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## Proven Benefits Of Training

**Higher Productivity and Employee Retention**  
Global studies consistently conclude that increased training leads directly to higher productivity.

Spend 25% more than your competition on training and you can expect productivity gains of 40% and a 55% reduction in staff turnover\*.

Training provides employees with valuable tools to manage their activities more effectively. It increases skill levels, positively affecting performance. It increases job satisfaction, deferring the need to recruit, hire and train new employees.

Clearly training increases net output while decreasing a range of costs.

**Improved Job Satisfaction and Advancement**

In every industry best practice constantly evolves. Training – even in the absence of other influences – instils a sense of career progression and can help to foster an innovation culture that increases capacity to adopt new methods and technologies.

For existing staff, staying connected to the latest industry trends and advancements blends the best of their prior knowledge with newly-developed best practice.

For new hires, targeted training gets them rapidly engaged, up to speed and productive earlier.

*"...increased training leads directly to higher productivity."*

**Reduced Risk and Higher Compliance**

A well trained, satisfied work force is more engaged and responsible.

This means significantly reduced risk of employment problems due to job dissatisfaction, and much higher compliance and awareness around occupational safety and public liability.

In the event of a serious incident or legal situation, the demonstration of relevant commitment to staff training is often a factor in mitigating penalties and costs imposed.

\*Source: American Society for Training and Development

**Training**

Knowledge  
useful abilities  
backbone of  
required for a

## Focus on Training

**The Recession Ended Three Years Ago**

Training expenditure like many other things saw dramatic reductions between 2008 and 2010. It has not however returned to pre-recession levels. This is an industry-wide issue according to TSI Group general manager Darryn Crothall.

"From small workshops to the largest dealership groups, investment in training was at disheartening levels throughout 2012 and 2013 has started in the same vein."

**Insufficient Training Across The Industry**

"Our internal analysis clearly shows increases in our support centres being asked very basic questions and it is obvious that callers have had insufficient training...in some cases no training at all."

"Some clients have said they have experienced existing people training new staff but our analysis shows that very few clients are even keeping existing staff up-to-date with the minimum of exposure to new functionality and software changes."

"Using existing staff also creates a Chinese Whispers situation where bad process, misunderstandings and omissions are simply passed on to new staff."

"In the future TSI Systeme is going to be far more expectant about the levels of knowledge clients maintain in their staff."

**Making Training Investments More Effective**

"Although we are going to be asking more from clients," continues Crothall, "We have had a good look in the mirror too. We know that time away from work is just as much of an issue as the actual cost of training."

"Our role will be to accurately measure and identify training requirements right down to the individual user level so that when we provide a client with a list of training requirements it is absolutely targeted and specific to the role and existing knowledge. Obviously this means training effectiveness will be improved and the time spent attending training minimised."

"In summary, we are going to be expecting a much better commitment to system knowledge from our clients, but we also recognise that there is a lot more we can do to make training more effective, relevant and faster."

Changes to training delivery should begin to be noticed from around mid-2013. These include:

1. Autoline users will be asked to commit a few minutes every year or two to complete a self-assessment training analysis which will be used to pinpoint training requirements.
2. Clients who maintain a measured threshold level of knowledge throughout their organisation will receive access to most training free of charge (excluding travel etc).
3. Training activities, achievements and completions will be recorded centrally allowing a reminder system and scheduling to be based around need.
4. New systems users will be identified and automatically followed up to ensure that adequate training takes place.

*"...training effectiveness will be improved and the time spent attending training minimised."*

**Warning: Microsoft Abandons SBS 2011 Support**

Check your Windows server is not running the SBS 2011 operating platform.



Microsoft announced in 2012 that all support for the SBS range will be abandoned in June 2016. TSI has recently become aware of some vendors who continue to sell this operating system in the full knowledge that it will become obsolete within the expected server lifetime (of 5-6 years).

Support withdrawal means that from June 2016 Microsoft will not issue patches and/or fixes, including those for hacks, exploits and other security problems.

