SDM Newsletter – March 2024

Issue 2401

Welcome back to our first newsletter of 2024.

A few words from our new Software Development Manager in the UK – Stephen James. *"Hello everyone, I am very excited to join the team as we head into a new era for the company. I have been developing software for over 20 years and have had the opportunity to work in many areas inside the department. I am lucky to have learnt a great deal about what works. Due to this I have helped a few companies in bringing their software department into a more process driven way of working. I am looking forward to a long and successful time at SDM. "*

Support

The SDM Customer Helpdesk team is on hand to help with a wide range of queries, including the following:
- System Recovery
- Data Importing
- Document Development
- Reporting Queries
- Configuration Assistance

The Helpdesk can also provide technical support for version upgrades, back-ups and restoring data between systems.

It is recommended that **ALL** enquiries are emailed to the Helpdesk helpdesk@sdmhousing.com.au. For **URGENT** enquiries, please call **1300 070 863** and email any relevant details that may assist us in addressing the issue.

Please check and update your records for the Australian Helpdesk email as **helpdesk@sdmhousing.com.au**

Pre-paid days

Did you know that you can purchase pre-paid days? These can be used for training and bespoke work and are required to be used within the next 12 months of purchase. Discounts apply when purchasing in bulk –
- 10% for 10 days
- 15% for 15 days
- 20% for 20 days

where the day rate is currently $2018. Contact Sales sales@sdmhousing.com.au for a quote.

Tips and Tricks

Do you know about SDM's CRM module? The Customer Relationship Manager (CRM) module is included in your licencing packages and integrates with various modules of the SDM housing system and provides a 'one-stop' consolidated view of the tenant. Information displayed can include any of the following and is linked to the user's security access:
- tenant/property details
- tenant account
- diary
- job orders related to the tenant's property
- tenant associated complaints

This option is expected to be available as a web-browser application in 2024.

Contact the Helpdesk helpdesk@sdmhousing.com.au for further details.

Module Reviews

The Ease of Use of SDM Review has been released in the latest version and is currently available as Licence Year 2024.1. Details will follow in a subsequent newsletter.

Mandatory Upgrades

The cost of mandatory upgrades has been included in the Annual Licence Fee for 2024. You are not limited to the number of times your system can be upgraded. Consider an appropriate time in your organisation's calendar to upgrade and discuss with your SDM training consultant to book it in. The Roadmap for 2024 is as follows –

- Sales Ledger module review (from June 2024)
- Planned Maintenance module review (from August 2024)

We are currently considering the Roadmap for 2025. Any suggestions can be sent to sales@sdmhousing.com.au