



# Technosoft Insider

## Heading to the Future



On behalf of Technosoft, I would like to thank all our customers who participated in Technosoft Customer Gathering 2015. Our annual gathering would not be successful and as exciting and memorable without your presence. We do hope that you would find the information sessions useful and had fun with the games and activities we did together. Similar to the previous years, in this edition of *Insider*, we shared with you the result of Technosoft Customer Satisfac-

tion Surveys. We strive this year to improve all areas of our engagement from sales to implementation and support. The surveys have shown much improved satisfaction levels from all of you. Again, thank you for the positive response and continuous feedback. Your opinion and comments are very important and valuable to us to further improve and innovate in the coming years. Lastly, we are almost at the end of 2015. We can feel the excitement in welcoming the

new year. For our customers who celebrate Christmas, we extend our warmest season greetings and wish you a wonderful Merry Christmas. To everyone, we wish a very Happy New Year 2016. Thank you for the continuous support and trust in Technosoft and mostly for all the moments that you've shared with us along this year. We are looking forward to better serve you in 2016.

*Amanda Erma*  
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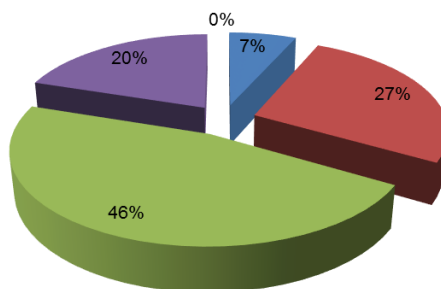
## Customer Satisfaction Survey Result

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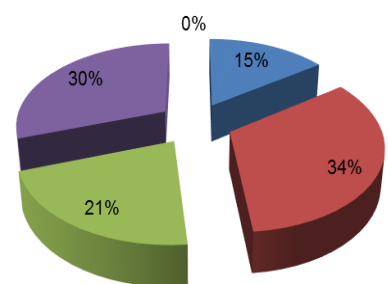
Expect Resoponse Time from Support

■ <1 hour ■ < 4 hour ■ < 1 day ■ 1-2 days ■ > 2 days

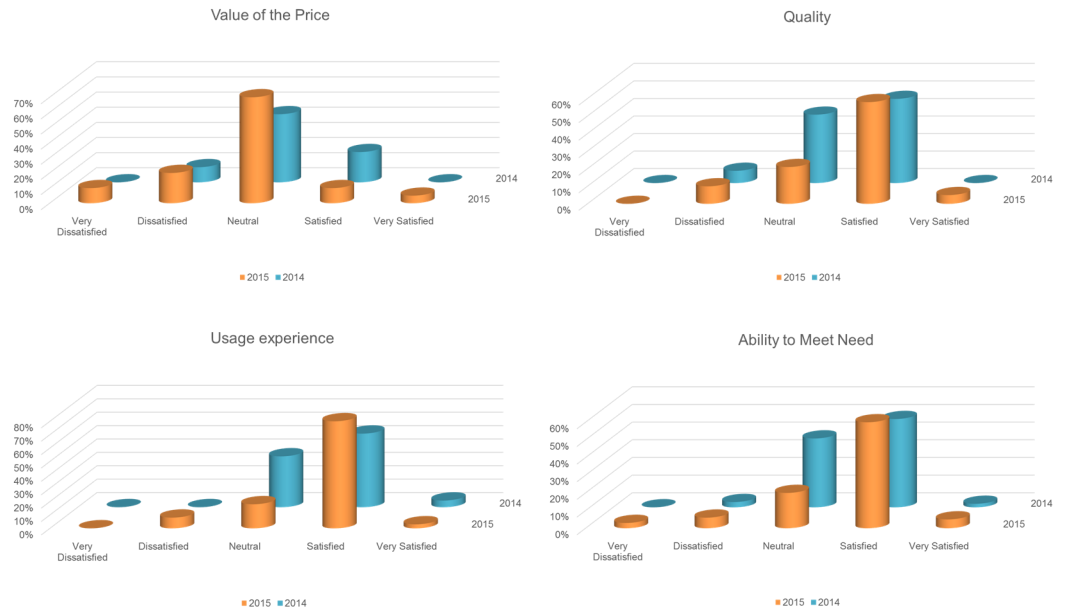


Main reason for you on contacting our Technosoft Support?

