



# infusion

Winter 2011

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# Introduction

Welcome to Fusion5's Winter edition of Infusion, our third Infusion Magazine for 2011.

We'd like to start this Magazine by thanking everyone who has commented on our new website; we have really appreciated the positive feedback and the contribution many customers have made to our content. Our new website enables us to showcase the wide range of business solutions we offer; as you come to the site you can browse through the tiles on the home page or scroll through the site to see if there are applications that can add value to your business.

With a new website, some great project wins and many customers to support, the year is going well. Our consulting services are busy, our sales numbers are on track, and we have received considerable recognition from our partners regarding our contribution to the local markets.

PayGlobal and many of our other HCM partners have been providing excellent support to our efforts in Australia; NetSuite has backed our New Zealand business fully with tremendous support around NetSuite ERP and OpenAir software; CDC, the owners of Pivotal CRM, continue to encourage us to establish ourselves in Australia; and FrontRange, the owners of ITSM, have provided significant input into sales and business development as we continue to grow our Service Management team. The support our vendors provide enables us to position, sell, implement and support great solutions for our customers.

Oracle, as always, provides a large team to support our business across applications, middleware and database. With Oracle's year-end in May, this always provides an excellent opportunity to encourage customers to commit to attractive deals, and May 2011 was no exception. Fusion5 was fortunate to work with a number of customers requiring additional software licences and was recognised as a top application performer by Oracle.

Apart from the fact that we are in the heart of winter everything is going well and we are on track for a good year. We're not sure yet what impact the Rugby World Cup will have on our business although it is bound to create a few challenges on the travel front!

We hope you enjoy the Winter edition of Infusion. Feel free to contact me anytime if you require further information on any aspect, or contact one of our Account Managers.

**Rebecca Tohill,**

*Managing Director, Fusion5 Australia / New Zealand*

Fusion5 is a leading Business Applications company. We specialise in implementing and supporting Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Human Capital Management (HCM), Service Management, Middleware and Enterprise Project Management (EPM) solutions.



Our large Australia / New Zealand based team includes highly skilled and experienced project managers, business change managers, solution and technical architects, application and technical consultants, account managers and support consultants. Our culture is customer centric, flexible and nimble; we are easy to engage with and very focused on ensuring you gain the results you are looking for.

Feel free to contact us if you would like to discuss any of your application or technical needs, software licence contracts or support arrangements.

## rave<sup>F5</sup>

Most customers will probably know that RAVE (Respond, Add Value, Excite) is an important theme for all Fusion5 staff. Our new web site has a dedicated RAVE page and we would like to encourage customers to go to this page to write comments on their RAVE experiences. The RAVE feedback is used as part of our mid-year and end-of-year reviews and also enables us to reward people with entry into the Fusion5 RAVE Hall of Fame.

Earlier in 2011 Tommy Sharp and Simon Bennett, both from our HCM team, were inducted into the Fusion5 RAVE Hall of Fame. As a result of further feedback gained in the last three months we are pleased to announce additional 2011 RAVE Hall of Fame members:

- Alex Walker – CRM
- Amanda Peak – CRM
- Jono Stewart – CRM
- Lisa Campbell – Administration Services
- Mark Curry – ERP

We congratulate all consultants plus Lisa, our Auckland office manager, on their RAVE achievements.

# What's new at Fusion5

Fusion5 is looking for growth opportunities both in Australia and New Zealand, ideally through acquisitions. Over the past few months we have been engaged in conversations with a number of parties to secure these opportunities and we hope to have more news in the months to come.

In the meantime our main focus is looking after our customers followed by the continued drive to secure new customers across each of our Pillars.

Fusion5 customers continue to drive their business applications hard. Across all Pillars our customers are upgrading to ensure they are on the latest release of the software thereby ensuring current vendor support, access to a wider range of software features to benefit from and more modern and open technology to support application integration.

In ERP customers have been moving to JD Edwards ERP 9 whilst others are planning their moves to ERP 9.1 from Q2 2012. In HCM our customers continue to move from PayGlobal to PayGlobal Exolvo and in CRM we continue to see upgrades across Pivotal, Maximizer and GoldMine.

Cloud solutions, where upgrades are free and seamless, continue to grow in popularity. We are privileged to work with NetSuite who provide the world's leading ERP and PSA (Professional Service Automation) solutions and Oracle who delivers its world class CRM On Demand software. A number of our other partners are looking to provide their applications via the cloud as well.

Just recently FrontRange made an exciting announcement that its leading IT Service Management solution (ITSM) is now available as a Cloud solution; more information is provided later in this Magazine.

Many customers have a strong preference for adopting cloud solutions which remove the need for large expenditure on IT infrastructure and IT resource. The majority of vendors have recognised this trend and are moving quickly to adapt or develop cloud solutions for their customers. Niche solutions in particular such as CRM, Timesheeting, Service Desk and HR specific applications have gained solid ground in this space over the past two years.

Fusion5 will invest in training across these cloud solutions to ensure we have the skills to position and support these applications for our customers. If you have gaps in your application portfolio it's highly possible we have a solution, either on premise or cloud, to support you. Please check our web site to find out more.

On a market facing note Fusion5 continues to attend leading conferences to promote our solutions. Fusion5 together with

FrontRange Solutions attended the IT Service Management Forum New Zealand (itSMFnz) conference held in Wellington in June this year, with the Australian conference targeted for later in 2011. With a record number of attendees, it was good to see the strong interest from many leading organisations in aligning IT service management with best practice, and just as importantly in aligning IT service management with their business.

If you couldn't make it to the conference this year we would encourage you to attend next year's event. The conference is an excellent opportunity to keep up to date with industry trends, gain ideas from peers, and of course to meet with Fusion5 to learn about how we can assist with improving your current processes.

For more information about the IT Service Management Forum:

- In Australia visit [www.itsmf.org.au](http://www.itsmf.org.au)
- In New Zealand visit [www.itsmf.org.nz](http://www.itsmf.org.nz)



## What's Hot...

**CUSTOMERS ARE ASKING US ABOUT...**

- **Time Filer;** a popular, cost effective tool for managing time and resources
- **BI and reporting tools;** getting information from core systems is as crucial as ever
- **Managing projects and resources;** Primavera and OpenAir are very topical
- **iPad applications;** pretty much a must have now
- **Managed Services;** helping our customers with tasks you'd rather outsource
- **RFgen;** data collection for the warehouse is back on the table.

