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## CONTACT MANAGEMENT CHANGES

Unlimited contacts linked to each customer have always been available in Orion. Now each of these can be customised to receive specific emails.

This allows three significant changes to the way email, invoices, statements and other documents are sent, which is especially important for customers that are Companies.

1. **Adding multiple contacts as email targets** - At the point of previewing an email, the contacts list can be accessed and any number of contacts (i.e. their email addresses) can be added as email targets.

*Continued on Page 4*



## NEW EFFICIENCIES AT GLEESON COX

As 2016 starts, Gleeson & Cox Transport is realising significant efficiency gains after implementing specialist Fleet Management software with GPS integration.

Gleeson and Cox Transport is a well-known and highly visible bulk haulage operator in the Auckland region. Responsibility for keeping their fleet of over 130 trucks, trailers and other assets ready for work falls on their dedicated workshop team, comprising 12 fitters and technicians.

In late 2014, following a period of strong growth, Gleeson & Cox undertook a strategic review of their business operations. In particular they felt they could increase automation and integration in the fleet operations and wanted to look at how this could be achieved.

*Continued on Page 8*

## ONLINE CHECK SHEETS

*Design your own!!*

For some time now the SAM development team have been working on a flexible online solution for vehicle inspection checks.

Automotive businesses routinely carry out 50 point checks as part of vehicle servicing.

This can now be done on any device, at any location (with an internet connection) with the results permanently stored for later reporting and analysis.....

*Continued on Page 7*



**SMARTCHECK**  
ONLINE CHECK SHEETS



AUTOMOTIVE SERVICE IT

Workshop and service management solutions

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## "OFFICIAL" LAUNCH OF SAM IN AUSTRALIA

The Australian website went live at the beginning of 2016 and enquiries started coming in within the first few days.

"With 50% of the Kiwi market – and still growing here – we expect to have an immediate impact across the Tasman", says SAM company manager Raju Bhana.

"Having said that we are soft launching without much fanfare because ideally we'd like the growth to be incremental and steady".

The launch of SAM into Australia has been over two years in the making. During this time dedicated teams within

the company have been working to:

- Perfect the cloud-hosted model.
- Build up a library of over 30 training videos (to avoid/minimise having staff travelling to far flung sites).
- Add Xero, MYOB and other accounting links.

"We have a Sydney-based cloud hosting facility, but we still expect most of our Australian clients to be hosted in Auckland," explains Bhana adding "At this stage we don't plan to have permanent SAM staff on the ground in Australia but obviously this will be reviewed and if we decide it's needed, the group

already has an existing office in Sydney with a Melbourne one planned."

The company believes SAM and the support team stack up very well against what is available in Australia.

"A lot of our existing sites in Australia are expats who couldn't find anything they rate and poor system support is a common theme we hear from people contacting us" says Bhana.

# SAM PRIVATE CLOUD HOSTING

QUESTIONS AND ANSWERS WITH TSI HOSTED OPERATIONS MANAGER KAYLEEN CURRIE



**Q. Who is choosing hosting as an option?**

A. Everyone! Dealerships, workshops, fleets, franchises and independents. A real cross section of TSI Group customers spanning the entire motor trade.

**Q. What are the benefits?**

A. Some early customers went to our hosted platform because they had hardware or network problems. We know those customers are pretty happy, so anyone with data corruption or slowness should be interested..

The second major benefit is that we take over all backups, security and support. Clients need a decent internet connection but other than that it's relatively trouble free. Downtime is really minimal - we have had a couple of brief outages for technical reasons, but we have had those sorted so quickly that some customers haven't noticed.

Also the ability to connect from anywhere with most devices is a big plus.

**Q. What plans do you have for the future?**

A. We're working on a true Disaster Recovery offering, with encrypted copies of client backups stored in multiple places. For those customers who want this level of reassurance we believe this will be a strong offering.

We're also currently investigating a Document Storage service, and the Group is developing new hosted services and offerings – like Online Checklists - that will come on-stream at some point in the future.

**Q. If people are starting to go online rather than buying servers, your business model must be changing a lot?**

A. Yes. A few years ago we mostly built servers and PCs for sale. These days the server work has mostly dried up and has been replaced by our cloud environment. It's changed how we operate a lot. We don't have many broken computers or spare parts lying about these days.

