisely the same time that we have to allocate staff to train the many new customers. So accept my apology if you have experienced longer than desired wait times for support, and know that we have been hiring and training additional staff. In fact, many new software support agents are now online and our metrics indicate that your support experience is rapidly returning to the one that we pride ourselves on providing.

RIP Windows XP, and an Edge Reminders Deadline

As you probably know, Microsoft dropped support for Windows XP this past April. This will make it increasingly vulnerable to malicious viruses over time, and if you haven't already replaced it in your practice, you should do so ASAP. As time passes, obsolete drivers, website certificate upgrades, and many other factors will make it increasingly difficult for us to support users that retain Windows XP.

In fact, consider this your early notice that on January 1, 2015 we will implement an improved certificate security for Edge Reminders that will not work with Windows XP. We don't do something like this lightly. In general, as our ongoing support of a few DOS customers attest, we support older technology when we can. But there are times when we simply won't withhold evolutionary security and productivity benefits from all customers, just to retain compatibility for those few who choose to stop moving forward. ☺

Dan Sargent, Ortho2 President