

BuildSoft Report



CONSTELLATION
HomeBuilder Systems

BuildSoft

Welcome to Constellation HomeBuilder Systems' first official BuildSoft Newsletter! We welcome you to an elite group of more than 1400 large, medium, and small builders supported by Constellation, including such prestigious national and regional builders as Lennar, Meritage and Taylor Woodrow, to name a few.

This first newsletter will provide important information about the first of many product updates you will be receiving this year! Our **February product update** is now available to be downloaded at the BuildSoft online Client Care Center. Details of the first update can be found in the Product Update section below.

Our **first customer survey results** are in, and the highlights can be found in the Customer Survey Results section below, along with a preview of the future product updates and training initiatives to be launched over the coming months.

This newsletter is one of the many proactive measures we are taking to keep our customers informed about the future direction of BuildSoft. We hope you find it informative and we look forward to staying in touch.

What's in this Issue

Page 1

- Customer Survey Results
- BuildSoft Client Care Center

Page 2

- Contact Update
- **Free Training!**
- BuildSoft History
- **February Product Update**

Page 3

- About Constellation
- Did You Know?

BuildSoft Client Care Center

All product updates, newsletters, training and other BuildSoft information will now be made available at the exclusive Client Care Center for BuildSoft users. This is another communication initiative launched in response to feedback from the recent customer survey. Please visit this area frequently, by logging onto <http://www.constellationhb.com>, and choosing *BuildSoft Client Care Center* from the Support menu. If you experience difficulties accessing this area, please contact Olga at 1-888-723-2222 x2525.

Customer Survey Results

Immediately following our acquisition of BuildSoft, Constellation sent out a survey to all current customers. We'd like to thank the hundreds of customers who took the time to respond. We also enjoyed speaking with many of you who called in to discuss the survey, and those of you who visited the Constellation booth at the International Builder's Show in Florida.

Many customers expressed concern over the age of the product, the user interface, report shortcomings, the technology platform and the ease of interfacing with other systems. These areas will be our focus as we plan the next few product updates.

We are currently evaluating and prioritizing short-term updates while working on a longer-term overhaul of the product. Some of the longer-term changes will take time because we hope to do them right the first time. As we solidify our plans for the product's evolution, we will do our utmost to keep our customers informed.

We would also like to recognize the BuildSoft Solution Center staff for their excellent work as expressed by numerous customers in the survey. Thank you Nicole Hudson, Sharon Vickers and Nancy Ross!

New BuildSoft Solution Center Number
1-800-411-2020 Option 5

BuildSoft Report



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Contact Update

A CHS representative recently called all current customers to update contact information.

If you were not contacted, or would like to provide us with an updated physical address, email address, phone or fax number, please contact Olga Yatsetchko, as soon as possible, at oyatsetchko@constellationhb.com or 1-888-723-2222 x2525.

Returning Customers

If you are an unsupported customer, please call Robert Lowenstein at 1-888-723-2222 x2501 to regain access to product updates, free training, and help desk support.

BuildSoft History

BuildSoft continues to be the most powerful fully integrated software solution for small to medium sized builders. The core functionality provided by BuildSoft is invaluable.

A workflow-based methodology drives the system, automating accounting entries, and eliminating countless hours of bookkeeping and data entry. The powerful schedule-driven process and the estimating component created a revolution in the way small builders perform their tasks.

BuildSoft has remained relevant because it was originally designed by a builder for his own use. BuildSoft takes a project-management approach to construction, allowing for component-level cost management, making accounting an automated-yet-supervised process. We believe this is why it has remained relevant to its users.

Unfortunately the product did not evolve with technological shifts under the previous ownership regime. This is an area where Constellation will look to improve BuildSoft.

Free Training!

We will be offering Free BuildSoft training courses to current customers, throughout March and April. We are also looking to greatly enhance the training services that will be offered to you over the next few months. The online calendar of upcoming training sessions is available at the BuildSoft Client Care Center.

Future endeavors include the start of online, downloadable training modules, as well as an online calendar of web conference training session schedules. Further details of these enhancements will be shared as soon as they become available.

February Product Update - v3.56.23

The February software update is available at the BuildSoft Client Care Center.

This patch includes:

- A critical resolution to the CTFMON error, stabilizing BuildSoft on Windows XP.
- Four new Enhanced Reports:
 - Two job cost reports that provide single-line summaries of Budget versus Job Cost status. One report compares Job Costs against the Preliminary budget while the other compares job costs against the Committed budget.
 - Two new sorts for the Accounts Payable-Authorize Invoices-Summary report.

CHS is actively engaged in making improvements to BuildSoft. We will be using feedback obtained from the recent customer survey and guidance from the Solution Center team to set our agenda and priorities. Where possible, CHS will also be leveraging any former experience gained from previous development efforts/attempts.

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About Constellation HomeBuilder Systems

Constellation HomeBuilder Systems is the leading North American provider of integrated software and related services for homebuilders, and supports over 1,400 homebuilders, including over 30% of North America's top 200 builders. Constellation HomeBuilder Systems is an operating division of Constellation Software Inc., (www.csissoftware.com) a stable, and profitable publicly traded company specializing in exceptional software and services for industry specific applications. Constellation's common shares are listed on the Toronto Stock Exchange under the symbol "CSU". (www.csissoftware.com)

The addition of BuildSoft expands Constellation's offerings to small and custom home builders. Constellation has in-depth homebuilding industry knowledge and experience, which will be leveraged in order to ensure BuildSoft remains the central tool for your current and future information systems needs.

Starting this year, BuildSoft's supported customers will benefit from frequent product updates, training initiatives, and improved communication.

Did You Know?

- **Accounting Integrity** – The Accounting Integrity report checks the integrity of the accounting system, verifying that all closed periods are in balance, that there are no out of balance journal entries, that Cash, AP and AR are in balance with your GL, and more. We recommend that the report be run after a period is closed in BuildSoft, or once a month, whichever is more frequent. To access the Accounting Integrity report go to Accounting | General Ledger | GL and Financial Reports | Accounting Integrity. Running the report for your server (Host) is preferable. In the event your accounts are out of balance, the Accounting Integrity report allows the BuildSoft Solution Center to get your accounting system back up and running in no time.
- **Remote Access** – Your remote users can access BuildSoft from field office locations (or even from another state), via remote desktop connection, with a Terminal Server (e.g. Windows 2003) acting as host at your head office.
- **Frequently Asked Questions** – A BuildSoft knowledge center covering a large range of technical and usage tips and tricks has been added to the BuildSoft Client Care Center. This will be a live area that will be updated with new information as it becomes available.