TSI strongly advises clients to avoid the Microsoft SBS range and seek alternatives.



## Apple Nosediving?

Readers may recall that TSI Group has been reluctant to join the wave of Apple iPhone, iPad and iPod devices and applications. We have felt for some time that Apple would eventually run out of steam and then be overtaken by other offerings – especially the Samsung brand and the Android operating system.

Several device manufacturers use the Android operating system – which is now installed in over 70% of the smart phone market – and Apple has now been consistently losing ground to Android for at least two years.

Apple has now seen this impact financially with its first profit reduction in over a decade and consequently its stock price has dived on reduced sales forecasts. Analysts suggest it is only going to get worse for Apple.

## Platform Independence

TSI Group's position is that where possible all remote connectivity development will be platform independent.

This means that all devices will be catered for using web-based and similar functionality.

## Cloud Computing and Software-as-a Service

TSI's 'Private Cloud' virtualised hosting environment is only 10 months old and already hosts over 50 client locations.

Faster growth than expected has seen second stage infrastructure investments being made up to 6 months earlier than originally planned, and interest and enquiry rates continue to build.

TSI technical operations manager Kayleen Currie says customers can immediately see the financial and operational benefits of hosting. "When you combine the clear financial advantages with the peace of mind of letting us take over maintenance, this is a no-brainer for many clients."

"In the first period we have mostly concentrated on the smaller SAM clients while we bedded in our systems and especially our training, but from a System point of view, we are now actively talking to Autoline clients and we think we have a compelling offering that most will find very attractive."

"Naturally we are still happy to build and sell servers and other computer equipment to our clients, but we think most will now be looking at some form of hosted solution at the next server replacement."

### Selling Servers to Australia

It has come as a minor surprise that it has turned out to be financially viable to build servers in Auckland and ship them to Australian clients.

The first such server recently made the trip to a client in New South Wales and the second (Melbourne-bound) is being prepared as this newsletter goes to press.

Eventually TSI hopes to have its own Australian based technical staff, but in the meantime building, delivering and supporting from New Zealand is viable for as long as necessary.



### Staff Changes - System Still Growing Quickly

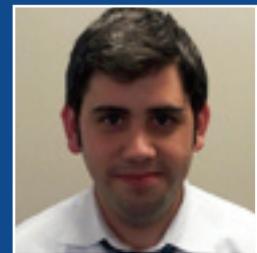
With the addition of a new programmer in May, System will have added 5 new positions in 2 years. This is in addition to the Sydney-based staff employed when we took over the Australian distributorship at the beginning of 2012.

We have had two new additions to the team in Auckland since the last newsletter, both of these representing newly created positions in the support desk.



**Christie Melville-McNeil**

An experienced DMS consultant with a high level of accounting experience, Christie has made an immediate impact in Autoline support, especially around accounting and related areas.



**Marwan Butrus**

Marwan is a highly experienced Autoline user having been DMS manager for an automotive distribution group in the Middle East and then a consultant supporting Autoline customers before emigrating to NZ this year.

## FAQs - Frequently Asked Questions

**Q- I have taken a payment for an incorrect amount on a WIP – how do I correct this?**

**A-** The best and easiest way is actually to create a balancing negative payment for the incorrect amount, and then re-process the payment. In addition to remedying the incorrect amount, this also creates an audit trail of the event.

