



4th Quarter Newsletter, 2017

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## TMA News

### UC 2018 News

We have planned another remarkable TMA User Conference! UC18 will be held from April 10th - April 12th, 2018 at the Hyatt Regency Hotel in downtown Tulsa, Oklahoma. You will find a host of new course offerings, new product information, new service offerings, and new techniques for managing your maintenance organization. In addition, you will have the opportunity to network, collaborate, and exchange ideas with TMA staff and your peers. As always, so it's not all work, take advantage of a variety of entertainment options during the event.

For more information on the conference including the latest information on sessions and workshops, entertainment, hotels, or to register for the event, visit the conference website at [UC2018 website](#), contact us via email at [UC2018@tmasystems.com](mailto:UC2018@tmasystems.com), or call us directly at 800.862.1130.

Remember, there is still time to take advantage of the Early Bird Conference Fee. Register and pay for the Conference by December 31st, 2017 and receive \$100 off the full conference price of \$900 - you will enjoy the early bird rate of \$800.

Fee Includes:

- Networking reception Monday evening
- Three full days of informative sessions
- Session materials
- Flash drive with session presentations and handouts
- Breakfast, lunch, dinner, and snack breaks on Tuesday and Wednesday
- Breakfast, lunch, and snack breaks on Thursday
- Hands-on computer lab and workshops
- Tuesday and Wednesday evening events
- Transportation to and from Tulsa International Airport and the Hyatt Regency hotel

