

THE ONCE® TIMES



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A true partnership

At the beginning of March, we hosted two events at the National Motorcycle Museum in Solihull. To everyone who attended the Research days, we want to say a **HUGE** thank you for participating and making the sessions such a great success.

We're now embarking on an exciting phase in the evolution of aftermarket cataloguing and I'm delighted to be welcoming Jo Williams, who has returned to join the Elcome team and will be driving the ONCE® project forward.

Elcome are honoured to have such a strong network of passionate people working in partnership with us to develop the best solutions for your business.

We hope you find this newsletter useful in keeping you up to date with our progress.

Tim Entwistle
Managing Director, Elcome





Jo Williams
ONCE® Product Manager

Progressing ONCE® from Concept to Reality

You've heard Elcome talk about ONCE® for a long time – but what is ONCE®?

I've recently joined Elcome on this adventure as ONCE® Product Manager. My purpose is to take this product from concept to reality. I want to engage with Elcome customers at every stage of this project to ensure ONCE® is developed from a user's point of view. The aim is to produce an all encompassing product that wraps all your needs into one place – ONCE®.

Elcome have, over the last few years, undoubtedly sharpened their image and rebranded many products, but you may feel that none of it quite hangs together at the moment. That's where ONCE® comes in.

For those of you who attended our Strategic and User Research days – you'll know what I'm going to say already, but for the rest of you, I hope you want to know more.

ONCE® will be a single system, bringing Elcome's product portfolio together in one solution, to include:

- Xchecker
- Asset
- Catalogue
- Bulletin
- Translator
- Output

Everything will be in one place, providing one single source of truth. You will be able to move freely across these tools and you won't have to repeat tasks multiple times. For example, if you add images, you'll be prompted to set up your watermarks and your outputs at that point – saving you time later.

What we are trying to achieve with ONCE®, is to present users with the right information to enable you to edit your data where it's most valuable to you.

- Gaps will be presented to you – no more looking around and running reports
- Missing specifications – highlighted to you in real time, no waiting for reports to generate
- Not linked a part to a Vehicle/ Entity? – you'll be alerted to these when you log in
- Want to know where you can fill gaps based on previous decisions – we will give users those suggestions too

I'm keen for current users of our products to be a part of these changes and to have their input.

A few users have spoken to us at the meetings or since and given some interesting features they want included or things they don't want to lose.

If you'd like to know more, and couldn't attend the recent Research days, please speak to your BDM or myself jo.williams@elcome.ltd.uk



Research Sessions Take-Out

Here's a top-line overview of the feedback we received during our meetings at the National Motorcycle Museum.

Strategic Session Key Notes:

Wednesday 6th March

- Overall, very positive endorsement of the concept received
- In favour of the smarter reporting features, stating a preference for configuration
- Requested obvious rules to be 'built-in' to Gaps reporting
- Supported the proposal for a multi-lingual solution
- Suggested the ability to make the certain reports/galleries available for external use
- Preference expressed for a 'big bang' full system launch
- Some reservations expressed over changing the approach to cataloguing
- Discussed migration, how this could be managed and supported with training

User Session Key Notes:

Thursday 7th March

- Concept positively received despite initial reservations
- Discussed the ability to retain full control of cataloguing
- Liked the design, felt it provided a better user experience
- Shared views on naming conventions, concerns noted for Elcome to take on-board
- Discussed existing special features, highlighting particular functions which users do not want to lose
- Would like to see more detailed walk-through of processes at next stage
- Expressed interest in being involved with User testing
- Also suggested creating a BETA environment for training

What's happening next?

- Building a complete walkthrough of the system
- Conducting first User Testing Session

To register your interest in taking part in the next User Group session, please email:

jo.williams@elcome.ltd.uk



Glossary of terms

Use this handy glossary to help you decode some of the new terminology we're using as we develop ONCE®:

Entity

Vehicle, Engine, Bicycle, Marine, Agricultural – The "Thing" you attach your parts to

Asset

Image, PDF, Video, 360 spin – Something which is a visual aid that you attach to either a part or an application

Integrate

Linking two independent unrelated systems together to pull relevant information via IT processes such as API's

Want to get involved?

Your ongoing feedback is extremely important, so if at any time you have further comments or questions, or would like to be involved in future User Testing, please make sure you email: jo.williams@elcome.ltd.uk



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