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news bites...

- Fusion5 forms a strategic alliance with SQL Services to provide high value Oracle and SQL Server database services to our customers.
- The IHC has purchased a 500 user licence of our market leading ApprovalPlus solution to manage their accounts payable and purchasing functions
- Fusion5 and Oracle are hosting SOA and AIA sessions.

The first of these two events is an SOA4APPS breakfast briefing designed to help you get more out of your investments in your existing ERP applications.

The second is a free one day workshop, AIA for JD Edwards, and covers how Oracle's AIA and SOA methodology can be used to easily extend Oracle Applications such as JD Edwards.

For more information or to register visit www.fusion5.co.nz/events.php

Welcome to Fusion5's August newsletter, our fourth newsletter in 2009. Fusion5 Australia and New Zealand have been very busy on a wide range of projects, from CRM to JD Edwards, Oracle Middleware, PayGlobal and ApprovalPlus. We are now focused on winning new projects for the second half of the year, as well as working with existing customers to provide the solutions and services they require.

As the 2009 financial year closed in June, Fusion5 Australia looked back on a tough year for many involved in our industry. However, with the support of our customers and staff, we have fared very well and remain well placed to take advantage of the promised upturn. In Australia our diversification from that of a JD Edwards reseller, implementer and support partner to a fully fledged reseller and service provider of Oracle Middleware solutions has seen our opportunity and customer base widen. We continue to be at the forefront of Oracle's ANZ partners in this space and enjoy Oracle's support.

Over the next few weeks Fusion5 will undertake a number of joint marketing and education events with Oracle to further expand the capabilities of this extensive solution set. Our first few events will be focused on spreading the SOA4Apps word to our existing JD Edwards user community, many of whom have already embraced Oracle Middleware technologies. These events will also take place in New Zealand in Q4 2009.

Another major focus is the completion of our ApprovalPlus Purchase Order module. With this

module now complete, our existing customers can upgrade to the new .Net version of the software. ApprovalPlus is a compelling solution offering immediate value to Accounts Payable and Purchasing functions. ApprovalPlus has recently been purchased by the IHC, a very large not-for-profit organisation who will deploy the solution to more than 500 users. We have at least another dozen customers looking to implement ApprovalPlus; if you haven't seen this software yet, then we highly recommend you do!

Fusion5 is also promoting Oracle UPK (User Productivity Kit) to the local market. With the need to extract greater productivity from staff and recognising the importance of end user training, we have seen a huge upswing in interest in this software. Fusion5 has several trained UPK consultants who are supporting Oracle customers to learn the software and develop training and documentation materials. Again, if you haven't seen UPK then we recommend you do – every customer is impressed with this software.

We hope you find this newsletter of interest and welcome your feedback.

Fusion5 forms alliance with SQL Services



Over the years many Fusion5 customers have asked us to provide Oracle or SQL Server

database skills as part of our application consulting services. Whilst Fusion5 has a large number of technical consultants across Australia and New Zealand, we feel we can provide a better service to our customers by partnering with a specialist database company such as SQL Services.

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Fusion5 alliance with SQL Services continued from page 1...

In August 2009 Fusion5 formed a strategic partnership with SQL Services to provide a wide range of database services to our ERP, CRM and HCM customers. Fusion5 is now able to include these services as part of our Support Centre offerings, our project delivery engagements and our day to day consulting work.

SQL Services provide pro-active database administration (DBA) services for both Oracle and Microsoft SQL Server environments. In keeping a tight focus on these two RDBMS, SQL Services is able to provide services at the high end of the market, building expertise and support systems tailored to support both of these database management systems. SQL Services offer Managed and Professional Services in both Oracle and SQL Server platforms and the alliance between Fusion5 and SQL Services will ensure that Fusion5's customer's database environments are performing optimally 24 x 7.

The prime focus for SQL Services is to ensure customers have peace of mind that their data is safe, secure and recoverable in event of failure. This peace of mind is achieved by delivering a fully outsourced Managed Service along with targeted Professional Services offerings, some of which are briefly mentioned below.

- **Managed Services.** Proactive monitoring of databases and notification to a certified team of both SQL Server and Oracle DBAs to ensure SQL Services is the first to know of any problems on your site. DBA Support services cover a wide range of customer requirements from Gold, Silver and Bronze

tier support agreements and include access to SQL Services Online Secure Portal and detailed reporting to meet individual client requirements.