## Update on Gareth Kean, Silver Medallist 2010 Commonwealth Games and Halberg Emerging Athlete 2011

Fusion5 continues to provide sponsorship to Gareth Kean, a

Silver medallist at last year's Commonwealth Games. Since the New Delhi Games, Gareth has gone on to win the Westpac Halberg Trust award for Emerging Athlete as well as the Wellington Sportsman of the Year award. He also achieved selection for the World Swimming Championships which were held in Shanghai from July 24th to July 31st. These are great achievements for a young man who is yet to turn twenty.

At these recent world champs, Gareth achieved high praise for his swim in the 100m backstroke where he twice broke the New Zealand record and was less than one second off the winner in the Final. His 100m backstroke time places Gareth in the Top 10 worldwide. Fusion5 is very proud to support Gareth; he is exceptionally talented and very well placed in the lead up to the 2012 Olympic Games.

Rebecca Tohill, our Managing Director, travelled to Shanghai to watch the World Champs and says it was an amazing, well run and very exciting meet. The Australian team had a combination of highly seasoned swimmers in 'come back' mode for the Worlds and the Olympics, as well as a raft of new comers on the world stage, the 100m freestyle champion being the most exciting. The NZ team performed well also. Roll on London!



# Exciting times ahead for JD Edwards

**In July, Oracle updated its Partner website with some excellent new tools that Fusions can use to assist customers considering JD Edwards application and / or tools upgrades. On a customer-by-customer basis we can now easily produce an exact analysis of the features available in moving from one release to another.**

As well as these upgrade tools, Oracle also delivered a white paper called JD Edwards Release ERP 9.1 Intent, both for World and EnterpriseOne customers, and a roadmap that sees a strong and continued development path for JD Edwards software until at least 2018. We found this roadmap and commitment very exciting – it's great news for all existing JD Edwards customers and it provides a very strong message to organisations considering JD Edwards as their ERP of choice.

Fusions has added these Statement of Intent white papers to the JD Edwards page on our web site and we have also provided content from the overview section in this article. As with all 'Statements of Intent' things might change – both with respect to the timing of the release as well as the exact content within the release.

## Oracle's release strategy for JD Edwards Applications and Tools

Oracle's strategy for JD Edwards is to deliver major application releases approximately every three years with application updates delivered during each of the two years between major releases. This update strategy delivers value-add capabilities on a frequent basis via application updates and tools updates (neither of which requires a major upgrade), while at the same time building and delivering major new releases.

For JD Edwards EnterpriseOne, major tools releases are planned with the same frequency as major application releases, with tools updates delivered approximately every 6 to 12 months between major tools releases.

## JD Edwards Applications

The recent JD Edwards ERP 9.1 Statement of Intent discusses Oracle's planned product roadmap for JD Edwards applications. New capabilities will deliver continuous improvement to the base JD Edwards ERP software whilst leveraging the broader solutions delivered by Oracle Applications (Primavera, UPK, CRM On Demand etc). Improvements to the base JD Edwards ERP applications are based upon three primary design principles, these being:

1. Continued delivery of deep industry specific capabilities for those industries in which JD Edwards applications have been historically strong and have a large install base of customers. These key industries include:

- Projects and Services (including engineering and construction)
- Consumer Product Goods (CPG)
- Manufacturing and Distribution, and
- Capital Asset Intensive (including energy and natural resources).

2. Build solutions based upon a modern standards based platform which leverages the strengths of the Oracle technology stack. A key competitive advantage that all Oracle applications enjoy is in the breadth of the underlying technology stack. JD Edwards will continue to leverage this advantage by ongoing adoption of components from:

- Oracle Fusion Middleware
- Oracle Database
- Oracle Operating Systems
- Oracle Sun Servers
- Oracle Storage

# JD Edwards

3. Deliver solutions which lead the industry in terms of the lowest Total Cost of Ownership (TCO).

JD Edwards EnterpriseOne applications and tools Release 9.1 represent the next instalment of Oracle's commitment to ERP 9. It brings advances in key areas aligned with product strategy to enhance existing applications, adapt new technologies and introduce products that address pressing user needs. According to Oracle Release 9.1 is likely to be one of the most innovative and exciting releases Oracle has delivered, enhancing the ability to win net-new customers and encouraging existing JD Edwards customers to justify their upgrades.

Release 9.1 has a range of enhancements across Productivity, Improved User Experience, Industry Enhancements, Global Operational Support and Lower Total Cost of Ownership.

**Productivity enhancements** are a significant feature of Release 9.1. In line with customer demand, Release 9.1 introduces mobile applications for commonly required tasks essential for employees not attached to a desk. The core ERP footprint is additionally enhanced with new features targeting more tightly integrated business processes, the elimination or reduction of manual process steps, enhanced financial controls and improved data access.

The modules that benefit most from these investments in Release 9.1 are Financial Management, Capital Asset Management, Project Costing, Project Manufacturing, Requisition Self-Service, Sales Order Management, Human Capital Management and Reporting.

Improving the **End User Experience** is another major focus area for Release 9.1. Significant attention has been made to improving and modernising JD Edwards software with Web 2.0 features and innovations that remove barriers in efficiencies, reduce task time and key strokes, and expose meaningful information when and where users need it.

Improved user experience features include the support for personalisation at multiple levels designed to streamline an individual's ability to find, select and view data and perform tasks. The personalisation features apply to the standard applications, the portals and the mobile applications.

ERP Release 9.1 has a significant number of **Industry Enhancements** that target Consumer Product Goods (including agricultural businesses), Real Estate Management, Projects and Services (including engineering and construction), as well as Manufacturing and Distribution.

With each major release JD Edwards EnterpriseOne selects a subset of target industries and makes significant investments in deepening that industry's functionality. In addition to extending and deepening the industry functionality special consideration has been given to customer feedback for enhancing the overall usability within the industry applications.

Fusions is excited and impressed by Oracle's on-going commitment to JD Edwards. The R&D certainly helps customers to justify an upgrade and stay current, and the added functionality plus the vastly improved user experience will ensure JD Edwards is positioned ahead of its competitors in the local market.

*If any reader would like a copy of the ERP 9.1 Statement of Intent or a report run on the exact features you could benefit from, then please ask your Account Manager. The Statement of Intent is also on our web site.*



# Gaining Control of Spreadsheets

**Accountants love their Excel Spreadsheets! Even companies that have sophisticated Business Intelligence systems end up resorting to Excel to produce some critical reports. Finance departments often argue the benefits of Excel being used for reporting; having the flexibility to add new columns, perform custom calculations on the fly and chart results in Excel is hard to argue against.**

What businesses really need is a way to harness the powers of Excel, source data from the Finance system and distribute the reports to end users in an easily managed process. If this is achieved in a reliable way that isn't tied into a big Excel model that only one person knows how to manage – you are on to a winning solution.

