

# PENGUINDATA CHRONICLES

NOVEMBER 2011  
VOLUME 4, ISSUE 6

## Fact Blast

It is becoming more and more apparent that having technicians on work-from-home schedules is the wave of the future. With gas prices constantly going up and expected to hit all time highs in 2012 and beyond, it will be the only way to make financial sense on the technical workforce. Working from home saves an average of 10 working hours of labor per technician per week, resulting in helping to drive overtime down by 25%. This can be key to the overall profitability of a company.

All of our clients should start exploring these possibilities over the next 6-12 months, with the goal being to establish a routine of technicians traveling to their first job directly from home, and clocking in once they arrive on site at the first job of the day. Even if it is put into effect every other day, the results will be large, the technicians will love it, and you will have greater technician retention as a result.

We at PenguinData Workforce Management Inc. have been working on the employee module, scheduled to be launched January 15th, 2012, for the last 8 weeks. We still have another 4-6 weeks of programming remaining before beta test will start. We believe next to the virtual whiteboard and the mobile interface, the employee module will become the third highest used tool within PenguinData Workforce Management Inc., and will drive results in a multitude of ways.

Of course, this is all in association with the mobile interface and having GPS with reverse coding to stamp location with clock-in time. It will be accomplished by partnerships with companies like Wireless Matrix, a leading GPS Service provider. PenguinData Workforce Management Inc. is in the process of negotiating the final details of this partnership agreement with Wireless Matrix at the time of this writing. We have already begun working together with some joint clients to help drive results, bringing both our platforms to one single platform

for real time usage minute to minute.

Driving results real time is the number one focus for PenguinData and its business partnerships for 2012.



Together, unifying brands to bring a single platform full of efficiencies to the end user will result in higher performance with cost savings in three key areas. First, in total labor cost in both technical operations and in support staff. Second, in higher production per technician by 15% per week due to full visibility linked to dispatch support. Third, complete real time visibility to all trucks and assets within vehicles to help drive mobile usage by the technician workforce, along with full accountability during real time hours.

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## The Latest and Greatest

We receive many requests and questions, and we do review and value your input. We have recently noticed a pattern to some requests, and so this month would like to address one of the frequent issues.

There is a bit of confusion about when to transfer a person's "Home Office". When we set up this feature inside PenguinData Workforce Management Inc., we were getting a lot of requests to make the tech force more portable. To that end we gave you, our customers, two ways to achieve this goal:

### 1. Enabling Additional Offices for a Single Technician

This is done via Workforce> Tech Employee Data> Tech Info>Selecting a Tech. Under options, select "office". This feature is meant for the times when you have a tech that is working in another office off and on, but not permanently. All you have to do is check the box in front of the office that you want the tech to work in, and select a tech number and pay

rate. Once that is done, your tech is off and running. All of his payroll and deductions are still handled in his home office so there is never a need to do additional data entry to get your tech paid correctly.

### 2. Permanently Change a Technician's Home Office

For example, you have a technician who is going from out of the St. Paul office to the Chicago office permanently. All you have to do is go to the top of the screen and select from the drop-down list the tech's new home office, then enter an effective date. Once you hit submit, you will get additional options about transferring and assets, company issued cell phones, or company issued trucks. On the effective date the technician will become part of his new home office. Once he is transferred into the new office, all of his payroll will be done from there. His deductions will not transfer to his new home office yet, so you will have to re-enter that information. If you are in a situation where your pay weeks are different in the two offices, you will get two pay sheets for that week, one from his old

home office and one from his new home office.

As you can see, two totally different processes with two totally different outcomes. So to recap, we enable a tech if he is going to a new office temporarily and we change his home office if he is moving permanently.

We hope that by covering this issue it will take care of any confusion on when to simply enable a tech in an office, and when to change his home office permanently.



