



JUNE 2008

## Changes to Pay As You Go Support procedures

We have had a number of unhappy customers being asked to provide credit card details for PAYG support when in their opinion, it is a TSM bug. Unfortunately it is not possible for us to determine this up front and often, the problem is actually with the customer, not TSM.

We have decided to change our PAYG policy in respect of potential TSM bugs. Any support issue identified up front by the client as being a potential TSM bug will not require up front credit card details as long as the client agrees to be billed for our Support time if the issue we find is not a program issue.

Rest assured that we are continuously looking for ways to improve our services offering further and welcome your feedback.



## Who is stealing your profits?

Our 2<sup>nd</sup> installment continues the theme of lost profits, identifying areas where we are losing money or being less profitable than we could otherwise be.

Last time, we discussed problems with invoicing customers. But what about those of you that do many quotations? Do you have a systematic system in place to call back quotes in a timely manner and if so, does this get done? Put yourself in your customer's shoes. How many times has a company quoted you for work and never followed you up or followed up weeks or months later. You know that in some cases, they would have been given the work if only they had called. But by now, you either no longer require their services or have given it to the other company that did call up. And what is your opinion of that company? Not very good is it.

The same goes for your business. Not following up your quotes in a timely manner (or not following up at all) results in lost sales prospects. You need a system where quotes are entered, given a follow up date and then you are regularly prompted with a list of quotes needing follow up.

I am currently looking at renovating my house, including building a pool. The pool company has religiously called me up every month for the last 6 months wanting to know how my plans are going and I keep putting him off because we are not ready. But guess what, they will be top of the list when I am ready to buy.



### Backups

Are you backing up your TSM Data on a regular basis? When was the last time you checked?

Here at the support department we regularly hear horror stories from clients who have suffered a hardware failure or other catastrophe and didn't have adequate backups in place. Ask yourself: what would happen to my business if I lost over a year of job information?

If you aren't sure if your data is safe, it is a good idea to contact the TSM Support department and/or your IT consultant.

You can find more information about TSM Backups in the TSM Manual (See pages 411 and 566) a

### Re-Ordering

If you're a client who orders a lot of stock, you may be interested in the 'Reorders' section of TSM.

In a nutshell: You are able to set a re-order level and a re-order quantity against your stock items and can then use the Reorder Parts module to view all products where the stock level is less than

A simple phone call leads to happier prospects, improved prospect's confidence in your company just because you followed up and increased revenue through converted quotes. You can easily increase your revenue by 10% - 20% by simply following up quotes.

Those of you involved in **routine scheduled maintenance** know that once established, you have an ongoing source of revenue with your client base. However, many companies do not maximise this opportunity because they either do not turn up when they should or do not invest enough sales resource into this area because maintenance service contracts are often error prone, tedious and resource heavy to manage.

But let's assume that you invest in a service management system that automatically creates jobs for you as and when they fall due, generates invoices automatically and rolls the schedules forward for you when they are completed. Now instead of routine maintenance being a burden on your company, it becomes a revenue goldmine.

So what might this additional revenue be worth to you? Lets say for example that you do just 1 additional job per week valued at \$500 (more likely you will do many additional jobs). Over a year (48 weeks) you will earn an additional \$24,000 in repeat revenue.

But wait a minute, did I hear you say that you already do scheduled maintenance. Are you aware that missed maintenance commitments lead to frustrated customers and potential loss of contract. So having systems that streamline the routine maintenance process will also save you the cost of losing valuable repeat revenue as well as the considerable cost of replacing those lost customer with new ones.

In the next installment, we will look at inventory control issues.



### TSM Exhibits at ARBS and CEBIT!

The Service Manager (TSM) participated at the two of the biggest tradeshows in Australia this year -- ARBS and CEBIT. ARBS is an industry supported and managed exhibition held every two years, alternating between Melbourne and Sydney. This year, it was held at Melbourne Convention Center from April 21 to April 24. All the major manufacturers, suppliers, distributors and agents involved in the HVAC & R and building services and related industries were at ARBS to showcase their products and services to the important decision makers, buyers and end users.



Cebit, on the other hand, was held at Sydney Darling Harbour from May 20 to 22. CeBIT Australia is Australasia's leading Information & Communications Technology (ICT) event for the business marketplace and covers the

entire spectrum of technology and the key elements that make up the ICT products and services marketplace. This is the only Australian event where you can exhibit your products and services to a large and high level audience of business decision makers and buyers – keen to see the latest and greatest solutions available. All our exhibitors focused

the item's re-order level, and create purchase orders to replenish your stock levels with just a few clicks!

You can find more information about the Reorder Module in the TSM Manual (See page 75)



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

Check it out now: [TSM Forum](#)



For any technical support or assistance, please call:

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

<<TSMFUNCS ("MAINTPASSWORD")>>

on technology solutions for the corporate market. The visitors were C-level executives, IT professionals, software developers, business line managers, that want to stay on top of the trends and best practices in integrated business technology solutions. It was such a successful event with about 35,000+ visitors and with 753 exhibitors all in all! TSM had the opportunity to meet new contacts, network with other exhibitors and chat and touch base with other TSM customers as well! There were inquiries on the software and many visitors wanted to know how they can make their businesses more productive and more profitable. The TSM consultants shared with them some of the tools on how they can improve their business operations.

TSM also had a successful basket of booze promo wherein two visitors who participated in the draw won a basket of booze each! Congratulations!

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