



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

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.

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TSIGROUP



ACCREDITED ITC SUPPLIER TO QUEENSLAND GOVERNMENT

TSI Group is now an accredited ITC provider to the Queensland Government, providing specialist software fleet management systems to various Queensland Government agencies that manage vehicle fleets.



ONLINE CHECK SHEETS

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....

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SMARTCHECK
ONLINE CHECK SHEETS

FREE AUTOLINE ENHANCEMENT

The Autoline Delivery Schedule provides the Sales Department with total visibility of the progress of each and every deal.

A single interactive screen tracks vehicles from Order Confirmation to Delivery.

Systime operations manager Tracey Atkins says that pilot sites are finding this functionality extremely helpful, especially with the pressure of ever increasing sales targets across the industry.

"The Schedule allows filtering by a huge range of selectable options" she says, adding "You can quickly sort the data by Sales Executive or Sales Team for example".

"The default view has all the sales that are currently in process and feedback from Vehicle Administrators, Delivery Co-ordinators and Pre-Delivery Managers has been very positive".

Tracey says that this functionality has been planned for some time and was originally intended to be available almost a year earlier than it is being released.

Sales Delivery Schedule																	
Search Key																	
User/Team:		bhpqd		Peter Salesman		Start Date: / /		End Date: / /		<input checked="" type="checkbox"/> Include Delivered		Refresh		Help			
Quote Level				VSB No				WIP Level				Delivery Level					
User	Customer Name	Order No	N/A	Description	VSB No	Pushed	Date Pushed	Outside	WIP No	Parts	Labour	Sublet	Exp Comp Date	Exp Del Date	Del Date	Inv	Del
bhpqd	Mrs S Smith	13002	U	Toyota RAV4 G5A33R MY09 CV6	505576	Y	02/04/2014		1/1	2/3	3/3	3/2	06/04/2014	04/04/2014	04/04/2014	Y	Y
bhpqd	Mr L Jones	13007	U	Land Rover Freelander 2 LF MY13	505494	Y	19/03/2014		1/1	5/5	4/4	1/1	25/04/2014	11/04/2014	11/04/2014	Y	Y
bhpqd	Mr M Cooke	13156	U	Mercedes-Benz C300 W204 MY11 E	505307	Y	14/04/2014		1/1			1/1	17/04/2014	17/04/2014	17/04/2014	Y	Y
bhpqd	Dimension Plus Pt	13197	U	Jaguar XKR X150 MY11 Coupe 2dr	505124	Y	02/12/2013		1/1		2/2	1/1	29/04/2014	26/04/2014	26/04/2014	Y	Y
bhpqd	G Ng	13258	U	Jaguar XF XE 2.7 D SEDAN Sedan	505408	Y	14/03/2014		7/7	5/5	5/5	8/8	28/05/2014	02/05/2014	02/05/2014	Y	Y
bhpqd	Mr L Gregory	13342	U	Jaguar XF XE250 MY13 Premium Lux	505648	Y	21/05/2014	1/1	2/2	1/1	5/5	2/2	28/05/2014	31/05/2014	31/05/2014	Y	N
bhpqd	Mr C Cobb	13427	U	Holden Special Vehic GTS E Series	505676	Y	08/05/2014		1/1	2/4	4/4	2/2	20/05/2014	30/05/2014	30/05/2014	Y	N
bhpqd	Mr S Bear	13438	U	Land Rover Discovery 4 Series 4 MY	505756	Y	27/05/2014		1/1	7/7	6/6	2/2	11/06/2014	29/05/2014	30/05/2014	Y	N
bhpqd	Mr G Cup	13663	U	Mercedes-Benz SL350 R230 Road	505758	Y	10/06/2014		1/1	5/5	5/5	5/5	21/06/2014	20/06/2014	20/06/2014	Y	N
bhpqd	Mr PM Italia	13726	U	Land Rover Range Rover L405 T4	505112	Y	05/02/2014		1/1	4/5	6/6	1/1	21/06/2014	20/06/2014	20/06/2014	Y	N
bhpqd	Mr J Firth	13816	U	Jaguar XF XE250 MY12 Premium Lux	505705	Y	23/06/2014		2/2	3/7	8/8	3/3	26/06/2014	24/06/2014	24/06/2014	Y	N
bhpqd	Miss T Di Labradon	13979	U	BMW 120i E88 Convertible 2dr Auto	505895	Y	17/06/2014		1/1	2/2	2/2	1/1	16/06/2014	30/06/2014	30/06/2014	Y	N
bhpqd	Mr A Twigg	14092	U	BMW X5 E70 MY09 xDrive35d Wagon	505904	Y	03/07/2014		1/1			1/1	02/07/2014	10/07/2014	10/07/2014	Y	N
bhpqd	J Read	14023	U	Land Rover Range Rover Evoque L	505555	Y	01/07/2014		1/1		4/4	1/1	14/07/2014	04/07/2014	04/07/2014	Y	N
bhpqd	Miss S Printer	14313	U	Land Rover Range Rover Sport L32	505776	Y	25/06/2014		2/2	14/14	7/7	5/5	25/06/2014	08/08/2014	08/08/2014	Y	N
bhpqd	Mr S Evans	14382	U	Land Rover Range Rover Vogue L32	506079	Y	11/08/2014		1/1	7/7	4/4	3/3	11/08/2014	11/08/2014	11/08/2014	N	N
bhpqd	Mr D Dawson	14396	U	Land Rover Range Rover Sport L32	505598	Y	02/05/2014		3/3	10/11	5/5	5/5	02/05/2014	15/06/2014	15/06/2014	N	N
bhpqd	Miss N Barnes	14472	U	Subaru Forester S4 MY13 2.5 Wagon	506145	Y	19/08/2014		0/1			1/6	24/08/2014	20/08/2014	20/08/2014	N	N
bhpqd	Mr M Duckwoth	14473	U	Volvo S60 F Series D5 Sedan 4dr G	506777	Y	22/08/2014		1/1	1/1	0/1		22/08/2014	23/08/2014	23/08/2014	Y	N