We're constantly focussing on becoming more proactive; trying to prevent downtime and problems so customers can just get on with what they do without their systems getting in the way or holding up business.



# HOW WE DELIVER OUR SMS HAS CHANGED



TSI Group has run our own SMS servers in-house for over a decade now.

From a single modem sending out a few hundred messages each month in 2005, the system has steadily grown into a monster that pumps out up to 70,000 messages per month, both sides of the Tasman... and it's still going up all the time.

The service has been remarkably reliable - easily exceeding a 99.9% success rate for the entire decade it's been in place. Most of our failed messages have eventually been traced back to the cellular networks.

This year the New Zealand Telcos have all simultaneously restricted business customers and as a result we are no longer allowed to send the volumes we produce via our own modems and the local cell tower. Instead we now have only one option - sending via an approved "Gateway" provider.

It's not all bad news however.

**THE PROS**

**Significantly increased speed.**

Our upper limit was between 1500 and 2000 SMS per hour. There is effectively no limit now. In the past our big campaigns (largest was 13,000) have taken several hours to process. Even large runs will now go out within a few minutes.

**Less failures.**

Our very low failure rate has been reduced even further. Many of our failed SMSs involved sending across networks i.e. from one Telco to another. The gateway provider has direct connections to all Telcos, so there is effectively no cross-network transmission any longer.

**THE CONS**

**Increased wholesale cost.**

Obviously there's an underlying reason why the Telcos have implemented this change.

A cynical observer might speculate that they are using business clients to subsidise all the free SMS our children receive on their mobile plans. We have been steadily reducing prices over the years as volumes rise but our ability to do this in the future may be limited.

**Risk of third party.**

In choosing a gateway provider we certainly looked at their record and capabilities, nevertheless this is not the same as being in complete control and does introduce a potential risk. The service has been very reliable so far however.

**No control of phone numbers used.**

Since 2011 we have been able to control the phone number that presented to your customers. They would usually receive your SMS messages from the same number each time. We no longer have this control, so SMS messages you send will come from a range of (4 or 5) numbers provided by the Gateway provider.

Also note that the new system uses Short Codes; 4 digit numbers that will appear on your customer's phone (if it is appropriately set up) instead of the entire "normal" number. There might be an initial period where you receive enquiries about this.



## IT SERVICES TSIGROUP

Officially launched in early 2015, our own private-cloud hosting continues to grow giving customers all the benefits of being “in the cloud” without the risk with confidential information being stored who knows where.

As 2016 starts, the Group is adding 30 new connections every month and this is gradually accelerating as more new clients and several existing clients decide to jump into cloud technology.



## SYSTEME

SAM’s sister company Systeme, distributes and supports the world’s most popular Automotive Dealer Management System – Autoline.



Following the installation of Melbourne BMW’s three retail sites encompassing approximately 150 users in late 2014, Systeme staff implemented an even larger Autoline (with Fleet Management) into Sime Darby Commercial Group in mid-2015.

On a staff and user count basis Sime Darby is easily New Zealand’s largest automotive business grouping, and in all just under 400 Autoline users are now installed.

TSI Group Manager Darryn Crothall reports that after the inevitable rush of work immediately after the installation, it is settling well.

“At one point we took 17 locations live simultaneously and that took every person we had available, including most of our Australian staff plus some of our sales staff”.

## FUNNIES

### BRAZILIAN:

A blonde is watching the news with her husband when the newscaster says, “Two Brazilian men die in a skydiving accident.”

The blonde starts crying and says to her husband while sobbing, “That’s horrible! So many men dying that way!”

Confused the husband replies “Yes dear, it is sad, but they were skydiving, and there is always that risk involved.”

After a few minutes, still sobbing, she says, “So how many is a Brazilian?”

### SOCIAL MEDIA:

Presently, I am trying to make friends outside of Facebook while applying the same principles.

Therefore every day, I go down on the street and tell a passerby what I have eaten, how I feel, what I have done the night before and what I will do after. I give them pictures of my wife, my daughter, my dog and me gardening and spending time in my pool.

