Boyce

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IF YOU AREN'T CONCERNED ABOUT COMPUTER VIRUSES, YOU SHOULD BE.

According to CBS News, the losses from the "WannaCry" ransomware attack that struck computers in at least 150 countries, could reach $4 billion. The FBI report (https://pdf.ic3.gov/2016_IC3Report.pdf), states complaints numbering 298,728, including Ransomware, Business Email Compromise (BEC), Tech Support Fraud and Extortion reported losses over $1.3 Billion in 2016 in the U.S. Statistics from Cybersecurity Reports as well as Law Enforcement Records are showing a tremendous increase in losses compared to just 2 years ago.

To make matters worse, the Utility and Education sectors are being targeted. Ransomware is quick and easy for attackers, and it can bring your computers to a grinding halt. Luckily, there are a few things you can do to help protect yourself. Make sure you have a good antivirus software on your machine, make sure all the features are turned on, and make sure it's up to date.

Ransomware viruses come from malicious emails or files downloaded from the internet. If you think an email looks suspicious or you don't recognize where it came from, don't open it! Before you download any free software from the internet, ask yourself if you really trust the site you're downloading it from. Remember the old adage: "If you aren't paying for a product, you're the product!"

Most importantly, make sure you have a viable current backup. If it's important, you should have it in at least three places – on your computer, on an external backup device (like a USB thumb drive), and on an offsite backup (such as the cloud). If you do get infected, there's no guarantee they'll give data back, even if you pay the ransom. Simply restore from your backup (once you're sure you're no longer infected!) This will help make sure you have all the important data you need, no matter what happens.

Boyce

Since 1899   **KEY-BULLETIN**   **Fall 2017**

Keystone Annual User Meetings Sport a Couple of Changes

Keystone looks forward to the annual user meetings every year. Face to face communication reminds us all that we are human. Online registration for this year's meetings will open on September 5 with the deadline being October 2. Watch for the registration email. The dates are set:

Thursday, October 5, Library Meeting, Boyce Systems Office, Daleville
Thursday, November 2, South Meeting, Seasons Lodge, Nashville
Wednesday, November 8, North Meeting, Honeywell Center, Wabash
Friday, November 10, School Meeting, Boyce Systems Office, Daleville

As you can see, we have set aside a day for our Libraries. As library numbers, grow we want the opportunity this year to speak directly to their needs. If this is successful, we will continue to offer this meeting in the future. If, as a library official, you cannot make the October 5 date, you are welcome to register for either the north or south meeting to fit your schedule.

Another change is, since there are no changes to the year-end procedure for Key-Budget and 85% of our accounting customers are currently using Key-Fund, we are eliminating the year-end session for Key-Budget. We are still supporting Key-Budget, but we are no longer enhancing it. Breakout sessions will include Key-Fund, Key-Payroll, Key-Billing, Key-Ledger and Tax Guidelines with David Lewis. Continental breakfast and lunch will be served.

We will again be recording a set of sessions for later review. If you are new to our user meetings, please check out the videos on our website. As always, the annual user meetings are free to Keystone maintenance customers, however, travel and lodging are on your own.

W-2 Tax Season is here. Your Sales Rep will start taking orders soon.
If you have questions, notify sales@boycesystems.com

Doculivery W-2 Printing and Mailing Service is Ready to Save You Time at Year-End. Watch for Information Emails

Our partnership with Invoice Cloud continues to grow each year. We now have over 65 Key-Billing customers using Invoice Cloud with great satisfaction. More utility customers are requesting the ability to pay online and Invoice Cloud provides the solution for online bill presentment.

You place a "Pay Utility Bills" button on your own website that will direct your customers to your Invoice Cloud payment site. Your customers can set up an email notice to alert them when a bill is available and reminder emails to pay before the due date.

Online bill presentment eliminates printing and mailing costs, and, as a partner of Invoice Cloud, there is no charge for the interface to Key-Billing. To learn more please contact your sales representative, or sign on to an online demonstration. www.invoicecloud.com/boyceEBPP

Please let us take a moment to acknowledge and say goodbye to two of our own. Larry Jones spent over 20 years with us at Boyce. He never knew a stranger and was a most welcoming member of our Boyce family. Kyle Reese joined Boyce Systems in August, 2016. Set to be an installer for Keystone, Kyle touched many lives in his short tenure with us. Both men passed away this past spring and are sorely missed. Our hearts go out to their families and friends.