- **Server Health Checks.** Independent snapshot audit and comprehensive overview of the health of the database environments with recommendations to improve the environment's configuration based on Industry Best Practice.
- **SQL Server and Oracle Installs.** Base installation service ensuring initial install completed to best practice.
- **SQL Server and Oracle Database Migration.** Moving existing database/applications to SQL Server or Oracle.
- **SQL Server and Oracle version upgrades.** Moving older unsupported versions of database software to newer supported versions to take advantage of new features and application benefits.
- **Disaster Recovery Auditing/Planning/Implementation/Testing.** Review DR requirements to design, implement and support using best available technology and test final approach.
- **Server Performance audits/troubleshooting.** Structured methodology used to review, analyse and resolve performance issues.
- **Server Security audits and planning.** Review existing security processes to match against business requirements and implement desired results.

- **Server Consolidation and Strategic Review.** Consider best approach to help reduce licensing and support costs while maximising return on hardware investment.
- **High Availability for both SQL Server and Oracle.** Design, implement and support high availability solutions based on RPO (recovery point objective) and RTO (recovery time objective).
- **General DBA support.** SQL Services can supply onsite support during times when staff are being replaced, or hired to assist with site knowledge and handover.

As part of our alliance, Fusion5 is able to offer these services contracted through Fusion5 (i.e providing a one stop shop), or directly with SQL Services.

SQL Services has a long and happy track record, with many customers providing references. Russell Smith, Associate Director - Operations – ITS at the University of Auckland comments "SQL Services has the expertise and management framework to remotely support our SQL databases and the recovery of these databases using log shipping, so we went with a proven solution that continues to provide benefit to our operation, in fact this contract has become the benchmark for other suppliers of services to ITS."

Fusion5 is currently introducing SQL Services to our customers. If you would like an introduction, then please contact your Account Manager and we will be happy to arrange this.

Consents Workflow Management Software

Fusion5's Consents Workflow Management Software (CWMS) is a new application designed to centralise data, streamline, manage and automate consent and compliance related business processes in order to improve productivity, lower processing costs and ensure compliance with legislation.

The CWMS is ideal for organisations that have business processes that require input from several business users, organisations who are concerned about processes being followed to ensure compliance and those that simply want to reduce the cost of doing business.

Productivity is improved as the user defined workflows bring attention to tasks that require user intervention and follow up. Users are then guided through their day to day tasks via an intuitive interface that integrates seamlessly with their regular Office tools. Tasks that do not require user

intervention are automated to reduce the time and effort associated with completing transactions. Centralisation of data improves productivity as users have a 'single source of the truth' and do not spend time reconciling information in order to establish an accurate view of current details.

Automated workflows effectively reduce the cost of completing business transactions. Tasks and invoice type calculations are automatically generated by the CWMS rather than relying on user input – mitigating the risk of lost revenue opportunities.

Workflow management within the CWMS improves compliance with legislative requirements. Business processes are standardised and streamlined so that actions, steps and follow on activities don't get delayed or fall through the cracks.

The CWMS has been built from Pivotal CRM - a best of breed CRM system - and is fully customisable to suit business requirements using the development toolkit provided within Pivotal. All custom code developed using the toolkit is supported by the software vendor enabling all the benefits of a custom solution for a package built price.

For further information about the CWMS please contact Amanda Peake at amanda.peake@fusion5.co.nz or 64 4 473 4552.

Oracle Business Intelligence Publisher

If you are on JD Edwards 8.11 or higher then you should be taking advantage of the Oracle technology component Oracle Business Intelligence Publisher, or BI publisher for short.



BI Publisher is an excellent reporting solution for customers to enhance standard reports and external documents such as invoices and statements. It enables customers to use familiar desktop tools such as Microsoft Word and Adobe Acrobat to easily create and maintain their own report formats based on standard data extracts from JD Edwards.

BI Publisher allows customers to define report queries using a simple web interface and create highly formatted layouts in report outputs such as sales orders, invoices, cheques, purchase orders, shipping labels, management reports and even government forms and board reports providing immediate impact without expensive business intelligence tools.

The integration of BI Publisher into JD Edwards provides JD Edwards customers with a powerful tool for enhancing their reporting capabilities, without the need for third party middleware. As a high level summary BI Publisher enables customers to:

- Create report layouts using familiar desktop

applications such as Microsoft Word.