### Conference Schedule:

#### Registration

Monday, April 9th starting at 1:00 PM

### **Monday Bonus Sessions and Workshops**

Basics Boot Camp - Monday, April 9th, 3:00 PM - 5:00 PM

Bonus Workshops - Monday, April 9th, 3:00 PM - 5:00 PM

### **Networking Reception**

Monday, April 9th, 5:30 PM - 7:30 PM

### **Conference Sessions**

Tuesday, April 10th - Thursday, April 12th, 8:30 AM - 4:30 PM

### **Friday Bonus Sessions**

Friday, April 18th, 9:00 AM - 10:30 AM

### **Where**

Hyatt Regency Tulsa

100 E. 2nd Street

Tulsa, Oklahoma 74103

## **Product Spotlight**

### **Executive Dashboard**

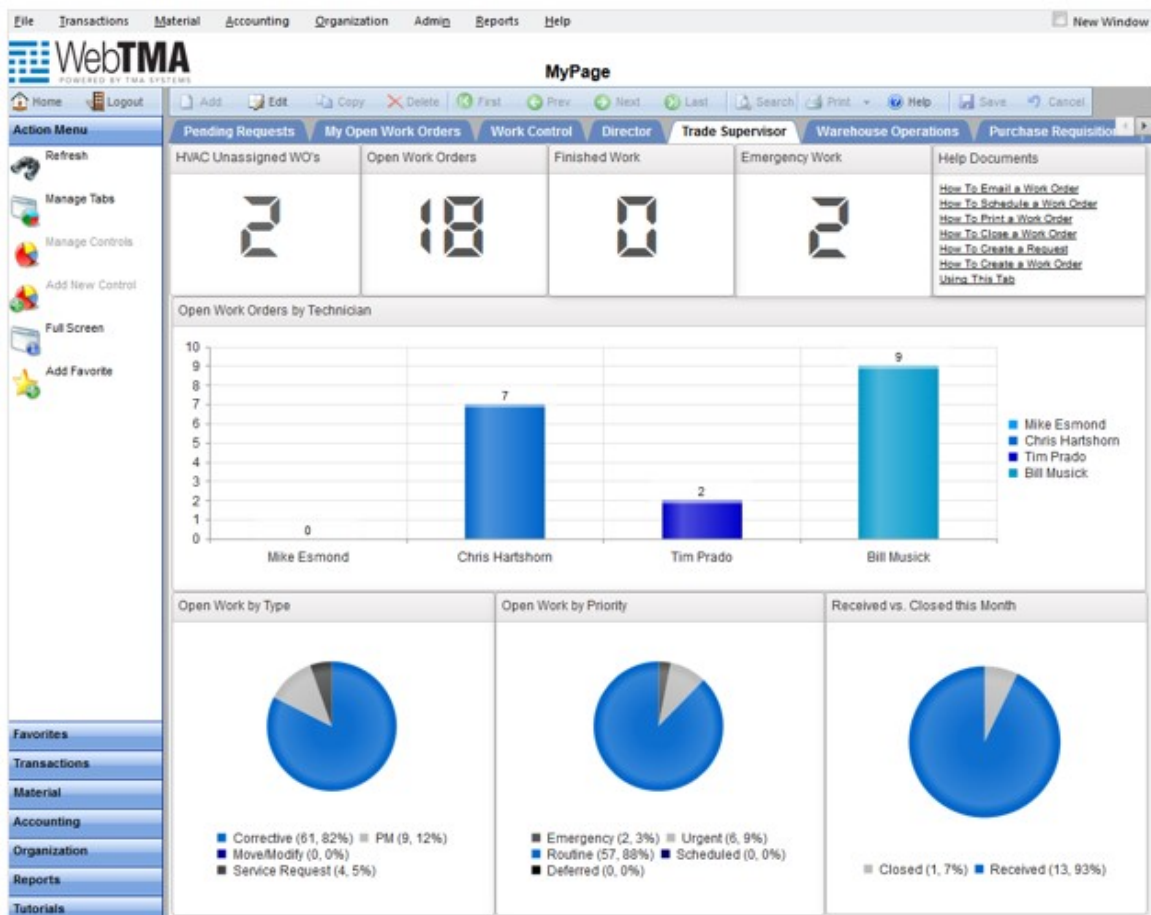
*More than just an analytical tool...*

Traditionally, the Executive Dashboard module was viewed as a dynamic analytical tool - a tool that provides managers and decision makers with real-time access to data to make timely, data-driven decisions. Although this remains a primary function of the module, the Executive Dashboard has evolved into a role-based workflow tool that may be used by all system users to improve the efficiencies of their work functions.

A few of the features and benefits of the Executive Dashboard include:

- Deliver actionable information to those who impact change as well as facilitate critical analysis and data-driven decision making
- Design efficient and intuitive workflows for Technicians and Supervisors
- Easily create and configure KPIs on-the-fly
- Provide information to users so they can quickly respond to opportunities
- Set goals using metrics and align personnel with your organization's strategic goals
- Create user-defined thresholds for caution and alert ranges
- Audit your data in real-time to identify and address reporting concerns
- Provide quick shortcuts to frequently accessed data to minimize time in WebTMA and more time in the field
- Measure self-improvement and perform self-assessments with KPIs

Note: TMA is in the process of finalizing enhancements to the Executive Dashboard that will support dynamic custom SQL. This expands the Dashboard's capabilities, improves performance, and reduces the setup and ongoing support by your staff. Additionally, TMA is solidifying based off of this development, pre-configured Dashboard Tabs and Controls will be available in the first quarter of 2018.

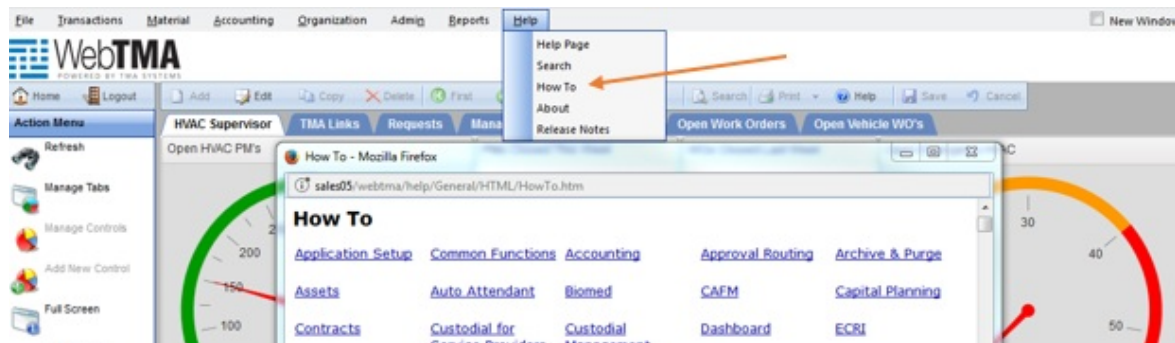


For more information on the [Executive Dashboard](#) module or any other TMA Product, contact [sales@tmasystems.com](mailto:sales@tmasystems.com) or visit [www.tmasystems.com](http://www.tmasystems.com).