GlobalSoft, the producer of Spreadsheet Server, can deliver this winning solution. GlobalSoft has customers all over the world including a very large number across Australia and New Zealand. Customers with GlobalSoft's Spreadsheet Server use the system for a variety of reporting needs such as:

- Monthly management reports
- Board reporting
- Ad hoc transaction lists
- Reconciliation of fixed asset balances with the general ledger.

Spreadsheet Server, which has been written as an add-in to Microsoft Excel, has versions created to suit JD Edwards, Oracle E Business, Infor applications, SAP and many others. Having a version that is created specifically for your ERP system means that the code required for returning data from specific tables and data elements is all built-in. The end user just needs to know what year and account code they want information on – they no longer need to rely on report writing specialists to create financial reports.

The implementation of Spreadsheet Server is very quick for any company. The average installation sees ten copies of Spreadsheet Server installed across the finance team, with the users trained and ready to start producing their reports in just one to two days!

Once users have created a set of reporting templates, the creation of specific end user reports can be automated using the companion tool 'Distribution Manager'. This tool, which creates a copy of the template report, updates the business unit information and emails it to the manager in charge of the area. One

customer has saved three days in the reporting cycle with this tool alone.

As well as producing static reports, Spreadsheet Server allows users to drill down from a summarised report to detailed balances, or go a step deeper into the records and drill down to transaction level. All of this can be achieved at the click of a button on a toolbar.

With Spreadsheet Server and Excel working together spreadsheets become even easier to use. Simple but important features such as the use of pick lists, names of business units or account codes automatically returned from your ERP system into report headings, or even the use of category codes to select data, are all easy options made available.

Fusion5 is impressed with the capabilities of Spreadsheet Server. As well as training customers in the use of Spreadsheet Server, our consultants provide samples of user-friendly reports that can be modified to kick start your reporting overhaul. Our consultants can also teach you some of the tricks and techniques that make your reports look professional and easy to use.

If you would like to see Spreadsheet Server in action, please email Bevan bevan.wright@fusion5.co.nz or Grant grant.robertson@fusion5.com.au to arrange an onsite or web based demonstration to your finance team.



Specialist Consultants  
to the Electricity Industry

## Power Systems Consultants

**WHEN YOU NEED TO RUN YOUR BUSINESS ACROSS THE GLOBE – COMPANIES TURN TO NETSUITE.**

PSC (Power Systems Consultants) is a consulting services organisation specialising in the Electricity Industry operating across Australia, New Zealand, USA, Europe and Asia. PSC has been involved with notable international projects including the Three Gorges HVDC Project in China, SCADA projects in the USA, Australia and New Zealand including the upgrading of Wellington and Auckland commuter rail networks for KiwiRail.

When PSC went looking for a project management solution to be able to track and manage their projects on a worldwide basis and support its continued growth they selected NetSuite. PSC needed a system that would be able to support their global projects that were becoming increasingly more complex – soon. With NetSuite PSC will be able to have greater visibility in order to better make timely decisions and plan accordingly.

Fusion5 is very happy to be working with PSC on their upcoming implementation of NetSuite and Open Air.

## At Last....Software especially for Professional Service Organisations

Running professional service organisations can be a complex task. As the organisation grows in size and expands in the scope of services delivered, it is critical to put in place the appropriate enabling technology to keep tight control of the business. Making the decision to invest in automation is a major milestone for many services firms.

The investment into automation, i.e a Professional Service Automation (PSA) solution, will allow an organisation to achieve many benefits such as:

- Speed time to delivery - through improved visibility of project data in real-time.
- Improved cash flow - through better visibility of expenses and resource availability.
- Speed time to cash - through the reduction in days sales outstanding (DSO).
- Improved profit - through more comprehensive resource management.

### Reporting and Dashboards

One of the main reasons to implement a PSA solution is to put management and operational information into the hands of Managers. A unique feature of a good PSA solution is its ability to provide each management level with its own Dashboard view, accessible online or via a mobile application. All data is specific to the user and includes a number of metrics from the following areas:

- Sales and Opportunity
- Resource Management Picture
- Time and Expense
- Project Delivery
- Utilisation
- Finance

With the right information the ability to forecast and make decisions is more accurate. Forecasting within a Professional Service environment is not an easy task - opportunities quickly come and go, multiple tenders may result in one actual opportunity, potential engagements expand, contract, and expand again before the deal is finalised, and so on.

Explaining to the company's CFO where you will be in a quarter or two from now is sometimes not an easy task. The answer "well it depends on..." has been offered more times than the CFO would like to hear. A PSA solution that integrates data from various sources to the forecast can facilitate multiple scenario analysis by the organisation.

Not only is forecasting revenue important, the professional service organisation needs to understand resource demands – down to the roles and skill sets required to meet future demands. When it comes to staffing, many professional service organisations are stuck with manual processes, Excel spreadsheets and the whiteboard filled with project and resource names. A PSA solution can better automate the process and forecast resource needs out on a three to six month horizon, or longer. This capability gives the professional service organisation more time to focus on hiring, contracting and training needs – and avoid the staff "fire fighting" that can occur when

people have to react quickly to resource needs in the absence of forecasting.

Given the nature of the product-based work that most professional service organisations engage in, the need for an easy to access centralised knowledge management repository has become critical to the overall success of the organisation. All related project documentation such as quotes, project plans, issues, risks, decision tracking, statement of works and lessons learned need to be available in one location. Being able to easily locate and leverage all lessons learned from previous projects can help to drive profitable growth, enhance client satisfaction and set project teams up for success.

Leading businesses like Fusion5, Simpl, Waugh Infrastructure Management and Power Systems Consultants amongst many others worldwide have embraced NetSuite OpenAir's Professional Service Automation software to support on-time projects, on-budget projects, manage billable (people) utilisation, manage project margins and enable the quality delivery of services.

To find out more please visit [www.openair.com](http://www.openair.com)



# Telecom Rings in Change with Primavera Project Reporting



**Telecom is New Zealand's largest telecommunications service provider and touches almost every New Zealander through the range of products and services they provide.**

Telecom has five different customer facing businesses; Chorus, Telecom Wholesale and International, Telecom Retail, Gen-i and AAPT and employs almost 7,000 people in New Zealand, around 1,600 in Australia and many more elsewhere in the world.

