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Summer 2011

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About Fusion5

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.

Introduction

Happy New Year and welcome to both 2011 and the Summer edition of Infusion. The first six weeks of this year have rushed by with all our teams engaged in supporting our customers and delivering new projects. As a result of some wins in late 2010, together with a more buoyant market, our people are close to full capacity in most areas. Our recruitment activities late last year will see another six or seven people join Fusion5 before March 2011, and several more throughout Q2 2011.

Our 'Pillar' strategy which provides multiple solution offerings to our customers is enabling us to enjoy considerable growth. 2010 saw us employ more than 20 people, all of whom have been a great asset to the business. A key focus area for us in 2011 is to drive further growth, particularly into Australia where we aim to replicate the Pillar success of the New Zealand business. We look forward to seeing a lot more activity in Australia and to presenting high quality, value add solutions to our customers.

We hope 2011 is a great year for everyone. We really appreciate the opportunities our customers provide us and we look forward to working with you to support your business applications.

This edition of Infusion includes a number of solution updates and customer stories across our Pillars; we hope you find an article or two relevant to your business. Feel free to contact me anytime if you require any further information, or contact one of our account managers.

Rebecca Tohill

*Managing Director
Fusion5 Australia / New Zealand*



RAVE will remain our most important theme throughout 2011. RAVE stands for Respond, Add Value, Excite, and is applied to everything we do, from sales to consulting to support services. As we have mentioned previously it is our belief that RAVE enables us to differentiate from our competitors and provide a service level that excites our customers. If we excite our customers, they become our advocates, relationships are strengthened and new opportunities follow.

In 2010 we had many examples where Fusion5 people provided RAVE services to customers and staff. If customers would like to email us and provide feedback on RAVE, then we would really appreciate this as all feedback helps determine who is nominated for the RAVE Hall of Fame in 2011. We also welcome feedback from our Australian customers as we launch RAVE into Australia this year.

As a result of customer feedback throughout 2010 the following Fusion5 staff achieved entry into the RAVE Hall of Fame:

Lisa Nicks	Vickie McGregor
Vaughan Keenan	Tommy Sharp
Leonie Anderson	Tony Lyons
Adam Mills	Anshul Kumar
Alex Walker	Rebekah Humphries
Sonia Nel	Kevin Wilson
Craig Hind	Paul Kennedy

What's Hot...

Customers are asking us about...

- What would happen to me right now if my software was audited?
- Expanding the footprint of my ERP solution and removing disparate applications.
- Support contracts, extending these to include additional applications.
- Oracle licencing, it's complicated but we can manage this for you.
- Running applications on iPads. We are now seeing RFPs specifically asking for this requirement to be met.

What's new at Fusion5

As customers and other organisations were reshaping their businesses to adapt to the new business climate – Fusion5 was right in behind them implementing solutions which helped in reducing costs and becoming more effective with resources. We hired many new people which brought energy and momentum into our business, and helped us lift our service delivery capability and consulting standards across the board.

Based on the volume of referral business we received throughout 2010 as well as the number of cross sell opportunities we enjoyed, we believe our customer satisfaction moved to a higher level. We aim to build on this further in 2011. Highlights from the business include:

1 Expanding our Human Capital Management (HCM) business across into Australia. This is a top focus area for us in 2011. Chris Radley who leads our HCM practice has previously enjoyed working the Australian market and sees huge potential for Fusion5 to win new customers and provide a new support experience.

2 Our ERP Team has been incredibly busy, prompting us to hire more people into this team and re-organising ourselves so that all consultants spend more time on consulting and less on administration. To support this, we have hired a specialist Service Delivery Manager, Debra Sisson, to manage our Support and

PartnerPlus work, allowing our experienced consultants to refocus on consulting. We also welcome Angeline Andrews and Andrew Coates back to Fusion5; it's always great to see valued consultants return to our business.

Our ERP team is enjoying a good mix of JD Edwards, E-Business and NetSuite work, with upgrades and new projects throughout the customer base. Shortly before Xmas we were selected as preferred supplier of a JD Edwards / Middleware solution to a Smart Meter organisation. January and February have seen our team scoping the solution ready for delivery in a new project commencing March 2011.

3 Our Enterprise Project Management (EPM) team is seeing a busy 1st Quarter with customers upgrading their Primavera solutions to the recent release, P6 Release 8.0 (which is profiled later in this Magazine). Our EPM team is also engaged in providing project management, project review and business analysis skills to key organisations such as the ANZ Bank and the Ministry of Justice.

4 The CRM market is very active. We have enjoyed considerable success with our Smart-TMS solution which is purpose built for Industry Training Organisations (ITOs). In the first nine months following its launch we won eight new Smart-TMS

customers, with several more undertaking close evaluation of the software. Our customers have been incredible advocates for us and we have really benefited from their excitement for the software.

CDC, the vendor behind Pivotal CRM, the solution on which Smart-TMS is built, is working closely with us to launch into the Australian market. We expect to see a strong drive in this space from Q3 2011.



Fusion5 Provides Sports Sponsorship

Gareth Kean, 200m backstroke, Silver Medallist, Commonwealth Games, New Delhi

Fusion5 is keen to provide sponsorship for young talented people in both Australia and New Zealand. Whilst we are still considering our options for Australia, Fusion5 is very pleased to announce a sponsorship arrangement with one of New Zealand's outstanding competitors at last year's New Delhi Commonwealth Games.

Effective December 1st 2010, Fusion5 is proud to sponsor and support Gareth Kean, a top young swimmer. 2010 saw Gareth make significant progress on the world stage and, although considered an outsider at Delhi, he swam a superb race in the 200m Backstroke to claim the Silver Medal. This result put him into the Top 7 times in the World for 2010, and has set him up well for the 2011 World Championships in Shanghai and the 2012 Olympics in London.

Just last week, Gareth won the prestigious Halberg Award for Emerging Talent. This award provided him with a Westpac scholarship and significant recognition in the sporting arena. "Gareth enjoyed an outstanding year. Not only has he worked tirelessly in the pool, he is an excellent role model out of it," said Swimming New Zealand CEO Mike Byrne. "He possesses a fierce competitive spirit and improved every time he competed and the higher the stage the better he did".

Gareth is coached by a former Commonwealth champion backstroker, Gary Hurring, and has the potential to achieve on the world scene for many years. He is also a role model in-the-making for young people and exactly the type of sports person we'd like to support over the years to come.

Fusion5 believes there is value for our company in being associated with a rising star; we will look to leverage this association both in the market and internally. Gareth is available to meet Fusion5 customers; we hope we have this opportunity in the near future.



Oracle introduces two new important JD Edwards modules

As part of Oracle's continuing commitment to investing further in JD Edwards software, Oracle recently announced two new modules that should have great uptake across the Australia and New Zealand market place.

JD Edwards Apparel Management for multi-variant SKUs

Released in December 2010, Oracle added a new apparel module to help manufacturing and distribution organisations manage multi-attribute products. Applicable for businesses such as shoes, textiles, sporting goods, fashion, this new module can also be used in other industries that manufacture and sell multi-attribute items such as food and beverage, consumer electronics or pulp and paper.