## TMA Tech Tips

### How To - Online Help Documentation

Under the Help menu, WebTMA users will find a "How To" option that provides a list of "How To" topics to assist users with their utilization of the system. The broad range of topics range from common WebTMA functions, to mobileTMA GO usage, to administrative setup. The list is segregated by subject such as Accounting, Material, and Work Orders. Simply click a category to see the list of associated 'How to' topics. At the end of each subject section, you'll see a "Back to top of page" link for easy navigation.



## New Tools - Improved Support Site

TMA is completing the installation of a new *Client Relations Management Solution*. Microsoft CRM provides a host of new tools for TMA personnel and you, our client.

TMA personnel will now have the ability to manage interactions with clients more effectively. In addition, they will have improved search capabilities and the ability to easily record their time.

Clients will have a new and improved interface to the TMA Support Site with more intuitive navigation, more robust search capabilities, a new suggestion portal, and the ability to find the most current product releases more readily.

## TMA Training

Each month we release free training videos for WebTMA users. This allows you to download and watch the training at your convenience. The videos detail product features, modules, and tricks-of-the-trade that make your use of TMA products more efficient and rewarding. Instead of shuffling your schedule to make time for a monthly training, you are able to take advantage of our presenters' expertise when it is convenient for you.

The videos below have been released to the TMA Support Site at [www.tmasystems.net](http://www.tmasystems.net). To be notified about new videos as they become available for download, please contact us at [CRM2@tmasystems.com](mailto:CRM2@tmasystems.com).

### **October** - [Advanced Approval Routing](#)

This video will walk you through the operation and setup of Advanced Approval Routing, which is a new WebTMA feature available in versions 5.1 and up. Advanced Approval Routing allows the same options as the Simple Approval Routing, except it allows multiple approval criteria with smart routing capability.

### **November** - [Bar Coding in WebTMA](#)

This video will walk you through bar code options within WebTMA. You will learn where bar codes can be used, how to utilize them, what fonts are supported, and how to print your bar code labels.

### **December** - [General Inspections in WebTMA](#)

This video will go through the setup and use of General Inspections in WebTMA. You will learn how to setup, generate, and record the inspections both in WebTMA and WebTMA GO.

## TMA Software Releases Available

All current versions are available on the TMA Support site. Contact TMA Client Support at 800.228.8765, or via e-mail at [support@tmasystems.com](mailto:support@tmasystems.com), for assistance or questions.

### **WebTMA Client Hosted Updates**

Release Version 5.1.27 (Current Release)

**WebTMA Handheld Device Updates** (The following are paired with the current release of WebTMA shown above)

WebTMA GO CH 5.1: Release Version 2.1.11 (Current App Store Release)  
mobileTMA GO CH 5.1: Release Version 1.3.13 (Current App Store Release)

### **TMA Desktop Updates**

#### **Client Server Maintenance Releases**

Release Version 8.1.2.15 (Current Release)

#### **Non-Client Server Maintenance Release**

Release Version 7.7.16 for non-client server

## Meet the New Crew

**Beena Mathew** - Since making Tulsa her new home last year, Beena has enjoyed

courteous people, slower traffic, and warmer weather. Before working at TMA on the CRM team, she lived in Chicago and worked as a User Interface Designer/Project Coordinator, in companies such as Motorola, Kraft and Hewitt & Associates. Beena lived in Mumbai for a couple years pursuing advanced certification in Yoga. Besides sunshine and nature, she loves spending time with family and friends. Beena believes, each day is an opportunity to learn, grow and be grateful!

**Tawny Moore** - Tawny recently joined our Marketing team in October. Before coming to TMA, Tawny worked as a Database Analyst and Marketing Coordinator in Muskogee, OK. Tawny is currently finishing up her degree in Marketing at Northeastern State University. When she isn't studying or working, Tawny enjoys theatre, video games and spending time with her husband Tyler and their two dogs, Marshall and Ted.

## About Us

To learn more about TMA, please visit [www.tmasystems.com](http://www.tmasystems.com).

### **TMA Systems**

5100 E. Skelly Drive, Suite 900  
Tulsa, Oklahoma 74135  
918.858.6600  
800.862.1130

**Let's stay connected!**

