

# SYSTEME NEWS



January 2018

**AUTOLINE - the world's most popular Dealer Management System.**

## DID YOU KNOW?

PG.2

## FAQS

YOUR MOST COMMON  
QUESTIONS ANSWERED  
PG. 2

E-TRAINING SCHEDULE FOR 2018  
PG. 3

NEW GENERATION DMS  
AUTOLINE DRIVE IS COMING!  
PG. 4

## MELTDOWN AND SPECTRE



Meltdown



Spectre

You'll probably have heard of the latest serious computer vulnerabilities - Meltdown and Spectre.

These both exploit design flaws in modern computer processors, potentially allowing private data to be stolen.

For obvious reasons software programs are not typically allowed to read data from each other or the computer's internal workings. Meltdown and Spectre allow malicious programs to read areas of memory they are not supposed to have access to.



Continued on page 2

## ANNOUNCING - LICENCE PLATE RECOGNITION INTEGRATION (LPR)



Recently added integration allows Licence Plate Recognition cameras to integrate directly to Autoline.

In a dealership setting this allows automatic recognition and instant notification of your arriving clients to help greeters deliver a more personalised service for increased results.

Another similar application used in dealerships around the world is instant notification of returning loan cars.

In a fleet environment it allows tracking of vehicles as they move through various checkpoints in the business, especially where GPS may not be accurate enough.

Autoline's LPR integration allows most cameras to connect and notifications can be specifically directed to any screen(s) or user(s).

For more information please call the Systeme Support Centre or sales director Paul Wilkinson.

Please note that not all cameras are capable of LPR integration. We suggest making contact before purchasing cameras.



## MILESTONE! 5 MILLION SMS & COUNTING

Ever since TSI Group built our own system and started sending our own SMS messages in 2006, the volume has grown and grown and grown again.

At the end of 2017 we sent our 5 millionth message and we are now sending out over 1 million messages every year. That's well over 4000 SMS every business day (and growing).

We sent only a few thousand SMS out in the first few months using two modems sitting on top of a server in our data centre.

Just like a mobile phone would, these modems connected to the local cell tower via their sim cards and for several years every message we sent and received went out via this method.

By 2015 the volume had grown to the point where we had 5 modems in Auckland plus a separate server with its own 2 modems in our Sydney office.

Continued on page 3

## FAQ's

### Why am I unable to save a CRM record that I've just changed?

The most common reason for this is phone number validation. If the phone number entered does not contain enough digits, for example, the save option will not be available (until the number is corrected).

### How can I add/change the email address on my user ID?

In System Utilities, Personal Details, choose the Amend button. You will be able to enter a new email address.

### How do I add an icon to my desktop?

Right-click on the item from the tree on the left that you wish to add to the Desktop.

In the example to the right, we are adding an icon for View Batch Of Invoices.

Select "Add to Desktop".

You can then click anywhere on the grid to the lower right and the icon for that item will appear.

Click OK button to save.

The item should now be permanently on your desktop.

### I have changed my printer, but the changes did not save.

You can always temporarily change your printer by selecting the printer icon at the top of your menu bar. To make this permanent, you will need to change the printer in System Utilities.

In System Utilities, Management Menu, Terminal Map, enter your Terminal Number (this is displayed at the top of the screen next to your user ID (kcc/254 in the example below). Now choose the browse button next to Default Printer to display a list of available printers. Choosing a printer from the list will bring you back to the screen below with the selected printer in the Default Printer field. Choose Save to make the change permanent and exit.

*\*Note, the System Utilities menu is not available to all users – you may need to contact your System Administrator or Systime Support to set this up for you.*

## MELTDOWN AND SPECTRE



Continued from page 1

anything in use at the time such as personal photos, emails, instant messages and even business-critical documents.

In an insecure cloud hosting environment, this could even mean the ability to read other people's data.

It's important to note that because this vulnerability is a feature of the physical processor, and these processors are in everything built in

the last 10-12 years including nearly all personal computers, most mobile devices, and servers in the cloud.

Patches have been arriving regularly since this was discovered and your best (and only) defence is running these as they arrive.

The TSI Engineering division can provide individual advice if required.

