

# THE ONCE® TIMES

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## Updates, Insights and Big Ideas

One of our core values here at Elcome is to strive for continuous improvement that enables our customers to work smarter and more efficiently.

You may recall that towards the end of last year, we ran two customer focus groups that gathered feedback on our products and services. Much of what we learned from these sessions was put into our plan of action for 2018, which was shared with you in a newsletter back in January.

Now, as 2018 draws to a close, I thought it would be timely to send an update on the progress we have

made, the reasoning behind any changes that have occurred along the way, and some of the exciting plans we have for the future!

We're currently planning our next round of feedback sessions for March 2019, so if you'd like to be part of the conversation, I encourage you to register your interest by emailing [margot@elcome.ltd.uk](mailto:margot@elcome.ltd.uk).

Hope to see you in March!

**Tim Entwistle**  
Managing Director, Elcome

# Developments



With the deployment of additional resources and further recruitment, we have invested in the development of Xchecker for the universal benefit of all our users.

The focus sessions helped us to prioritise our long list of developments and, to date, here are some of the key enhancements and improvements we have released;

- Standardisation of exports and drop-down choices in reports
- Improvements to log-in security
- Part Status by number reporting
- Part Status control for TecDoc
- Application Parts summary
- User Tracking facility
- Cross Reference gaps reporting by brand
- Criteria Mapping tool for TecDoc
- Criteria Usage screen
- Freezing buttons in Catalogue Maintenance
- Predictive typing for Manufacturers
- New Cross References for Supersessions
- Improved Date Filtering
- Quick Search facility

## What we said in January

- We do not want a 2-tier system, we believe in one system for all!
- Extra resources being deployed to expand bespoke developments and system integrations
- Developments will be prioritised based on feedback from Research Groups

# Integrations

For those customers who have fully embraced our ONCE® philosophy, we're delighted to hear that it's paying dividends.

Having taken advantage of both custom developments to better match internal processes, and integrations to streamline front and back end systems, such as pricing, stock status, warehouse, branding and product enrichment, customers tell us they have been able to vastly reduce task duplication, which has freed staff to focus on other important work. By using the ONCE® system to its full potential, they are also experiencing better consistency of data and fewer gaps, which ultimately leads to better sales.

Do make sure you are having custom development and integration discussions with your Elcome BDM to ensure you too are taking full advantage of your system's capability.

## What we said in January

- We recognise this is a growing area
- Fits perfectly with our ONCE® philosophy
- We are looking at other value-added integrations





# ACES & PIES

## What we said in January

- We have the capability, but cannot invest without orders
- We have to remain customer-led
- Just received instruction from customer to deliver ACES files in Q2

We know that indecision can often crystallize into doubt and the ACES & PIES debate has been a topic on the agenda for many of our customers for years.

Is it possible? Can it really be done? The answer is yes!

In February we delivered on time our second batch of ACES files for a European brand.

We will always take a customer-led approach on this work so, if having a US catalogue presence is an objective for you, it's time to talk to us.

And for anyone still in any doubt, we are so confident in our ability to deliver, that for the next six months, we are offering 'Pay on Completion' terms for all ACES orders.

Get in touch with your Elcome BDM to find out more about this no risk, special offer.

# Performance

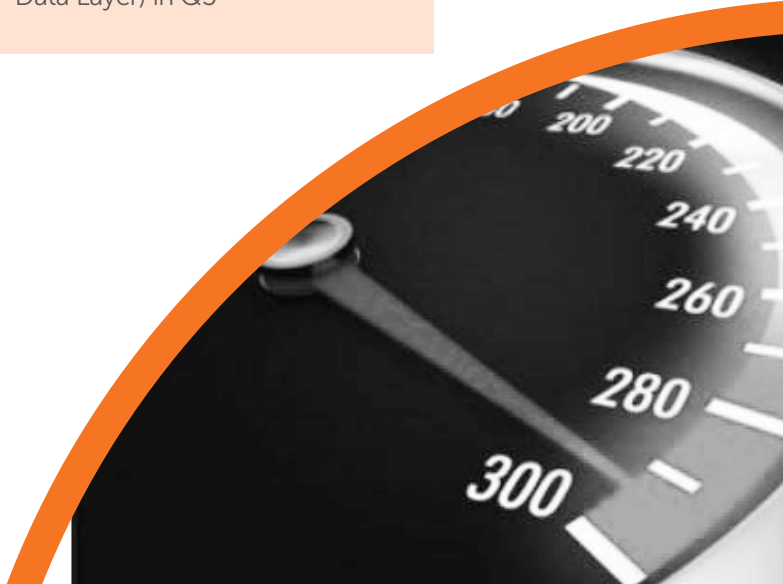
As we detailed at the beginning of the year, the IDL (Intermediate Data Layer) has been built and deployed during Q3 as planned. This now opens up opportunities for you to leverage new technologies and make use of your data in new ways and places.

