

CUSTOMER FOCUS

ISSUE 03
03 | 2018



Welcome to issue 3 of Vekta's **CUSTOMER FOCUS**, our newsletter for Vekta customers. This quarter we're focusing on the customer experience, Simple 12, training and introducing our new Support Team members.



Support

CUSTOMER SATISFACTION

Vekta have always prioritised our customers – their needs, requirements and satisfaction guide every aspect of the business.

To gain a better understanding of where we can improve and how we can better serve our customers we recently conducted a survey.

Answers were scored from 0% (strongly disagree) to 100% (strongly agree).

The results show that Vekta has the BEST support Engineers in the industry – an A+ grade!

• PROFESSIONAL MANNER – 96%

• TECHNICAL KNOWLEDGE – 94%

• REMOTE SUPPORT – 92%

• ON-SITE SUPPORT – 96%

Other positive takeaways for Vekta include being seen as a trustworthy company (96%), our customers feel valued (92%) and our machinery is considered to be reliable and of a high quality (92%). Overall, fantastic results!

However, our aim is to get to 100% (or at least 99%). To do this we are implementing a number of strategies based on the feedback and comments provided.



If you have any concerns, feedback or ideas please get in contact with our Customer Relations Manager Darina Gassanova – darina@vekta.com.au

- Online self help with videos being available on Vekta Rescue
- Training packages for new operators – see page 2.
- Additional support Engineers on the East coast of Australia with additional onsite support and access for our customers time zone.

A huge congratulations to **Nick White** from **Footersville** in South Australia for winning the saw blades and we'd like to thank everyone that responded. Vekta is always focused on improving our customers experience and it is your feedback that drives our initiatives.

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In Vekta's July newsletter we addressed the issue of 'Chinese Whispers' – passing down knowledge from one operator to another. Along the way, the training and information can become diluted, warped or just incorrect. The result can be an impact on machine efficiency and use which in turn impacts production and the overall business.

If you have had a few operators since your Vekta Razer was installed, it might be time to consider a training program from Vekta. Topics can include safety, maintenance, troubleshooting, Vekta Rescue, Simple or even optimisation. Training is provided by a trained Vekta Engineer and as with everything at Vekta – it can be customised to suit the exact needs of your plant and operators.

Recently, our Vekta Engineer Matt completed some Razer training with a focus on optimisation with Jayson Makakea from the Auckland PlaceMakers plant.

“I would like to take this opportunity to say thank you, first and foremost for setting up a training session with Matt your technical engineer. Having heard so much about the Razer while I was working for a competitor to Placemakers, I wasn't so convinced of its ability to be efficient and reliable and always thought that a competitor in your field was far superior in its capabilities. That opinion definitely changed after I went through the training with Matt.

The (optimisation) training brought value to my business by better understanding the finer details of how to properly use the Razer for what it's designed to do – cut timber and get the best yields out of every member, minimise waste through setting up defaults and creating a number of options to optimise for the best efficiencies and uptime. The other benefit from Vekta is the direct one on one support where I was able to ask questions and get answers with Matt demonstrating in the software different scenarios of what would or wouldn't happen if you optimised with your default set in such a way. This made things a lot clearer and helped me understand by visually seeing it.”

Jayson Makakea, PlaceMakers I Auckland

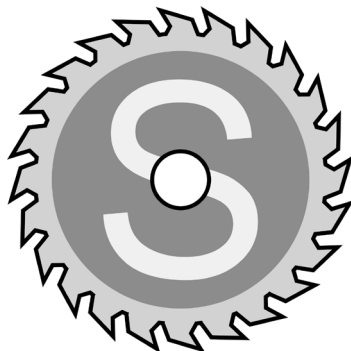


To work out what type of training your staff could benefit from or to get training added onto your next service, please contact Darina Gassanova – Vekta's Customer Relations Manager – darina@vekta.com.au

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SIMPLE 12

SIMPLE 12 - MONITOR AND MANAGE YOUR SAW FROM A DISTANCE.



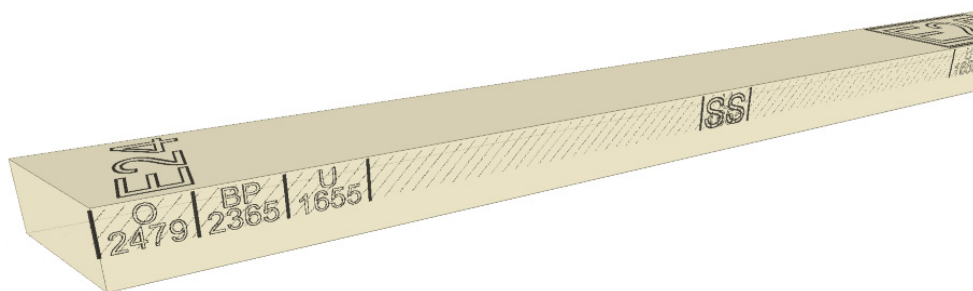
Saw operators often have multiple responsibilities that can require them to be away from the saw (e.g. retrieving new timber). The new suite of features in Simple 12 allows operators to continue to monitor and manage the saw at a distance:

- Automatic job loading – Simple can now be configured to monitor a folder and automatically open and run any new jobs that appear.
- Remote view
 - The Simple application can now be viewed through any device on your network (or internet) that has a web browser.
 - Operators can monitor the status of the saw through a smartphone or tablet.
 - Site managers can see what their saws are doing, in real-time, without leaving their desk.
 - Remote interaction is also possible through the web browser.
 - Operators can make minor adjustments without needing to be at the saw.
- Picklist view – Operators can now view the picklist for a running job through their smartphone or tablet, reducing the need for printouts.

The ability to control your saw from any location streamlines your workflow and improves efficiency which all have a positive impact on the bottom line of your business.

ENHANCEMENTS TO P3 PRINTING

A new marking type has been added to the P3 printer. Ply bracing areas can now be shown as a shaded area on plates. Used in conjunction with existing markings, this further aids the assembly of frames.



Vekta is a dynamic company with a bold vision for the future. We're striving to innovate and create new and better ways of doing things so you can relax and watch your business grow.

To start using Simple 12 on your saw, contact Vekta support on +61 8 6117 0660 option #1

OUR CORE VALUES

SAFETY

From design to engineering, manufacturing, install and training - safety supersedes everything at Vekta.

EXCELLENCE

At Vekta, we are continuously striving for excellence in our engineering, manufacturing, software and customer relations.

TECHNOLOGY

Vekta is highly adaptable and we pride ourselves on providing innovative technological solutions that are customized for each individual business and their unique needs.

CUSTOMER FOCUS

From buying, installation, training and technical support Vekta focuses on the customer – their needs, their requirements, their satisfaction.

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MEET THE VEKTA TEAM

DARINA GASSANOVA

Darina has been in the role of Customer Relations Manager at Vekta since July this year and has been a positive disruptor for Vekta. Darina has a Bachelor of Commerce in Accounting and Taxation and has completed various entrepreneurship, management and sales coaching programs.

In 2015, she was named the RAC employee of the year and in 2016, she was involved with Jawun Indigenous Corporate Partnership – helping to keep indigenous families together.

What have you found most surprising about the Truss and Frame industry?

I know it may sound ignorant but until I joined Vekta, I did not realise that construction of a house frame has a whole industry behind it. I have also been blown away with how collaborative this industry is, supporting each other to move ahead as a team/industry.

What has been your 'breakthrough' moment at Vekta?

Getting to understand our customers unique needs and being able to commence working on these. We held a two day workshop for our support team to work through continuous improvement initiatives to improve our customers satisfaction. We recognised the need for more support engineers based in the Eastern states and NZ to support our customers in their time zone. Our newest support engineer Nick is now almost at the end of his training period and will be based in Auckland from the end of November this year. We are also now in the process of looking for a second Eastern states based support engineer and will keep our customers updated with progress on that.

What might someone be surprised to know about you?

For a number of years, before starting work in the morning, I volunteered as a Telecross operator, checking in on the elderly to make sure they are alright, I've also helped out at Telethon and Matt and Kim to the Rescue. I am bilingual and speak fluent Russian, I'm pretty good at playing chess and I've even performed on Australia's Got Talent!



NICK TISDALL

In July, Nick Tisdall (Bachelor of Engineering with honours in Mechatronics) joined Vekta's support team. In November, Nick will relocate to Auckland, New Zealand bringing with him the Vekta Excellence, knowledge and skills Vekta's technical Engineering team are renowned for.

Over the past few months, Nick has undergone intensive training at Vekta's manufacturing facility in Perth. From the start of the manufacturing process, equipment assembly, installations, service trips and phone support – Nick has experienced it all!

What have you found most surprising about the Truss and Frame industry?

The most surprising thing that I have learned about the Truss and Frame Industry is probably the level of influence that the nail plate suppliers have on the industry. Learning that complex detailing software is provided for free to truss manufactures for using a particular nail plate suppliers products was something I hadn't expected.

What has been your 'breakthrough' moment at Vekta?

A breakthrough moment I had at Vekta came several days ago after assisting with an installation of a Razer S5. Experiencing the amount of time and the level of workmanship from the engineers, programmers, fitters and electricians, that goes into building an industrial machine as complex as the Razer was initially quite daunting. After helping build and commission the saw and assisting Ryan with installing it, to watch it begin cutting jobs was a satisfying moment.

What might someone be surprised to know about you?

I enjoy fishing, hunting and diving and going on adventures with my partner Jade and our two dogs. My family come from Tavewa island in Fiji that is 3 square kilometres with no roads.