- Format batch application output.
- Automatically distribute reports by email or send directly to a printer.
- Leverage a single batch report to generate several end-user reports in multiple formats such as PDF, RTF, Excel, HTML, XML.
- Define and manage report definitions to define output and delivery options.
- Burst a report to a variety of recipients based on data-driven metrics or specified distribution lists.

JD Edwards reporting tools have been enhanced to generate XML that can be handled by BI Publisher, and new functionality has been created to allow users to upload and link BI Publisher templates to JD Edwards reports. In addition to this, the 8.98 tools release enables customers to create interactive reports using JD Edwards data within the BI Publisher Enterprise toolset, to provide extended business intelligence reporting capabilities.

The flexibility of BI Publisher is possible due to the separation of the report layout from the data. The data collection is still handled by JD Edwards; however, you can design and control

the presentation of report outputs using BI Publisher template files. When a report is run, BI Publisher merges the designed template files with the report data, creating a variety of outputs to meet various business needs.

BI Publisher Desktop is an add-in for Microsoft Word that allows you to quickly and easily develop RTF templates. Simply import sample XML data from a JD Edwards report into BI publisher desktop and from here you can add in data fields, perform calculations, insert tables, charts, forms, and cross tabs, to create the desired output. The completed template is then imported into the JD Edwards BI Publisher Object repository.

Linking a template to a JD Edwards report is easily achieved by creating a report definition. A report definition provides all the information BI Publisher needs to process and deliver a report. Users select a UBE and optional version as the data source. They then define the output options. BI Publisher supports data driven bursting which enables a report to be split up into individual documents based on data within the report. Delivery options include printer, address book email, email address, and data driven email which uses data contained within the report output XML.

New customers implementing JD Edwards are excited about BI Publisher. Existing customers upgrading to 8.12 or 9.0 can also take advantage of this free solution to enhance their reporting capabilities.

Whanganui District Health goes Live with JD Edwards EnterpriseOne

On 1 July 2009 Whanganui District Health Board (WDHB) went live on the JD Edwards EnterpriseOne core financial and distribution modules. The project went live on time and under budget.

New Zealand's Ministry of Health is a strong advocate of shared services and has actively encouraged District Health Boards to collaborate to share critical business applications. Earlier in 2009 an agreement was reached between MidCentral District Health Board (MDHB) and the WDHB that allows the sharing of the MDHB JD Edwards system. MDHB has been running JD Edwards for a number of years and has a strong user base that will help support WDHB in their daily use of the system.

WDHB is now fully integrated in to the MDHB JD Edwards system with security being used to maintain confidentiality of information while allowing for sharing of the extensive knowledge MDHB has developed over the years.

Of course like any organisation that has been on

a system for many years there were a number of configuration and modification changes needed to the MDHB system to accommodate the WDHB. Given the similarity of the business processes in each organisation these changes were fairly limited and there was great flexibility shown in adapting to the needs of the other.

The configuration allows each organisation to run independently without impacting each other and to make the best use of the computing resources available. Several key decisions made early on in the project were:

- A common chart of accounts (the key structure being mandated by the Ministry of Health)
- A common address book (shared address book, and customer and supplier masters)

- Separate job reporting queues for each organisation

A key strength of the JD Edwards system is the ability to utilise the same application programs, but with configuration at a version level allowing both companies flexibility to fulfill independent requirements. A major benefit for the implementation included the ability to train and test on a proven system; this ability enabled WDHB to consolidate timeframes for the solution implementation and go live relatively quickly.

David Woltman, General Manager Corporate says "Whanganui was pleased with the professional approach Fusion5 used to meet the needs of both DHBs." Now that MDHB and WDHB are on the same JD Edwards system, it is regarded as a HealthAlliance system. Over time, Fusion5 is keen to work with both organisations to enable other District Health Boards to utilise this same system.

Introduction to new Fusion5 people

Over the past 8 weeks Fusion5 has hired many new people into the business, both in Australia and New Zealand. As the market continues to adjust to the recession, and our customers determine where we can best add value, we have been busy hiring people to fill some gaps.

Fusion5 is very pleased to welcome the following consultants into our organisation; we hope you have the opportunity to meet some of them in the near future.

Elzien Konig

Elzien has extensive JD Edwards experience in the Financials / Procurement modules as well as having JD Edwards HR / Payroll skills. Elzien is part of our fast growing Support Centre team where she provides a full range of application support and consulting assistance to our PartnerPlus customers.