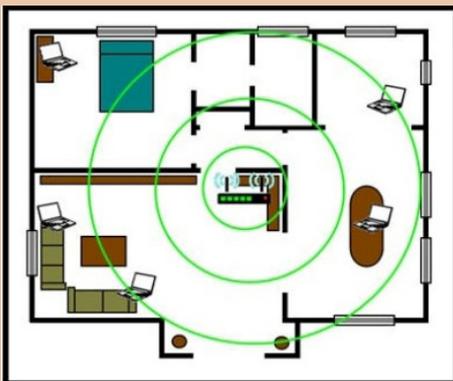
I also listen to their conversations and tell them I love them.

And it works :

I already have 3 people following me; 2 police officers and a psychiatrist.



## PLACING YOUR WIFI ROUTER FOR BEST OPERATION



### CENTRAL LOCATION

WiFi signals are circular, so the best place to have the router is as close as possible to the middle of the building or area you want to cover.

The position with the best line of site to most target locations is likely to be a good place.

### PUT IT UP HIGH

WiFi signals spread out and slightly down so putting the router up high can improve coverage.

### HORIZONTAL AND VERTICAL ANTENNAE

If you have 2 antennae set one vertical and one horizontal. Antennae work slightly better if they are aligned to the plane of the signal.



Laptops especially have a horizontal antenna so you can potentially improve their WiFi connection with one horizontally oriented antenna on the router.

### THINGS TO AVOID

If possible avoid placing your router near:

Metal objects – metal dissipates electromagnetic energy.

Concrete and brick walls – these absorb the signal very efficiently.

Microwaves – these use similar wavelengths to WiFi and will interfere while they are running.

People – humans are 70% water which also absorbs electromagnetic signals.



# ORION SOFTWARE UPDATE

**NEW VERSION 3.004 DUE FOR RELEASE JULY/AUGUST 2016**

Version 3.004 will be a major release with a number of significant enhancements and additions. It is currently scheduled for final testing commencing in March 2016 and release following shortly after. Well over 400 additions and changes have been made, including:

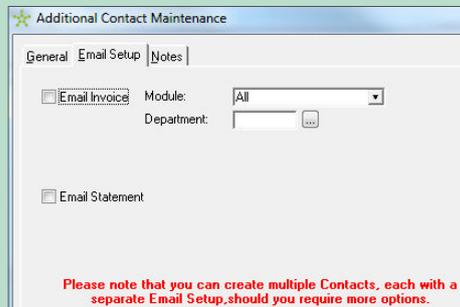
- Smartcheck Online Check Lists
- eRoad GPS integration
- iBright GPS integration
- Suzuki Dealer Management Reporting export
- Badger Oil Dispenser integration
- Ashdown Ingram online ordering interface
- Autoplay sales/prospecting interface
- Automatic Updates
- Contact Management Update (see elsewhere in this issue)
- Cardlink extract



Note:  
A comprehensive list of Version 3.004 changes and features will be provided in the Release Notes accompanying the release.

## CONTACT MANAGEMENT CHANGES

Continued from Page 1

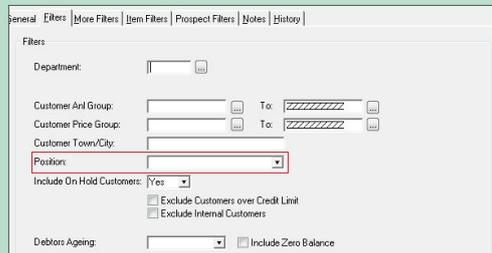


Showing the customised setup for emails.

2. **Customised email set up for invoices** - each contact can be set up to receive invoices from specific parts of the system. In the screenshot to the left for example, this contact will only receive invoices from the Accounts module i.e. Sundry Invoices. This feature is particularly important where there are multiple Sales, Parts and/or Workshops.

3. **Marketing to "Positions"** - each contact also has a Position field - for example Purchasing Manager - which allows marketing campaigns to be highly targeted and sent to specific people in specific roles. There is an option to only include where the position in question exists - in other words if the position doesn't exist that customer is not included in the campaign - or alternatively send to that position where it exists and to the customer default address if it doesn't.

Using a combination of the above the Contact Management matrix can now be highly specific about where invoices are sent, but also with the flexibility to quickly add additional email addresses from a list if this needed.



The new Position filter in the campaign management Promotion Maintenance screen.

