



NEWSAGENT TECHNOLOGY NEWS

Daily news for newsagents
www.newsagencyblog.com.au

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LIFE IS GOOD WITH TOWER.

NEED NEW OR FASTER HARDWARE?

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HELP DESK

Mon to Fri: 7am - 6pm
Sat: 7.30am - 3pm
03 9524 8000

Sydney: 02 9525 6444
Brisbane: 07 3136 6888
Adelaide: 08 8121 3366
Perth: 08 6317 0207
NZ: Toll Free 0800 444 367

AFTER HOURS SUPPORT:

0418 554 963
0418 528 577
0419 842 334

If you're calling on a Saturday, call 03 9524 8000 as we run the help desk Saturdays.

If it's an absolute emergency and you cannot get through on one of the above numbers, please try:
0418 321 338 Mark Fletcher
0418 554 759 Gavin Williams
0403 189 379 Jonathan Tay

Is this news to you?

We email news weekly.
Sign up now:

retailer-users-subscribe@yahoogroups.com

NEW TRAINING COURSES ANNOUNCED

On our website you can see details of new online training opportunities scheduled. Access to these is free for supported users and their employees. All you need is a computer and a phone (for a toll free call) for audio participation. These online training workshops are a great way to learn and they are FREE.

WHAT VERSION ARE YOU RUNNING?

Retailer 2.3.2 is the latest version of our software. If you do not have this it is likely that you are not meeting the XchangeIT quality and timelines checks. This could result in you paying more for XchangeIT access. Please check the version of your software now.

EXPANDED HELP DESK

Jeremy To joined our help desk around five weeks ago in a new role we created to help us deliver service to our growing customer base. Jeremy is already providing excellent support help to customers.

NEW ROLE: POST INSTALLATION MANAGEMENT

We have created a new role in the company to better help new users settle into the software. In this role, Simon Frost will not only help our new users but also reduce the burden on the help desk, leaving them better resourced for more experienced users. This new role will also oversee the expansion of our training portfolio.

NEW CUSTOMER SERVICE MANAGER

Mike Hill has taken on the role of Customer Service Manager. This is an escalation point role should you be dissatisfied with or have concerns about any help desk contact.

CUSTOMER SURVEY APPRECIATION

Thank you to the 400 customers who took our recent call querying the quality and value of recent help desk contact. Your feedback helps us understand how you feel about our services and will guide us on improvements we can make. We now plan quarterly call quality surveys.

VACANCY: HELP DESK ROLE

We are starting to look around for potential candidates for another new Help Desk role. While we do not need to fill the role right away, we are seeing excellent sales growth and want to plan for this by further expanding our team. If you know of someone please have them make contact with Mark Fletcher or Gavin Williams.

RETAIL TOUGH TIMES

It would be easy to get caught up in the doom and gloom reports about the state of retail. We believe that we all make our own success. By being personally accountable for our situation we commit to crashing through any doom and gloom. So, if you are finding it tough, ask what your Tower software can help you do to cut wages, save time, make better decisions and improve customer service. We are sure there is plenty. We'll Help. If you want to ask these questions email mark@towersystems.com.au to receive your kind of to do list. Anything on this list which you are not doing will improve your financial position if you follow this advice.

THE TOWER USER COMMUNITY

More than 1,760 newsagents now use our software. This gives us a newsagency customer base which is close to twice that of all other newsagency software companies combined. We appreciate the vote of confidence this position provides and commit to continuing to work hard for all newsagents.

BOOST IMPULSE PURCHASES AT YOUR COUNTER



This new LCD customer display is working a treat at helping newsagents drive impulse purchases at the sales counter. It is available for order online from our website now. Loading images is easy - this is

controlled from within your Retailer software. It connects through a USB port.

SOFTWARE UPDATES NEWS

We are working with IPS to help improve their connection with newsagents, we are in discussion with Network and Gotch about the next round of EDI developments, we are working with News Limited on a new data project, our GNS web store connection will be available in around six weeks, our Danks EDI link is completed, our Metcash link is completed, our Nielsen Bookscan link for book retailers helps book retailers report sales.

WHERE IS THE ADVICE?

The advice referred to above was published to our retailer users email group. To get these, email retailer-users-subscribe@yahoogroups.com It's free and keeps you informed.