Anna Clemons

Anna also has extensive JD Edwards experience in Procurement, Plant and Equipment Maintenance, Service Billing and Advanced Pricing as well as exposure to Manufacturing. Since starting at Fusion5 three weeks ago Anna has joined a current JD Edwards ERP implementation project in Wellington.

Both Anna and Elzien joined us from another local JD Edwards services organisation and before that had worked with JD Edwards software for many years in South Africa; we are very pleased to have both consultants on board.

Trevor Budd

Trevor brings considerable JD Edwards experience from his many years in operational planning and IT in the manufacturing and distribution sectors in New Zealand and Australia. During this time, Trevor spent many years working at Crane and its subsidiaries implementing a range of JD Edwards manufacturing and distribution modules, as well

as Oracle BI and Oracle Demantra. Trevor's Demantra skills will add a new dimension to the Fusion5 JD Edwards team and enable us to provide additional supply chain optimisation planning support to our customers.

Gordon Munro

Gordon has over 10 years JD Edwards experience having started with JD Edwards at Fisher & Paykel in the late 1990s. Since then he has largely been in the UK working with JD Edwards customers and partners, and has been back in New Zealand doing remote, independent CNC work for the past two years. Fusion5 has hired Gordon not only for his JD Edwards skills, but also for his considerable knowledge across SQL Server, back-up/recovery and disaster recovery planning. We believe these additional skills will strengthen our JD Edwards team and broaden our offering to customers.

John Moodie

John is an experienced JD Edwards developer and has recently joined our Auckland office. John has ten years experience working with JD Edwards EnterpriseOne applications and the development toolset. Before joining Fusion5, John was at APN for many years where he developed and supported the JD Edwards applications and interfaces to support the Financial Shared Services department. Prior to APN John was a developer at Fisher & Paykel implementing and supporting JD Edwards XE.

Christine Taylor

With the growth in our Human Capital Management (HCM) service line Christine recently joined our HCM team, based in Wellington. Christine has moved to Fusion5 from PayGlobal, where she spent 15 years implementing and supporting customers primarily in the Wellington area. Christine has a huge amount of knowledge especially in PayGlobal, which will provide great benefit for our customers.

Remylou Sioson

Remylou is a PeopleSoft Consultant and has joined our Fusion5 office in Auckland. Remylou has 5 years of PeopleSoft experience gained through a number of projects covering both Financials and HRMS. Remylou has strong functional and technical knowledge of the product set. Remylou will also be extending her HRMS knowledge through cross training into PayGlobal solutions.

George Chen

George joined our NSW office in July 2009 and is now involved in the Brightpoint SOA weblogic integration project. George comes to us with extensive experience in the integration field and is certified on Oracle Weblogic, Aqualogic and IBM Websphere. George also has extensive Java and BPEL experience and will be a great asset to our fast growing Middleware team.

Bonnie-Lee Giles

Bonnie, one of Fusion5's longest serving employees is transferring from our Auckland office to join the Sydney team. Bonnie has been with Fusion5 since 2004 and in that time has gained extensive JD Edwards development skills, supporting many customers across New Zealand. Bonnie has been one of our most popular consultants, we know many customers will miss her. We wish Bonnie all the best for life in Sydney.

Streamlined payroll and HR reporting



In conjunction with our Business Intelligence partner iQ4bis, Fusion5 has created a range of Dynamic Dashboard reporting options for our HR/Payroll customers.

When it comes to payroll and HR reporting, every business would be surprised to know that each customer has such varied reporting requirements. In a perfect world we would simply

provide a standard list of reports that would suit all customers, however in reality this is rarely the case.

Whilst Microsoft Reporting Services (MSRS) reporting has made it easier to create the types of reports customer require, it doesn't stop the on-going demand from managers and executives that need new information or further detail on the information already provided. This is exactly the problem Fusion5 and iQ4Bis has solved.

'HR Dashboard' is now available and provides core HR and payroll reporting with the ability to drill down into the detail surrounding the information

presented. Coupled with iQ4bis' easy to use interface, training is a breeze.

This approach to HR/Payroll reporting saves time as well as frustration, and many hours of administration previously required to create and customise reports to meet managers' on-going information needs.

For more information or to receive a demo, please contact Chris Radley at chris.radley@fusion5.co.nz or 04 473 4552.

CONTACT US

Australia - www.fusion5.com.au
craig.hampson@fusion5.com.au or 61 2 9878 5511

New Zealand - www.fusion5.co.nz
rebecca.tohill@fusion5.co.nz or 64 4 473 4552

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