The changes in the Marketing module to add Position as a filter allows very specialised advertising campaigns. In addition to the existing filters that control inclusion based on customer, vehicle and other criteria, individual staff members within a customer business can be targeted for information relevant to them or their role.

Contacts don't have to be people.

A legitimate contact could be something like Office, Admin or Accounts Receivable.

If multiple people in the customer business have the same role, and they need to receive the same emails, simply set up two contacts with the same Position and they will both be included automatically.

Debtors Statements have also been added to Contact set up and future work in this area will include Purchase Orders, Quotes and other documents.

## DID YOU KNOW?

**The Accounts and Parts departments have a quick way to access common functions in other departments.**

This is largely designed to assist users that regularly switch from Parts, to and from Accounts as well as Sales, to and from Accounts.

This was added to provide fast access for admin people processing parts and sales purchase orders and creditors invoices.



**User Security settings should be reviewed from time to time.**

Accessed in the Main System Setup area in the Accounts module. User settings have security tabs for each module that the user in question has access to, plus a General tab that controls a few global things like whether the user can unset the On Hold flag on a customer.

Type	Comment	Code	Order	Quantity	Du
Mat	QUIK STEEL 3TON [17226H]	03T GLUE	1.00		
Mat	BASKET SET TOP [ TOY 1C] EH-0870	04112-64010	1.00		
Mat	LAMP FORD	041-0515L	1.00		
Mat	BOSTIK WIN	#5	1.00		

Security Setup screen

We recommend reviewing this area every now and then to ensure the settings are current and correct from management's point of view.

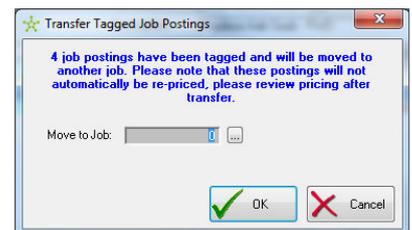
For assistance understanding the various controls and settings, please call the support centre.

**You can transfer workshop job postings from one job to another.**

From time to time it is convenient to split a job up into its separate components. This is quick and easy in Orion. The postings to be moved are first flagged using CTRL-T. Once selected a right mouse click opens the the Transfer Job Postings option.

Flagged Postings, ready to be transferred.

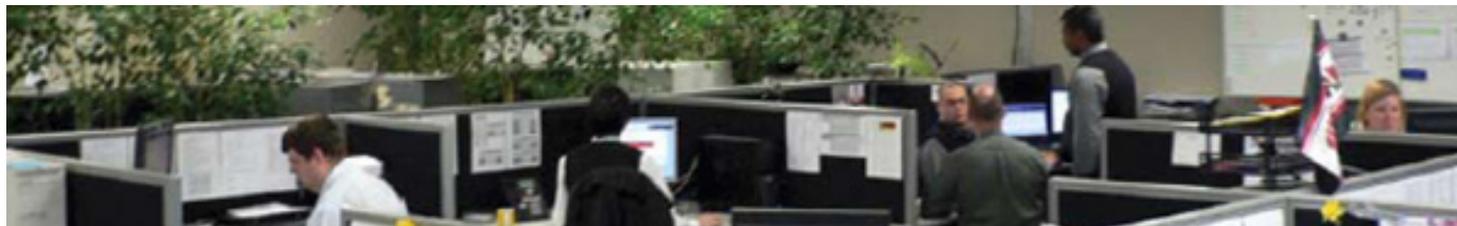
Once that is selected the screen below opens to allow the target job to be chosen.



Selecting the job for the postings to be transferred too.

Note that the target job must already exist and, as per the message screen above, transferred postings are not automatically repriced if the discounting structure is different on the target job. Usually this would not be an issue since the same customer is likely to be linked to both jobs.

# SOFTWARE SUPPORT CENTRE



**HOURS OF OPERATION**

Monday to Friday 7:30 am to 5:30 pm  
 Phone: (09) 583 2455  
 Fax: (09) 583 2457

**AFTER HOURS EMERGENCY**

Until 8pm daily (including weekends and public holidays)  
 Phone: 0274 286 0940  
 Email: samsupport@sam.co.nz

**FAXES**

Also make sure that when you are sending faxes to the SAM team that they are also addressed to the appropriate consultant.