Apparel Management accommodates the management of Multi-Attribute Items, Dynamic Order Priority Allocations and Seasonal Collection Lifecycles optimising the management of products that consist of a variety of different attributes including styles, colours and sizes.

By accommodating the management of multi-attribute items, dynamic order priority allocations and seasonal collection lifecycles, Apparel Management supports the development of multi-attribute products from components to finished goods.

Supporting supply chain needs, manufacturing needs and distribution needs for multi-variant SKUs, size, colour, seasonality as well as collections, Apparel Management provides a seamless (no pun

intended!) flow of information providing visibility into the profitability of your line of goods and overall business.

The new module introduces:

- **Multi-Attribute Item Management:** Supports complex multi-attribute products by providing the management capabilities and visibility needed to successfully accommodate different fabric compositions, cleaning codes and fabric label management.
- **Matrix Management:** Ensures the consistency and maintainability of the whole product range by enabling the intuitive entry and maintenance of multi-attribute products and their related data within purchase orders, work orders and sales orders.
- **Collection Management:** Supports data consistency across

catalogues, seasonal offers and different order collection types whilst managing sales prices by seasons or collections.

- **Dynamic Order Allocation:** Delivers an inventory allocation engine that is specifically designed to support the automation and flexibility needs of varying customer demand.
- **Full integration with JD Edwards EnterpriseOne financial management, customer relationship management, order management, manufacturing, supply chain planning, procurement and logistic modules** further supports the management of multi-attribute products.

As part of the module announcement Lyle Ekdahl, Oracle group vice president, JD Edwards was quoted as follows: "To meet increasingly volatile and specific consumer expectations, manufacturers and distributors need to be able to streamline the management of complex multi-attribute items. To help our customers address this challenge, Oracle has introduced JD Edwards EnterpriseOne Apparel Management. The new module delivers the extensive capabilities needed to manage multi-attribute items, dynamic order priority allocations and seasonal collection lifecycles. These capabilities can be applied to any industry that manufactures or sells multi-attribute items."

JD Edwards Fulfilment Management

Late 2010 Oracle also announced a new JD Edwards module called Fulfilment Management that optimises the allocation of constrained finished goods inventory, improves customer service, and aims to help reduce costs.

JD Edwards EnterpriseOne Fulfilment Management provides user-defined rules that enable organisations to prioritise sales orders for items where demand exceeds on-hand supply. By integrating service-level rule compliance and monitoring within order fulfilment, Fulfilment Management provides unprecedented flexibility to define customer and product processing.

Fulfilment Management helps organisations to manage complex order processes by enhancing the allocation of constrained finished goods inventory to the highest priority orders, improving customer service and reducing administrative costs.

The Fulfilment process is enhanced to help organisations meet customer expectations, allowing customers to:

- Prioritise sales orders based on customer and order information.
- Assign inventory based on the priority level.
- Attach and review service levels during order entry.
- Assign partial order quantities based on customer service level agreements.

- Automatically cancel remaining open balance quantities based on user defined fill rate rules.

Customer service is effectively improved by allowing organisations to improve order and line fill rates for customers by assigning inventory based on priority ranking and enforce targeted service levels prior to orders being released to the warehouse. Fulfilment Management will also help to reduce late orders for priority customers by managing how inventory is filled to orders, reduce backorders and lost sales by closely monitoring supply and track reasons for overriding standard service level rules to help ensure compliance and reduce customer penalty fees.

The new Fulfilment Management module will enable administrative costs to be reduced by centralising control of service level agreement information and integrating rules into the order fulfilment process. This capability will help organisations to enforce fill rates automatically before releasing orders to the warehouse, reduce costly penalty fees and fines by integrating service level agreements into the order

fulfilment process and cancel open order balances automatically, eliminating the need for manual order maintenance. Fulfilment Management can also help to reduce transportation costs by enforcing the number of releases (shipments) per order.

Oracle continues to invest heavily in JD Edwards software, with new module announcements, increased functionality through the core modules and improved technology with new releases of Tools. Fusion5 encourages customers to keep up to date and stay current with the software; getting behind means the effort to upgrade is greater and the justification can sometimes be more challenging. It's often better to budget for regular upgrades that become part of your overall application strategy rather than delay for several years allowing the applications to become dated and at risk of being replaced.

JD Edwards *Technical Upgrades and Updates*

The latest figures from Oracle show that over 30% of the EnterpriseOne customer base is working with JD Edwards EnterpriseOne ERP 9.0. This marks a significant shift from older versions of the software and reflects the assurance customers have following Oracle’s continued investment in OneWorld/EnterpriseOne technologies through programmes such as Lifetime Support and Applications Unlimited.



This year we expect to see more customers move to ERP 9.0 as Premium Support expires for the older versions of JD Edwards EnterpriseOne. For customers who wish to remain on a supported platform planning for an upgrade to ERP9.0 needs to start now. By the end of April this year Premium Support for all versions of EnterpriseOne except for OneWorld Xe, ERP8 and ERP9.0 will have expired. Details on Oracle’s Lifetime Support are available at <http://www.oracle.com/us/support/lifetime-support/index.html>.

New Tools Release Update 8.98.4

Tools Releases underpin every JD Edwards EnterpriseOne implementation. They deliver the platform for the application modules and the supporting technologies. They are designed to be “backward compatible”, meaning that a customer can apply a Tools Release upgrade without taking a corresponding application upgrade although some technical software updates may be required as part of the upgrade process.

Major Tools Releases (such as 8.96, 8.97, and 8.98) are typically delivered every 1 to 2 years. Fusion5 recommends that all customers should be on the current Major Tools Release level (Tools Release 8.98).

In addition, Oracle delivers updates to the Major Tools release at regular intervals, the most recent release is Tools Update 8.98.4 that was released mid December 2010.

A **Tools Release upgrade** includes new product enhancements and new platform choices. Tools Release upgrades also deliver enhancements to your existing system such as stability and performance improvements, improvements to the User Interface and enhancements to technologies such as BI Publisher.

The most recent Tools Release upgrade (8.98.4.) delivers support for database, application and logic servers running Microsoft Windows Server 2008 R2 and support for JD Edwards software running on SQL Server 2008 R2.

The choice of which Tools Release upgrade to take really depends on the reasons for taking the update and the availability of the Tools updates. As each new update is released, previous updates are aged off the Oracle download centre. Tools upgrades are cumulative meaning that features included in 8.98.3 are also included in the latest Tools Release upgrade.

Fusion5 regularly perform Tools Release Upgrades for customers and recommend that a testing phase is included in any Tools Release Upgrade plan. We also recommend that representative testing is performed on the installation at both a technical and functional level.

If you require any assistance or would simply like to discuss the options facing you, then please contact our technical people anytime.



ApprovalPlus

A GROWING SUCCESS STORY

ApprovalPlus, a Fusion5 owned and developed solution, has revolutionised the Purchasing and Payables functions at a number of organisations around New Zealand and Australia. The past two years have seen many organisations adopt ApprovalPlus to fill a gap left by ERP and FMIS solutions; the software is easy to learn and use, quick to implement and sells well, winning against more expensive products.