This could things like passwords stored in a password manager and the names and locations of files (all extremely useful to hackers), plus

## STAFF CHANGES

Tracy spent 3 years working in workshops and dealerships in South Africa, developing an interest in the motor industry and I.T.

She joined Kerridge (latterly ADP, then CDK) South Africa and has held a variety of roles in her 16 years with them.

Tracy has been recruited to New Zealand specifically for her specialist support consultant experience and is already settling in and making a difference.



## DID YOU KNOW?

- Systime run a series of FREE online Webex training sessions every year, across a range of topics and modules. The 2018 schedule will be released in mid-December – watch your Inbox!
- You need to set up your Workshop Calendar before January! See Bulletin No. 171102, or contact the Support Centre for further information. Don't wait until you're trying to book vehicles in for service next year!
- The average Systime support team member has over 22 years' direct industry experience.



## SOFTWARE SUPPORT CENTRE

### HOURS OF OPERATION

Monday to Friday 7:30 am to 5:30 pm  
 Phone NZ: +64 9 583 2424  
 Phone AUS: +61 1800 221 654  
 E-mail: systimesupport@systime.co.nz

### AFTER HOURS SUPPORT

Available by arrangement.  
 Contact Tracey Atkins  
 E-mail: tracey.atkins@systime.co.nz



## MILESTONE! 5 MILLION SMS & COUNTING

Continued from page 1

At about this point all three NZ Telcos announced that they would not be providing business accounts like ours with access to the cell towers and we had to swap to a “gateway” model where we send our messages to approved providers (all in Australia as it happens) for delivery into the cellular networks.

This is currently more expensive than our previous model which has prevented us continuing the consistent price decreases we have delivered over the years as rising volumes have decreased the effective price per SMS. Clients can rest assured however that we will be able to – and intend to - start dropping the prices again at some point.

As our regular SMS-using clients will be aware, the switch to the gateway model has not been without a few teething problems and it has been frustrating when things go wrong and we are not in control.

We have found ways around this however and we now have multiple pathways, multiple gateway suppliers and the ability for the system to self-monitor and switch itself automatically from one provider to another if there are delays in transmission.

The next and final step will be to eliminate email from the process. From day one all of our software systems have sent emails to our SMS server. With the exception of a handful of days

where the entire email system has had problems, this has been remarkably resilient.

In the 12 years since we started however, other file transfer options have become more and more reliable and it now makes sense to send SMS messages directly from our software systems to purpose-built servers at our Auckland office. It’ll be a lot faster too, especially as our volumes continue to rise.



## E-TRAINING SCHEDULE FOR 2018

All sessions are 1 hour in length and always held at 1pm NZST/11am AEST.

The sessions are run by a Senior Consultant and although not client specific, there is always an opportunity for Q & A.

*“The sessions are very beneficial for both new employees and long-time users.”*

*“For the new personnel it confirms many points we have shown them from our in-house training and for the “oldies” it is a great refresher.”*

*“Even if you think you know how a module works – there is always a new tip that can be picked up.”*

| Course Name                             | FEB  | MAR  | APR  | MAY  | JUNE | JULY | AUG  | SEP  | OCT  | NOV  |
|---|------|------|------|------|------|------|------|------|------|------|
| CRM                                     |      |      |      |      |      |      |      |      |      |      |
| CRM - Introduction for new staff        | 15th |      |      |      |      |      | 16th |      |      |      |
| CRM - Prospecting for Sales staff       |      | 16th |      |      |      |      |      | 13th |      |      |
| CRM - for Management                    |      |      |      | 17th |      |      |      |      | 11th |      |
| CRM - Database Cleansing                |      |      |      |      | 14th |      |      |      |      |      |
| Adhoc reporting                         | 15th |      |      |      |      | 12th |      |      |      |      |
| SYSTEM ADMIN                            |      |      |      |      |      |      |      |      |      |      |
| Creating a new user/user access control |      | 16th |      | 17th |      |      |      |      |      |      |
| AFTERSALES - PARTS                      |      |      |      |      |      |      |      |      |      |      |
| Stock Take Procedures                   |      |      |      | 18th |      |      |      |      | 12th |      |
| Receiving and Verification              |      |      | 12th |      |      |      |      | 14th |      |      |
| AFTERSALES - SERVICE                    |      |      |      |      |      |      |      |      |      |      |
| Setting up a Workshop Calender          |      |      |      |      |      |      |      |      |      | 16th |
| How to add a Technician                 |      |      | 12th |      |      |      |      |      | 11th |      |
| Workshop Loading Screen                 |      |      |      |      | 14th |      |      | 13th |      |      |
| Basic POS                               |      |      | 13th |      |      | 13th |      |      |      |      |
| SALES - VEHICLES                        |      |      |      |      |      |      |      |      |      |      |
| VSB Trouble Shooting                    |      | 15th |      |      |      |      |      |      |      | 15th |
| Road to a Sale - non BMW                |      |      |      |      |      |      | 16th |      |      |      |
| VSB/POS Integration                     | 16th |      |      |      |      |      | 17th |      |      |      |
| Sales Delivery Schedule                 |      |      |      |      | 15th |      |      |      |      | 15th |