■ Technical Questions ■ Problem by User ■ Custom Error ■ Bugs ■ Other (Virus, etc)

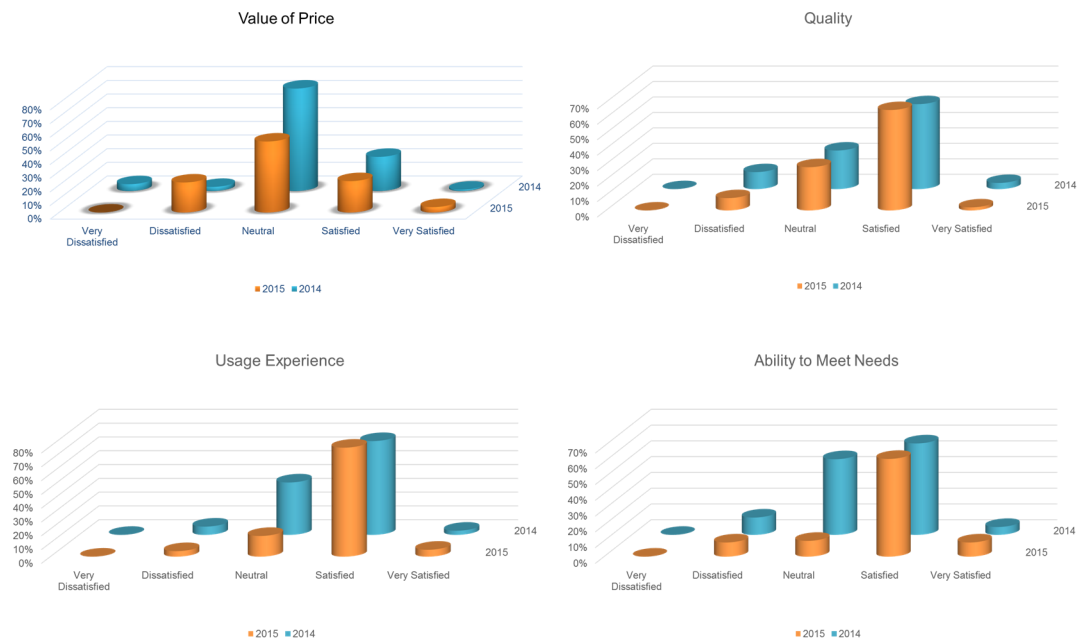


## Technosoft Product Satisfaction Level



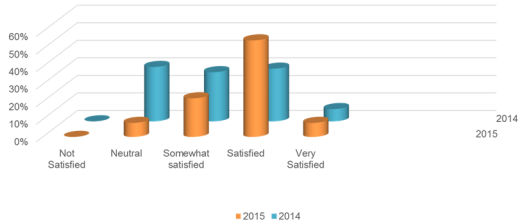
*“People become really quite remarkable when they start thinking that they can do things. When they believe in themselves they have the first secret of success”*  
*Norman Vincent Peale*