ApprovalPlus is being purchased by companies who are interested in tightening their internal controls around their spending. Having a system that enforces delegated authorities for each invoice, provides a clear audit trail and enables for separation of duties is just what our customers have been looking for. The focus has shifted from 'doing things cheaper' to 'doing things better', with a side benefit of cost savings thrown in for good measure.

The types of companies using ApprovalPlus are varied, from large corporates, to Government departments, SOEs, manufacturing businesses right through to Not for Profit organisations.

Feedback from the users of ApprovalPlus has been excellent; and customers enjoy the ability to have direct and frequent input into the evolution of the product.

Fusion5 is very proud of our track record with ApprovalPlus and as you can see from the summary below many high profile and well recognised organisations have installed the software. Perhaps the software could provide value for your organisation?

Ravensdown is rolling out ApprovalPlus, both Invoices and Purchase Orders in New Zealand and Australia. JD Edwards is its ERP system of choice. Ravensdown has been live on ApprovalPlus for more than two years.

Auckland International Airport began using AP-EAS around three years ago and successfully upgraded to ApprovalPlus last year. ApprovalPlus is connected to the JD Edwards system, and includes the ability to match to JD Edwards created Purchase Orders

Steel and Tube Holdings has been using AP-EAS for four years now, and is moving over to ApprovalPlus early this year. Steel and Tube has successfully used AP-EAS to manage the Invoices and Purchase Orders for several of their business entities and will add more entities with ApprovalPlus. Steel and Tube is looking forward to being one of the first companies to use the 'soon to be developed' Projects module to manage spending across capital projects.

Hunter Douglas one of our earliest Australian users has used AP-EAS interfaced with JD Edwards to support their Accounts Payable and Purchasing functions for three years. Hunter Douglas is now ready to migrate to ApprovalPlus and is in the midst of a project which should see them live early in 2011.

Dunedin City Council also started life with AP-EAS around four years ago and then upgraded to ApprovalPlus last year. DCC is pleased with how well the system has worked and will shortly embark on a test of the Purchase Order module to further improve efficiencies.

IHC use the ApprovalPlus system to manage their purchasing and invoicing right across New Zealand. IHC is one of our many customers who 'rave' about the robust controls within ApprovalPlus and its ease of use. Close to 500 people within IHC will be using the software.

Marley, a BPCS software site, began using ApprovalPlus around two years ago now. They were so successful that their sister companies Dynex, RX Plastics and Dux are also now also on ApprovalPlus. Marley has also recently begun the roll out of the Purchasing module; this solution will roll out to the other companies in the future too. Marley and the related companies operate independent finance systems, but interface to one instance of ApprovalPlus.

Toyota NZ implemented the ApprovalPlus Invoice module last year, and is now preparing to roll out the Purchase Order module within their business. Toyota is also a JD Edwards user.

Environment Canterbury signed for ApprovalPlus late last year (after a delay caused by the earthquakes in Christchurch), and look forward to implementing ApprovalPlus with their Navision Finance system in the next month or two. Environment Canterbury will implement Invoices, Purchase Orders and the new Projects module.

Since **Greenstone Energy** purchased the Shell retail network in April, they have undertaken a large programme of technology change aimed at better supporting their business. As part of this they have successfully completed a pilot using ApprovalPlus Invoice and Purchase Orders, and have a full roll out to the rest of the business underway. Greenstone is also upgrading their JD Edwards system to the latest version, Release 9.0.

The New Zealand Fire Service has recently embarked on a project to have its Accounts Payable invoices scanned by a third party and then interfaced into ApprovalPlus. The system has had a few 'tweaks' to allow the load of OCR information, default of Preparers, and in many cases to default GL coding. The users of the system (expected to be up to 500) will also raise Purchase Orders on ApprovalPlus. The system is interfaced with JD Edwards. The NZ Fire Service is beginning a roll-out of the system across the country in Q1 2011.

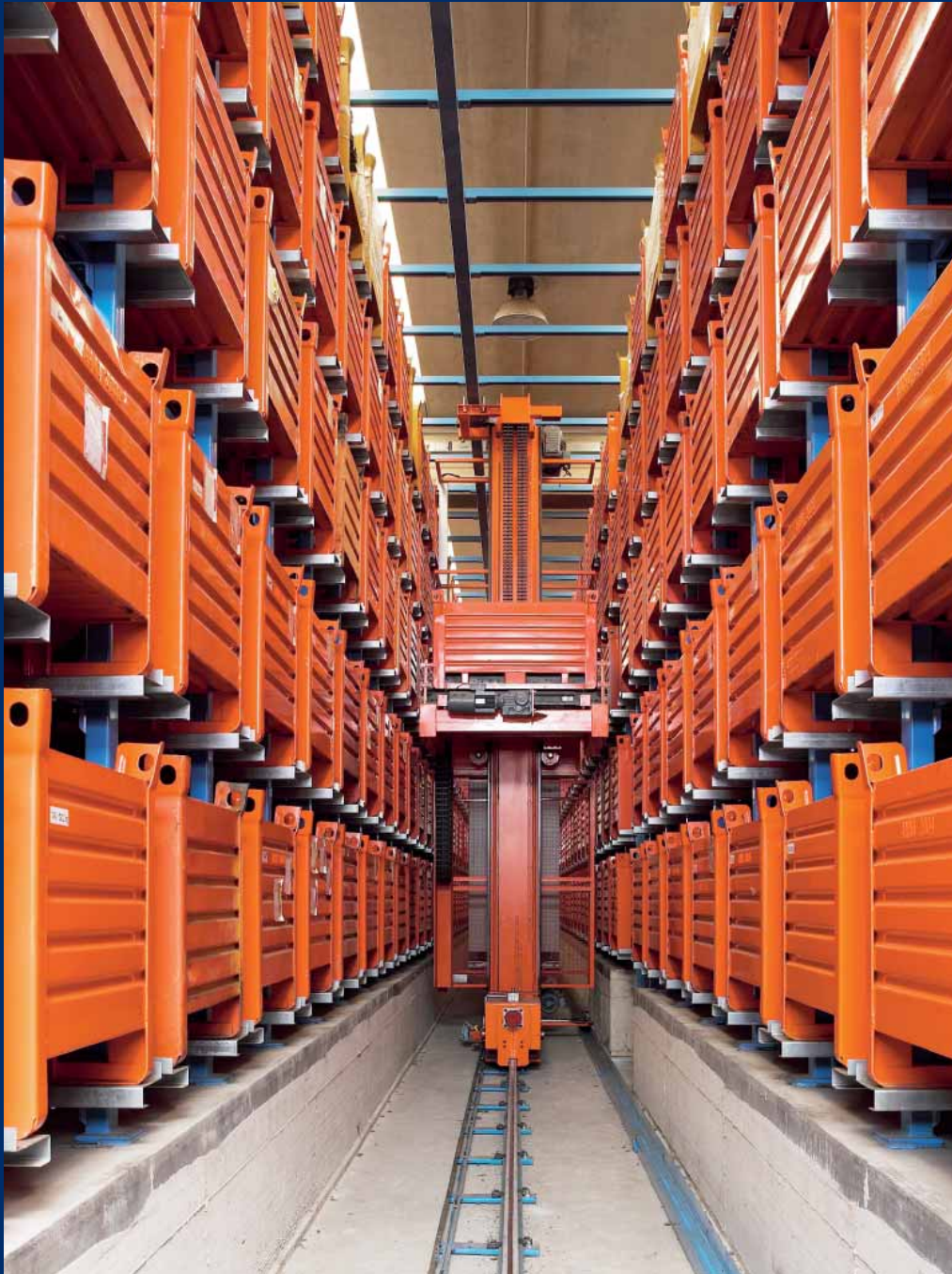
Sleepyhead, a successful New Zealand / Australian organisation purchased ApprovalPlus late last year, and is live using it for document storage. Sleepyhead is in the midst of implementing the full functionality, Invoices and Purchase Orders imported from their multiple finance systems as well as generating Purchase Orders on ApprovalPlus.

