September 13,2024

TEAM MEETING

**Jeff’s Corner:**

What is on the horizon

**New Hires:**

 On Monday September 16th – Noah Colin ( English/ German ) will start, located in Lewisburg, PA

 On Monday September 30th – Gianluigi Rodriguez ( English/ Spanish ) will start, located in Bronx, NY

**Low Season items:**

 The Excel spreadsheet titled “2024 Look Back” located on Sharepoint has items listed. Please take a look and add anything else we need to evaluate during the off season. **Deadline Next Friday Sept 20th**.

 Product list Inventory- On August 16th an email was sent by Quinten. Training is a primary focus, and we need to understand what products are missing from your home office. **Deadline is End of Today**.

**Good to know:**

 Please make sure you accept the 9-10am PST Landscape Division All hands meeting for September 26th. We will shut the phone down and attend as a group. NO AVATARS PLEASE.

 We had our first Mini PMO meeting with Jeff and product managers.

 Is there an easy was to see the stages of PM inquires? Yes, See Kanban view

**IMMS end of Life:** Customers will call thinking there is an outage

 We have many cellular devices listed in the field for IMMS/old ACC, but we can only identify about a third of the actual owners. We are going to turn off the accounts for unknown users, to try to identify them.

This will only apply to North American users, and only to cellular connected “old ACC” controllers in IMMS.

Shutdown will occur in two stages:

* September 9, temporary shutdown to identify unknown users
* January 2025, permanent shutdown of all users.

These customers may complain about the outage. This is indirectly what we want, so that we can identify them. When receiving such a complaint, we should follow this script:

***The IMMS cellular server is temporarily down for maintenance. We would have notified you, but our contact information is out of date. The outage may last a couple of days.***

***Please help us update your records with the following.***

Primary contact person:

Telephone:

Email address:

Street Address:

Project or System Name:

Number of controllers affected:

Hunter IP of any controllers in IMMS (if known, this is available in lower left of the IMMS page for each controller):

USE THE MACRO TITLED “ IMMS Proxy Server “. By using this macro, it will fill out the case and load the contact template in the email on the case feed**. Notice the To email address is not the customer but it is our PM David.Shoup..** **Send the email**.



**December Gathering in San Marcos:**

 Dates December 2024



 Travel in day Monday December 9th

 Travel home day

 If attending the Holiday party will be Sunday December 15th

 If NOT attending the Holiday part will be Saturday December 14th

 **ACTION:** I NEED DATES LOCKED IN BY ALL BY THE END OF NEXT WEEK, EMAIL DANA

 Hotel: Springhill Suites Carlsbad Village

