

## eziTracker - more than just T&A

**eziTracker monitoring service was developed primarily for the cleaning and facility management industry to keep track of their remote workforce.**



Fast forward 15 years, eziTracker is now used by builders, painters, roading contractors, manufacturing plants, recruitment agencies, laboratories, merchandisers, hospitality, and of course, homecare service providers.

eziTracker is also recognised as a useful tool for lone working staff who are required to log their time & attendance at remote and sometimes high risk locations.

At the eziTracker User Forums held recently, clients were keen to convey the benefits they receive from using the service. Most proclaimed the ease and speed of processing payroll, with many stating they have more than halved the time spent processing manual data, and input inaccuracies is a thing of the past.

But there were other features and benefits they were impressed with too including alerts, voice messaging, mileage capture and the eziTracker Mobile app.

*“The Voice Messaging service is an excellent tool in the event of an emergency,”* says Richard Roodt, eziTracker’s Customer Service Manager. *“Customers can inform their staff which areas to avoid, and the location of their nearest evacuation centre.”*



Delegates at the eziTracker Users Forum held recently in Auckland.

*“On a lighter note, it’s also a convenient way to send a Christmas message to remote staff, and remind them of office holiday hours and alternate contacts during that time.”*



Peter Davidson of eziTracker’s HelpDesk Support recalled accolades he received from clients on the alerts function.

*“They love that eziTracker is browser-based,”* says Peter, *“and that alerts can be sent via text message or email. If they need to contact the scheduled staff member, or a replacement, or even contact the client, all the data is available from their mobile device.”*

Customers are also excited about the new eziTracker Mobile app with one stating it’s a “market differentiator”.

*“A couple of our mobile app customers operate in a fairly remote regions,”* says Richard. *“They love that staff can log in/out without disturbing their client and, if the signal is bad, data flows through as soon as connection is restored.”*

Location is established by scanning a QR code affixed at the client’s site, but verification can also be made using GPS if needed. One customer allows staff to scan the QR code from their car and uses GPS to confirm they are parked outside the client’s address.

eziTracker login methods can be used in conjunction or interchangeably with others, so customers can select the staff and/or the sites they wish to use the device.

*“While most customers tend to opt for a full roll-out of eziTracker Mobile,”* says Richard, *“they can also make a gradual transition. For example some staff could log in to a site using a fixed line phone, while other staff could log in to the same site using their mobile phone app.”*

**For more information on eziTracker’s suite of services, please phone 1800/0800 eziTrk (394875) or email [sales@ezitracker.com](mailto:sales@ezitracker.com)**

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## Company Announcement

**Panztel's business has been acquired by Care Monitoring and Management Ltd (CM&M).**

CM&M is a UK company that owns CM2000, a company that competes with the eziTracker service in the UK.

CM&M have made this strategic investment to take advantage of Panztel's leading position in the Australian and New Zealand markets for remote workforce monitoring solutions. Together the merged companies will employ over 120 people with sales in excess of \$20 million.

This is an exciting development for Panztel as it provides greater resource to serve existing customers and develop new solutions.

Peter Longman, CEO of CM&M says: *"The acquisition of Panztel allows the Group to strengthen our portfolio of technology solutions and expand into facilities management and new overseas markets."*

Panztel and CM2000 will continue to operate independently so there will be no changes to the service customers currently receive, or to the people that support them.

Jonathan Hudson will continue to work for Panztel managing operations in Australia and New Zealand.

## ACSA 2013

**The Aged & Community Services Australia (ACSA) National Conference was held at the Melbourne Convention & Exhibition Centre from 10th to 13th November.**

This year's theme *"Facing Reform - Jumping Hurdles and Staying in the Race"* aimed to address the challenges and changes currently facing the industry and offer broad picture solutions to those challenges.

eziTracker were one of the 100 trade stands in the main exhibit and was manned by Barry Williams, General Manager of eziTracker Australia, and Simon Hounslow, eziTracker Sales & Account Manager.

*"There was much discussion amongst the attendees and vendors on the effects of CDC and NDIS to the Australian Aged Care environment,"* says Barry. *"It's apparent that providers who have not yet begun to plan for the CDC shift need to do so now."*

The event presented an opportunity to rub shoulders with software partners. Many existing relationships were reignited and some new ones were formed.



## New Data Centre

**Work is underway to open a new data centre in Tauranga, New Zealand which will be used to host all of Panztel's NZ services.**

The new service will have fully duplicated connections to telephone networks and the internet and uses the Ultra Fast Broadband

service to connect to the network control centre in Panztel's Tauranga office.

The Tauranga location was chosen based on its proximity to Panztel's office and the seismic risk to the Auckland data centre.

Once the centre is open, the existing facility in Auckland will be decommissioned.