Airways Corporation, responsible for Air Traffic Control is in the midst of implementing ApprovalPlus Invoices and Purchase Orders. Airways will also implement a new module for the processing of credit card transactions that is currently under development.

Godfrey Hirst is the latest organisation to sign for ApprovalPlus; we look forward to automating their Payables process across Australia and New Zealand later this quarter.

If you think your organisation could benefit from ApprovalPlus, please contact Bevan Wright at bevan.wright@fusion5.co.nz.

Further information can also be found at www.approval-plus.com



The Top 5 Reasons for introducing Data Capture in your Warehouse

Craig Westcott, who leads our Supply Chain practice based out of Melbourne, has considerable experience in the implementation of data capture solutions. Craig works with all our supply customers in both a leadership and hands on capacity and has developed this article based on trends and discussions he is engaged in.

Automated Data Capture (ADC) in warehouses has become a popular way to gain rapid returns from technology investments. This trend has been further fuelled by the hype around RFID. But what are the *real benefits* that you gain from implementing a data capture solution in your operation? How can these be translated into business terms to justify such an investment? And does it make sense for you?

Firstly, for some background, Automated Data Capture is a method of automatically identifying objects (eg stock or assets), collecting data about them, and automatically entering the data into your back-end computer systems without human involvement. But before introducing data capture in your warehouse you need to identify your stock (using barcode labels or RFID tags), and be able to capture data in real time (using scanning technologies that are integrated with your back-end systems). This typically includes installing wireless infrastructure, RF technologies and software that is integrated with your back-end inventory/ERP system.

WHY BOTHER?

WHY SHOULD THIS BE A PRIORITY FOR YOU?



GET RID OF COSTLY IN ACCURACIES

An immediate gain that you will see from data capture is improved stock accuracies. It is commonly known that data capture almost eradicates inaccuracies from manual data entry in the warehouse. Humans make mistakes, automated data capture solutions don't!

Studies have shown that with manually collected data, the "substitution error rate" the percentage of errors that creep in during data collection is 1 in 300 characters. We have come across companies that struggle to achieve 1 in 25! The cost of even one such error can be significant. For example, the cost of shipping a container load of stock to the wrong location could easily run into thousands; and, this does not take into account the cost of damaged customer relations.

With data capture users can reasonably expect an error rate better than 1 in 1 million. Given that warehouses are often fast-moving and tasks repetitive, the gains from accuracy alone can justify a project. Further, this builds the foundation for more sophisticated operational initiatives, such as forecasting and supply & demand balancing.



GAIN REAL-TIME VISIBILITY OF YOUR STOCK

Data capture yields best results when it is fully integrated with your back-end ERP or inventory system. This means that every warehouse transaction is visible immediately in the back-end system, effectively making the solution an 'automated extension' of your existing system. Given that data capture literally occurs at the speed of light there is no delay between the time that a warehouse transaction takes place and your visibility of it.

This fundamentally changes the speed in which you can respond to activities in the warehouse and equally important, this gives you all of the information that you require to communicate effectively with your customers and suppliers immediately.



IMPROVE THE PRODUCTIVITY OF YOUR OPERATIONS

Not only does manual processing cause inaccuracy but it also results in delays through paper trails and bottlenecks. It is not uncommon to find paperwork lost or misplaced in a paper tray in somebody's office – particularly when staff are on leave or seconded to perform other roles. Coupled this with the fact that most transactions are already outdated by the time that they are manually processed in the system, reducing productivity further!

At one customer we found that inefficiencies and resource constraints prior to implementing an RF solution meant that people weren't even recording certain transactions. Inventories were only ever correct following a full warehouse stock-take which meant that the warehouse had to be offline at frequent intervals of time. In contrast RF provided immediate and accurate inventories all the time.



SLASH COSTS ACROSS THE BOARD

By eliminating manual data entry fixed labour costs are reduced immediately; this cost savings can be justification in itself. But other labour costs can also be reduced. For example, administration is reduced because less time is spent correcting errors, reconciling and doing setup.

Reduction in inventory costs is another quick gain for customers. One source estimates the annual cost of carrying inventory amounts to at least 25% of average inventory value. Carrying stock can therefore amount to substantial unnecessary cost however this pressure needs to be balanced against the minimum stock levels required to operate efficiently and keep customers happy!



IMPROVE CUSTOMER SERVICE

Accurate data that can be accessed and reported on in real-time fundamentally changes the way you do business and engage with your customers. It takes your staff off the back-foot, away from the daily grind of reactively fighting fires, and allows them to focus on the things that really matter – managing the business. Customer service then becomes a function that you can control; you are no longer in the dark when a customer asks you for an update on their order!

As one customer succinctly put it – "For the first time we had real time data! Because of this, supply and demand planning worked straight away. This was one of our key objectives of the project, and its benefits alone justified the project."

As technology has advanced over the years, and the industry matured, Automated Data Capture is no longer an expensive solution only within the grasp of larger, more affluent companies. More importantly, this solution is now cost-effectively implemented in a phased manner to provide quick wins.

You may find that there are more reasons than not to put data capture on your priority list!

ITOs - the road ahead

Industry Training Organisations (ITOs) in New Zealand have experienced significant change over the last year. The Tertiary Education Commission has changed funding policies, placing greater accountability on ‘training outcomes’, rather than just participation.

Whilst attention is currently on ITR readiness in time for the 31st March deadline, ITOs are also having to adapt to remain viable; prompting discussions of mergers, improving efficiency, effectiveness and real time visibility of performance.

“The ITO sector is going through a major change, operationally and financially. To be successful whilst meeting the stakeholder needs, ITOs will have to have scalability and adaptability to be able to respond to changes with no impact on core operations” says Ashley Perera from FITEC. “Information technology and good systems will be a key part of achieving this.”

Today ITOs are looking to business systems such as **Smart-TMS** which offers out-of-the box Customer Relationship Management (CRM) and Business Intelligence (BI) solutions to enable them to adapt to this new environment.