Introducing the Autoline Delivery Schedule

"Obviously this is a significant enhancement. It was delayed because during much of 2015 our Autoline programming team was inundated with work, some of which was time sensitive".
"In recognition of this we've decided to make the Schedule free to all. Newsflash was sent out recently in conjunction with the E-Training sessions. These have been very well attended".

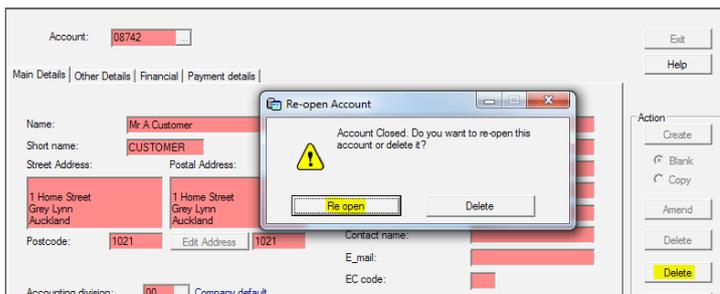
The Schedule is accessible from CRM / My Shortcuts.

Anyone wanting to discuss this functionality in more detail should contact Wendy or Samantha via the Support phone line.

FAQ's

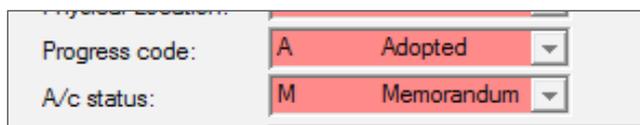
HOW DO I RE-OPEN A CLOSED SALES (OR PURCHASE) LEDGER ACCOUNT?

In SL (PL) – Add Modify Accounts, enter the account number you wish to re-open. Press the 'Delete' button, and you will then get a message asking if you want to re-open the account. Select 'Re-open'.



HOW DO I STOCK IN AN "ON BEHALF" VEHICLE?

Enter the vehicle details as per normal, however set the Account Status to M or O, and the Progress Code to Adopted. Enter the Purchase cost of the vehicle when you sell the vehicle.



WHY AM I UNABLE TO UN-ACCEPT A DEAL AFTER I HAVE CHANGED THE ACCOUNT STATUS AND PROGRESS CODE BACK TO M?

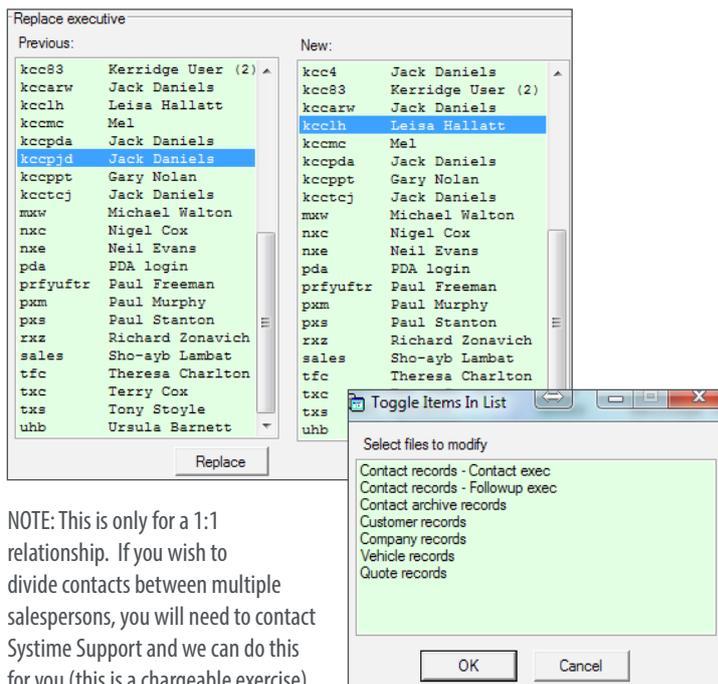
This is because the Trade-In on the deal also needs to have the Account Status and Progress Codes set back to M (Memorandum) to reverse the Trade-In.