From a performance standpoint, I'm delighted to say that Xchecker is more robust, reliable and quicker than it's ever been, with its last period of outage recorded over 4 years ago.

Asset has also achieved over 99% system reliability, with the exception of a couple of 15-minute downtime episodes, however these did occur overnight.

## What we said in January

- Main server upgrade planned in January
- Roll out of IDL (Intermediate Data Layer) in Q3



# Service & Support

## What we said in January

- Currently recruiting to expand Support
- Trialling helpdesk coverage between 7.00am and 6.00pm UTC
- Improving help guides and support materials
- Looking at developing a Customer Web Portal

Jess Read joined Sophie and the rest of our support team back in March, when we extended our helpdesk hours to provide coverage from 7.00am UTC. However, after a six-month trial that saw no incoming calls during the first working hour of the day, we took the decision to slightly amend the start time to 8.00am UTC.

Support is an area where our core values of professionalism, ownership and availability can be measured, and over the year the team has been committed to strengthening our

service levels and increasing customer satisfaction. I'm proud to report that they have achieved a 100% resolution rate record, with 86% of queries being responded to within 30mins and resolved within 4 working hours. This is excellent progress and their hard work has not gone unnoticed, judging by the positive customer feedback we've received.

We've also made improvements to the way we communicate new developments by including detailed Release Bulletins, with step-by-step guides, in all our emails. For Xchecker, this information is now also being added to a new dedicated Release Notes screen, providing further accessibility to our support materials.

Live Chat is a tool we're interested in testing. We're currently investigating options for our website, with a view to measuring the demand and considering possible implementation across our products.

In the previous newsletter, we also talked about the possibility of launching a customer web portal. After much investigation, we realised that what we wanted to create for our customers was going to be far more complicated than anticipated. However, this got us thinking, and we've now set an exciting vision for the future which we will be sharing at our next Focus Sessions in March.

To book your place email [margot@elcome.ltd.uk](mailto:margot@elcome.ltd.uk)



## Customer feedback

### halfords

“ Excellent session with an excellent back-up email. It could not have been smoother! Thank you for your support.

Rob Myers  
Halfords

### WiperTechnik

“ Thanks for your help on explaining Application Data, and your speed of response and excellent knowledge. Support is usually what lets the relationship down, however your response times and attention to detail exceed my expectations.

Matt Riley,  
Wiper Technik

### MOTAQUIP

“ Just a quick note to say a big thank you to the Elcome team, everyone involved has been very supportive and have created something that they should be incredibly proud of. Really exceptional work.

Jon Haywood  
Motaquip



# Internal Processes

Our commitment to continuous improvement, by its very nature, has been sustained with further tools and processes being added to our JIRA system, the adoption of Agile methods in our planning and Project Management training carried out across departments.

We recognise that the calibre of the companies we are dealing with demand an approach that is thorough and detailed, with an emphasis on pre-planning and comprehensive specification. So, we do hope that our professional principles are delivering tangible benefits for all.

## What we said in January

- New JIRA production planning recently installed
- Treating many more jobs as Agile projects
- Elcome staff undertaking project management training



# 2018 Highlights



- We opened our first international office in Almoradí, Spain, to expand our software engineering and data services.
- Xchecker's inherent capabilities of cataloguing outside traditional passenger cars, light commercial, commercial vehicles and engines, is now being utilised with motorcycles, cycles and marine.
- As part of Agile, a more structured and test release process has been implemented that sees new Xchecker improvements and enhancements released every two weeks.
- Our corporate identity has been refreshed, along with our website to better reflect our vision, beliefs and products.
- We took exhibition real estate at Automechanika, Frankfurt for the first time.

## Coming Next...

Elcome will be revealing the next evolutionary phase of **ONCE®** at our Focus Sessions in March.

To book your place email [margot@elcome.ltd.uk](mailto:margot@elcome.ltd.uk)



## We're here for you

Elcome Limited  
The Engine Shed  
Overtown Manor  
Wroughton, Swindon  
SN4 0SH

General Enquiries  
+44(0)1793 845144

Support  
+44(0)1793 846145

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