Streamlining and making effective use of all resources is a key focus, with the need to improve performance outcomes, which involves doing more with the same or fewer resources. A common stumbling block to attaining efficiency gains is the ability to reduce the number of disparate systems and silos of information. Removing these barriers allows ITOs to introduce smarter ways of managing and consolidating processes and information.

Craig Cochrane of Plumbing, Gasfitting, Drainlaying & Roofing ITO points out “Two areas we are achieving efficiency gains is by automating and improving processes with our new TMS and CRM system. Block course enrolment and information sharing for example carry a high administrative overhead. Automating enrolments and offering more responsive and improved communications to employers and trainees will significantly reduce the time required to manage the process, whilst at the same time reducing the overhead of enquiries and follow ups. It just makes us easier to do business with.”

Empowering Regional Training Advisors and associated agencies such as Modern Apprentice Co-ordinators with timely reporting of trainee activity will enable them to have a greater influence on trainee performance. “This will enable them to manage trainees that could be falling behind or are suffering learning difficulties / issues more proactively” says Scott.

ITO research and development teams are also looking to how consolidated systems can remove the latency and effort required for doing qualification and learning performance analysis – providing more time to focus on the actual ‘product development’. The costs of developing new qualifications is significant; efficiencies gained here will add to the ability to better collaborate between industry groups, trainees and employers to ensure qualifications and learning achievements are properly aligned with industry’s needs.

Insight to strategic operational KPIs and trends has in the past been time consuming to collect, collate and interpret. Done right, Business Intelligence (BI) can remove the effort and complexity involved providing instant access to trends, learning habits and performance within sectors, qualifications or employers for more effective decision making.

“Having this capability allows us to improve the level of insight and reporting we provide to our employers and industry groups on trainee progress and skill development. Sharing these learning trends of trainee activity provides a more transparent view of the value industry training and our ITO provides” Vida Stanbury of PaMPITO.

Sales, leads and opportunities – not words many ITOs would associate with their industry, however more than ever the processes of ‘lead generation’ and ‘pipeline, opportunity management’ are being taken up by ITOs. Leveraging ‘sales’ automation functionality within CRM introduces a robust business development framework, which offers transparency of new trainee and employer ‘pipelines’ and Lead to Employer conversion rates.

Having greater visibility and tracking of business development activity ensures focus is directed appropriately, teams are held accountable for results and qualified forecasts are available to support the management of key KPIs.

Now more than ever, tools such as CRM and BI will become a critical part of providing ITOs with the adaptability and agility needed. Being able to leverage and use all these tools and resources seamlessly will help ITOs face the challenges ahead and to achieve better outcomes, including enhanced productivity and greater customer engagement.





A clear advantage for ITOs

Smart-TMS is a Trainee Management and Customer Relationship Management system designed to reduce administration overhead and provide valuable operational and performance insight to an ITO. Smart-TMS provides tools aligned to ITO best practice to allow teams to concentrate on areas that will drive the success of each Trainee and the achievement of their qualifications.

Since its launch in March 2010, eight customers have already recognised the proactive approach and best practice capability within Smart-TMS. With either a Software-as-a-Service (SaaS) or Software Purchase option ITOs have greater flexibility to choose the approach that best meets their needs.

Smart-TMS (Powered by Pivotal CRM 6) has ready to implement features and modules to support each business function of an ITO. The design philosophy of Smart-TMS provides the user with information when they need it, whilst keeping everything simple and intuitive to use. The use of the role based workspaces, live interactive dashboards and context sensitive task pads means that all information is only one-click away.

For more information please contact Sven Martin on +64 9 375 0525, email sven.martin@fusion5.co.nz, or visit our website www.smart-tms.co.nz

HOT TOPICS FOR ITOs

- ITR Readiness / Compliance
- Increased effectiveness / Reduced operating costs
- Greater individual impact and engagement with sector
 - Improved collaboration
- Reduced business complexity

Oracle CRM On Demand – a logical choice for JD Edwards and E-Business customers

It doesn't seem like a long time ago that an IT and software company's core business was the provision of a bureau service. This service consisted of a client company renting time on a mainframe computer and often involved an application such as Debtors and Creditors.

Twenty years on and the wheel has turned back to renting time on someone else's professional hosted server. The difference now is that the cost is a lot less, the security is tighter and the technology is different - far more scalable, offering deeper and richer applications.

One such example of this is Oracle CRM On Demand; a fully featured CRM application running on a SaaS platform (Software-as-a-Service) with wide functionality in the following areas:

- Sales Force Automation
- Service Management
- Call Centre Management
- Marketing Management
- Business Analytics

Our experience is that this deployment option is becoming more and more popular as organisations are seeking to simplify and de-risk their provision of IT services to the business – and focus on their core business. Businesses have now moved past the 'dilemma' of having one's own data on their own server versus using a hosted service, and are turning to solutions that simply work in the most cost effective way possible.

Looking around today there are very few CRM vendors left who do not have an 'on demand' offering or plans for an on demand offering. Fusion5 is a big fan of Oracle's solution because the functionality is rich, the system is highly available and easy to use, and integration to both JD Edwards and E-Business Suite is delivered out-of-the-box.

INTEGRATION TO BACKEND ERP SYSTEMS

Taking things a step further, the Nirvana for most companies, is access to corporate data so that staff are empowered to make the right decisions to strengthen customer relationships. The problem traditionally has been that a lot of customer data is buried in backend ERP or Financial systems, accessible by a few administrative personal and a few operational staff, but not by the front line customer facing staff. In the absence of this information, much time can be wasted, leading to a perception of poor customer service – the adage "time is money" sounds familiar.

Oracle has addressed the problem by going a step further and developing an "Application Integration Pack" for its business applications namely JD Edwards and Oracle E Business.

The integration pack has enormous benefits to organisations as it creates a seamless front and back office experience by synchronising account and product data in real-time. This means that sales and service personnel are armed with accurate customer information at all times. CRM On Demand is populated from the ERP system with customer, product and contact data and synchronisation is bidirectional, meaning data from either application, is up to date at all times.

Of course all of the above can be achieved in the absence of the integration pack through the traditional methods of system integration, but then both the cost of the initial work and the ongoing maintenance come into question - this is where the integration pack has a strong business case.

Fusion5 is one of the leading providers of Oracle CRM On Demand; we welcome the opportunity to talk to any interested parties should this be a solution that you are considering.

ORACLE®

PRIMAVERA

Oracle Primavera offers more power to manage projects

In November 2010 Oracle released its latest offering for the Primavera Enterprise Project Portfolio Management (EPPM) solution. This release represents a step change in the development of Primavera and underscores Oracle's continued investment in the product since its purchase of Primavera in January 2009. Fusion5 has a large number of customers using Primavera software to manage projects across their businesses therefore we thought we would take this opportunity to update both customers and prospective customers on the new enhanced release of Primavera.