## Programming Updates: Generation 3 Roll Out

Due to the many valued

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suggestions and input from our clients, we have had to adjust our launch of G3. It is now scheduled to have 2 phases of launch. In the first phase we will be adding a new look and feel to your PenguinData experience with a more defined menu structure to provide ease of navigation, and along with this we will be adding the following new features:

1. An Employee Portal
  - a. Ability to view data history for time, work orders, QCs, etc.
  - b. Virtual scorecard
  - c. Memo distribution
  - d. Status Change form
  - e. View schedule
2. Contractor Portal
  - a. Tied to subcontractor groups
  - b. View data for contractors in group
3. Tech and Employee scheduling module
4. Better work order routing
5. The ability for employees to request PTO via the Portal
6. Ability to enter hours as PTO
7. Quota Management
8. Ability to create sub-warehouse groups inside the Warehouse

- module for separate CPE tracking
9. Quick access navigation to your most frequently used features
  10. Better integration of system users and personnel

These features will be brought to our clients beginning January 15th, 2012.



To ensure that all of your organizations get the proper training on the new menus and functionality of G3, our Training Department will be setting up individual company trainings with you. This information will be coming out in the month of December, so be looking for this. We will be asking for companies to select 3 possible dates and times for your training and you will be notified in plenty of time so that you can have your staff available to

attend this very important online training session.

Phase 2 of our G3 roll out will be coming in April 2012 with the following functionality:

1. Corporate Dashboard
2. Business Intelligence
3. Lodging and hotel tracking

We do apologize for the delay in launching G3, but we believe that by waiting just a bit longer we are able to provide you a much fuller and richer experience with PenguinData. If you have any questions please feel free to contact us and we can provide you with any further information that you might need.

## Sales & Marketing

As November is upon us, we officially usher in the holiday season, and all the great things that go along with this time of the year. We celebrate family, friends and traditions, and all the joyous feelings that go along with them.

November also brings forth the



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annual gathering of many in our industry, the SCTE Cable-Tec Expo, being held in Atlanta GA this November from 11/15 thru 11/17/2011.

**SCTE CABLE-TEC**  
**EXPO '11**  
NOVEMBER 15-17 / ATLANTA, GA



PenguinData Workforce Management Inc. is again proud to be an exhibitor at this year's SCTE Cable-Tec Expo. We extend out an invitation to all of our clients who are attending this year's show to stop by our booth, #1320, and say hello. I know that some of our clients are also exhibiting at the Expo, so we look forward to seeing you down the aisles.

## SPECIAL OFFERS

*For all Current Clients who switch to Paychecks Services by Jan. 1, 2012.*

Sign up as a new customer and get your first three pay periods done for FREE.

*Call now to find out how you can save time and money, and get your first 3 pay periods for free!*

**Contact Doug Simmons,  
Sales & Marketing  
602-743-1767 or  
877-973-6484 x1008**

**E-mail:**

**[dsimmons@penguindata.com](mailto:dsimmons@penguindata.com)**

## Paychecks Services

There is something new coming to our Paychecks Customers very soon! You will soon have the ability to sign into an Employee Self-Service Portal through the accounting software that produces your paychecks. How will this affect our customers? Your employees

will be able to review: Paychecks, Salary History, Review and print W-2's, and print their previous check stubs. They can also elect to receive their W-2 and or 1099 forms electronically by signing a consent form provided by PenguinData Paycheck Services.

PenguinData Paychecks Service will have control of who has access and what they see. We can even give your Managers and Supervisors access to their entire department.

We feel this new program will really benefit your employees and take time off your administration staff from pulling reports and making copies requested by your technical and support staff.

We'll be contacting you very soon to get this new feature activated for your employees and staff.

## Training Tip of the Month: Post Calls

It is known that calls on installs, damages, escalations, uncompleted work, and

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false promises can hurt your performance on your customer's scorecard.

With the help of PenguinData Workforce Management Inc.'s Dispatch module and Post Call feature, you can designate an individual to call all customers as soon as the job is closed. This assures all the services are working properly and that the technician did everything they were expected to do. Calling the subscriber after the job is completed will help you identify potential issues or concerns. Armed with that information, you can take appropriate measures to correcting them before they ever have a chance of being negatively counted against you on a scorecard.

As issues are identified, the post caller can assign a field supervisor within PenguinData and the system will send an e-mail notification of the issue. Once this is entered and tracked in PenguinData Workforce Management Inc. a report can be generated to identify the issue, view who caused the issue, and who closed the issue. Just take these few simple steps and you can move up on your scorecard.

