## FRESH FEATURES
Weekly Product Updates

Just Released: Labor Timer Update

Easily track time and bill labor hours in Steelhead!

On **Saturday, October 19th 2024,** Steelhead released an update to Labor Timers. This update allows you to track time on more tasks in your shop, giving you insight into overhead costs and helping your company gain a more comprehensive view of actual cost of labor across all employees.

- Track time on any task within Steelhead, including time spent on Sales Order entry, Maintenance Events, Working Parts, Work Orders, Stations, Racks, Workboards, etc.
- Global Start/Stop Timer button is easily accessible from any page
- Confirmed Time Segments automatically get added as Billed Labor
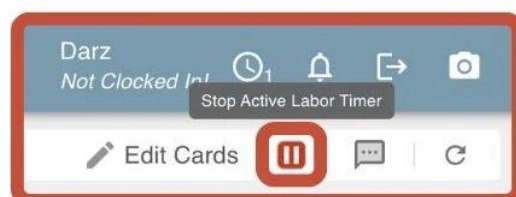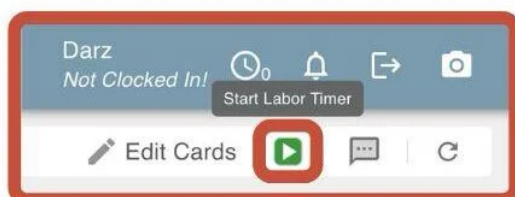
[See full instructions on Labor Timers here.](#)

We hope that these updates to Steelhead's Labor Timers will give you more insight into your margins, save you time, and help you run your shop more efficiently.

Please reach out to your Customer Success Manager or email us at support@gosteelhead.com with any questions!

New "Customer Success Center" in Steelhead

Your new go-to spot for resources to help you succeed!

In order to better serve and support you, Steelhead will be releasing an addition to the software very soon.

This new Customer Success Center will be a place for everything support-related, allowing you to interact with Steelhead and quickly and easily get the support you need at any time.

You will soon see an easily accessible "i" icon, located on the global task bar at the top of every page within Steelhead.

You will also be able to access the Customer Success Center by clicking on the new Customer Success Center tile under the Configuration and Support section of the homepage.

All of the information previously found in the Support section at the bottom of the homepage will be moved to the new Customer Success Center.

Within the Customer Success Center, you can:

- See your Customer Success Manager and Sales Representative information
- Quickly search the Docs site to find answers to your Steelhead questions
- Easily put in a Support Ticket
- Give us feedback on how we can serve you better

Over time, we will be adding more functionality to the Customer Success Center in order to fulfill more needs.

STEELHEAD technologies

Meet Your Team

Garrett Impola
Customer Success Manager
garrett@gosteelhead.com

Drew Daavettila
Deployment Leader
drew@gosteelhead.com

Brent Pietila
Account Executive
brent.pietila@gosteelhead.com

Deployment Timing Information

Deployment Kickoff Date: 11/4/2024

Length of Deployment: 5 weeks

Completion Date: 12/9/2024

Documentation

Looking for a quick answer?

Access our docs for how-to videos and explanations for all of your questions.

VIEW DOCS

Deployment Prep (4%)

First Things First ▾
☑ Schedule and Record Deployment Kick Off Week
Hardware Prep ▾
☐ WiFi Speed Confirmation
☐ Order/Purchase Personal Computer(s)
☐ Order/Purchase Tablet(s)
☐ Set up Tablet(s)
Must Have Info ▾
☐ Submit User Roster and Record Roles of Pertinent Contacts in ChurnZero (utilize "Contact Role" field on Contact)
☐ Submit Process Flow Charts & Sample Travelers
☐ Submit Plant Layout
☐ Conduct Virtual Plant Walk
☐ Submit Onboarding Questionnaire
Nice-to-Have Info ▾

Contact the Support Team

Got a snag? Open a Support Ticket

- **Email:** support@gosteelhead.com
- **Call or Text:** (906) 256-3259

OPEN SUPPORT TICKET

Give Us Feedback

How are we doing?

We want to hear what you think! Your input helps us serve you better.

Above is a generic view of what the Customer Success Panel will look like. The panels are customized to each customer. Those that are currently in deployment will see Deployment Progress and next steps, as well as their Deployment Leader listed at the top.

We hope that this addition to Steelhead will make things more efficient when it comes to interacting with us and receiving the support you need. As always, please reach out to us at support@gosteelhead.com with any questions!

Product Update Highlights

Auto Apply Sensor Measurements to Specs

When parts are transferred and there are still valid Sensor Measurements for that part number, those Measurements will automatically be applied to parts.

Contract Sign-Off Color Coding

In order to differentiate at a glance, Contract Sign-Offs will show Yellow if Incomplete, Red if any Contract Sign-Off is Failing, and Green if all Contract Sign-Offs are Passing.

VIEW ALL PRODUCT UPDATES

What would you like to learn in the next Steelhead Masterclass?

We would love to hear your input on what topic would be most beneficial for you to learn in an upcoming Masterclass! Click the button below to let us know.

MASTERCLASS SUGGESTIONS