**Q- I have previously credited and recharged a line on a WIP once, and now I realise it needs to be credited again – how do I do this?**

**A-** Create a new line for the part with a negative quantity and print an invoice to clear the two lines.

**Q- I am unable to add an excess (contribution) onto a WIP.**

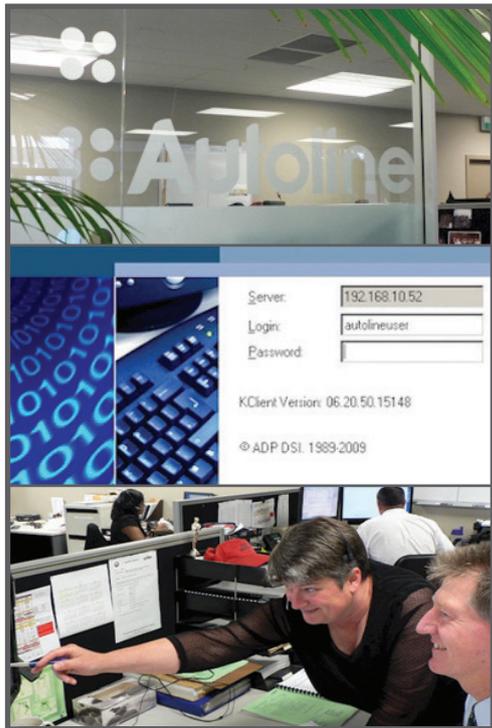
**A-** The most common reason for this is that the lines you are trying to invoice do not add up to more than the value of the excess.

**Q- A vehicle we sold has disappeared from VSB – where is it?**

**A-** When a vehicle has been at 'Closed' status for a period (which is dependent on your parameters) it moves to the Archive File. To view the vehicle in the archive file, click on 'File' and select Vehicle archive, then search via Stock number as you normally would.



## Software Support Centre



### Standard Support Hours

Monday to Friday  
7:30 am to 5:30 pm (NZST/AEST)  
Phone: (09) 583 2424  
Phone: [Aus] 1800 221654  
Fax: (09) 583 2427  
E-mail: systimesupport@systime.co.nz

### After Hours Support

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

### Emails

If your support call is not urgent another choice of contact to the Support Centre is via email. Our email address is systimesupport@systime.co.nz. We recommend that email queries are always directed to this email address rather than individual Consultants. This will ensure that if a Consultant is on-site or away, your email is always acknowledged and actioned.

### Backup Media

Please remember that if you are sending in backup media, ensure that it is correctly labelled with your Company details and it is sent to the attention of the Consultant to receive it.

### User Instructions

Systime provides access to Autoline Manuals and User Instructions via your Kprint Server, within the directory C:\Manuals. An update service runs nightly and this will make any necessary changes to this documentation automatically. To access from your PC you will first need to map to this directory (call Systime Support for assistance). Once the mapping is in place, we suggest a shortcut to the folder is placed on your desktop. The directory has sub folders for each module and provides the full (United Kingdom sourced) Manuals plus user instructions on specific processes, e.g. Creating a Technician or Creating a Sundry Purchase Order.

### Online Help

Autoline has Online Help, accessible from the Module menu or within each function using the HELP button. Autoline Help is context sensitive, meaning it will automatically take you to the area of the help system relevant to what you are doing in Autoline at the time. This will provide you with an explanation of the menu/function and also details of what is required in the fields within the screen you are in.

### Faxes

When sending faxes through to Systime Support please ensure that we can identify who they are from by sending to the attention of the appropriate Consultant, and also add the name of the person who is sending it.



## TSI Group News

### Platform Independence – Apple Dives



TSI continues to develop knowledge and skills around a range of different tablet and phone makes and models.

TSI's reluctance to join the wave of Apple devices and wait-and-see approach to the various devices and operating systems has proven correct with iPad and iPhone now waning under the pressure of the various Android offerings.

TSI Group (hardware and software) is determined to provide platform independent solutions that will work on all devices in all conditions. This means clients will see increasing use of web based and similar services, although many of these will be "wrapped" within Autoline.

*Systime Automotive Solutions is part of the TSI Group of companies. New Zealand's premier provider of business management solutions to the automotive industry.*

### Cloud Computing

TSI's 'Private Cloud' virtualised hosting environment was launched in mid-2012 and already hosts over 50 client locations. By the end of 2014 TSI expects to be adding 200+ clients a year to its hosting environments.

