

NEWSAGENTS POS SUPPORT SERVICES RESULTS

November 2007

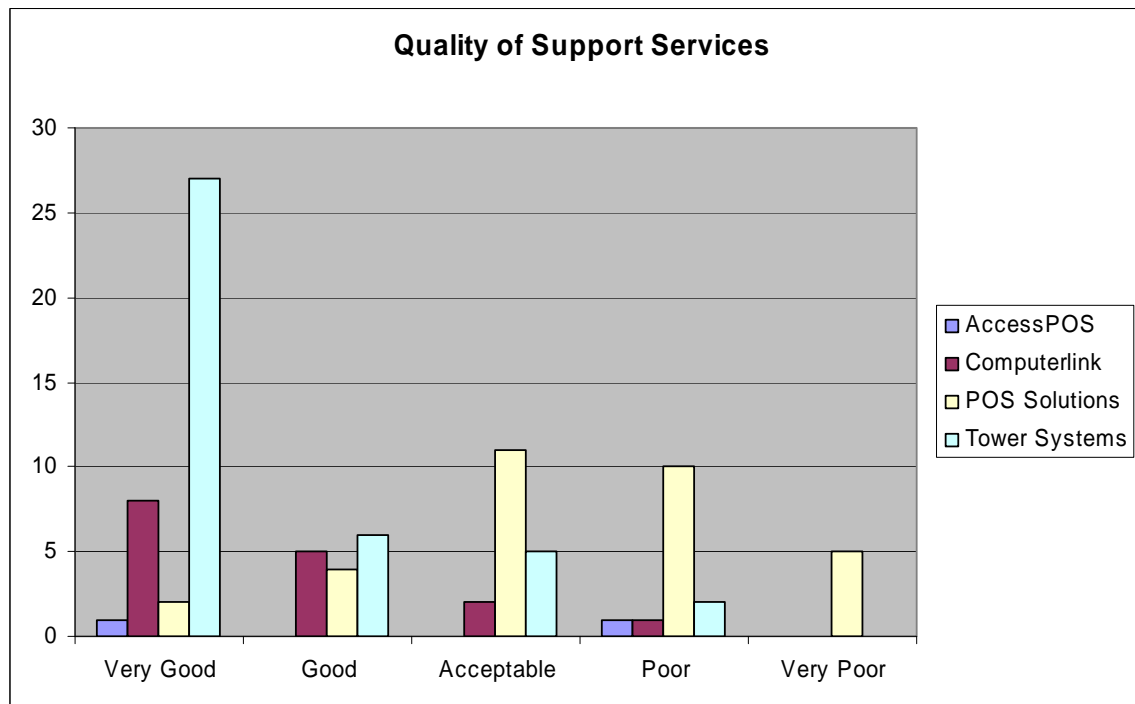
ANF received 91 responses to our survey on the support services provided by point-of-sale suppliers to the newsagency industry. The survey focused on the cost and quality of support services, and the results have simply been collated by the ANF for dissemination to newsagents. Newsagents are advised to draw their own conclusions from the results.

Who is your POS Supplier?

AccessPOS	2
Computerlink	16
POS Solutions	33
Tower Systems	40
Total responses	91

How do you rate their Support Services?

Newsagents were asked to rate the quality of the support services they receive, and the results are provided in the graph below. Note that the graph is based on the number of responses received for each supplier, and the results must be considered in light of the sample size. In the case of AccessPOS and Computerlink the sample size is extremely small.



What do you currently pay in support charges to your POS supplier?

Newsagents were also asked how much they pay per annum for support services and the results appear in the table below.

AccessPOS	Computerlink	POS Solutions	Tower Systems
One response \$1,737	Lowest: \$800 Highest: \$2,100 Average: \$1,015	Lowest: \$1,530 Highest: \$3,800 Average: \$2,377	Lowest: \$1,000 Highest: \$2,074 Average: \$1,715

Newsagents were asked if there were any additional or incidental charges not included in the support fees. Across all POS suppliers it was noted that there are separate charges for hardware support, and for maintenance and repair of hardware not purchased from the POS supplier. In some cases there may be charges for travel to the site and additional training. POS Solutions clients regularly noted an additional XchangeIT support fee of \$198.

What improvements would you suggest to your POS supplier's support services?

All responses are provided verbatim below.