HOW DO I TRANSFER CONTACTS FROM A SALESPERSON WHO HAS LEFT TO A NEW SALESPERSON?

In CRM > System Maintenance > Alter Sales Execs

On the left-hand side of the screen, select the salesperson who has left, and on the right-hand side of the screen select the person who you wish to replace him with. Press the "Replace" button.

You can then select which records you wish to transfer from the old salesperson to the new one.



NOTE: This is only for a 1:1 relationship. If you wish to divide contacts between multiple salespersons, you will need to contact Systime Support and we can do this for you (this is a chargeable exercise).

DID YOU KNOW?

- Systime Support runs regular Webex sessions to introduce customers to common Autoline topics. These online courses are Free of Charge to our customers, the E-Training schedule is sent out early each year.
- In 2015 the Support Centre took 31082 phone calls and emails. This resulted in 15930 calls being logged at an average of 306 logs per week, with an overall Service Level Compliance rate of over 94%."
- The average length of service for Systime team members is 9.2 years (ranging from 28 years to 3 months). This excludes the many years of experience our consultants and programmers have working in the Motor Industry or for other DMS suppliers.

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.



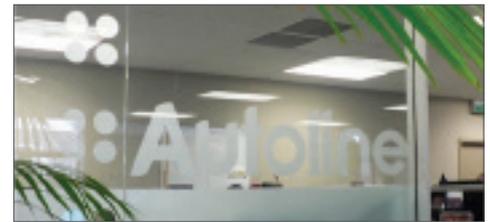
SOFTWARE SUPPORT CENTRE

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



TSI 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 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.



E-TRAINING SCHEDULE FOR 2016

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	Length	May	June	July	Aug	Sep	Oct	Nov
CRM								
CRM - Introduction	1 Hour					20th		
CRM - for Sales Staff	1 Hour			20th				
CRM - for Management	1 Hour				17th			
Campaigns	1 Hour		22nd					
SYSTEMS ADMIN								
Creating a User	1 Hour	19th					19th	
AFTERSALES - PARTS								
Stock Take Procedures	1 Hour		15th					16th
Receipting and Verification	1 Hour				24th			
AFTERSALES - SERVICE								
Setting up a Workshop Calender	1 Hour							23rd
How to add a Technician	1 Hour					22nd		
Workshop Loading Screen	1 Hour	25th						
Basic POS	1 Hour			13th				
SALES - VEHICLES								
VSB Trouble Shooting	1 Hour	4th				21st		
VSB/POS Integration	1 Hour		21st					
Sales Delivery Schedule	1 Hour	22/23rd					12th	

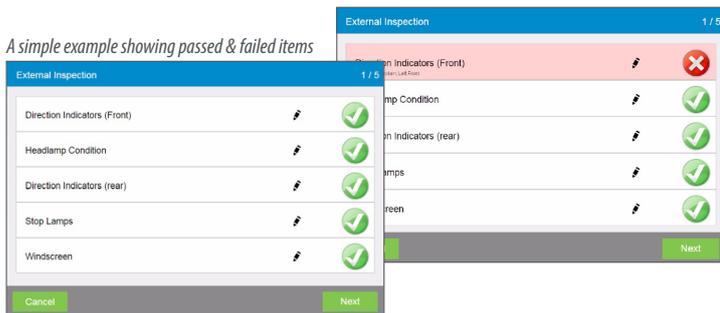
ONLINE CHECK SHEETS

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



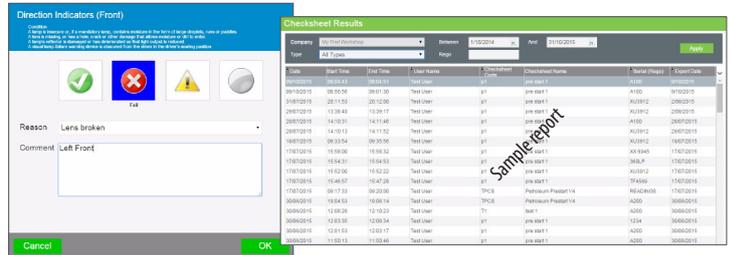
Fleet Management

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 in some SAM/Orion customers (Systimes sister company) – including a large Fleet user – Toll NZ – with 300 drivers using Smart Check on a daily basis. Smart Check is scheduled to be available in Autoline in July 2016.

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.

Failing an item allows more detail to be entered



HOW WE DELIVER OUR SMS HAS CHANGED



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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.

STAFF CHANGES



GERHARD GREYLING

Gerhard has over 20 years automotive industry experience in a variety of roles within and supporting Dealerships. Starting as a junior accountant at a Opel and Isuzu franchised dealership in South Africa, he has held many roles including management in administration, sales and aftersales roles before moving into software consultancy with Kerridge South Africa.

Gerhard and family emigrated to New Zealand in 2014 and he now brings his wealth of system and market experience to Systime.

If you would like to receive more than one copy of this newsletter please email Gill at Gill.Bradley@systime.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, Systime 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.