## Technosoft Service Satisfaction Level

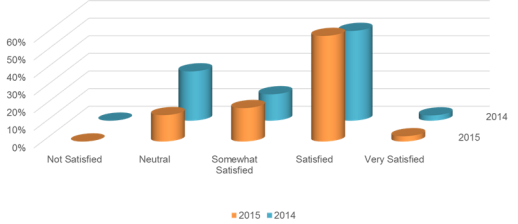


# Technosoft Sales Team Satisfaction Level

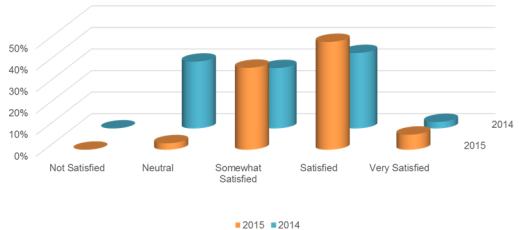
Courtesy



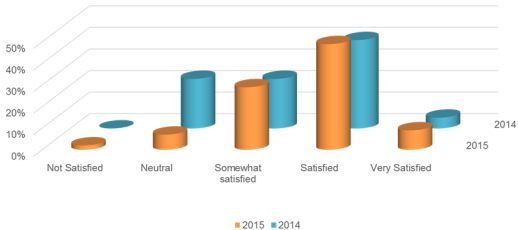
Professionalism



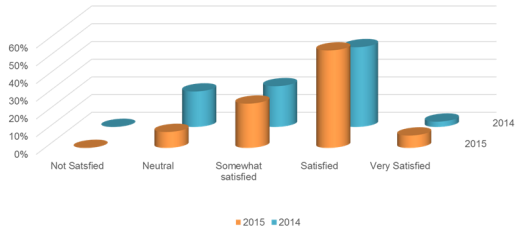
Knowledge of Product/ Service



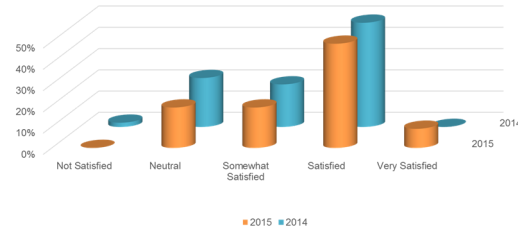
Responsive



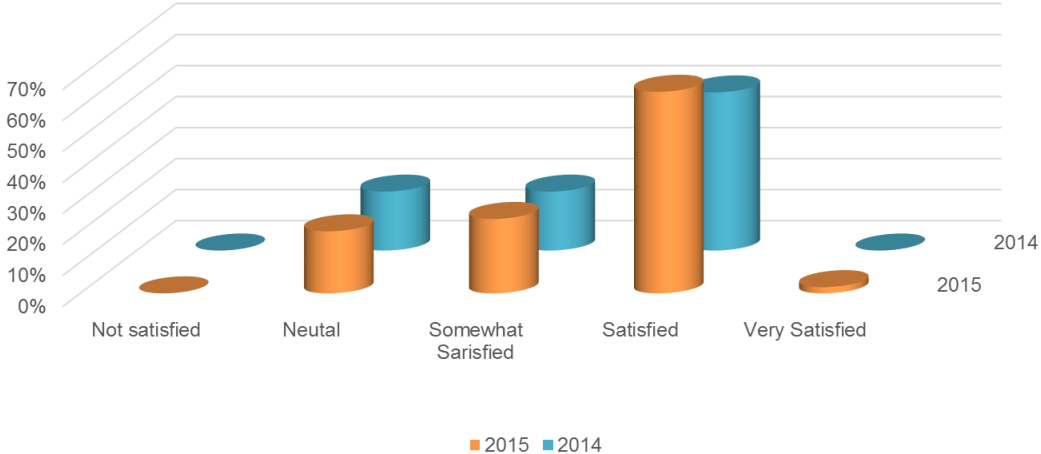
Ability to Explain Clearly



Ability to Satisfy Your Request

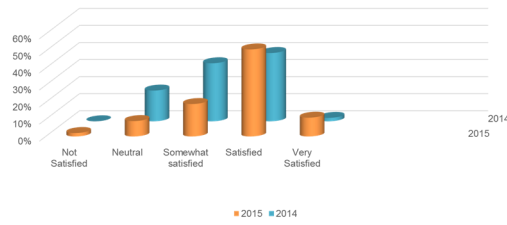