**LUNCH TIME—REDUCED HELPDESK COVERAGE**

We would like to remind our customers that we operate at slightly reduced staffing levels between 12 and 2pm. If your call is not urgent, please consider calling outside of these hours.

**BACKUPS**

Please remember that if you are sending backup media to the SAM Support Centre, please ensure that it is correctly labelled with your company details and the consultant on the support team who is to receive it.

**CHANGING OWNERSHIP**

If you buy or sell a SAM or Orion system, it is critical that a Change Of Ownership form is completed and sent to us in advance of the hand-over.

# STATIONARY ORDERS Our Group run pricing (excludes GST & freight)

Personalised stationery is an inexpensive and easy way of presenting a professional image to your business. SAM's collective buying power from our printer allows us to pass on our corporate discount to all customers—including personalised stationery. Compare these prices to what is available locally.

QTY	1 COLOUR	2 COLOURS	3 COLOURS	4 COLOURS
1000	\$178	\$278	\$372	\$467
2000	\$128	\$181	\$239	\$281
3000	\$117	\$141	\$183	\$225
4000	\$104	\$125	\$159	\$190
5000	\$98	\$111	\$137	\$160

All that is required is a copy of your business logo on disc (if available) and a sample of your letterhead or business card to indicate colours and style.

**STATIONERY**

Call Jo on (09) 583 2451  
 Please check and order statement supplies a few days before you start your monthly run. We cannot always guarantee that last minute orders will arrive on time.

# STAFF CHANGES

We have had two new additions to the team since the last newsletter, both joining the support team.



**LANCE TALBOT**

Lance holds a BCom from Auckland University but after starting off on an accounting career decided it wasn't for him and moved into systems support. Immediately prior to coming to SAM he was in a fairly similar role supporting ERP (medium-large accounting) systems.



**BILLY HUANG**

Billy holds a BSc in Computer Science from Auckland University, and has been working as a hardware technician and technical consultant for several years, which is great preparation for the SAM support role.

# SAM SOFTWARE UPDATE VERSION RELEASE 6.006

The last version release - 6.006 - saw many new interfaces and enhancements added.

These included:

- Repco Navigator live interface (Navigator)
- Ashdown Ingram live interface (Quantum)
- Parts Trader interface
- Mitsubishi Service and Parts interfaces (various)
- Xero interface enhancements (live posting)
- MYOB export interface

A number of significant enhancements are planned for the next SAM version (6.008) which is due for release later in 2016.

These include:

- Fleetlink* - SAM will be able to connect to TSI's automated Fleet authorisation and invoicing system.
- SmartCheck* (see elsewhere this issue) - SAM will be able to link to SmartCheck results.

*Motorcentral interface* - Used Car operations with a workshop will be able to use Motorcentral and SAM side by side.

*SAM Advanced Analytics* - a business intelligence and analysis tool.

The automated SAM update hub was also launched, hosted on a secure TSI server in our virtualised environment. All SAM systems now periodically check for, download and install minor updates and fixes.

Note:

We will continue to send the (approximately) annual major releases on CD for the time being because there are often installation steps and extra checks needed when we make significant file changes.



## DID YOU KNOW?

### Customer Reminders

When Setting up a customer, ask them how they would like to be sent their reminders.

You can tick the appropriate option under <Communication Mode> in the <Marketing> tab of the <Maintain Customer> screen.

Ticking one of these options means that when you send out reminders, you can click on the <Communication Mode> button and it will use these settings.

This saves you having to first send the emails, then the SMS etc.

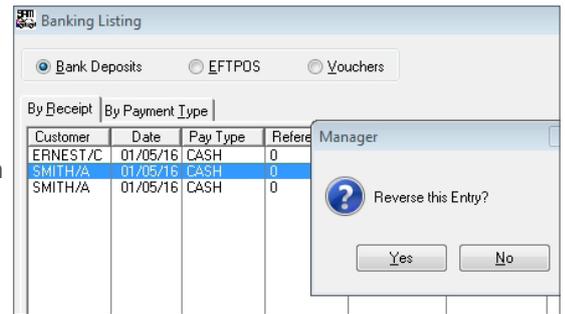
### Receipts in Banking

Did you know that if you enter a receipt incorrectly that has gone into the Banking screen you can reverse it back onto the debtors account from Banking?