## The Need for Change

Three years ago Telecom underwent the process of upgrading its Project Management software. Telecom had a number of varied projects on the go within the different entities and the current system, Microsoft Project, needed to be reviewed. There were two areas of particular concern:

- The present tool looked at individual projects, rather than an enterprise wide view. Projects were not identified as being part of a larger project or as co-existing with other projects therefore there was no way of identifying resources that were utilised across more than one project. Telecom needed to upgrade to an enterprise system.
- The current system did not have the ability to delegate levels of authority thereby enabling all users to see and edit all information. This constraint not only posed an issue with data being altered incorrectly, it also presented a huge security risk.

In addition, Telecom's current project management software had expensive licences and the number of licences being installed was getting out of hand. With greater controls on licence numbers Telecom is now better able to manage these costs and work is underway to further reduce the software licence maintenance costs.

## Established Results

Following a full evaluation of the options Telecom implemented the Primavera project management system three years ago and since then has found that it meets all its requirements. "We were able to clean up all those licenses and at a lower cost per license. Project Managers were given access to all details on their projects and those who didn't need that level of detail were given restricted viewing rights and in-turn restricted editing rights. Directors now have an enterprise wide view of the current projects open and the status of those projects. The move to Primavera also solved issues around security and ensured we kept within the government data security requirements, a prerequisite for Telecom." explains Michael Corrigan, Planning Development Manager, Telecom.

## The Next Steps....Reporting

The next step for Telecom was to update its database for reports. Telecom's current systems were lacking in ability to generate cross system reports. The current procedures were very manual; staff were required to pull data from multiple systems, export to Excel and then massage it so that the correct information was present. Michael explains the cost of these manual processes, "After undertaking a review of Telecom's reporting processes, we found that there was room for greater efficiency and time savings. To put it in nominal terms, we were spending \$1 million on reporting that could be saved."

With data being collated by different means it was difficult for Telecom to have a standard report across the enterprise. As well, business rules were recognised in different ways by different systems. An example of this is the flag system that Telecom use during the life of a project; red, amber and green flags are used to represent where a project is at and if an overrun has occurred. With the different systems in place there was no consistency as to when a certain coloured flag was used and this often caused confusion within the company.

## The Reporting Database Module

To improve reporting Telecom has partnered with Fusion5 to implement the Reporting Database Module offered by Primavera.

Primavera's Reporting Database Module automatically compiles the required data from all systems into

a single database. This data is then in a format where the reporting software can run a report instantly without additional user time and effort. The ability to work with different data systems was essential for Telecom. "Previously managers would have to wait until the month end, when Project Managers wrote their reports, to gain an overview of current projects and, in today's very busy environment, sometimes longer."

The Reporting Database Module is integrated with Primavera for a live view of all projects, as well as an automated end of month report. "With Primavera Reporting we are able to acknowledge key milestones as they happen, it enables us to tag these milestones and then see a consolidated view. This capability has ensured that QA was up-to-date and able to be managed on an ad-hoc basis."

The Reporting Database module makes Telecom's old manual processes redundant by utilising an automated solution. Telecom will have the ability to set up one report to service all project management requirements across the business. Having one standardised report regulates business rules; as an example Telecom's flag system is now uniform across the business. With all the data stored in the Reporting Database in a single format, data for specialised reports can be easily returned with reporting software.

Primavera is helping Telecom move to the next level of enterprise project delivery; if you would like to do the same, please contact your Account Manager to find out more.

# FrontRange Solutions Launches ITSM in the Cloud



**Fusion5 is pleased to announce that FrontRange Solutions, our service management partner and leading provider of IT Service Management, IT Asset Management and Customer Service Management solutions worldwide, has introduced a completely new version of its IT Service Management product for SaaS computing environments, our Cloud.**

The new SaaSIT™ branded platform incorporates the maturity gained from over 20 years' experience providing service management and asset management premise-based solutions to more than 13,000 companies worldwide, and delivers IT best practices within an ITIL framework for immediate and measurable benefits. Many of the new features delivered from the SaaSIT platform make ITSM the most advanced offering in the marketplace with key capabilities including:

- Incident Management
- Problem Management
- Advanced Change Management
- Release Management
- Configuration Management
- Knowledge Management

- Service Catalogue
- Inventory and Asset Management
- Robust Business Workflow Designer and Engine
- Internal and External Customer Self Service Portal
- Complete Service Level Management
- Extensive reports and analytics
- Customer survey capability

Michael McCloskey, CEO of FrontRange comments "We made a strategic investment to build the right products for the SaaS environment from the ground up. Many of our competitors did not make the requisite investment into building a true SaaS offering, and are simply hosting their legacy solutions. We knew that this was not what discerning customers would choose. We're now ushering in the next generation of IT Service Management solutions that scale to the needs of the

largest enterprise customers around the world. This ITSM SaaS release, together with our ITSM Enterprise and Service Catalogue, represent the markets' most complete IT Service Management offering and allows companies to select from the most advanced SaaS and premise offerings, depending on their individual needs."

FrontRange Solutions' new IT Service Management solution is targeted at dynamic and growing organisations that are looking for true Software as a Service solution while at the same time demanding enterprise class capability, flexibility and scalability. Fusion5 has already received significant interest in the FrontRange SaaSIT Service Management Enterprise solution and would welcome the opportunity to discuss how a cloud based service management solution could benefit your organisation. Please contact Graham Barker on graham.barker@fusion5.co.nz or visit <http://www.frontrange.com/resources/demos/saas/demo/> for an online demonstration.

# Streamline service requests and approvals with a Service Catalogue

Every organisation needs to deal with many internal requests on a daily basis; setting up new employees, ordering new office equipment, changing access to business applications, booking a meeting room and catering, moving of desk locations, providing security access cards, restoring data, and the list goes on!



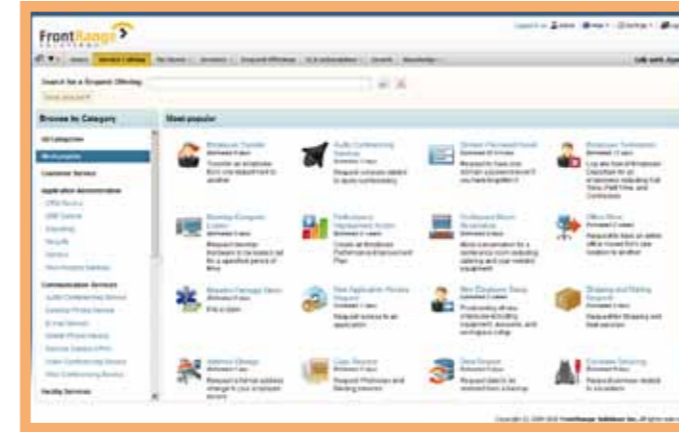
If you work in a 'typical organisation' you will no doubt be familiar with the challenges in trying to manage requests and approvals. How many of the questions and situations below arise in your organisation?

