

Moveware Client Newsletter

March 2020

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COVID-19 Update



Dear Clients,

Moveware is committed to the health and wellbeing of our people, customers and communities. We are committed to supporting you and your business during these difficult and tiring times. We understand that your business may be facing challenges of its own, and we want to reassure you our people are accessible and ready to help.

Following government recommendations and restrictions in the locations where our offices are located, we have shifted most of our staff to a work from home policy, implementing an emergency Business Continuity Plan that includes the ability of our staff to still be accessible to you via telephone, email,

video, our support portal and teleconference, reducing any potential disruption to your business and our services. We have also implemented a travel restriction for all our staff until further notice.

No doubt there may be instances even with these best intentions and efforts, our response times may be affected, we appreciate your understanding.

Anything we can do to help your company navigate through these unprecedented situations, please do not hesitate to let us know. We are continuing to monitor the situation closely and adjusting quickly to any changes in the state of affairs. We will inform you promptly of any further alterations to our outbreak response plan.

Sincerely

Moveware

New Clients Gone Live



Hartmann International is a family-run business founded in 1856 that is firmly rooted in Paderborn, Germany. They specialise in handling local & international moves, storage & archive storage for both corporate and private clients. For over 160 years, the company values confidential and cooperative partnerships with utmost discretion, and it has been a daily part of their guiding objectives. Their slogan “The safe hands for a secure move” is more applicable than ever before.



Aloha International Moving Services, based in Kapolei HI, takes pride in providing their customers with exceptional service in Mainland, Local and International relocations. They are proud to represent Allied International and Allied Van Lines in Hawaii and are well connected with other industry partners all over the world. In addition to Aloha International's commercial moving operation, they offer a high level of performance for military service members when getting them from one duty station to the other. With over 25 years of service in Hawaii, Aloha international is making the technological and operational changes to take their customers through the next 25 years and beyond.



Giffen Removals are Kedron-Brisbane furniture removalists providing a range of local removal, storage and packing services to homes and offices on Brisbane's Northside. Giffen Furniture Removals (GFR) are a family owned business with over 30 years' experience and are members of the Australian Furniture Removers Association (AFRA). Giffen is well established in Northern Brisbane and provides module storage facilities to its customers. Matt Giffen is the business owner who loves to visit customers and believes in providing personalised service.



Museumpros is uniquely positioned within the fine art and museums technical services field. The company was founded in Toronto in 1994 and provides a full line of in-house technical services and products to the art industry. These range from archival framing, custom crating and packing to worldwide shipping, fabrication, mount making, storage, and installation. Their clients include galleries, artists, designers, museums, conservators, art consultants, and private/corporate collectors. As a specialized company, Museumpros is focused on delivering the best possible technical services in the industry.

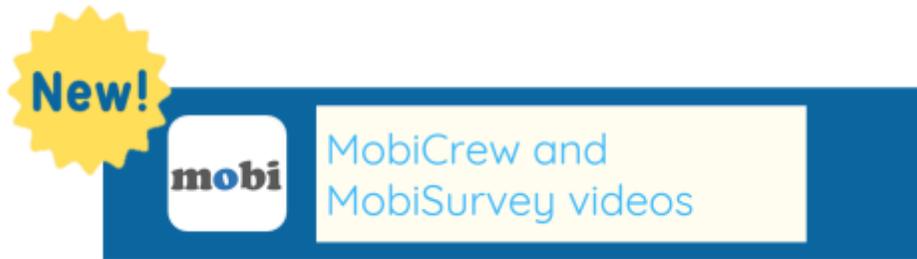
LMS and Wiki Release

New Set of Accounting Training Videos on Moveware Wiki



Accounting Training Videos: There is a new set of Accounting training videos available on the [Moveware Wiki Training](#) section for any new or existing employees who would like to learn more about accounting in Moveware.

New MobiCrew and MobiSurvey Videos and Content on Moveware Wiki



MobiCrew and MobiSurvey Training Videos: We have added new [MobiCrew](#) and [MobiSurvey](#) videos and content on the Moveware Wiki. It will walk you through how to optimize the apps starting from the basic steps. Each topic comes with a video guide explaining the feature in details.

Client Feedback and Testimonials

New How-To Guides



We have added new content to the Moveware Wiki as a result of feedback that we have received from clients. Some of the new articles include:

- [How to Add an Alert to a Job](#)
- [Making Tax Digital](#)
- [How to Assign Diary Action Branch Based on Country Code Branch](#)

Missing Content? Let us know

A feedback form with the question "Was this article helpful?". It has two buttons: "Yes" and "No". Below the buttons is the text "Let us know what we can improve." followed by a text input field with a cursor. At the bottom is a green "Submit" button.

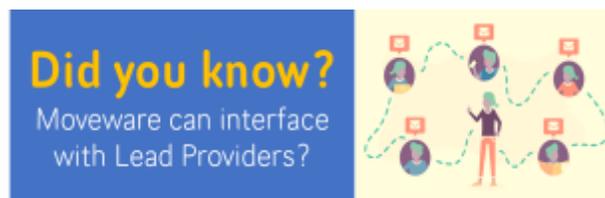
We would really appreciate your feedback on how we can improve the existing content or which missing pieces we should be filling in. You may contact your Account Manager or simply leave the feedback on

the Moveware Wiki in the 'Was this article helpful?' section. Please submit your comments and we will do our best to ensure that the missing content will soon be available.

Would you like to be in our next Client Newsletter? Share your experience with Moveware now!



Moveware Tips



Moveware's **MoveLeads** Interface connects Moveware with Lead Providers. If your company receives leads from an online lead aggregator, Moveware can configure each new consumer request to create a Job in Moveware and provide users with a notification of the new lead. Diary actions can be created to manage follow ups with these consumers. Click [here](#) to see which Lead Providers Moveware currently interfaces with.



Moveware is concerned about your system security and would like to share with you some information about **Ransomware**. Ransomware is a type of malware that blocks access to the victim's data (photos, personal information, documents, backups, etc.) and threatens to publish or delete it unless a ransom is paid. Loss of important data and severe damage could ensue from a Ransomware attack. The [Ransomware](#) article on the Moveware Wiki provides useful information on how to best protect against the threat.

Industry Events

LACMA Convention



Ramiro Quiros attended the LACMA Convention in Paraguay, and took part in the TECHO Social Responsibility Event. TECHO is a youth led, non-profit organisation, present in 19 countries across Latin America and the Caribbean. Through the joint work of families living in extreme poverty and youth volunteers, TECHO aims to overcome poverty in slums.

TECHO Social Responsibility Event



1 - Our own Ramiro Quiros (top row, far right) with Moveware clients at TECHO social responsibility event