In the Loop with the Boyce Systems President and CEO

Michael B. Galliher

Greetings to all of you,

2017 has been an interesting year of changes for us on the Keystone side of Boyce. After nearly 25 years of service, Ricki Wilkerson, long-time VP of Keystone Customer Support has retired. A main stay in the support area, Ricki was the go to person for customer relations, user meeting coordination, product development liaison and product demonstrations. Her contributions to the success of Boyce-Keystone have been many over the years. Ricki is still helping us. She is and will be doing product demonstrations, quality control testing and input on product enhancements. We are very pleased to have her around. She brings a great understanding of you, the customer, and continues to be your advocate.

Ricki Wilkerson

As of April 1st, Bethany George moved into the position of Keystone Support Manager. About the same time, Bethany shared that she was to be a Mom again. She continued working through the day she delivered baby, Zaylah, 2 ½ months early. Bethany and Zaylah are both healthy and well and Bethany will be back the latter part of August. Several other personnel changes have occurred as well. Some folks left, new folks were hired. With that, I wish to thank the dedicated and experienced people both in Keystone support and all through the Boyce Systems staff who have helped us through the transition.

With many new customers and many product upgrades, we are very busy. Busy is a good thing, so thank you for your continued interest and support. All the while, our development staff is continually working to better our products. We now have an outside group of developers going over our Key-Fund software. We believe another set of eyes will help in enhancing the product and give it the technological longevity that you expect.

Key-Tracks, timekeeping for smaller units, is on "track" for a 2017 release and K-Time Timekeeping, for our Keystone customers with over 100 employees, is soon to be at test sites. The request from customers for biometric scan capability in each product is at the top of the list. We are going to make that happen.

Thank you for your business from me and the Boyce Family.

Best Regards, Mike

Key-Budget to Key-Fund Upgrades Are Moving Forward

After a tremendous response to our Key-Fund Upgrade promotion last year, nearly all but a few are installed or scheduled to be installed before year-end. We do want to thank you for your patience with this grand endeavor. Each time a customer is converted, there is an opportunity for Key-Fund to get better. Each one sends ideas to the advisory and we continually strive to make the product work for you.

At some point, we will discontinue support of Key-Budget, but we want to give everyone ample time to upgrade to Key-Fund or to include the upgrade cost in your future budget. We will continue to support Key-Budget through the end of 2018 and will let you know if we extend support even further.

As mentioned in the user meeting article, there will not be a breakout session for Key-Budget this year. With no changes to the program, the year-end procedures are the same. If you need help with closing the year in Key-Budget, you can review the 2016 video from last year's user meeting, and as always, the Helpdesk will be available with "all hands-on deck".

Holiday Schedule 2017-2018
Boyce / Keystone / Komputrol Offices will be closed in observance of the following holidays:

Sept 4	Labor Day (2017)		Dec 29	New Year's Eve, Phones Close, 3 pm
Nov 23	Thanksgiving Day		Jan 1	New Year's Day
Nov 24	Day after Thanksgiving		May 28	Memorial Day
Dec 22	Christmas Eve Afternoon, Phones Close, 11:30 am		July 4	Observe Independence Day
Dec 25	Christmas Day		Sept 3	Labor Day (2018)

Boyce is Growing Again—To Better Serve You

Tamara Allison comes to us with many years of software development experience in the private sector and public service industries. She earned her BS Computer Science at the University of Houston, Houston, Texas and her MS Computer Science here at Ball State University in Muncie. Residing in Selma, Tamara has two grown sons, Jacob and Tony. They live nearby and have presented her with 3 grandchildren.

Tamara's passion includes being a registered adult scouter with the Boy Scouts of America. She works with Local Troop #9, as well as participating in district and council level activities. Active in the Desoto United Methodist Church and the Selma Lions Club, she especially enjoys the Selma Bluebird Days Festival in August.