- My paper request forms or email requests are being lost or held up on people's desk/inbox.
- I have to chase around to find out what's happening with my request.
- I want to maintain an audit trail of request approvals but it is difficult trying to get the required sign-offs.
- I need to ensure that all required information is collected so that I don't have to keep going back to the person who requested the service.
- It's difficult to get an approval when a manager is away from the office.
- How can I set expectations around the lead-time required to deliver a particular service so I don't end up with all of these last minute requests?

- My service desk has to deal with lots of service requests and follow ups around these service requests. How can I reduce the demand on the service desk?
- How much is my business unit requesting a particular service and what is the real or effective cost?
- How often is my business unit providing a service and what is the cost of delivering this?

These questions and issues can all be addressed through implementing a centralised **Service Catalogue** within your organisation to publish and manage the processes around requests and approvals. An example is the **FrontRange ITSM Service Catalog** which offers a browser based directory of available services, based on a person's role in the organisation.

The request process follows a familiar series of steps with dynamic forms collecting and checking the required information. Once submitted, automated workflow ensures that approvals are collected and tasks allocated and completed. At any time the person requesting the service can check the Service Catalogue to view the status of their request.



The FrontRange Service Catalog provides a searchable list of available services presented in a familiar "shopping cart" type of format.

## Benefits of a Service Catalogue

### To the end user:

- A central point where all available services can be found - employees know the first place to check when they have a request.
- At any time, the person requesting the service can view the details of their request to check on approval status and whether the tasks required have been completed, thus reducing the number of enquiries that the service desk needs to handle.

### To the management:

- Expected lead times are published to help to educate end users on realistic turnaround times discouraging last minute requests.
- A step-by-step request process with validation of entered data ensures that all information required to fulfil the service request is collected up front avoiding the need to go back to the end user for further details.

- By providing visibility of direct or effective costs for providing the services, end users gain appreciation of the value of their request and this can encourage a reduction in the number of non-essential requests and more consideration when making a request helping reduce costs.
- A business unit manager can view summary graphs and information to understand the quantity and value of service requests that they are providing to or consuming from the business, therefore identifying areas where focus may be needed to reduce costs.

### To everyone:

- Automated workflow ensures that approvals are only required where necessary - for example based on cost, type

of service, options requested, requestor – and that approval can be automatically escalated if it is not responded to in the required time, which helps reduce the demand for approvals on managers, improves the turnaround of the requests, as well as building the end user's faith in the request process.

## Getting Started

**1 Don't make assumptions about what you think they want.** It is important to talk to people in the business to really understand their needs. A Service Catalogue which properly addresses the end users' needs will be readily and speedily adopted.

## 2 Also consider some of the following questions:

- Who are your customers/end users?
- What are their most important business processes?
- Are your services aligned to these?
- Are your services and service levels currently defined?

## 3 Talk to Graham Barker.

at Fusion5 about how a Service Catalogue could be the solution you have been looking for to improve the delivery of services within your organisation and to reduce frustrations and costs!



# Time Target

**Fusion5 has a range of Human Capital Management solutions to offer customers, many of which quickly and easily plug into existing payroll and human resource systems. One of our popular solutions is Time Target, which provides a unique Staff Management tool that enables businesses to:**

- Lower operational costs
- Improve manpower utilisation
- Minimise payroll data processing time and errors
- Eliminate staff time tardiness.



**T**ime Target has 3,000 sites across Australia, New Zealand and the UK. Time Target customers range from major national retail chains, hospitality, healthcare and event operators through to large manufacturers and government bodies such as city councils. Sites range from 20 employees to over 6,000 employees.

Time Target has been created to be complimentary to existing Payroll and HR systems. The ultimate goal of Time Target is to cost-effectively facilitate the best matching of staff to fulfil the wide variety of work that needs to be covered across the business - from replenishment, customer service, checkouts and administration to specific tasks such as merchandising, job or cost allocation, and event or training management.

## STAFF ATTENDANCE: FAST, EASY AND ACCURATE!

When implementing a system that affects all staff then ALL staff should get some benefit! With old Bundy time clocks staff felt that they weren't trusted as they repeatedly had to clock on and off. With Time Target, time clocking is made easy for staff and managers. Staff can review their personal time sheets, see their rosters, pick up extra shifts, read and send messages, apply for leave and check their tasks for the day.

## WITH TIME TARGET, CLOCKING IN TAKES JUST A FEW SECONDS.

Clocking in can occur on a Windows based PC, POS PC, touch screen kiosk terminal or a wall mounted pin pad with verification being either a non-contact finger scanner, pin number, proximity card or swipe card verification. The system can also be used for security door access so staff arrival and entry creates timesheets at the same time.

Time Target also supports vein scanning. Vein scanning has the advantage of not using the fingerprint at all, making it very reliable in situations where employees are working with their hands.

From the kiosk, staff can also transfer to different departments, jobs or roles. This means you get accurate wage cost mapping; staff can be paid different rates and allowances depending on where they work or what they do.

## EMPLOYEE SELF SERVICE: ESS MADE EASY

Time Target offers real advantages for employees who can manage their user information either with the Time Target onsite kiosk or the Time Target ONLINE portal.

Staff working different shifts in multiple departments on different duties can sometimes get confused about what's required and where. ESS allows staff to check the roster out for themselves and not waste managers' time or other staff time standing around the roster board working it out. With ESS staff can see only their roster and can print it out either to a receipt printer if fitted or a network printer to take it home with them. When staff clock off it even tells them their next rostered shift, so there are no more excuses!



## FAST TIME SHEET AUTHORISATION

Time Target will auto authorise those employees who have clocked in and out within the thresholds set up by managers. This feature means that managers just need to focus on those timesheets they want to know about. It also saves time and it stops issues arising - whilst you can't change actual time clocked, you can change the pay time.



## TIME TARGET

Different businesses have different needs and when you have thousands of staff working all over the country needing to update their availability, plan their leave, load new rosters, check personal rosters, confirm or decline shifts, update personal details, add time sheets or start work, using Time Target ONLINE just makes it easier.

## Time Target at Metlifecare

**Fusion5 is proud to be a reseller and implementation partner for Time Target solutions. Time Target is a leading staff management solution designed to improve manpower utilisation and reduce staff costs.**

One of Time Target's key customers is Metlifecare who specialise in owning and managing retirement lifestyle villages. As with the implementation of any new system, Metlifecare ensured it spent considerable time assessing company processes and how these needed to adapt, shorten and improve prior to implementing Time Target.