AccessPOS

- Proper training when installing the system. Communication with their customers. We only went with accesspos over towers because the towers guy was in too much of hurry to show us any thing significant. The rep from Accesspos had just moved to qld and we were the first he left the company and we heard nothing, our computer crashed and we contacted them we had nothing but trouble for the first 2 years, now i don't deal with them unless i have to, i have a lifetime license so i don't have to. It is a great program but behind everygreat product you should have great support and i couldn't get that.
- That an emergency telephone number be provided for weekend support. (most problems seem to occur when support is not available)

Computerlink

- None
- nil - support services are very good
- Non necessary
- generally I have no problems with any area including expediency
- DISCOUNT FOR LENGHT OF CUSTOM, I CANCELLED MY SUPPORT AGREEMENT, AS I HAVEN'T HAD ANY REASON TO RING FOR AT LEAST THREE YEARS, SO WHY PAY \$800 PLUS FOR A SERVICE YOU DON'T USE, AND THEIR IS NO ENCOURAGEMENT FROM THE SUPPLIER TO STAY.
- LOCAL MELBOURNE AGENT WHO CAN COME IN-STORE AND HELP WITH SOFTWARE

ISSUES

- more user meetings. more newsletters
- NOT TO PRINT DELIVERY DOCKETS FOR EACH SUB AGENT EACH MAGAZINE WAIT TO END THEN PRINT ON ONE PUTAWAYS TO BE SEEN WHEN PROCESSING MAGAZINES
- Updating Card Co files would be great
- REAPPOINT LOCAL AGENT TO MAKE SERVICE CALLS EVEN AS PART OF A SALES TRIP
- no apparent failures by our supplier.
- Cannot rate Computerlink support highly enough. No waiting time for problem/query resolution. Very helpful, approachable team.
- Now that Computerlink will have NSW representation and a toll free number my suggestions have been at this stage met.
- NONE
- None - it is excellent if ever required.

POS Solutions

- Respond to query calls within 3 hours. If day support staff are unable to respond due to heavy call load, the evening support staff should take over and respond.
- phone, but directly to technician. instead of call centre service then transfer to their first available technician as what currently happening
- THE MAIN PROBLEM WE HAVE HAD WITH THIS SUPPLIER IS THE LACK OF TRAINING AT THE POINT OF INSTALATION. WE ARE CURRENTLY IN DISCUSSION WITH THEM REGARDING THIS
- THE TIME TAKEN TO RESPOND TO PROBLEMS CAN BE TO LONG. MY MAIN SERVER HAS A REDUNDANT POWER SUPPLY WHICH LOST 1 MOTOR, IT TOOK 8 WEEKS FOR THEM TO SEND ANOTHER. THANK HEAVENS WE DIDN'T LOOSE THE OTHER MOTOR IN THE MEAN TIME.
- MORE SUPPORT DURING ORIGINAL SET UP PERIOD AND HAVE SOMEONE THAT IS A FULL BOTTLE ON THE SET UP PROCEDURES.
- more replies and follow up calls or emails to ongoing problems.
- Improve staff training (so they actually know how the system works), have more staff so you don't have to wait to be called back and aslo actually fix problems when found - we are on POS DOS and still pay full support fees, if they don't intend on maintaining the program they should reduce the fee substancially.
- WELL TO ANSWER THIS BRIEFLY i HAVE MADE 5 CALLS IN THE LAST 4 MONTHS AND ON EACH OCCASION i HAVE NOT BEEN CALLED BACK THE MOST RECENT CALL LOGGED ON A FRIDAY 3 WEEKS AGO AND TO THIS DAY THEY HAVE NOT RETURNED THAT CALL
- More realistic annual software fee for old fashioned DOS based system A realistic offer to convert to newer Windows based system.
- Their support over the phone is very good, however, I distinctly dislike the charge for travel as I am a regionl site and I'm therefore paying for travelling time. I notice with interest that they have newsletters. Well, I've never ever seen one. I don't bother calling their national help desk as in the past I've never got a satisfactory response, in fact any response. All problems are logged in a black hole. Yes users do have a say, that is, provided you are in the 'elite' user group who meets very regularly. I've yet been canvassed for any issues. I used to send in bugs and problems that I've found but soon realised I'm not in the 'elite' group so my issues are logged in a black hole. So I don't bother anymore. I have only ever attended 1 user group meeting in the past 12 months, so I'd like to know where and when the 24 meetings were held. The local support staff is very good and helpful but is severely restricted by resources. This

is their one and only saving grace. I have warned the head office about this many times but to no avail. I use the phone and email at the same time hoping that they'll have the time to repond to at least one of them. I've never seen an advice sheet. Thankfully the software is fairly robust although there are many bugs in the system and often I doubt the results of the reports. I can assure you, unless the support improves dramatically, I'll be moving on to another software company in a year or two, once I've fully depreciated the cost of the software and hardware.