## Overall satisfaction

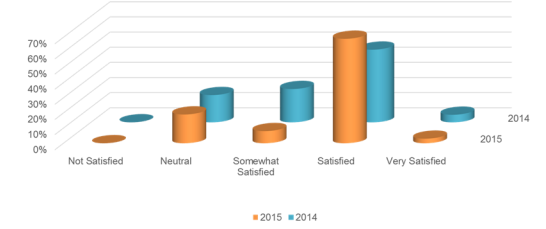


## Technosoft Implementation Team Satisfaction Level

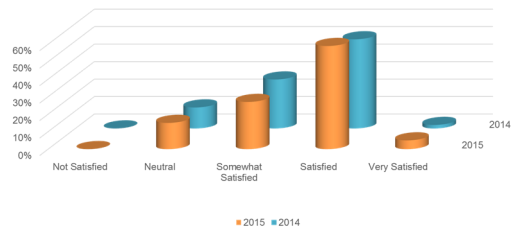
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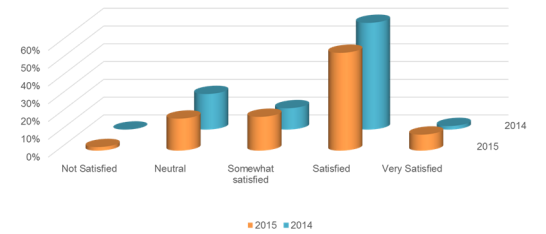
Professionalism



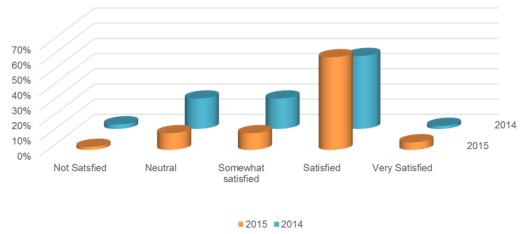
Knowledge of Product/ Service



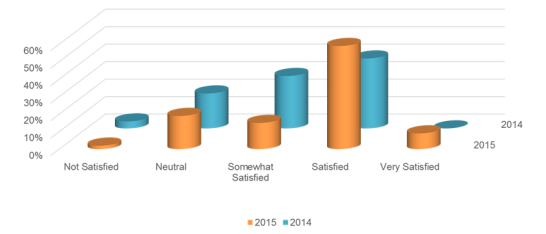
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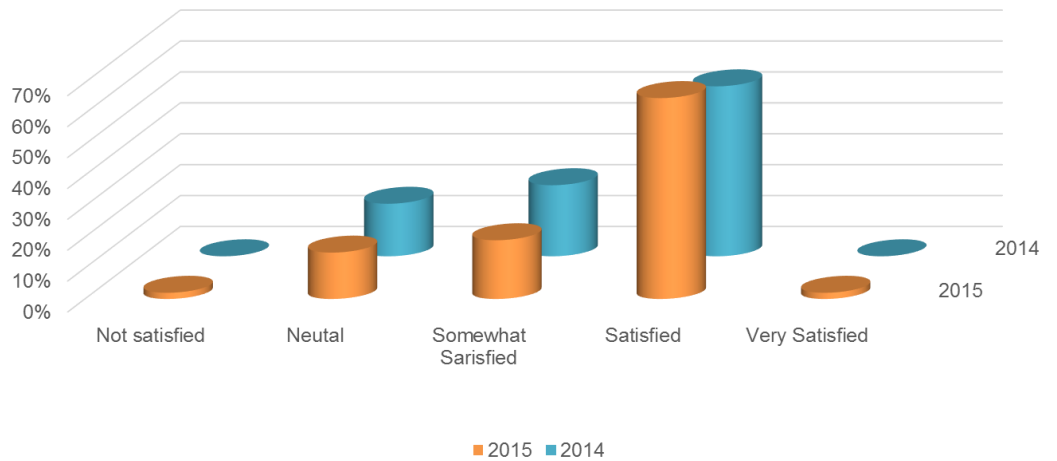
Ability to Explain Clearly



Ability to Meet Your Request

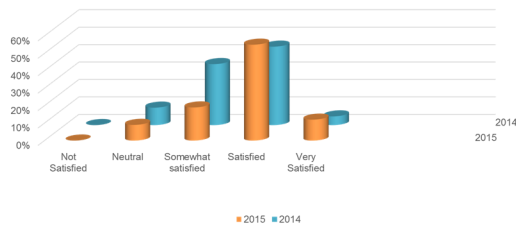


### Overall satisfaction

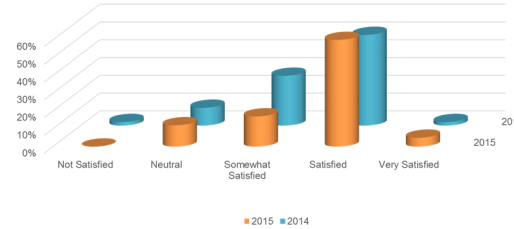


# Technosoft Support Team Satisfaction Level

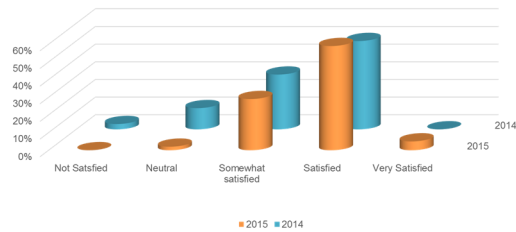
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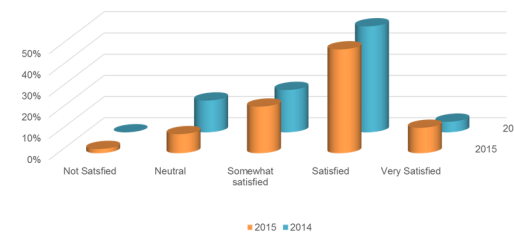
Professionalism



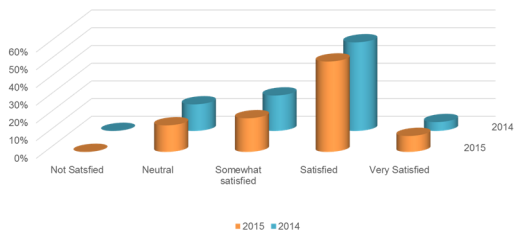
Knowledge of Product & Service



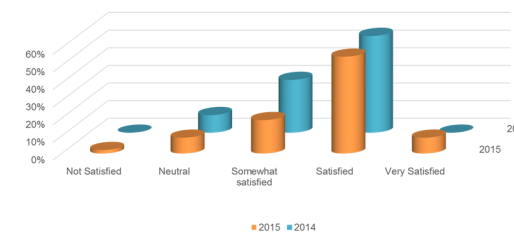
Responsive



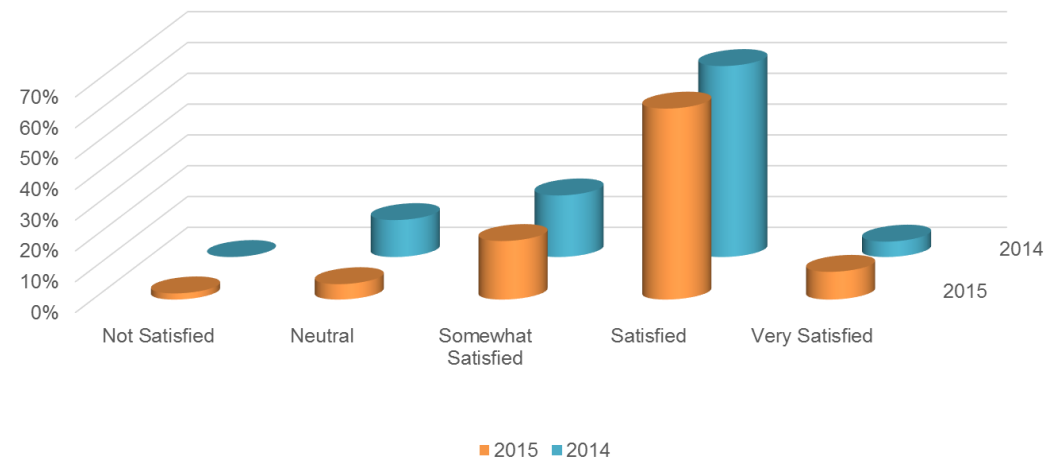
Willingness to Help



Ability to Resolve Your Issue



## Overall satisfaction



## How BI is So Much More Than Just a Reporting Tool

One of the oldest and most misguided thoughts about business intelligence is that it is a glorified tool for analytics reporting. How many times have we heard the annoying question, "oh, why don't you just use Excel for that?"

Not to discredit the powerful potential of Excel, but it's just not even remotely the same.

Those of us in the BI industry have made our case and know that there is so much more to BI than just reporting in a "sexy" way. We've almost made it our part-time job to correct every aspect of this misconception and show the whole value of a well-done BI implementation.

### 1. Prioritize and Improve Data Quality

BI directs us to make several changes. Not only does this help clean the data, it also provides the organization with a culture of accountability for their future data entries. Although BI alone isn't meant to be a comprehensive data quality solution, it gives us certain tools that allow for an elevated sense of data "cleanliness." Blank customer attributes, wrong or missing relationships and members, null or missing keys, table and column profiling and duplicate key detection are all examples of the many ways BI can help you expose your data quality issues and put you on the path of attempting to fix them.

### 2. Improvements in ERP, CRM and Other Source Systems

improvement within our ERP are discovered, helping us to maximize the use of our ERP solution to leverage our previous investment. Organizations will create a continual information improvement culture and will likely have their BI solution be the cornerstone of this change.

With the realization of a proper use of BI and how beneficial thoughtful data collection across divisions and departments can be, business people will stop viewing their organization as a bunch of small, information-independent business units that rarely talk to each other in the same language. They will begin to be considered one big whole entity where information between business units must flow and make sense in an easy way, and plug into the ERP.

### 3. Self-Service Culture

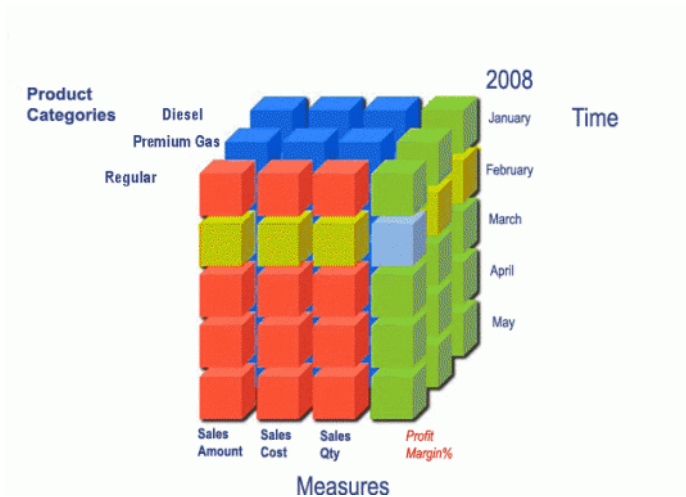
think about an organization that uses more than one system and each system uses its own customer database (something that's alarmingly very common), and they need to analyze the integrated information of each customer. This will be a massive headache for everyone involved. Now imagine this kind of report being needed monthly...I will stop right here, because all of you know where I'm going with this

BI won't necessarily free you from the hard work of standardizing data, but it will fundamentally ease your job in the long-term and will be a one-time task. After that, it's done. Monthly reports will be ready the very first day of the next month.

It might seem like we're addressing reporting (which is contrary to the point of this article), but it's much more than that.

After a successful BI implementation, all of these time-consuming handmade processes should be ideally automated, so each user with just a little knowledge of the BI tool at hand will be able to create almost every report they'll need. This self-service culture will significantly limit the requests put into the IT department to generate reports, so now they can focus on other stuff and the users of these reports can feel like less of a burden. People should be empowered to interact with data in a user-friendly environment, creating reports that they actually need and not what somebody else understood they need. Productivity is also increased by pairing off the workload between business units.

BI has the flexibility to communicate the same set of information in several ways, and this allows the user to find the most efficient way to share information and tell the story of your business performance.