There were high expectations of what Time Target could do to assist Metlifecare to streamline its internal systems and gain better efficiencies. The many benefits from changing over from a paper-based system to an automated one meant everyone achieved positive outcomes. As an example managers now have the ability to instantly view actual costs for their staff against any variances that had occurred. Managers found that the move from what was a lengthy fortnightly payroll check to a smaller almost daily check of attendance was initially a challenge for some people. Several months on however, the benefits are far outweighing any initial hesitancy and

without exception Metlifecare is operating a more accurate, informed and efficient payroll.

Colleen Tang, the General Manager for Human Resources advised "We started the roll-out of Time Target in early October of 2010 after a successful three month pilot at one of the more complex retirement villages. This project which included integrating and automating the data between Time Target and our payroll system PayGlobal has been a big shift for Metlifecare as it has faced many challenges within the organisation".

"Training and ongoing support have been a huge component of the rollout and there will be more work involved in improving our business processes as we move to linking more data through to our ERP systems. For now we are very happy with the improvements made from installing Time Target into our specialised business and will continue to streamline our systems." advised Michael Finlay, Project Manager.

# The Middleware You Already Own



**If you run Oracle JD Edwards EnterpriseOne, it is likely that you already own a limited use license to Oracle's middleware! Since Tools 8.97 a Java application server has been included with the JD Edwards tools releases (ask your CNC Administrator to check).**

As a strategic direction, Oracle began including support for web services, called "business services" in JD Edwards, to support Oracle's long-term middleware vision.

While a new server is a great start, Oracle also supplies over one hundred prebuilt business services to get you started on the middleware path. The business services included cover address book, finance, inventory, sales orders, purchase orders and fixed assets. If you need something that is not supplied out of the box, you can develop it inside the familiar EnterpriseOne development environment.

**But why use business services at all? JD Edwards has other interoperability solutions - what considerations make business services a good choice?**

## Standards Based Technology

Web services are based on standards that can be used by any third party technology that supports it. As an example a .NET web page needing to get information into/out of JD Edwards in real time. Web services supply a complicated problem with an easy solution. In addition, once a web service is created, it can be used by any third party program without modification. Service reuse is one of the major benefits of web services. Using a web service also insulates your non-JD Edwards developers from the internals of EnterpriseOne, permitting them to focus on solving their problem without needing to become a JD Edwards expert.

## Simplified Integration Architecture

Integration architectures can become very complex over time. The reasons for this can include maintenance of multiple interfaces from the same source using slight variations in the data, "hard wired" interfaces that require coding changes across all systems anytime a component is updated and the use of multiple technologies like Java, .NET, ODBC/JDBC and flat files. Over time your integration architecture can come to resemble spaghetti with your IT systems representing the meatballs!

## The Power of Business Services

Business services are leveraging your JD Edwards standard and custom business functions and exposing them to other programs as a web service. The web service becomes a wrapper for any existing functionality in EnterpriseOne. Your web and SOA developers no longer need to learn how JD Edwards works in order to leverage its' functionality. All modern development tools support calling web services, so it is very likely that your developers will be able to call the web services using the programming language they already know.

## How Does It All Hang Together?

Figure 1 illustrates how EnterpriseOne, business services and SOA Suite/Third Party integrations come together to create an integrated solution. At the bottom of the stack you have your traditional JD Edwards business functions and database which process and store your business data. The next layer

up is your Java enterprise server. This is where your business services are deployed and run. The business services can be called as regular web services, which is where the power of this architecture comes into play. In addition, EnterpriseOne calls third party web services using the Java Enterprise Server, permitting full integration with your other enterprise web services. Software development of new business services is performed within EnterpriseOne and Oracle JDeveloper with integrated access to EnterpriseOne objects. Oracle supplies code generation tools as well so there is very little code to write if a new business service is required.

Fusion5 recently completed the initial phase of a large web services integration project for a customer in Australia. An example of one of the integrations is shown in Figure 2. The customer has a large investment in .NET/C# but needed to access the functionality provided by EnterpriseOne.

Figure 2 shows how Fusion5 exposed the forecasting 'Z' process as a web service so that the .NET web interface could supply and process the forecasting entries in EnterpriseOne. The .NET developers do not have and still do not need any JD Edwards knowledge to call the web service. Once the forecasting records are completely processed, the results are sent back to the .NET portal by calling a .NET web service. This solution has built-in disaster recovery and an audit trail! The customer is happy with the result and has added Address Book, Accounts Receivable, Sales Order, Purchase Order and bar coding web services to the existing framework.

## Conclusion

JD Edwards EnterpriseOne business services permit you to publish industry-standard web services for use by other programs while still working with the familiar JD Edwards development environment, permitting your external (to JD Edwards) developers to focus on the solution and insulating them from the need to learn JD Edwards. This technology also enables calling other product's web services as well.

This rich functionality may prevent you from needing to go out to purchase additional licenses to get your SOA/integration project going. Take a look at what the existing EnterpriseOne business services provide and save yourself a lot of time and money.

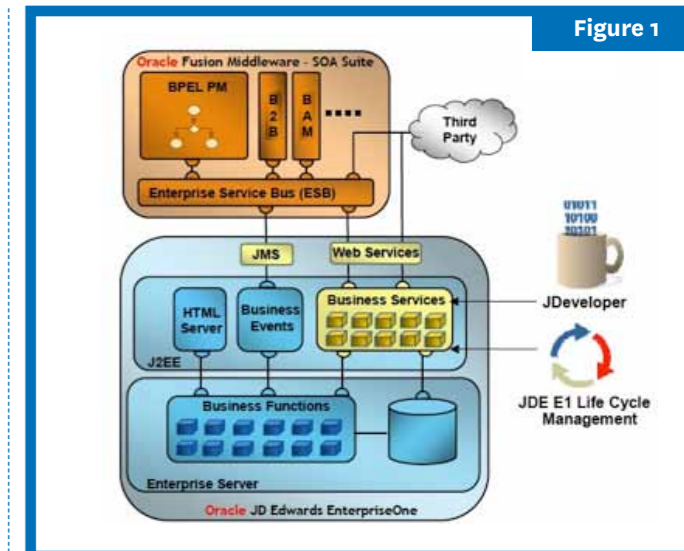


Figure 1

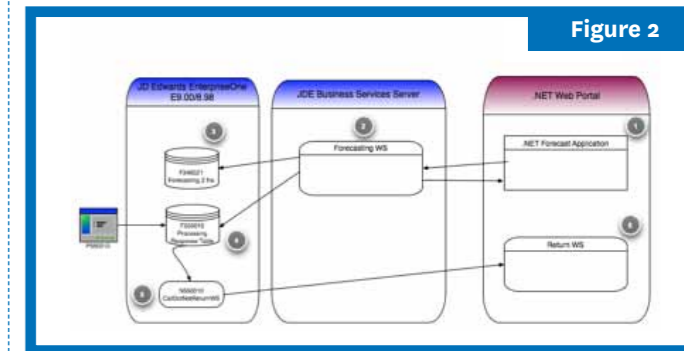


Figure 2

# Build or Buy?

## The best of both worlds with CRM+

**Some of today's CRM solutions offer far more capability than simply 'managing sales'. Over the past few years Fusion5 has sold CRM as a solution to many organisations who have 'almost' needed to resort to a custom build project to deliver on key business requirements. However, as we all know, custom build software projects come with significant risk around time, cost and quality.**

By using a flexible and adaptable CRM solution as a core foundation platform many of our customers across private and public sectors have been able to quickly and more cost effectively use the CRM to build specific tailored solutions for their business – hence the name 'CRM+'.