Go to Dispatch >Dispatch Data Entry >Post Call to view all uncalled work orders, all open work orders and all closed work orders for the day.

Below is a post call screen where the dispatcher/post caller can enter all the required information once they identify any issues or concerns. These calls, good or bad, are now being tracked and you can run daily, weekly, monthly or yearly reports.

**POSTCALL**  
WORK ORDER 123456 -

INFO	
Tech: [2707 - Nyanlynn, Colin]	Issued By: [Dispatcher 1]
Customer: [Steven, Jones]	Satisfied: <input type="checkbox"/>
Phone Number: [214.218.3132]	Left Message: <input type="checkbox"/>
Call Time: [12:49]	Supervisor: [Wells, Clinton]
Issues: <input checked="" type="checkbox"/>	Email: [cswells@demo.com]
Job Code: [AA1 FULL DROP AERIAL]	Job Description: [FULL DROP AERIAL]
Status: <input type="radio"/> CLOSED <input checked="" type="radio"/> ISSUE PENDING <input type="radio"/> RESOLVED	Job Code Quantity: [1]
Fix Codes: [ ] [ ] [ ] [ ]	
Modem Levels: [ ] [ ] [ ] [ ] [ ] [ ]	
CUSTOMER APPOINTMENT	
Date: [11/01/2011]	Notes: [Cust upset with Tech left]
Time Window: [08:00 - 12:00]	
Fix Codes: [ ] [ ] [ ] [ ]	
Notes: Customer upset with Tech left a mess in bedroom	

**Options**

Return to Call List  
Post Call Survey  
View Survey Results

Closing Script

By clicking the Post Call Survey you can poll the customer on any questions you'd like. Here are a few sample questions we have in our demo site.

**SURVEY**  
CLOSE

SURVEY			
First, are all your Time Warner services working properly? 1 for yes 2 for no	<input type="radio"/> YES	<input type="radio"/> NO	<input checked="" type="radio"/> N/A
Before leaving the house, did the technician offer to review features of your new service? 1for yes 2 for no	<input type="radio"/> YES	<input type="radio"/> NO	<input checked="" type="radio"/> N/A
Did the technician leave any written material about your new service? 1 for yes 2 for no	<input type="radio"/> YES	<input type="radio"/> NO	<input checked="" type="radio"/> N/A
Overall, how would you rate the service you received from our technician today? 5 being best 1 poor	<input type="radio"/> YES	<input type="radio"/> NO	<input checked="" type="radio"/> N/A
How satisfied are you with our technician's courtesy and professionalism today? 5 best 1 poor	<input type="radio"/> YES	<input type="radio"/> NO	<input checked="" type="radio"/> N/A
	<input type="radio"/> YES	<input type="radio"/> NO	<input checked="" type="radio"/> N/A

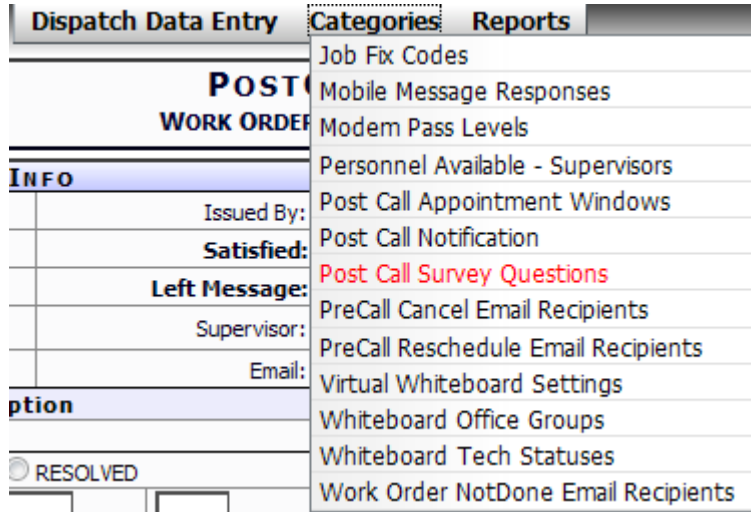


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The above questions can be created in Categories:



Run Reports to track results:

