

Autopart update

FREE MEMORY
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Paperless invoicing is on its way

In 2009, we will begin offering paperless invoicing as an option to our customers.

Initially, we will offer the ability to receive invoices, credits and statements in PDF format via e-mail. Later in the year, we will introduce eBIS transactions in the BASDA XML format, giving customers the ability to import documents directly into their Autopart system.

David Appleyard, MAM Software's Director of Finance explained the decision "Printing, posting, delivering and managing thousands of complex paper invoices and statements each month is an expensive and time-consuming process - not only for us, but for our customers too. In fact, customer demand has been a

driving force behind the implementation of our e-invoicing solution".

"Customers will be able to receive documents straight into their e-mail inbox or directly into Autopart. By removing slow manual processes, such as re-typing data, paperless transactions will make invoice processing quicker, more accurate and safer for our customers."

To pre-register for paperless invoicing, please e-mail accounts@mamsoft.co.uk

Windows 98 and NT - dead and buried

Microsoft officially stopped supporting Windows 98 and NT in 2006 but there are still a number of these systems still in operation.

Microsoft retired support for these products because they are outdated and can expose customers to security risks.

We recommend that customers who are still running Windows 98 or NT switch to a newer, more secure Microsoft operating system, such as Windows XP, as soon as possible.

As well as presenting security risks, these operating systems cannot support the features of our latest applications.

MAM targets tyres

We are proud to announce that industry expert Graham Dunford is to spearhead our drive into the tyre and fast-fit market.



Graham's appointment signals our increased commitment to growing our business within these particular sectors.

"Graham is an excellent addition to our team and he will be an important player in our expansion plans. His 30 years experience in the tyre and automotive industry will bring great value by way of contacts and operational know-how" said Mike Jamieson, MAM Software's Managing Director.

Commenting on his appointment, Graham said "I am excited to be offered the challenge to expand our presence and influence within the UK tyre and fast-fit market sector over the coming years. My key aim is to ensure we become a major software solutions provider to the tyre market."

Move to Tankersley completed



The move from Deepcar to Maple Park at Tankersley is now complete.

We have now successfully completed the relocation of our headquarters from Deepcar in Sheffield to new premises less than four miles away at Tankersley in Barnsley, just off J36 of the M1.

The new office provides modern accommodation for the 92 employees previously based in Deepcar. The complex has been furnished to our specific requirements and incorporates a dedicated call centre for our Support Services department.

"MAM is committed to ensuring the move benefits both our employees and clients," said Mike Jamieson, Managing Director of MAM Software. "These new

premises are much better suited to our type of business."

"This significant investment in modern, purpose-built premises underlines our intention for long term development" continued Mike. "It reinforces our commitment to customer support and provides a platform to sustain our growth in automotive and vertical markets."

We are happy to welcome all customers and prospects to our new premises. We are open by appointment, so please e-mail reception@mamsoft.co.uk for appointments and map

HAPPY NEW YEAR

Everyone at MAM Software would like to wish our customers a happy and prosperous 2009

Maple Park



Our new premises occupy three of the seven units at the Maple Park development.

Unit 5 comprises Reception, Sales & Marketing, Accounts and two dedicated conference rooms. Customer Services, Programming and the staff canteen are all located in Unit 6.

Unit 7 houses Engineering and the Support Services call centre with seating for our 60 support staff. An additional investment has been made offsite for the secure hosting of servers for Autocat+, VRM and Autonet Online.

In this issue

This newsletter contains helpful information that will help you get the most out of your Autopart system.

Beat the credit crunch

Ten ways Autopart can assist you in safely navigating the economic downturn. See page 2

Network solutions from MAM

Introducing MNS, our new range of VPN solutions for company-wide networking. See page 4

Autowork Online

Manage workshop business online with our new browser based application. See page 5




- ✓ Save time
- ✓ Reduce costs
- ✓ Increase sales
- ✓ Improve profit

Beat the crunch

Ten ways our software can help you survive the economic downturn and emerge stronger.

The latest version of Autopart provides a comprehensive set of functions that can help you improve day-to-day productivity, increase profitability, and make informed business decisions that will help fuel growth.

1. **Improve first-time-fit and reduce returns** with the Autocat+ electronic catalogue.
2. **Increase sales and improve customer service** with the Autonet Online web store.
3. **Target sales and prevent customer defection** with the EMI+ business intelligence tool.
4. **Reduce overstocks** with automatic returns to supplier for selected customer credits.
5. **Minimise wastage and redundant stock** through the new stock cleanse module.
6. **Reduce expenditure** by optimising branch stocks with stock levelling routines.
7. **Cut costs** by sourcing out-of-stock goods from other branches with enhanced IBT routines.
8. **Reduce postage and improve efficiency** by e-mailing statements, invoices and credits.
9. **Maximise on cross-selling opportunities** by displaying prompts and reminders at point-of-sale.
10. **Administer accounts and minimise debtors** with the credit control module.



Upgrade to v20

and get your old data converted for free

Terms and conditions apply. Please call 0870 766 7036 for details

Autopart update

Is your backup reliable?

The majority of our customers already have successful security backup processes in place. Are you one of them?



As one of our customers you will be relying heavily on Autopart to run your business, but are you taking adequate steps to safeguard your data? Without an operational backup, system crashes and data corruptions can have a serious impact upon your business. To ensure you have sufficient cover to protect your data, ask yourself the following questions:

Backup checklist

- Do you have a written backup policy and procedure?
- Does it comply with the requirements of your insurance policy?
- Is someone responsible for carrying out the procedure?
- Is the procedure audited?
- Have you tested your backup process recently?

If you answered 'no' to any of the above questions, your business could be in danger.

Call 0870 766 7013 now to order your free backup planning pack

Bosch improves catalogue data with MAM

Bosch Automotive is the latest in a line of suppliers that is benefiting from using Autocat+ to publish its catalogue data.



Bosch is now publishing its parts data directly to our Autocat+ parts catalogue for immediate distribution to its customers. Used in conjunction with Elcome's Xchecker online data management system, Autocat+ is helping Bosch to improve the accuracy of the data it provides to its customers and significantly shorten the time it takes to distribute amendments and additions to the market.

"Using Autocat+ together with Elcome's Xchecker solution, we've got total control over our car parts data" said Robin Shaw, Divisional Director at Bosch Automotive. "The MAM vehicles index has helped us standardise our information across all our product ranges and the control options within the system give us full flexibility over our final output. Crucially, Xchecker's direct export to MAM's Autocat+ means we can publish product updates to our customers almost immediately. As a result our customers now receive higher quality data on a more regular basis. They're happier, and they're spending more".



MAM wins Marathon

Marathon Warehouse Distribution chooses our Autonet e-commerce solution to deliver real-time price, stock and ordering.

Marathon Warehouse Distribution is the latest automotive parts distributor to choose Autonet to help power its e-commerce initiatives. Autonet gives Marathon customers the ability to perform real-time price and stock enquiries and place both stock and distress orders from directly within Autopart management software.

This new system helps Marathon's customers simplify their stock replenishment process. Customers can check prices and availability directly from within Autopart before raising and transmitting orders directly to Marathon. Full cross referencing has been integrated within the system so that users can enquire on part numbers and brands.

Orders placed through Marathon Autonet are confirmed back to the user instantly. If stock is not available, or the part number has been superseded, the system will suggest alternatives. The entire process is conducted in real-time, meaning orders and enquiries can be

undertaken while a customer waits at the counter or on the phone.

"Marathon Autonet is another exciting example of our commitment to bringing efficiencies to our customers, it will undoubtedly bring mutual benefits to all parties and will help grow our already strong trading relationships with our motor factor customers."

**Colin Fisher - Director of Sales and Marketing
Marathon Warehouse Distribution**

"The system has been implemented to help our customers become more efficient and more profitable" explained Colin Fisher, Director of Sales and Marketing

at Marathon. "As well as simplifying the stock ordering process, Marathon Autonet enables our customers to capitalise on distress sales opportunities by presenting counter staff with price and availability for products they may not have in stock."

"We are very pleased that Marathon has chosen to join the growing community of Autonet-enabled suppliers and distributors" commented Mike Jamieson, Managing Director of MAM Software. "Many of our customers are already reaping significant benefits by conducting their purchasing through our Autonet e-commerce solution. The addition of Marathon Warehouse Distribution further extends the choice of suppliers with whom they can trade electronically."

Autopart update



2008 customer survey returns positive results

Our 2008 survey reveals that customers are overwhelmingly satisfied with the level of support they receive from the Support Services department.

Our annual support survey has once again revealed high levels of satisfaction amongst our customer base. Importantly, the results also show improvements in satisfaction on a year-by-year basis.

“It’s pleasing to see that the continued efforts of our staff are being translated

“I am 100% satisfied.”
“Very satisfied with everything.”
“Good service given on all fronts.”
“Overall very satisfied with MAM.”
“I’m very happy with the levels of service.”

Customer quotes from the 2008 survey

into tangible and sustained improvements in service delivery” commented Robin Darnell, MAM’s Director of Support

Services. “However, we recognise that there is still room for improvement, so we will continue to examine every aspect of the services we provide to make certain we continue to advance our levels of support.”

Significant changes to the Support Services department have taken place recently with the relocation to our new premises at Tankersley. “The relocation to new premises has enabled us to consolidate all elements of support into a single, dedicated facility” explained Robin. “Having the entire support team together in one location has provided major benefits in terms of productivity”

In the 2008 survey, 83.5% of respondents expressed that they were happy or very happy with the overall service they had received over the past 12 months. This figure was up from 77.5% in 2007.

This upward trend was repeated across all responses, including several key areas that we have been targeting in the last year. Respondents were happier with time taken to answer calls, respond to requests and resolve issues. An increased number of people were happy with issue updates and staff knowledge received higher scores than in 2007.

Out-of-hours support

Did you know that you can get out-of-hours support by visiting our website at www.mamssoft.co.uk?



We’ve developed a suite of innovative Web-based tools and applications that provide self-service solutions, 24 hours a day. Located in a dedicated extranet section of our website, this range of free resources includes animated product tutorials, printable manuals, frequently-asked-questions and software downloads.

The extranet also includes a new online support system. Using a Web browser interface, you can access our own log-tracking system. Once verified, you can use services that were previously only accessible by calling a technical support representative. This includes the ability to retrieve the status of open logs, create new logs or add notes to existing logs.

Access to the extranet and our online support services is free to our customers with a current support and maintenance contract.

Users will require a username and password, which can be gained by e-mailing: register@mamssoft.co.uk

VAT change

Thousands of our customers have successfully implemented the change of VAT.

We are pleased to report that customers have successfully implemented the change in VAT announced by the Chancellor in December. Thousands of businesses undertook the necessary amendments to their systems by following instructions provided by the Support Services department.

“All of our customers were affected by this change” explained Robin Darnell, MAM Software’s Director of Support Services. “As soon as we heard the Chancellor’s announcement, we worked very hard to ensure our customers could make the necessary changes to their software as quickly and easily as possible. We were in constant contact with our customers by e-mail and through our website, and we drafted in extra support staff to cope with increased volumes of phone calls and messages.”

“I’m very thankful to MAM for all their help with the VAT change - it all went very smoothly”

Richard Bonner
Dunmow Motor Factors

Over the month-end period, visitors to MAM’s website increased six-fold. 2,383 e-mails were sent and over 2,339 documents were downloaded. Calls to the support department over the weekend were ten-times their normal level. Over 2,200 calls were taken on Monday, with 244 calls handled in the half-hour between 9:00 and 9:30.



Parts website developed for buying group

Newly-developed CAARparts website gives buying group the ability to conduct online parts sales to the public.

The new CAARparts website gives members of the CAAR buying group the ability to increase their sales and expand their business by allowing the public to order parts online.

Visitors to the CAARparts website use a shopping cart powered by Autocat+ to find the right

components for their vehicle. Once they have completed their selection, they pay for their goods by debit or credit card through PayPal and arrange collection from their local CAAR store. Behind the scenes, Autopart receives the order from the website and raises an order for the goods directly from the relevant CAAR supplier. The goods are then shipped to the store for collection by the customer.

“We are delighted with CAARparts” said Dave Owen, Director at CAAR. “We now have a solution which ties together some 600 CAAR member store

branches into a common parts ordering, delivery and sales system that requires no technical involvement from our members.”

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Dave Owen - Joint Managing Director
CAAR

“During 2009 we intend to promote the site through various avenues including retail motoring magazines and

even the national press. We know that establishing a site is no easy process but we see the internet as a key platform for the future and by offering only in-store collection we hope to drive more customers through our members’ stores.”

CAAR are working with suppliers to offer customers 24 or 48 hour deliveries, but during trials some items actually arrived the same day.

The CAARparts website is now live and can be found at www.caarparts.co.uk

The CAARparts website is one of the suite of Autonet products available from MAM. For more information, e-mail sales@mamssoft.co.uk

Autopart update



Network solutions from MAM

MAM Network Solutions (MNS) is a new range of MAM-supported VPN solutions for company-wide data communications. MNS can be tailored to meet your individual bandwidth and budget requirements.

In order to meet the growing demand from our customer base, we're pleased to announce the launch of a new range of network solutions for company-wide data communications.