Go to <Banking> tag the incorrect receipt and select the <Reverse> button. Once it is reversed you can then enter the correct receipt.

### Memo Text on Jobs

Did you know that there is a new way to add text onto a



Reversing a receipt.

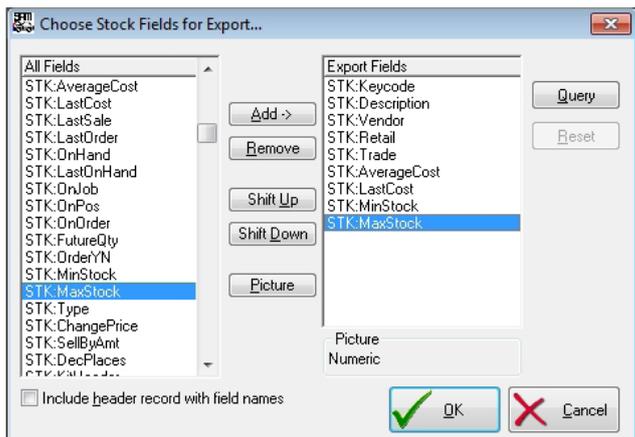
job that allows you to edit the story as a paragraph? When inserting text onto the job select the Memo tick box to enable this feature.

## FAQs

### Q. Can we export information out to excel?

The export option is found under the <Utilities Menu> <Export>. You have the ability to export Banking Info, Customers, Suppliers, Stock, Vehicle, Cashbook (Current and Archived), GL Source Transactions and Budgets.

Once an option is selected, you have the flexibility to refine the export fields.



### Q. My screen is too small, can I change the font size?

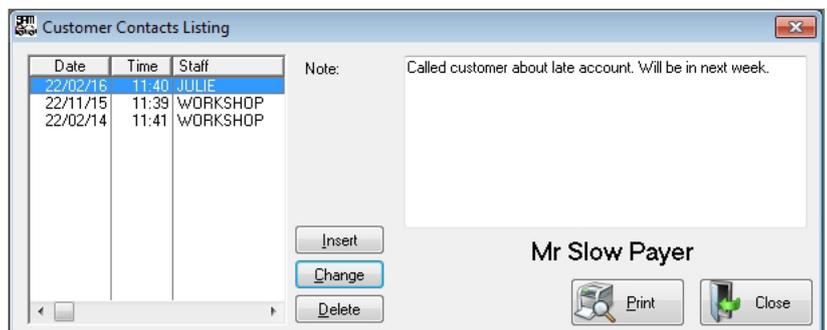
Yes it is possible. Go to the <Utilities Menu> and select <Change Font>.

### Q. What is the Contact Button?

The Contact button in the <Maintain a Job> screen is a great tool to use to keep track of the calls/conversations you may have with an owner about their vehicle.

These are linked to the customer and not the vehicle.

The Contacts button is also available on the <Debtors> screen.



# MARK UP vs MARGIN

From time to time we still get questions about the difference between Markup and Margins, and it is critically important that this is right. So as a New Year reminder here is a reprint of the table.

Markup %	10	20	25	30	35	40	45	50	60	70	80	90	100
Margin %	9.0	16.6	20.0	23.0	25.0	28.5	31.0	33.0	37.5	41.1	44.4	47.0	50.0

## ONLINE CHECK SHEETS

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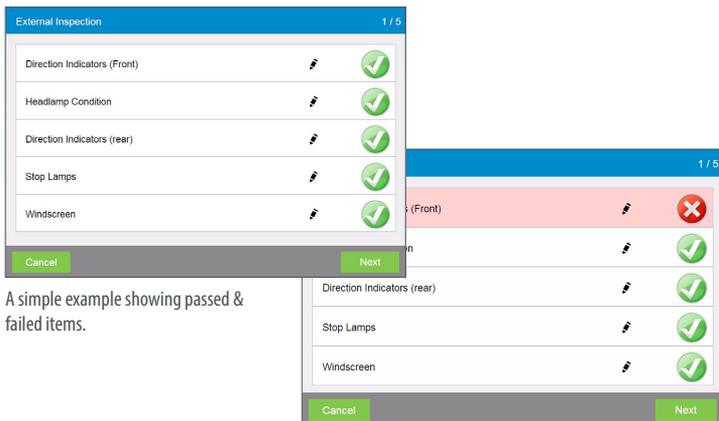