## eziTracker User Forum 2013

**Customers in New Zealand and Australia were invited to attend their local eziTracker User Forum in November 2013.**

eziTracker User Forums are held annually in Melbourne and Auckland, but due to an increasing number of customers in Queensland, this year an additional event was held in Brisbane.

The aim of the User Forum is to provide a free event for valued customers to be informed of eziTracker updates, new features, services and developments. It is also an opportunity to discuss user efficiencies with other customers, and their have questions answered by a panel of experts to enable them to make the most of their eziTracker service.

This year's Forum included a recorded presentation from Matthew Linscott of Spinal Injuries who explained the benefits they had experienced using the eziTracker service.

Throughout the forum customers were encouraged to engage in group discussions and mini-workshops covering eziTracker functionalities including eziTracker Mobile, job scheduling, alerts, travel expenses and ways to automate payroll.

New Zealand's Forum was held in Auckland on 7th November, hosted by Jonathan Hudson (eziTracker MD), Berta Bosch (Customer Service & Training), and Peter Davidson (HelpDesk Support).



Both Jonathan and Berta also facilitated the Brisbane Forum on 21st November, with assistance from Barry Williams (General Manager, eziTracker Australia) and Graham Eddy (eziTracker Account Manager).

The Melbourne Forum was held on 26th November, hosted by Jonathan, Barry, Richard Roodt (Customer Service Manager), and Simon Hounslow (eziTracker Account Manager).

A variety of job roles were represented at the event including project & financial managers, operational co-ordinators and payroll clerks, all of whom reported that the content covered was relevant, and that their knowledge of eziTracker's features & benefits had been greatly improved.

## eziTracker now in SA

**Barry and Lisa Brooks have recently been appointed eziTracker Sales and Customer Service Agents for the South African market.**



Based in Johannesburg where they run their own a cleaning business, Barry and Lisa understand first hand the benefits that the eziTracker service can bring to any organisation that employs a remote workforce.

Barry's introduction to eziTracker was during his role as Operations Manager of a large cleaning company in the UK.

*"I was very impressed with the service," says Barry. "It took the guess work out of contract management. I found the no show and short shift alerts particularly useful as I could take action to prevent service breakdown long before the client got wind of anything."*

Customer Service Manager, Richard Roodt travelled to Johannesburg in September to meet with Barry and Lisa and set up and train them on the eziTracker.net service.

*"They are both very excited to have become the latest addition to our globally expanding brand," says Richard.*

*"They were very enthusiastic and seem to have a good grasp of the features and benefits of the service. I think they will make a valuable contribution to the organisation."*

## eziTracker Person Profile

**Tarn Montgomery, Technical Support Engineer**



Tarn discovered an affinity with diagnostics and troubleshooting while pursuing a career in the automotive industry. After making the shift to IT, Tarn pounced on the opportunity to join the Panztel Team.

*"Panztel has a clear focus, strong leadership and good business strategies, all of which is reflected in our pleasurable and rewarding working environment," says Tarn. "Our clients and vendors are great to work with and add value to the services we offer."*

Not one for idle hands, Tarn keeps busy in his spare time with DIY building projects, as well as fixing vehicles and electronics. Family time is very important so walks and outings with wife Sabrina and son Carter take high priority.

Tarn has travelled extensively and considers New Zealand to be one of the greatest places on earth.

*"Almost anywhere in New Zealand you can travel for less than an hour and be surrounded by native bush, fresh water rivers and lakes, or golden sand beaches," says Tarn.*

*"It's a very safe country to raise a family and offers numerous outdoor activities to participate in."*

Tarn plans to see as much of New Zealand with his family as possible, adding a trip to the Milford Sound in the South Island to his bucket list.

**Contact Tarn at [tarnm@ezitracker.com](mailto:tarnm@ezitracker.com) or phone 0800 394 875.**

## New Customer Service Role for Berta

**Berta Bosch of eziTracker's Customer Support has expanded her role, adding Customer Service and Training to her repertoire of skills.**

Preparing and presenting webinars to demonstrate eziTracker Roster and Scheduler to prospective customers, as well as overseeing the pre-implementation of eziTracker's services to new customers, Berta is an integral member of the sales and customer service team, often visiting customers at their place of business.



At Netherlands Retirement Village Assn

*"I really enjoy meeting our customers face to face," says Berta.*

*"An on-site visit can help streamline the setup and configuration process for a new customer. By witnessing the operational aspects of their business first hand I can get a greater understanding of their needs and assess how eziTracker can provide the best solution for them.*

*"I also get to meet the staff who are using the service on a day-to-day basis, and sometimes I can show them features they may not have been fully aware of previously."*

A good example of this was during a visit with a client who was using a partner system interface.

*"I noticed that the care co-ordinators were calculating their mileage manually," recalls Berta. "In a matter of minutes I was able to show them how they could access the data that had been automatically calculated in eziTracker using the Mapcheck feature."*

Berta has also shown many customers how to enable greater flexibility with the alerts functionality. Staff who arrive



With Martin and Jo of CareGivers Pty Ltd

on site early for example, or staff who consistently complete their work more efficiently than the scheduled shift, can do so without raising an alarm or penalising their timesheets.

