



September 2008

MYOB Updates!

MYOB customers would recently have received the 2008 updates of the software. Version 3.49 and higher of the MYOB Post are compatible with the Australian Editions

of MYOB Premier 12, MYOB Premier Enterprise 6 and Myob Accounting Plus 18. To update you will need to undertake the following simple steps:

- 1 Install the new MYOB version of MYOB and update the data file to the new version. Please consult MYOB support for the correct procedure.
- 2 Download the MYOB Post update file. It is located on our updates site or you can go to the file's link directly:
<http://www.spearhead.com.au/download/tsm/TSMMYOBSetup.exe>
- 3 Run the update by double-clicking the file. You will be prompted for a directory which should be correct as it is taken from the registry entry for the post.
- 4 Start up the post and go to Tools/Option. Click MYOB on the left, update the paths to the MYOB exe file and the company file.

Remember to do backups of both MYOB and TSM before commencing!

Please contact TSM Support if you have any questions or problems.



Is your business productive?

Our 3rd instalment covers issues affecting productivity.

Productivity is defined as the amount of work produced in a given period of time. And of course there is a direct relationship between the amount of work produced and the revenue to the company.



Backups – are you doing them?

We are sure that you understand the importance of doing backups of your TSM and Accounting Package data, but are you actually doing them?

Here is a list of recommended times you should do your backups:

On a schedule.

How many days' worth of data can you afford to re-enter?
More than a few days?
More than a week? Backups of your TSM and Accounting Post should be done at least weekly, and preferably once a day or more.

Before updating your software.

It is the recommended best practice to do a backup of your TSM before running a TSM update. The same applies to your accounting package. It is essential that you contact

So in short, anything that can allow you to increase the productive hours in a given day will lead to improved revenue on the bottom line. So let's talk about a few areas that typically take away from your workers productive time.

How travel time impacts on productivity. How much unnecessary travel do your technicians do in a given week? Let's say that your technicians travel to the office each day to pick up their jobs and return the prior days paperwork. Assuming conservatively that this takes up half an hour a day, then this would consume 2.5 hours per week (conservatively) per technician in time they otherwise could be charging your customers.

Now let's assume that your technicians have a remote PDA solution such as TSM Remote. They would be able to receive their jobs wirelessly directly on their PDA in the field as soon as they are entered in the office. They would update their jobs with work performed, time and parts used in the field and these updates would immediately flow back to TSM in the office ready for invoicing.

Of course depending on how you work, the technicians would still need to come back to replenish stock, have team meetings etc but you can see that the administrative overhead that wastes their time could be considerably reduced.

So assuming that we can now convert 2 hours travel time per week into billable time, this would return \$200 in additional revenue per week. Spread over 10 technicians, this would add up to \$96,000 per year in additional revenue just by streamlining the travel to and from the office.

How paperwork impacts on productivity. Another area of wasted productivity is the huge amount of time your administrative staff spend deciphering unreadable handwriting on hand written job cards. Not only does this waste time, it also leads to the potential for incorrectly invoicing your customers with the corresponding customer dissatisfaction in your company.

So as per the above example, if paperwork was eliminated and everything logged electronically, you would be able to pick the correct part from a parts list, the correct price would be logged and handwriting issues would be eliminated.

This will lead to a direct improvement in your professionalism, customer satisfaction through minimising invoicing mistakes and a reduction in administrative cost along with an improvement in your profitability.

How reports generation impacts on productivity. Another area that wastes much time is report generation. Timely reporting is an essential management decision tool however reports often take significant time and resources to generate, often with inaccurate or untimely results.

Our clients tell us that it often took 2-3 days for someone to produce a half dozen weekly management reports.

TSM makes it simple to produce reports at the touch of a button using real data,

the TSM Support department before doing an upgrade to your accounting package.

Before importing or manipulating data.

This includes using TSM's import wizard, TSM's purge utility or any custom import script written by the support department.