### Driveway Checks

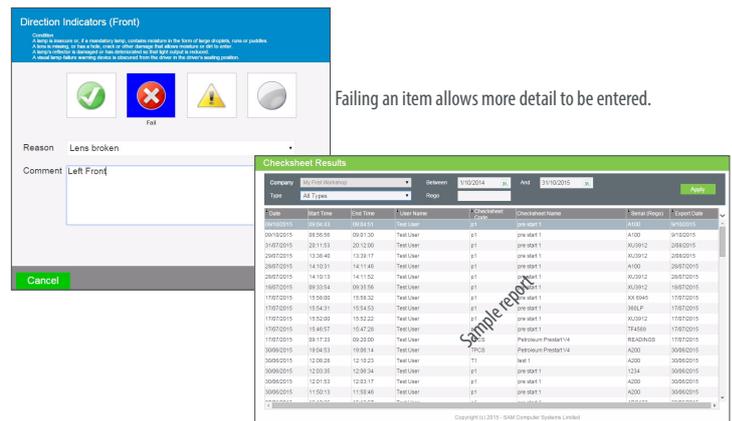
In fact the working model was to create a solution that would allow a service advisor to meet and greet the customer “in the driveway” with a tablet or similar and starting the Vehicle Check process immediately while the customer is there to raise any concerns they have. The benefits around increasing additional work and giving great customer service are obvious.

The old way – clipboard, pen and paper – can still be used to do some of this, but what do you do with the results when you’ve finished? Particularly, how do you ensure that the issues found are correctly prioritised into immediate work, warnings and recommendations?

Solution: Have the Online Check Sheet “talk” directly to your workshop system so that items for immediate action can be instantly turned into priced up jobs and sent to the customer for approval, while non-urgent items can be turned into reminders for later.



A simple example showing passed & failed items.



Failing an item allows more detail to be entered.

### Fleet Management

During initial testing it became obvious that this solution had huge potential for the variety of inspections that are carried out regularly on Fleets, not to mention that these are often done by the driver, physically distant from the people that need the results.

Now the drivers can be sent information about things to check, and their results can be made instantly visible to Fleet Managers and other stakeholders.

Smart Check is already in use at our first Fleet Customer – Toll NZ – helping with the management of over 300 trucks.

### Other Applications

Future development with Smart Check will see the ability to electronically record customer signatures and work authorisations, and linking checks with images to provide the customer with all the information they need to approve additional work.

# LIGHTS TURNED OUT ON WINDOWS SERVER 2003

In July 2015, support for another Windows Operating System – Server 2003 – finally ceased. It has been on extended support (otherwise known as “borrowed time”) for over a year now.

This means no live patches. Microsoft will not help and there will be no ongoing work to plug security holes. In the worst case, if your Windows Server 2003 is hacked or compromised, tough.

We know there are more than a few Server 2003 machines still running in our client base. Almost unbelievably, there were an estimated 20 million instances of Server 2003 running on about 12 million physical servers worldwide immediately before the July cut off.

2003 has been a very stable (well...since Microsoft released their 3rd service pack of bug fixes!) and widely used platform, but it is now 12 years old which is absolutely ancient in these days of quickly evolving technology.

It's time to quickly check your network for Server 2003. If you find one you need to replace it...yesterday.





# IN THE MARKET FOR AN ACCOUNTANT?

BY TSI GROUP CEO DARRYN CROTHAL

A good accountant can be a real asset to you and your business. The opposite applies too.

Let's face it. Most accountants come straight from University or "Tech" and do not serve a period of time in a trade or at the "coal face" before encountering clients and dispensing advice.

In our experience – based on over 3200 clients in 25 countries – this advice can be variable in quality and effectiveness.

Looking specifically at the NZ Automotive trade, in my view most of our clients receive mediocre support and advice from their accountant because:

- (1) as mentioned, most do not have practical small business experience,
- (2) the vast majority do not truly understand our industry, and
- (3) many will try and fit into their mould of how a client business should operate (i.e. whatever is easiest for them).

From time to time we are asked to recommend an accountant. We have been impressed with a few over the years, but there is only one accounting practice that we would and do recommend on an ongoing basis for automotive industry businesses.

