

A Message from OTS



September 2015

Lately we have fielded many questions regarding our future plans and our relationship with the Fluke® Calibration group. This message is being provided to clarify our position and help our customers understand the current situation.

Our History with Fluke

During the past 17 years, we have provided valuable applications and support for the Fluke's MET/CAL® and MET/TRACK® products. We have always been associated with special add-ons for MET/TRACK, and over the years, we have built applications that enhance the capabilities of the MET/TRACK Database. For 12 years, throughout the late 1990's and early 2000's, Fluke management worked with us and included some of our products together with sales of MET/TRACK to provide functionality customers needed.

Changes in the OTS/Fluke Relationship

Due to recent decisions within Fluke, we have decided not to work with their latest metrology database software. Fluke has made it clear that they no longer want to work with us.

Fluke has created a new MET/TRACK replacement product known as MET/TEAM. MET/TEAM is based on an underlying architecture that has vast differences between it and MET/TRACK. Being based on solely Microsoft SQL Server, it is significantly different from existing MET/TRACK with respect to the database schema, configurability, and business work flow.

We have always configured our products (and MET/TRACK) to meet our customers' needs in working within existing business rules and work-flows. We have assessed MET/TEAM and determined that the majority of our customers' configurations are too highly customized - and would be cost prohibitive - to move to MET/TEAM. We have some customers with hundreds of Crystal Reports® and moving to MET/TEAM would be like starting over. History has shown that innovation comes from multiple sources. On Time Support is known for creating unique solutions for metrology and beyond.

In addition to the documented issues, many of our customers have quality documents that are written around the MET/TRACK and OTS processes. Moving to MET/TEAM would entail a significant cost in re-writing and testing a new quality system.

We Pledge Continued MET/TRACK® Support

Rest assured, we are not going to abandon MET/TRACK support. We have significant innovative solutions for metrology in planning and development. We are actively updating our current suite of applications to support MET/TRACK (version 7.1 through current revision), and new applications are coming soon which operate on multiple database platforms. We are committed to support you and we will provide MET/TRACK support for years to come. We still offer our expertise to help you upgrade MET/TRACK installations. We also still provide both MET/CAL and MET/TRACK training.

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We are convinced that existing MET/TRACK - using Sybase iAnywhere version 11 - remains an excellent solution and can meet your metrology tracking needs well into the future. Fluke has documented that Sybase 11 is now unsupported from Sybase. In a recent meeting Fluke has said that MET/CAL 8.3 will be the last version of MET/CAL to be used for MET/TRACK. If the Sybase version is an issue for your IT department, contact OTS. We are in the process of testing a new Sybase update and we will have news on this process before the end of 2015. We would suggest that you upgrade to MET/CAL/TRACK to version 8.3 first. We can also help with that.

We Plan to Support New Automated Cal

There are new automated calibration products under development that will provide our customers another option to MET/CAL. With the METDaemon II application server, there are many new software options and we are working with developers to utilize this technology.

New Opportunities Make Our Future Bright

On Time Support is now working with new partners and we will announce sales and support for some new innovative solutions. METDaemon II provides support for multiple databases including Microsoft SQL Server, Oracle, MySQL, and others. Our METDaemon technology will operate on Microsoft Windows and Linux operating systems. In the current METDaemon release, Email Notification, Responder, and Report Viewer are examples of products that support Microsoft SQL Server, Oracle, and any database supported by METDaemon. We are vetting applications that are running on mobile devices, including tablets and phones, using Android operating systems. BC Mobile is an example of an application that runs well on an Android Tablet.

We have always been committed to developing partnerships with our customers. In this spirit, we will publish an Application Programming Interface (API) to empower developers interested in creating applications and take advantage of the powerful features available in METDaemon II. Using the METDaemon API can significantly reduce the time and effort required to complete a custom metrology software application. We are currently working with some specific customers that are developing METDaemon applications using the API. The valuable feedback from these customers will help us enhance the product further.

To further provide assistance to new developers, we are working towards creating a METDaemon Developer Network (MDN). The MDN will include demonstration and coding examples to guide new users working on their own applications. We will offer the METDaemon Development Kit (MDK) for interested developers to license in the Q1 2016 time frame or earlier.

We are available to answer questions regarding our applications and product directions. Please feel free to contact On Time Support.