It's not limited to two or three kinds of graphs or a simple table. BI will let users drill up, drill down, drill through, interact with resources, change the point of view from customer to customer, compare sales orders versus purchase orders with a few clicks and use a timeline to see how trends are going and so on.

Information will be the same and can be found in data sources but with a different arrangement;

a multidimensional one. This

allows for a self-servicing, fast and easy way to consume information.

As we've seen, BI is far from just a tool for regular old reporting. In the short-term, a well implemented BI solution helps us immediately discover data errors, missing validators, data inconsistency, and so much more. In the mid-term, it will change the way data flows across an organization's processes, reducing reporting time considerably, empowering people and supporting decision-makers with useful and on

-time information. We find an "information cube." It's nothing more than a visual representation of how the data is arranged and can be analyzed by the BI solution. We can extract a piece of information and study it from several points of view depending on our needs.

-time information.

Lastly, in the long-term, the organization will enjoy a virtuous circle when it comes to information needs and buttressing the depth of their ERP and data collection culture. All of these variables combined represent a competitive edge in the marketplace and can help stimulate the organization's growth in more ways than one.

David Ramírez

## Glenn Cunningham

Nothing could stop this man after suffering severe burns on his legs at the age of eight, Glenn Cunningham was given up by doctors who believed he would be a hopeless cripple destined to spend the rest of his life in a wheelchair. "He will never be able to walk again," they said, "No chance."

The doctors examined his legs, but they had no way of looking into Glenn's heart. He didn't listen to the doctors and set out to walk again. Lying in bed, his

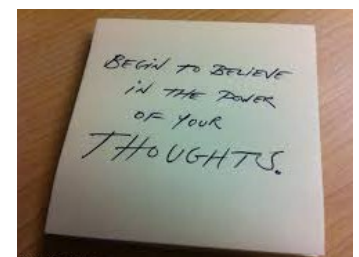
skinny, red legs covered with scar tissue, Glenn vowed, "Next week, I'm going to get out of bed. I'm going to walk." And he did just that.

His mother tells of how she used to push back the curtain and look out the windows to watch Glenn reach up and take hold of an old plow in the yard. With a hand on each handle, he began to make his gnarled and twisted legs function. And with every step of pain, he came closer to walking. Soon he

began to trot; before long he was running. When he started to run, he became even more determined.

"I always believed that I could walk, and I did. now I'm going to run faster than anybody has ever run." And did he ever.

He became a great miler who, in 1934, set the world's record of 4'06". He was honored as the outstanding athlete of the century at Madison Square Garden.



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Founded in Jakarta 1996, PT Graha TechnoSoft Informatika (TechnoSoft Consulting) is the leading Cloud Business Solution provider for SME (Small Medium Enterprise). Our solutions extend from the back to the front office and include the leading Microsoft-based Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM).

We have delivered over 100 clients in more than 20 industries and 10+ countries, by designing, implementing, managing and supporting technology solutions that power and empower your business.

Our commitment has always been to establish long term partnership with customers, to assist in increasing their efficiency and profitability. Only Technosoft arms you with comprehensive IT solutions and services and critical business applications that will accelerate your strategies.

In order to add value for customers satisfaction, we are open for any advice or article request according to our customer needs. Your request can be sent to our fax or email directly.



## Mind Bender : Vision A Head

Lets get a vision ahead.

Find the number of triangles in the given figure .



November 2015 Quiz Answer:

Which Number Replace  
 The Question Mark?

6	EJI	3
MFK		DVG
9	NRG	?

Answer : 12

- Submit the answer, your name and company to Technosoft fax at +62-21-563-2078 or email to insider@technosoft.com.sg
- Answer will need to be submitted by Dec 30<sup>th</sup>, 2015 by Technosoft Customer Only
- A Lucky participant who submits the correct answer will be granted either shopping voucher. Winner will be announced on the following month of Technosoft Insider Edition.
- Congratulations to Ms. Yulianti from PT. Datacomm for winning the shopping voucher, solving the Mind Bender in Nov 2015.