## Herbert Morton

Based in Cambridge, Herbert Morton has been providing chartered accountancy for over 35 years. Coincidentally they're roughly the same age as TSI Group!

Partner Peter Morton, a previous motor trade operator and MTA executive member is an automotive industry accounting specialist, with over 170 clients ranging across the industry and the entire country; from Kaitia to Invercargill.

In addition to his accounting work, Peter has conducted numerous seminars on motor trade management all over New Zealand, covering real operational topics from marketing and gross profit margins to overhead controls and even fraud control.



Herbert Morton staff



Peter Morton

For the last decade or so Herbert Morton has developed their own comparative surveys of profitability, pricing, overheads and market trends, and Peter's team assist their client base with end of month processes and provide regular reporting. He's even developed one or two very cunning industry "health check" KPIs that we didn't think of!

## Working Together

Naturally with both of our organisations trying to achieve what is essentially the same outcome – a more efficient, profitable and ultimately successful automotive industry\* – we realised a few years ago that we have a number of mutual clients and we made a decision to work more closely together where we could.

Through this our staff know how Peter's business works and what they are trying to achieve, and Herbert Morton staff have developed intimate knowledge of our software. Over the years we've held joint training and discussion sessions which have led to several modifications in our software – a few specifically for Peter's clients, and others beneficial to all clients.

## Don't be shy

So if you are looking to change accountants or you're relatively new to the industry and don't have one, I would strongly recommend that you at least have a chat to Peter. At absolute worst you'll get some straight talk from a bloke that really does know what he's talking about when it comes to the motor industry.

\*There are of course other organisations and entities in the industry also trying to achieve this – not the least of these being the MTA.

## NEW EFFICIENCIES AT

# GLEESON AND COX TRANSPORT



Continued from Page 1

Also at that time their two service workshops were being combined into a single facility and this was seen as an ideal opportunity to make any changes identified by the review.

A list of desirable benefits was quickly identified and an extensive market review of specialist software systems was undertaken. TSI Group's Orion Dealer and Fleet Management software was selected.

Several months on from implementation, and with the usual change management issues overcome, the system is now well settled and providing substantial benefits.

"We are extremely satisfied with the results so far and really seeing the benefit of an industry-specific system. Most of our requirements are actually built into Orion by default", says financial controller Stephen Lawrence.

"Our maintenance scheduling has now been completely automated which flows directly into work planning. This has increased our fleet availability significantly".

"While we did have robust processes in place, these were

somewhat manual and our maintenance was a bit reactive at times.

One of the desired outcomes of the review was to become more proactive and we've definitely achieved that with Orion."

Key to these benefits has been the integration of Orion to Gleeson and Cox's fleet GPS units.

There is a continuous flow of information between the workshop and the fleet which means service records are up to date and predictive scheduling is always accurate.

Drivers now carry out pre-shift safety checks with any faults recorded and – once prioritised - immediately sent into Orion's reminder system for appropriate action. This has improved the visibility of potential safety issues in particular.

With Orion also being a comprehensive workshop business system, internal productivity measurement and inventory control have both improved.

Work processes have been streamlined and an accurate audit trail of all work carried out is created without further data entry.

"Our workshop productivity performance is now highly visible and the installation of Orion also highlighted some inaccuracies and out of date stock in our inventory which have been addressed".

Most of Gleeson and Cox's original goals have already been achieved however there is an understanding that there are still more efficiency gains to be had.

"We are getting higher quality data out of our fleet systems now and we are steadily working away at understanding and analysing it to improve our efficiency and reduce costs".

We have come a long way in a relatively short time frame and we are looking forward to further efficiency gains and even better return on our investment than we've already had".

If you would like to receive more than one copy of this newsletter please contact Jo on (09) 583 2451 or joanne.scott@sam.co.nz

TSI Group is New Zealand's largest software house providing solutions and support to the automotive and related industries. The three companies in the group provide software, hardware and business systems to the entire automotive market from manufacturers/distributors and the largest dealership groups to the smallest repair and service businesses. ....and everything in between. In total over 10000 users in well over 3000 business locations use TSI, Systeime or SAM services every working day. TSI also increasingly exports Kiwi ingenuity to the world, with SAM and Systeime sharing several hundred users in a total of 24 countries.