Happy to be here, Tamara would like to "Thank all the people here at Boyce for the welcome".

Jesús Sánchez Barazas is a native of Spain. He earned his degree in Computer Science and Software Development from the University of Almeria, Spain. He lived in Costa Rica for many years working in the field for many companies. The rest of his family still lives in Spain.

He says he married his "beautiful wife, Angela" here in the USA last year and "…is very happy to be part of this company".

Jesús loves photography and has found some very nice places to take some shots. He says Indiana is very different from where he used to live. Woodworking is also a favorite hobby and so far, Angela has been pleased with all his projects. Living by the sea in Spain, he enjoyed scuba diving and kayaking. His love of traveling has taken him to many places in Europe, as well as visiting his family in Spain. He says he now looks forward to exploring America.

Chrystal Butler joined the Boyce family last winter. After high school in Muncie, she studied Business at the Muncie Area Career Center. Her prior work experience included billing and coding in the medical field. Her area of service at Boyce is Purchasing.

Married to her high school sweetheart, Sean, for 22 years, they reside in Muncie with their dog, Achilles. "I love people, and sense of humor is what keeps me going. When I am alone, I put together jigsaw puzzles and usually end up talking to myself anyway!"

Boyce Systems was recommended to her as a place of employment by Larry Jones. (Larry was a long-time and very dear employee of Boyce, who recently passed away.) Chrystal says, " It was the best recommendation I have ever received."

Brandon Estelle is the newest member of our Technical Engineering Services group. His education and prior work experience centered around IT support and security. He brings over 10 years' experience to our organization. Brandon authored the article about viruses in this publication and hopefully, he will be a regular contributor to the "Tech Corner" in the future.

3D printing and fishing are Brandon's favorite hobbies, so if there happens to be a bad fishing day, he can print a whopper and mount it on the wall! Smart! Brandon currently resides in Yorktown with his wife Amber and their five dogs and he says he is enjoying the short commute and getting to know the people at Boyce.

Jane Lyons joins Boyce Systems in the Keystone Support area. After high school Jane, earned an Associate's Degree from Ivy Tech and brings 29 years of public service experience from Madison County. She served as both Deputy Auditor and Auditor. Her expertise is Payroll and even has customer experience using our Doculivery for Payroll product at Madison County.

A lifelong resident of Anderson, she and her husband Ray have a blended family of 6 children and 6 grandchildren. Jane enjoys sewing, crocheting, painting and other types of crafting. She likes to camp as well as taking grandkids to the movies or the park.

"I want to thank Mike and the employees of Boyce for giving me the opportunity of joining this great company and for treating me like family," Jane shared.

Austin Padgett started at Boyce last fall and comes with many different prior work experiences, including musician. He is a member of the Boyce Forms team .

He lives in Anderson with his wife Tayler and son, Julian Milo Padgett. Austin's very special interest is music. He plays guitar, piano and drums, and does some singing, too.

He says, "It's an honor to work for Boyce. I love the history and…being part of a loving and family oriented business."

Cheryl Randall, another Boyce Forms employee, is also an important part of the team. She has worked in several areas of the shop. She spent several years working as a "stay-at-home" Mom, and she says she loved every minute of it.

Her children (Gabrielle, Chase, and Pierce) are now 23, 20 and 17, respectively, and she has a new grandson named Leo. She resides in Yorktown with her three Chihuahuas and two birds. Her hobbies include sewing, reading, working out and video games!

She concluded, "I love working at Boyce, the nicest group of people to work for and with."

Debbie Stewart, long-time customer, is now serving in the Komputrol Support area. Debbie worked at Muncie Community Schools for 36 ½ years, mostly in Accounts Payable, but with 10 years in the IT department. She is a natural addition to the team supporting our many Komputrol customers.

She and her husband Jay live in Eaton with their Golden/Lab mix, Sophie. She most enjoys spending time at their pool. Ready to expand her horizons, she thought Boyce would be a great place to work.

Back Row, L to R: Tamara, Jesus, Austin and Brandon
Front Row, L to R: Debbie, Chrystal, Cheryl and Jane