New clients are being added consistently and the provision of additional equipment to handle this growth is well ahead of schedule. Originally it was intended that the first Australian based servers would appear in mid-2014 but demand has brought this forward almost an entire year and planning for TSI's first server in Sydney is already underway.

Apart from providing Australian clients with a viable Cloud solution of their own, this will immediately allow the additional security of safely backing up data from the NZ cloud environment to Australian servers and vice versa.



### Busiest Year on Record

SAM is Systime's sister company, with close to 3000 workshop software (SAM) and dealer management system (Orion) clients throughout New Zealand, Australia, the Pacific and Asia.

After spending the first half of 2012 integrating Christchurch based Synergy Business Solutions into the operation (after acquiring it in February) SAM went on to have its busiest year ever, selling over 100 SAM systems, 35 Orion systems and a further 30 Synergy systems.

SAM has clients in 15 countries throughout Australasia, the Pacific and Asia, and expects to add two more to the list in coming months. Australian sales have been steady if unspectacular, and SAM has plans to directly target the Australian market starting later in 2013.

Like Systime, SAM will also have an increasing focus in training and knowledge investment throughout 2013 and beyond.

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 almost 10000 users in well over 3000 business locations use TSI, Systime or SAM services every working day.

TSI also increasingly exports Kiwi ingenuity to the world, with SAM and Systime sharing several hundred users in a total of 15 countries.

*If you would like to receive more than one copy of this newsletter please contact Nikki Hales on (09) 5282420 or nikki.hales@systime.co.nz*

## What training isn't

Training sometimes doesn't have immediate results. People are not sprinkled with "fairy dust" at a training class. They often don't come back with their newly acquired skills and knowledge, immediately ready to go. There is typically a period of transfer back to the job, which may take hours, days or weeks.

Neither is training a "catch all" for things that are wrong in departments or organisations. It will not solve or remedy problems due to internal issues such as jobs structured incorrectly, inexperienced managers or poor communication.

Training does not provide organisational engagement, morale or loyalty, although it is true that these may receive a significant boost as staff recognise that training is one way that the organisation invests in them.

Training will not turn a bad staff into good. Good customer service is associated with product knowledge, high motivation levels and alignment with the employer's core values. Training can promote and reinforce all of these but it cannot create them in the first instance.

*"People are not sprinkled with 'fairy dust' at a training class."*

### But....

Every study consistently says that training contributes meaningfully to every beneficial employee attribute and reduces undesirable attributes. Customers are more satisfied when they are served by staff who are knowledgeable, happy and where morale is good.

Training courses are not just about the training. Most people experience a morale boost from training experience itself, both from the interaction with other people doing similar work and in the knowledge that their organisation is willing to make an investment in their personal development. In all cases loyalty to the organisation is increased and well trained staff always complete tasks faster on average.

Training staff uses resources already available and simply maximises the output of these resources.

To get the utmost out of a DMS as well as the capital tied up in it, every user needs to understand it and be utilising it to the best of their ability. This requires knowledge and knowledge comes from one source - training.



## Orientation Training Reaps Benefits



Auckland flagship dealership Continental Car Services (CCS) is one client that definitely values Autoline training, especially for new staff.

Management accountant David Kilgour says that it is an established procedure at CCS that all new staff will have a training visit to Systeme's offices automatically included in their on-job orientation.

"Continental Cars recognises that good staff orientation allows new people to settle in to their jobs more quickly and leads to better engagement and ultimately increased output. Autoline is an integral part of just about all of our daily activities so it is also an integral part of our orientation process."

David says that feedback he has recently received from Systeme's support centre indicates that CCS has a significantly lower than average support call rate.

"Obviously I'm sure Systeme enjoys receiving fewer calls from us but more importantly from our point of view this confirms that our people are better system users and less likely to need basic help. This has to be dramatically benefitting us in downtime reductions and a lower than average error rate."

"We see targeted training at the earliest opportunity as an investment that repays itself over and over."