The latest release of Primavera sees further movement along the value chain, and reinforces the necessity for Executives to utilise the software as a key decision making tool across the business. Those organisations that invest heavily in infrastructure or complex projects have the opportunity to improve their bottom line through the visibility and management of all projects underway across the business.

The changes to Primavera P6 Release 8 (P6R8) largely cover two key areas: functional enrichment and architectural innovations.

Functional enrichment

The Primavera application was originally developed with the intention of “ridding the world of project failure” – a popular quote attributed to Primavera co-founder Dick Faris. P6R8 follows this edict. The intent of the changes is to assist organisations to improve their governance around project investments and project delivery. Rather than focusing on “scheduling”, Release 8 changes look to provide better information to management to support strategic decision making and providing more “intelligence” from the core project data held in the application.

Some of the key functional enhancements in Release 8 are:

- **Managing resource utilisation** – Oracle has clearly put significant effort into this area. There is a new Resource Assignment view in the Web Access application that allows resource managers, PMs and individual project resources to view current resource assignments, view new resource requests and staff these requests without having to open individual projects. There is also an associated Usage Spreadsheet view, which pulls together time phased effort, FTE and cost information across multiple projects for individual resources in resource teams.
- **Single Enterprise Project Structure (EPS) view** – Another nice feature in P6R8 is the EPS “bird’s eye” view of all projects. This facilitates grouping and sorting projects within programs and portfolios using a multi-level hierarchy and allows PMs and PMO staff to better govern how projects are set up. It also provides the ability to report on multiple projects without having to open up each individual project.
- **Improved Project Analysis capability** – P6R8 introduces a “schedule checker” tool that assists planners and project managers to ensure project plans are built within planning guidelines and best practice. The schedule checker validates 14-points to ensure that activities and dependencies of the project schedule are following desired standards and produces a report that lists opportunities for corrective action or improvement when aspects of the project schedule fall outside the user defined thresholds.
- **On the fly “what if” analysis** – With P6R8 you can see, in real time, the results of changes you made to activities and relationships in the project plan. As the project plan is being built, the project schedule is automatically calculated so you can see how the new additions are impacting the time phased project work. The schedule preview feature also supports “what-if” analysis. As you model different scenarios of the project plan, P6 will automatically calculate the resulting schedule impact of the scenario without committing the changes.

IT Service Management team set for a big year!



With opportunities appearing from both new and existing Fusion5 customers, together with an exciting new line up of solutions from FrontRange, the Fusion5 service management team is preparing for a busy year ahead.

Consultant Mike Gavin has been working with customers reviewing their current service management implementation and identifying potential areas to improve efficiency, usability and process through more effective configuration of the tools. “Most organisations are working to align with ITIL best practice however some aren’t certain of the best steps towards this and often underestimate the amount of effort to ensure processes are relevant and fully documented. It is also just as important that staff understand the purpose behind ITIL and are committed to servicing their customers with optimal efficiency.”

Another trend is companies want their people focused on core business activities rather than maintaining their service management tools. “Many customers don’t want to maintain the skills in house to administer their system - Fusion5 assists these customers by providing remote or onsite administration support and system maintenance as part of our PartnerPlus agreement.”

FrontRange released Version 7 of their ITSM Enterprise product last year, with an intuitive user interface, an advanced graphical workflow designer, powerful self service capabilities and significantly enhanced reporting, performance scorecard and business metrics. This year

FrontRange has launched a suite of Solutions-as-a-Service (which FrontRange refer to as SaaS2) which incorporates Help Desk, Service Management, Asset Management and Service Catalogue - all offering the proven capabilities of the FrontRange on-premise solutions, together with the convenience of the cloud environment.

What you need to know about managing your IT Assets

Fusion5 has been receiving increased interest in IT Asset Management (ITAM) which is an aspect of the overarching IT Service Management methodologies. ITAM incorporates management of both hardware and software assets within an organisation to ensure efficient and reliable delivery of IT services, while minimising the costs and risks associated in providing these services.

In this article we look specifically at Software Asset Management (SAM) which addresses the ability to know exactly what software assets exist in your organisation – for most a constantly changing picture – and to track software license purchases and entitlement to avoid over or under licensing. In addition the lifecycle of a software asset needs to be taken into account to ensure deployment, upgrades, patching and eventual retirement are all managed effectively.

Understanding Software Asset Management

For the majority of organisations software represents one of their largest spends each year – whether it is buying new licenses, upgrading applications, paying for support and maintenance or covering the labour cost associated with maintaining availability and productivity. In fact, research from McKinsey suggests that in 2010, software will account for 35% of all IT spend.

With IT budgets and the general economy still uncertain, organisations need to have confidence that every single dollar committed to software is well-spent. But managing software effectively isn't just about being as thrifty as possible. In fact, skimping on software spend can also lead to significant troubles and costs for the organisation.

In its “Data Centre Polling Indicates IT Asset Management as an enabler” paper of 8th March 2010, the analyst firm Gartner reported that the number of organisations receiving at least one software audit request in the last 12 months had jumped to nearly 60% (up from 30-35% in 2008, and 56% in 2009).

Addressing these two key issues - effectively minimising the cost of acquiring and managing software, whilst not exposing the organisation to unnecessary risks - is what Software Asset Management (SAM) is all about.

By affording organisations a greater level of visibility, control and automation, SAM can help significantly reduce overall software spend and differentiate areas in need of critical investment from wasted purchases and effort. At the same time, this visibility and control can be extended to software licensing, to ensure that the organisation is accurately licensed for all software in use across the network.

In a nutshell, if you can understand what you've got, where it is, how it's used, how it's licensed and when it needs to be updated or changed, you're well on your way to an improved enterprise IT infrastructure; and that can have a significant benefit on IT's bottom line.

An overall SAM initiative can typically be broken into five constituent parts:

1. **Project planning and scoping:** it's vital to know what your SAM project is setting out to achieve before you commit resources and budget.
2. **Discovery:** what applications do you have on the network, where are they, are they actively being used etc.
3. **License Management:** are applications appropriately licensed, are there unused or duplicate copies, etc.
4. **Deployment:** how to manage the deployment of new software, updates, migrations, initiatives, etc.
5. **Patching & Configuration Management:** is the software up to date and secure, which versions need patching, retiring etc.

What helps SAM stand out as a 'must do' IT initiative is the tangible effect it has on the bottom line. In research conducted by FrontRange Solutions and its partners, the vendor found that typically organisations over-spend on software procurement by around 20%. This is because the majority of companies will leave unused software dormant on PCs without re-harvesting the licenses, they estimate their volume license requirements rather than base them on current audit information, they fail to clamp down on 'maverick' software purchases, fail to buy software through the most cost-effective means – this list goes on.