- They need to be more aware of the time factor involved. The return of phone calls is very slow. We booked a call at 2pm and it did not come through until 3.30. I sometimes wonder if the message gets put through to the support tech. On the above occasion the tech. said he could have rung straight back if he had known!!!!
- To care a little. To provide a user manual. To keep you informed of improvements that they say they are working on, but never reach fruition.
- Start treating their customers as Customers, not clients who are locked into their system, although an expensive exercise people will change to another provider if they are not looked after.
- MORE USER MEETINGS AND TRAINING
- TRAIN THEIR STAFF SO THAT I AS A CUSTOMER DONT KNOW MORE THAN THE PERSON ON THE OTHER END OF THE PHONE. IT WOULD BE GOOD IF WHEN THEY FIXED A PROBLEM THEY DIDNT CREATE ANOTHER. THEY COULD KEEP CUSTOMERS INFORMED OF HOW THEY ARE PROGRESSING WITH ONGOING PROBLEMS. I HAVE ISSUES WHICH HAVE BEEN GOING ON FOR YEARS AND THEY SEEM TO GO IN THTE TO HARD BASKET UNTIL I PHONE AGAIN AGAIN AND AGAIN.
- KEEP UP THE GOOD SERVICE & SUPPORT.
- Institute user group meetings more often, more regular features updates, more support staff (long delays sometimes on return phone calls). Quicker compliance with XchangeIT & Magazine company electronic returns standard requirements.
- Better regular communications with suggested specific usage ideas and tips. Eg "Did you know you can do Simply follow these instructuions'.
- BRING DOS USERS UP TO WINDOWS SYSTEM AT A REALISTIC PRICE. WE DID NOT CONTACT THEM LAST YEAR- SO WE GOT VERY LITTLE FOR OUR MONEY.
- ISSUES NEED TO BE ADDRESSED IN A SHORTER PERIOD OF TIME. CAN SOMETIMES TAKE A FEW HOURS FOR A DAY FOR THEM TO RETURN YOUR CALL. IF THE ISSUE IS URGENT THIS IS NOT GOOD ENOUGH. NEED TO BE A PRIORITY RATING PUT IN PLACE FOR MATTER OF URGENCIES I.E 1 TO 4
- AKNOWLEDGEMENT THAT EMAILS WILL BE ANSWERED WITHIN A SET PERIOD OF TIME
- * there is not enough (if any) in shop training after installation if you are a country newsagent ie one on one therefore we are not utilising the full extent of the pos and this is costing us TIME
- NONE
- Listen to your customers. Time taken to return calls on problems is unacceptable.
- Support service is outstanding. I have had support staff login in early hours (1am) of the morning to help with issues. No major issue to fix that i can think of.
- 1.TRAIN STAFF BETTER IN SYSTEM OPERATION AND GET SOME OF THEM BEHIND A NEWSAGENCY COUNTER USING THE SYSTEM. 2.DON'T LOCK THE SYSTEM DOWN IF A USER DECIDES NOT TO PAY SUPPORT. IF A USER HAS PURCHASED THE SOFTWARE THEN SUPPORT SHOULD BE A CHOICE.

Tower Systems

- reduce the wait time

- FIX ALL KNOWN BUGS
- Customer Support person to visit store periodically.
- KNOWLEDGE.....MORE TRAINING IN REGIONAL AREAS
- More Training Days for teaching of new Staff the benefits of the program
- Empathy to problems - I find Tower people quite condescending at times considering I have come from IT background. Even management were not able to answer a simple question without belittling me. Whilst training is available, there are no communications as to the courses and course content available. User meetings also need to be central - it is not feasible for me to travel 100km round trip for an hour-long meeting.
- cant fault their support. we switched from a different system and towers service is definately better
- A great software supplier at the leading edge of software and customer support.
- No nothing at the moment
- nil
- After hours support is available for emergency - and extremely efficient, however, often the times when I have to explore our system or seek support on minor matters is after my and Tower's trading hours. This is only a minor improvement. MYOB offers a test company where you can trial changes and enhancements for your usage. It would be ideal if this type of arrangement applied with our software rather than trialing changes in the live system.
- although costly, more frequent visits to regional qld
- tower support is already excellent john klemm mildura
- A SIMPLE USER MANUAL (LIKE MYOB RETAIL MANAGER)
- We think Tower do a great job. We researched possible POS systems before we purchased a newsagency and believed Tower to be the best option for us. Fortunately, the newsagency already had Tower. The only problem was that they only had one till, so we invested just over \$10,000 putting in another till, upgrading all screens to flat touch screens, and updating the server.
- Increased regional meetings. Official training Manual.
- none
- none available 24/7 in emergencies & 11hrs aday at support desk what else does anyone want. i am extremely satisfied.
- None
- None - service excellent.
- There should be free user meetings in the country areas as well to ask face to face questions
- BE ABLE TO BOOK A TIME (WINDOW) FOR A RETURN SUPPORT CALL.
- To offer a service that covers all services offered by the newsagency. ie Lotteries, billlexpress, western union, dialtime, etc. An easy systems that includes easy set up and management of all these areas
- provide a user manual - not just the advice sheets. There would be a lot less calls to help desk if you understtod the software
- NONE
- happy at present
- None, you can not get any better from anyone else.
- ALL OK
- To listen to users and not take every suggestion for improvements as personal criticism (software is generally good but extremely weak on financial integrity and financial control)
- Tower do a very good job , they are I believe the best supplier of newsagent softawre in Australia

- None