MAM Network Solutions (MNS) offers you a streamlined infrastructure on which to operate your multi-branch Autopart software. Supported directly by MAM Software, MNS utilises the latest MPLS telecommunications technology to connect your sites in a fast, reliable and secure company-wide virtual private network (VPN).

MAM Network Solutions (MNS) can be tailored to meet your individual bandwidth and budget requirements. Single, dual or quad lines can be employed to provide scalable network capacity and can be enhanced with additional services such as Internet access or dedicated server hosting. MNS is backed by our own internal departments, providing you with a

single point of contact for all your sales and support enquiries.

"We are introducing this range of services in response to a growing

"The introduction of MNS means we can now offer a complete one-stop-shop for all our customers' software, hardware and network needs."

**Mike Jamieson - Managing Director
MAM Software**

customer demand for better service and a single point of purchase" explained Mike Jamieson, Managing Director. "Many of our

users are operating multiple sites where fast and reliable inter-branch communications are essential requirements. The introduction of MNS means we can now offer a complete one-stop-shop for all our customers' software, hardware and network needs".

For further information regarding MAM Network Solutions (MNS), please contact the sales department on 0870 766 7036 or e-mail: sales@mamsoft.co.uk

Free Autocat+ training

We are pleased to announce free online training for Autocat+ users.

Are you using the Autocat+ electronic catalogue? If you are, would you like to learn more about taking full benefit of it in your business?

For a limited time, we're offering free online training to existing users. Training is conducted via the popular 'Go To Meeting' online conferencing platform. It's simple to set-up; you just need to log in and install the 'Go To Meeting' software and then call a dedicated conference number at the appointed time.

"The training we received on Autocat+ has proved to be invaluable. We are now able to provide a much more efficient service to our customers and have strengthened relations due to the confidence we have gained using the catalogue."

**Brian Wilson
Orkney Motor Factors**

Training lasts about 30 minutes and each session is limited to a maximum of 5 people. There are a restricted number of free sessions available, please book early to avoid disappointment.

To request a training session, please e-mail us at sales@mamsoft.co.uk stating your MAM account code

E-commerce reaches new heights at FPS

FPS Distribution reports a significant increase in volumes of electronic trading since installing Autonet.



FPS Distribution, the UK's largest automotive parts wholesale distributor, has reported a significant increase in its electronic trading as a result of deploying MAM's Autonet e-commerce platform. Autonet enables users to perform price lookups, availability enquiries and place orders directly from within MAM's Autopart software. Through Autonet, FPS now processes almost 4% of all transactions electronically. Since rolling out the system last year, 700,000 enquires have been made and 225,000 orders processed.

Dominique Peacock, eBusiness Manager at FPS Distribution said, "The rising number of transactions is an indication of the increased benefits to our customers. Because Autonet FPS connects directly to their local branch data, it eliminates the need to phone to confirm details. Instead, live stock and price information is presented directly within the customer's Autopart screen. With a click of a few buttons, products can be selected and ordered for same-day or next-day delivery."



Innovative new online workshop management software

Autowork Online is a pioneering new workshop management solution that runs from a web browser.

We are delighted to announce the release of new software to help workshops manage their business. Deployed as Software-as-a-Service (SaaS), Autowork Online will be accessed online via an Internet browser so there's no software to install or update.

Following-on from our popular Autowork application, Autowork Online will offer functionality for managing all core workshop activities including creating job cards and invoices, managing work diaries and maintaining accurate service records. Furthermore, it will provide a range of web-driven features including VRM lookup, Autocat+ parts cataloguing, repair times and online parts ordering.

SaaS is a model in which software is hosted and maintained by the developers and made available to users via the Internet. Users do not need to install any software, instead they use it 'on-demand' by logging onto a special website. By eliminating the need to install and run the application on the workshop's own computer, SaaS

alleviates the burden of data backup. There will be no disks to install or databases to update. VRM, catalogue, repair and technical information will all be accessed on-demand via web-services. Hosted on secure servers, Autowork

"You just put in the customer's registration and you immediately have access to their vehicle details and history. It's quick and easy and has everything we need."

**Tony Poole - Proprietor
TP Tyres and Exhausts**

Online data remains private and is backed-up on a daily basis.

One of Autowork Online's most valuable features

will be its ability to link directly with local motor factors. Workshops will be able to use the software to check price and availability at their supplying factor. Raising an order will be as simple as pressing a button and can be undertaken securely from any PC with an Internet connection at any time of day or night. Autowork Online is currently undergoing beta testing at a number of trial sites.

For more information about Autowork Online or to apply for early access to the program, please e-mail: sales@mamsoft.co.uk