Companies that have made an investment in SAM report significant savings, usually across four key areas of IT operations:

1. **Software purchases:** full visibility of the total number of applications installed on the network, allied with a clear view of whether they are in use or not enables IT and procurement managers to make better decisions about software acquisitions. Analyst firm Gartner cites 'eliminating unused software' and 'harvesting unused licenses' as two of its Top-20 ways to cut IT costs.
2. **License negotiations:** aside from managing the cost of individual software purchases, SAM initiatives help organisations understand their true IT needs, putting them in a better position to negotiate favourable volume licensing agreements (based on actual software installations, not estimates). Again 'getting tougher with vendors' is a Gartner Top-20 must-do for managing IT costs.
3. **Automation of key tasks:** by using automation, critical jobs such as rolling out new applications or applying security updates can be done across hundreds of PCs in a matter of hours, rather than days or even weeks. This not only accelerates the availability and ROI of new technologies, it also frees up IT staff to concentrate on other tasks.
4. **Reduction of support and maintenance payments:** FrontRange's research found that typically 2% of the available software budget is wasted paying for support and maintenance on software that is no longer in use. By bringing the finance and IT functions closer together, organisations can eliminate over-spend on supporting unused or retired software.

Whilst SAM in its fullest sense following the guidelines as established in the ISO 19770-1 'SAM standard' could seem intimidating, the key aspects of SAM, particularly the four areas mentioned above, are quick to implement and therefore can deliver a real benefit to the bottom line in just a few months.

What's more, whatever short-term work is done will benefit the organisation's longer-term goals, whether in terms of SAM-specific benefits or a wider IT management strategy around standards such as ITIL.

To understand more about how Software Asset Management can help benefit your organisation please contact Graham Barker at graham.barker@fusion5.co.nz

PayGlobal Exolvo

- a new and exciting release

After 18 months of development PayGlobal Exolvo has been released to the Australian and New Zealand market. PayGlobal Exolvo is a brand new offering from PayGlobal and includes many new features and benefits. With tighter integration and more opportunity to improve efficiency there has never been a better time to consider PayGlobal for your business.

Whether you are an existing PayGlobal customer or in the market looking for new integrated people management software, PayGlobal Exolvo is an exciting new solution with much to offer.

There are numerous new features within Exolvo, some of which are highlighted here to the right:

Business Intelligence

The best decisions are made by having the right information in the right place at the right time. Exolvo's Business Intelligence tools promote management excellence by allowing organisations to see at a glance how labour resources are being utilised. Managers can generate daily, weekly and monthly metrics to help manage their needs using innovative business intelligence software. Through personalised 'dashboards', customers can create graphical reporting specific to requirements and company KPIs using the data warehouse provided by the Exolvo Business Intelligence solution.

Workflow

The new PayGlobal Exolvo workflow technology provides for extensive configuration of the human resources software. Organisations no longer have to alter their business practices to the software as Exolvo will adapt to your needs. The new Exolvo workflow engine allows companies to customise standard processes, form flows and approvals to suit specific business requirements. Approvals can be multi-step with varying limits for different delegates and emails are built into the workflow modules so everyone involved is kept well informed.



Integration

Customers often need to send data between the PayGlobal database and other systems. To meet this need, Exolvo Integration Services will enable customers to push information out of the PayGlobal database to a message queue and allow another application to pick up the message.

Reporting

The Exolvo Reporting Services (ERS) module is a recognised, industry standard product which offers state-of-the-art, robust and powerful reporting. ERS uses SQL Server Reporting Services (SSRS). Excellent report presentation is an integral characteristic of ERS as well as an easy-to-use interface.

PAYGLOBAL
exolvo

Along with these new features the core Payroll, Human Resources, Rostering, Attendance and Self-Serve modules continue to be developed and have many new features and enhancements.

With over 20% market share in New Zealand and around 5% market share in Australia, PayGlobal continues to build new functionality on the Exolvo platform to offer existing customers further choice and attract new customers.

Exolvo is an exciting new era for PayGlobal; Fusion5 will be running a variety of road shows through 2011 both in New Zealand and Australia. Please contact us anytime if you would like to find out more about Exolvo.

Super City Project

- HR Systems all go!

Creating the Auckland ‘Super City’ has provided considerable opportunity to streamline many systems and create efficiencies. One of the first opportunities to do this came in early 2010 with the amalgamation of water services. From November 2010 Watercare was to be responsible for water management for the new Auckland ‘Super City’ and was keen to make an impact in the drive for efficiency gains.

With nearly 800 staff using 4 different payroll systems bringing these together into one solution seemed a good place to start. Watercare’s current system PayGlobal, supported by Fusion5’s Human Capital Management (HCM) team, was the logical system to migrate to.

The efficiencies of processing payroll and people information being in one system included not only cost savings around the management of multiple systems, but the ability to streamline payroll processing times, provide better payroll accuracy, provide a more efficient business



service and, not to forget, the ability to provide a much greater level of service and functionality to staff in the future.

Watercare and Fusion5 embarked on a detailed scoping exercise for the payroll amalgamation project in early 2010. Phase One included bringing together Manukau and Metro Water, these being the two larger entities. The decision was made to transition these businesses first, then bring the smaller LNOs (Local Network Providers) onto the newly established systems afterwards.

All employees from the existing councils and other LNOs needed to be migrated to the Watercare PayGlobal system with all existing entitlements and existing contracts where applicable.

This process involved Fusion5 and Watercare working alongside these various entities to ensure all the required information was collected and updated in a timely and accurate manner. Watercare was keen to ensure that the amalgamation project had minimal impact on their employees. Employee details, bank accounts, tax records and leave information were all required. In addition, historical transactions were required for these employees for legal record keeping requirements.

Watercare took Manukau Water live on the PayGlobal system in April 2010 and Metro Water live in July 2010.



Phase Two included the amalgamation of all other LNO employees into Watercare’s PayGlobal system. A number of trial runs were completed with great success due to the earlier work put in by all parties involved.

All amalgamating employees were successfully migrated as at the end of October 2010 and Watercare completed their first live pay run to all employees successfully.

The last phase of the project was a requirement to supply the new Auckland Council with all the relevant information along the same lines as the information already provided to Watercare. This information was successfully provided as at the end of October.

Going forward Watercare will continue to work with Fusion5 to look further at extra Employee Self Serve components and benefits that can be provided from the amalgamation project. Long term the amalgamated system will provide greater functionality for management and staff.

With this successful project now completed, it highlighted how a great working relationship, a partnership approach, along with a strong business understanding can deliver real customer benefits.



HRMatchbox putting business back on track

Staff performance and their ability to add value has a significant impact on a company's performance. When times are good and the business is going well it's easy to take one's eye off staff costs and contribution. When the inevitable happens however and the business begins to face market challenges, management then requires critical data to make decisions about the business and its staff.

Over the recession many businesses realised the importance of having ready access to even the most basic Human Resource / People information.

Over the last two years Fusion5 has helped many customers with building HR dashboards, HR analysis reports and providing the business with improved HR information. Having clear HR metrics and easy to ready HR reports is paramount for most businesses, especially when labour costs are often the highest cost for many organisations.

Not all customers can afford to create a range of reports required for their business so, to help with this, Fusion5 has teamed up to provide HRMatchBox. HRMatchBox is an off the shelf HR reporting tool that 'sits in the cloud' and provides a range of standard HR reports that pull data directly from the customer's HR/Payroll and finance systems.