## NEXT GENERATION DMS AUTOLINE DRIVE IS COMING!

### 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:

Smart Check works alongside Autoline VHC, talking directly to your workshop system. Items requiring immediate action can be turned into reminders for later.

We are working steadily towards an expected launch for Autoline Drive in Q2 2018.

The finishing touches are being applied to Drive’s Sales Department functionality now, and we are eagerly waiting to see these delivered.

A core focus group of senior System staff have been engaged in knowledge take-on for Drive over the past few weeks and this continues.

In the meantime, here are a few early screens of new or enhanced functionality.

### Data Quality Dashboard – Vehicle

Similar to the above Customer dashboard, missing data and lapsed/overdue servicing is easily identified.

Also critical Sales Department information such as vehicle age and service opportunities are readily available.



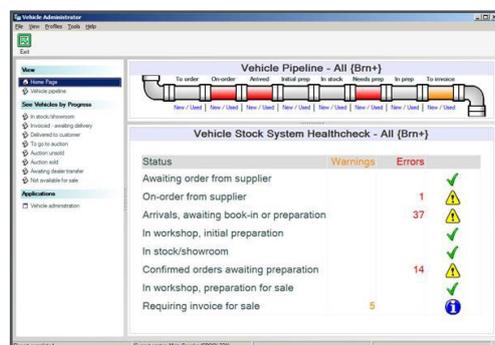
### Data Quality Dashboard - Customer

Visually presented and easy to read. Exceptions, potential problems and trends within customer CRM are now easily identified and understood. Data quality issues like missing records and overdue reminders are to the fore and easily remedied.



### Vehicle Administrator Dashboard - Vehicle Pipeline

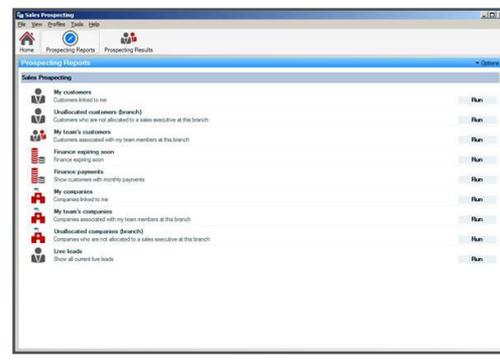
An easy to read and clear pipeline showing status of all vehicles at every stage of the sales process from pre-order to invoicing. The example below is for all franchises/ brands but selection and filtering is standard in this display.



### Sales Prospecting Reporting Module

A comprehensive set of reports for sales manager to track prospecting status across the dealership.

A variety of views and data sets including upcoming opportunities and the overall results of prospecting.



## AUTOLINE DRIVE

### Attract more customers

Getting proactive with more leads. Enhanced prospecting and CRM.

### Improved user experience

Run your dealership easier. Check out the new, easy-to-use interfaces designed for the key roles in your dealership.

### Interactive dealership

Stand out from the crowd with the latest mobile technology

### Next Generation Reporting and Analytics

Great decisions start with great data. Use the reports and dashboards in Autoline Drive to turn insights into action.

If you would like to receive more than one copy of this newsletter please email Gill at [gill.bradley@systeme.co.nz](mailto:gill.bradley@systeme.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.

Over 10000 users in well over 3000 business locations use TSI, Systeme and SAM services every working day.

TSI also increasingly exports Kiwi ingenuity to the world with clients and users in a total of 24 countries.