Before running your accounting post.

This is important because of the large amount of data being sent. A backup of both TSM and your accounting data will give you something to fall back on quickly if things go awry.

Speak to the TSM Support department for more information on doing TSM backups, and whoever manages your network for your accounting package and other backups.



Don't forget about the TSM user forum!

With over 170 members, it is a great place to get support or tips on TSM from colleagues in your industry and others. If you have any features that you would like to see in TSM, please post your idea in New Features Suggestions section of the forum.

dramatically reducing the time required. Combine this with our automated report scheduler which allows you for example to email, print or fax the time sheet summary report every Monday morning at 9am to the manager, and you can set up a boilerplate reporting system that is fast, accurate and timely.

This provides management and staff with significantly improved control over their business through informed and timely decision making.

The last area of productivity we will discuss is multiple handling of data. Many companies can easily re-enter the same data 4 or 5 times (or more) wasting valuable time.

For example, a customer calls in with a job. The person who takes the call writes the details down on a piece of paper (copy 1). When things get less busy, they take that information and write it on an official job sheet (copy 2). A dispatcher then takes the new jobs, works out who and when the job will be done and writes the details on the white board (copy 3). They then dispatch the job to the technician in the field by calling them on the phone. The technician writes this information in his job book (copy 4). The technician then does the work, updating his paperwork and it eventually gets returned to the office. The job information is then updated in the office on the original job sheet (copy 5) and then handed over to accounts to enter the information into MYOB to produce the invoice (copy 6).

This is an extreme example but I am sure you get the point. Are you visualizing mountains of paper everywhere? In the ideal world, centralized systems ensures that data gets entered once only at the source and flows from person to person as it is needed. Multiple data handling can be time consuming and inefficient without good systems in place.

So putting this into real terms, lets say that you can save 20 hours per week across all your staff by reducing your paper handling overhead. At a conservative \$30 per hour labour cost, this would add up to nearly \$30,000 savings in costs each year.

So you can see that changing the systems you run internally can have a significant on reducing your inbuilt company inefficiencies leading to improved productivity, stress and ultimately, company profits.

Our 4th and last instalment concludes by looking at the cost of administering your company and we will summarise the series as a whole.

Until then,

David Younger
Director
The Service Manager

You can also find out if others also think this is a good idea!

TSM Support FAQ Library

A compilation of support documentation addressing common questions in TSM is now available from <ftp://ftp.proware.com.au/FAQ/FAQ.html>.

Issues ranging from the accounting posts to common errors and operating system compatibility are addressed. This project is a direct result of customer feedback and we greatly appreciate user input and welcome any comments on this FAQ library



We're here to help you!

For any technical support or assistance, please call:

02 8002 2311 Sydney
03 9010 9011 Melbourne
07 3102 7511 Brisbane
08 9467 2911 Perth

TSM Message Board

TSM Seminar in Crows Nest!

TSM is having a seminar in Crows Nest on September 16, Tuesday at Sovereign Inn Hotel. Targetted at non-customers, the seminar



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As a way of thanking our valued TSM customers for their continued support , we are making a **very special one time offer !** TSM gives you its **5 plus 1 support promotion** with a great discount rate on Standard TSM Support. Purchase a TSM 5 hours standard support pack and get an additional hour of support...free!

Contact TSM now at +61 2 9690 3888 to arrange to arrange this special offer for you or fax/email your order in to us!

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Please quote this special promo code when you redeem this offer from TSM.
Promo Code Support-02-08

covers important information on how to improve productivity and profitability in a field service business.

If any of your colleagues want to improve their service business, you can pass on this special invitation to them.

Just give us a ring at 02 9690 3888 and we will give you a special gift for any seminar referrals!

We want TSM Consultants!

Due to TSM's rapid expansion, we are in need of qualified TSM Consultants. If you know of someone who is interested, give us a ring. We'll give you a \$100 spotters fee for every successful application!



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