Fusion5 works with many organisations across where the 'collective wisdom' and best practices of the organisation lie in its business processes. The unique processes embody all of the workflows, business rules and standard operating procedures that govern how the organisation executes its mission. Creating efficiency and effectiveness within these organisations often relies on automating their distinctive processes to streamline and accelerate complex tasks, reduce redundancy, save time and resources.

The challenge presented when implementing an enterprise solution is sometimes an inadequate business fit between the off the shelf software applications and the business process being automated. "These challenges are particularly common in government and not for profit organisations" says Sven Martin, Fusion5's CRM Director "where the services these organisations provide are unique and specific to them. Industry Training Organisations (ITOs) are one such example where complex workflows across multiple stakeholders are critical to facilitate skill development. With public scrutiny and accountability for delivering outcomes from government funding in the spotlight – tools that ensure more effective outcomes are critical to their performance".

### Building the Solution from Scratch?

Developing software from the ground up is a costly and complex endeavour for the simple reason that the IT shop must typically build everything themselves. This level of effort requires a great deal of skill, time, expense and risk.

Issues with custom development projects include the need to build complex integrations to other software, such as e-mail systems, the need to develop in-depth documentation to ensure that the system is intelligible to other developers, especially in the wake of IT staff turnover, and the need to anticipate and handle the upgrades, service packs as well as obsolescence of the technologies with which the custom system is integrated or on which it relies.

Organisations that have in the past built solutions from scratch are now re-evaluating alternatives to achieve the same 'business fit' whilst moving away from the challenges of bespoke solutions.

### A Balanced Alternative with CRM+

Fusion5 has enjoyed considerable success with the CRM+ development concept and has successfully delivered complex and feature rich solutions for many organisations that traditionally needed to rely on bespoke custom built applications to meet their needs.

A few CRM vendors such as CDC Software's Pivotal CRM recognise the importance of close 'business fit' to CRM success and took a different approach to creating their CRM applications. Pivotal CRM is a great example of a solution that is built upon a versatile purpose-built platform that permits great flexibility and ease of customisation in the resulting CRM application; dubbed 'CRM+'.

Whilst vendors such as CDC Software offer rich out of the box CRM functionality to support the traditional CRM functionality (Contact and Account Management, Sales and Marketing, etc.) the same platform layer is in no way restricted to building CRM applications.

Fusion5 has leveraged these CRM+ solutions to support organisations such as Watercare Services, The Quit Group and Ecolab. These organisations needed to retain the unique

business fit as well as leverage the CRM application foundation to further extend the value the solution provides the organisation; all whilst wanting to move away from having to manage a bespoke solution.

CRM as the foundation provides standard rich marketing, sales and service capability out of the box whilst accommodating specific organisational needs – all within a single solution and offering a 'HUB' as the centre point for users.

The benefits for organisations leveraging CRM platforms with this capability to meet unique needs include:

#### TIME SAVINGS

A strong CRM+ platform supplies all of the prebuilt applications and 'plumbing code' that software developers spend so much time coding and recoding. This frees them up to spend their time creating effective features, intuitive user interfaces, optimised forms and streamlined workflows—the parts of the application end users actually use to accomplish their jobs and capture critical information every day. Furthermore, a CRM+ platform provides tools to quickly and easily build out the functional application areas and interfaces with little or no coding.

Faster development is about more than just lightening the workload for developers; it's about delivering solutions to the business at the fast pace it requires in order to stay competitive.

#### COST SAVINGS

Due to the high cost of development work, firms that can cut the turnaround time from the beginning of an application project to the final deployment save a great deal of money. With CRM+, developers need no longer spend time reinventing the wheel on tedious, error-

prone plumbing code. Because development teams can leverage the CRM+ platform tools, they have to build less functionality from scratch, thereby decreasing costs.

By building a custom application on a CRM+ platform, companies get the exact functionality they want whilst saving the time and cost of evaluating, purchasing, implementing, customising and integrating a new off-the-shelf software package.

#### BUSINESS FIT

Shorter development cycles allow for more frequent program enhancements, resulting in solutions that more effectively meet end-user needs. Out of the box applications provide a valuable 'head start' allowing more to be delivered with less.

Software releases that are more frequent also enable better business fit. When end users can give constructive feedback to the development team sooner, developers can in turn produce new and better features more quickly and easily, giving the users exactly the functionality they need. Teams can devote their full concentration to developing innovative iterations

and enhancements, providing the enterprise with continuous business process improvement.

#### STRATEGIC BUSINESS AGILITY

The business benefit of faster turnaround time goes way beyond mere cost savings. It enables the enterprise to be more agile, which is crucial to gaining a strategic competitive advantage. Firms that can release solutions to help them respond to new market opportunities quickly enjoy a significant advantage over competitors who can't.

#### SIMPLICITY THROUGH STANDARDISATION

Building multiple solutions on a single platform means fewer disparate systems to integrate. As any IT department knows, integration can be the most complex and time-consuming element of any implementation project, but without

it, applications become impractical silos of data and functionality. Using a CRM+ approach, companies can avoid this complexity and save considerable time and money by deploying integrated solutions.

A final but extremely important benefit of building multiple solutions on a single platform is the positive impact on user adoption and acceptance. Because applications built on a CRM+ platform use a common toolset, it is simple and natural to make them look and function similarly and flow together seamlessly. Not only does this improve user productivity, it also accelerates user adoption by offering users an intuitive, familiar interface and features that work as they expect them to.

If you would like to know more about CRM+ and how it might benefit your business, then please contact your Account Manager.



# Scenic Hotel Group moves ahead with Pivotal

Scenic Hotel Group recently selected Fusions to implement CDC's Pivotal CRM software to run its front office operations.