Berta is an important member of the Help Desk support team, but new eziTracker customers have found that her expertise and approachable manner have been invaluable to ensure they get the most from their eziTracker service.

**To contact Berta phone 1800/0800 148 778 or email [bertab@ezitracker.com](mailto:bertab@ezitracker.com)**



## eziTracker Mobile New Release Features

### Google Maps Directions:

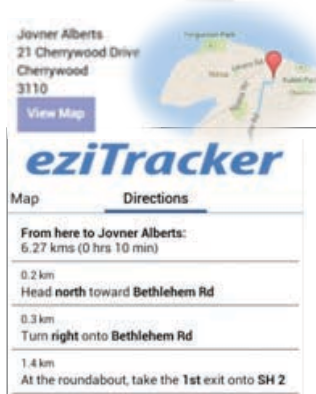
EziTracker Mobile users can now view directions to a site or client using Google Maps on their phone.

This feature aids staff in planning their journeys and enables staff to cross check distances that are automatically calculated by the eziTracker Mapcheck service which uses the same Google Maps information.

### Additional Login Options:

NFC tags can be used instead of QR codes provided that the phone is equipped with an NFC reader. The phone is simply touched against the tag and a login or logout is recorded. This is the fastest login method and is well suited to locations where the QR code may attract unwelcome attention.

Users can also login using the location's telephone number or by selecting the site from a dropdown list.



In all cases logins are cross checked against the phone's actual location to detect potential fraud. Where the phone is too far from the correct location the transaction is flagged for management review.

### Site Geofencing:

eziTracker Mobile users can now specify a geofence around a client work site e.g. a 100m radius to ensure staff are logging in/out within a pre-approved vicinity of the location.

The geofence is compared to the GPS co-ordinates of each login/logout transaction sent from eziTracker Mobile to determine if the location is within the geofence.

If the transaction is outside the geofence, the distance is highlighted in the employee timesheet with a link to the geofence exception map showing the site and the transaction location.

**For more information on eziTracker Mobile phone 1800/0800 eziTrk (394875) or email [sales@ezitracker.com](mailto:sales@ezitracker.com)**



## Merry Christmas from eziTracker

This issue of our newsletter is a little late, but it is timely for wishing you all a very Merry Christmas and a safe and happy holiday. We would also like to take this opportunity to thank our customers for their continued support, and welcome all new customers.

In lieu of corporate Christmas cards and gifts we have chosen to help communities take care of those less fortunate by donating to local foodbanks.

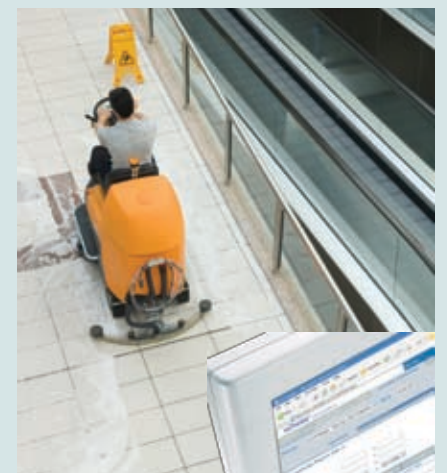
We wish you every success in 2014.



## Assess eziTracker for your business

If are not already one of our valued customers, assess if eziTracker is right for your business with a free online webinar.

eziTracker is a proven workforce monitoring solution that provides information on what is happening at your contracted work sites, when it's happening without compromising your profit!



Call 1800/0800 eziTrk (394875) or visit [www.eziTracker.com/events.php](http://www.eziTracker.com/events.php) to register for our next free online webinar.

## TransTasman Rugby League Shield

**The first TransTasman Rugby League under 15's competition was held on Saturday 21st September at Mitchell Park, Tauranga, NZ.**

The friendly rivalry between the Southport Tigers and Otumoetai Eels was instigated by Graham Eddy, eziTracker's Queensland Account Manager to serve as an end of season trip for the Australian team.

It was also seen as an opportunity to promote rugby league as an alternative to rugby, which some consider is much slower and easier to play.

The Otumoetai Eels proved too strong for the visiting team winning 40-28, and were presented the TransTasman Shield which is sponsored by eziTracker.

On Sunday however, the Southport Tigers were victorious against the Waihi Warriors winning 40-24 in Waihi.

The Queensland boys made plenty of new friends and gained memories for life with visits to Hobbiton, Waitomo Caves, the Luge and Fernland Spa.

The Southport Tigers are to host both NZ teams in the Gold Coast in 2014.



Captain of Southport Tigers Lauchlan Douglas (left), presents the eziTracker TransTasman Shield to Otumoetai Eels Captain, Ereatarā Smallman.