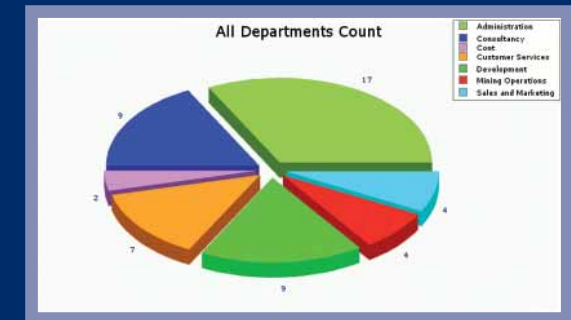
Once configured HRMatchBox is provided on a monthly fee basis (depending on reports used) and has no contract timeframe, providing customers with a short term solution to reporting issues if required.

This exciting new product can be implemented over a period of days, not weeks. The speed of installation and the low cost associated with the software means that even smaller businesses that are under pressure can get to the vital people information needed.

Key features of HRMatchBox Include:

- Web based portal, with the ability to schedule reports and email or publish reports.
- Ability to brand the interface the same as your staff Kiosk.
- Ability to publish to your kiosk.
- Supports multiple datasources combined in single reports.
- Pre developed SQL templates enforce consistency.
- A library of over 50 reports.
- Full user friendly drill down functionality.

To learn more about HR Matchbox or to have a demonstration, contact **Chris Radley** or **Rebekah Humphries**.



Screen of Staff Details

HR Data Printing Administration

EmployeeID	Employee First Name	Employee Last Name	System Category	FTE	Current Dept	Multiple Categories
11	Admin	Admin	Administration	0.0000	Current Employee	Administration - Fulltime
12	Admin	Admin	Administration	0.0000	Current Employee	Administration - Fulltime
13	Admin	Admin	Administration	0.0000	Current Employee	Administration - Fulltime
14	Admin	Admin	Administration	0.0000	Current Employee	Administration - Fulltime
15	Admin	Admin	Administration	0.0000	Current Employee	Administration - Fulltime
16	Admin	Admin	Administration	0.0000	Current Employee	Administration - Fulltime
17	Admin	Admin	Administration	0.0000	Current Employee	Administration - Fulltime
18	Admin	Admin	Administration	0.0000	Current Employee	Administration - Fulltime
19	Admin	Admin	Administration	0.0000	Current Employee	Administration - Fulltime
20	Admin	Admin	Administration	0.0000	Current Employee	Administration - Fulltime



Interviews

Kevin Wilson



What's your role at Fusion5?

I am a Principal Consultant in the Fusion5 CRM team.

What attracted to you Fusion5?

I originally came to Fusion5 via another company that merged with Fusion5. One of the key areas I value about working here is that you are not alone; there is a team working together to make it happen.

What are you working on?

My time is spent primarily with our purpose built Pivotal CRM template called Smart-TMS. This is a product Fusion5 has developed to meet the training management needs of Industry Training Organisations, focused on workplace training. Smart-TMS was only released last year and been received very well. So my time is spent on ensuring the functionality of the product meets our client's needs, continuing to grow and improve.

What makes a 'good day'?

Seeing an item of functionality that was a concept turn into reality within the product. Takes a while sometimes (!), but it is very satisfying seeing all the ideas come to fruition.

What are you famous for?

Despite my quiet nature, I often get accused of being somewhat noisy in the office ... Can't figure it out!

What do you get up to outside of work?

Generally it is spending time together with my wife, reading and running.

Greg Kirkendall



What's your role at Fusion5?

I was initially brought on as a JD Edwards technical consultant and pre-sales consultant. Due to previous experience and opportunities within the SOA practice, my focus is now around SOA Solution Architecture. This includes presales, proposals, speaking at conferences, designing SOA integrations and writing technical specifications. Due to Fusion5's close relationship with Oracle, I am also delivering JD Edwards and Oracle SOA Suite development training.

What attracted to you Fusion5?

A friend of mine worked for Fusion5 and told me all about the company. After interviewing with Craig Hampson and Stewart Dickson in the Sydney office, I was very excited about the opportunity to be involved in the sales cycle in addition to my regular duties.

What are you working on?

In order to support pre-sales activity, I have built an Oracle VM High Availability cluster that runs JD Edwards E9.00 and Oracle SOA Suite. We are preparing to do a road show with Oracle later in the year and will use our infrastructure for the demonstrations. At the moment, I am writing a SOA integration proposal for a client and just finished a successful UAT with another client using Oracle SOA and B2B.

What makes a 'good day'?

Any day that project milestones are met. Having a successful go-live. Any time we have a successful sale.

What are you famous for?

My sense of humour. I tell the worst puns you have ever heard!

What do you get up to outside of work?

I love reading about green technology and want to build an eco-friendly house and an electric car. Also enjoy hiking, scuba diving, movies and playing with my children.

Gordon Munro



What's your role at Fusion5?

I am employed as a Senior Technical Consultant in the ERP team, and I also have responsibility for our in-house ICT services.

What attracted to you Fusion5?

I worked as a contractor in the New Zealand JDE market for a couple of years after returning from the UK and was looking to work more in a team than as an individual. I also was looking for the chance to expand the range of projects I got to work on and to be able to bring some of the other skills I had into the role.

What are you working on?

Today I am working on an ApprovalPlus install for a customer in Christchurch, issues with JD Edwards package builds for a customer in Dunedin, a major hardware migration for another customer in Christchurch, an

Oracle to SQL Server database migration for a customer in Auckland and planning the migration of our entire SMART-TMS development infrastructure to a new server platform. And no doubt there will be several support calls as well. How is that for variety?

What makes a 'good day'?

I don't know about a good day, but a good week is one where at the end of it you can sit back, glass of wine in hand and say that you achieved something that week. In IT it's often hard to measure those results because we don't necessarily make things that people can see (unlike the builders outside my window constructing the new Telecom building), so it is important to take time to review what you did and how successful you were at it.

What are you famous for?

Apparently Mr Bean looks like me.

What do you get up to outside of work?

I love Wellington because it offers so much variety and so much to do despite the pretty atrocious weather at times. Fish & Chips on the beach with the family, taking the dog for a swim at Lyall Bay, jumping on the bike and going for a ride. Pretty much anything that gets me out of mowing the lawns!

Events

The following events are featured on our web site under 'Events'
– please check there for more information and to register your attendance.

DATE	PRODUCT	EVENT
February 21	FrontRange ITSM	User Group, Auckland
February 21	FrontRange HEAT	User Group, Wellington
February 24	Primavera	User Group, Wellington 3.30-5.00pm
February 24	CDC Pivotal	Respond breakfast seminar
February 24	NetSuite	Webinar, Auckland
March	Primavera	User Group, Auckland
March 14	SMART-TMS	User Group, Auckland
March 15	SMART-TMS	User Group, Wellington
March 15	Oracle CRM on Demand	Webinar
March 15	NetSuite	Webinar, Auckland
April	Pivotal CRM Seminar	Breakfast, Auckland
	NetSuite	Webinar, Auckland



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