Scenic Hotel Group is a proudly New Zealand owned company with 17 quality hotels, stretching from Paihia in the North, to Gore and Queenstown in the South. Scenic Hotel Group operates two separate brands Heartland Hotels and Scenic Hotel Suites - these properties are located in New Zealand's favourite holiday locations and in some of the main cities on both islands.

Scenic Hotel Group went to market seeking a CRM Solution and a vendor to implement a solution as a central repository for client related information, integrated with other back office and front office systems such as their Property Management System, the Website and Loyalty Programs. Scenic Hotel Group scanned the market for likely suppliers, drew up a shortlist and evaluated its options.

Following a rigorous selection process according to Piers Hutchings, Scenic Hotel Group IT Manager, Fusions and Pivotal were chosen for the following reasons; "Scenic Hotel Group sought a CRM solution to aid in creating a more effective and efficient sales force, developing client relationships, while increasing stays and revenue across all market segments. We chose Pivotal CRM because it met the bulk of our business needs, without major customisation, but had the flexibility to adapt to the complexities of our industry where necessary".

Initially the system will be used to assist the sales staff in keeping track of all activities and interactions with clients and prospective clients. In addition to the deployment of desktop and laptop client machines,



Scenic Hotel Group has issued its sales staff with iPads. The iPads will be used to access client and prospect data and provide an innovative means for presenting the various accommodation and conference options that the hotel group offers.

It is envisaged that further down the track the system will be extended to other regions and will be accessed by a number of additional users.

## Tracking Performance in real-time with Smart-TMS Business Intelligence (BI)

Industry Training Organisations (ITOs) are facing increasing pressure and scrutiny around accountability for public funding and the outcomes provided. Recently ITOs have made news headlines with Tertiary Education Commission (TEC) announcing the details of funding received by ITOs for trainees who have not been achieving any credits toward their qualifications.

With Fusions's release of Smart-TMS BI 2, ITOs will now be able to get real-time insight into operational and trainee performance across the complex data and processes required to support the facilitation of learning. Smart-TMS BI 2 now provides ITOs with out of the box performance measures and to ensure key risk metrics are measured and managed properly.

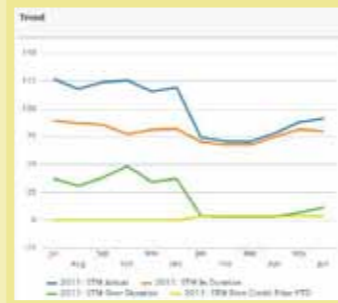
One of the key challenges has been to see this information in a format that will allow operations teams to action items accordingly. With the Smart-TMS BI solution ITOs can track the trends of trainee Standard Training Measures (STMs) performance to establish if operational initiatives are having the desired effect.

Smart-TMS BI 2 allows ITOs to set targets for significant KPIs such as STMs, completions and over-duration limits and track these by team, department or account manager.

Simple dashboards and dials also highlight organisational performance metrics.



Quickly see the programme sectors having the biggest impact on performance



STM performance at a glance... Compare the gap between STMS in duration and over duration and STMS with zero credits achieved



Track STMs and forecasts easily based on enrolment planned end dates

For more information on Smart-TMS BI 2, please contact [sven.martin@fusion5.co.nz](mailto:sven.martin@fusion5.co.nz) or call +64 (09) 379 0525.



# Interviews

## Andre Le Vieux



### What's your role at Fusion5?

Senior Technical Consultant (Development). I am based in Brisbane. I am involved in all kinds of technical wizardry.

### What attracted you to Fusion5?

As an immigrant to Australia from South Africa, coming to Fusion5 Australia felt like home :). I spent most of the last 10 + years consulting and it is what I enjoy most.

### What are you working on?

Various projects for a customer in Brisbane. Most of the work is JDE development for Procurement, Plant Maintenance, and Financials. The customer is undertaking a large integration project, followed by an ERP upgrade.

### What makes a 'good day'?

Coffee, a quick commute and a productive day developing working solutions.

### What are you famous for?

"Putting lipstick on a pig..."

### What do you get up to outside of work?

Surfing, Running, Cycling and entertaining children.

## Alex Walker



### What's your role at Fusion5?

Project Manager in the CRM Team based in the Auckland office.

### What attracted you to Fusion5?

Being a medium-sized company with a broad product-base, I knew I'd have good opportunities but still be able to get involved in a variety of projects.

### What are you working on?

For the past year, I've worked predominantly on Smart-TMS implementations – that's our Trainee Management System - as well as being involved in the related R&D stream. Going forward, this will continue no doubt.

### What makes a 'good day'?

Getting positive feedback from clients on what we've done for them and seeing related project issues get closed off. Having a laugh in the office helps too.

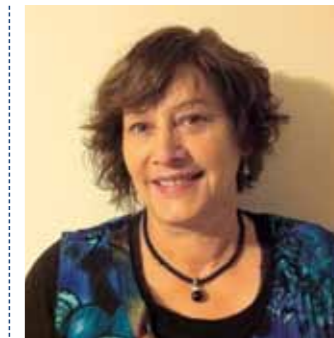
### What are you famous for?

I once made it into the local paper back in the UK when I was a kid – for winning an art competition – for art that was to be displayed in the local school for the blind! I've also met Phillip Schofield, but that might not mean much to kiwis.

### What do you get up to outside of work?

I love hanging out with people – friends, family, acquaintances – whoever! I also like getting outdoors – especially to the beach – I'd not lived near the sea before moving to Auckland 18 months ago and now I can't imagine being without it.

## Jacqui Joseph



### What's your role at Fusion5?

I am an Application Consultant in the ERP team working out of the Wellington office.

### What attracted you to Fusion5?

My role at Vector was to become redundant as the organisation was moving to SAP and IT Support was about to move to Auckland. The opportunity to join Fusion5 arose so rather than wait to be let go I took up the offer to join a group of people who I have had great respect for over the many years working in the JDE world of software.

### What are you working on?

My main focus is supporting our JDE client base with their issues via our Support Centre iHelp system. I have recently had the opportunity to assist Foodstuffs with data mapping requirements for their Supply Chain EDI interface for consignments - which has been an interesting exercise and expanded my skills beyond JDE to include XML Schema requirements.

### What makes a 'good day'?

Bex's home cooking for morning tea. One that involves golf and when you have to be at work one that sees the Customer smiling back at you because you have helped resolve today's problem for them.

### What are you famous for?

For being as quiet as a mouse (until you get to know me)!

### What do you get up to outside of work?

Play golf most weekends and when I can, visit my Mokos (grandchildren) in Hamilton. A new interest is online scrabble, you even get to choose the level of expertise!



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