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news bites...

- Fusion5 launches our new Customer Centre, the next step in the evolution of our support offerings.
- Tony Lyons, one of our Senior Consultants has been named Fusion5 New Zealand Consultant of the Year 2008. Congratulations Tony.
- The first phase of a major systems replacement project at PGG Wrightson has successfully gone live with JD Edwards 8.12 and Oracle's SOA suite.
- New Zealand Fire Service has also gone live on JD Edwards 8.12, with Toyota to follow shortly.
- Brightpoint Australia has recently signed to upgrade to JD Edwards 8.12 and the project is now underway.
- BIDVest Australia has signed to implement a PayGlobal payroll and time and attendance solution.

Welcome to Fusion5's Easter newsletter, our second newsletter in 2009. Thank you to everyone who provided feedback on the new look of our newsletters; we really appreciate the feedback.

The year is tracking well so far; we've had a number of large projects go live and we have also enjoyed a number of new wins, particularly in Australia. Whilst the overall market is clearly slower in some areas, our diversity of customers, geography and solutions is working well for us.

TEAMFusion5 our sister company which specialises in the delivery of Oracle's ECM solutions is also going well, with the team quickly growing in Australia and New Zealand. A further update on TEAMFusion5 is on page 2.

We hope your year has started well and that you have a great break over Easter.

Fusion5 Launches Our Customer Centre

FUSION5 customer centre

On April 1 this year Fusion5 announced our Customer Centre. The Customer Centre is the next step in the evolution of improved customer service and improved service delivery for all customers across Australia and New Zealand.

Fusion5 consultants are allocated to our ERP, CRM or HCM Service Lines, or to the Customer Centre. Whilst the Service Lines tend to be focused on larger delivery projects, our Customer Centre is now responsible for:

- Managing all PartnerPlus support arrangements.
- Managing all support calls that turn into Work Orders.
- Managing all 'smaller' customer engagements.
- Managing the delivery of all ApprovalPlus projects and support work.
- Managing the support relationships with those customers who pay Fusion5 an annual maintenance fee for software support services.

Our ERP, CRM and HCM Service Lines continue

to focus on larger projects, however, from April our Customer Centre will focus on support, Work Orders and smaller but highly important engagements. By ensuring all this work goes through our Customer Centre, we expect to deliver a higher quality service, with high levels of communication to customers, thus ensuring greater overall customer satisfaction with Fusion5.

The Customer Centre is available to support all types of work, not just JD Edwards work. From April 1, JD Edwards, Esker and ApprovalPlus work will flow through the customer centre, with PayGlobal support also expected to be delivered from the Customer Centre in 2Q 2009. CRM support will follow shortly after.

The existing Fusion5 Support Centre, managed by Rebekah Humphries, is a function of the Customer Centre and continues to be focused on managing the process around support calls. The Support Centre together with the Customer Centre is the fastest growing part of our business, and without question, the most important element in ensuring we have closer relationships with our customers, as well as more satisfied customers.

Rostima Workforce Management

Rostima (www.rostima.com) is a global leader in the development and supply of Workforce Management solutions – the next generation in end-to-end optimised rostering systems. The open and flexible technologies developed by Rostima enable organisations to optimise their staff schedules by matching workload to staff resources thereby increasing operational efficiency, reducing staff costs, improving service levels and staff retention.



Rostima specialises in the Aviation, General Transportation, Retail / Entertainment and Services sectors (including government). Rostima solutions deliver benefits at a strategic, tactical and operational level, enabling customers to assess the financial impact of winning (or losing) contracts, long range and short range planning of staff and managing the daily operation to take account of staff holidays, sickness and unforeseen changes to the workload.

Rostima has been providing Workforce Management Solutions to customers around the world, both Government and non-Government organisations, for more than a decade. Sample Rostima customers include:

- Air France Services
- Air Services Australia
- Swissport UK

- South African Airways
- LSG Sky Chefs
- London Luton Airport
- P&O Ports
- Accenture
- Dubai Ports World

Originally developed from a very close knowledge of a major international airline's workforce management requirements, Rostima has now established itself as the market leader in the Transport and related logistics sectors. In more recent times Rostima has diversified into other sectors using its strength in transportation as a core competency to move into other markets.

Fusion5 partners with Rostima to identify prospective customers across Australia and New Zealand. Fusion5 won its first project at a large government agency in 2008 however due to an organisational restructure this project has been put on hold; we hope to re-engage later in

2009. Over the past twelve months Fusion5 has presented Rostima to a number of customers with large and complex work force management requirements; many of these discussions identified that the ROI is less than twelve months, and often as short as six months.

Key benefits of Rostima include:

- It delivers very strong efficiencies in workforce management, saving significant costs in wages.
- Improved staff allocation against demand, decreasing staffing costs and increasing morale through improved overtime management.
- Decreased roster and leave administration and planning time through standardizing, simplifying and automating current paper processes.
- Significantly decreased data entry with leave, swap and roster queries directed to self-service.
- Improved decision making and decreased administration time through timely workforce information.
- Better rostering improves staff morale, decreasing turnover and absenteeism.

Fusion5 is pleased to present Rostima to your organisation; please contact us to arrange a discussion or presentation. We are confident your HR departments would be excited to see this solution, and the benefits it can deliver.

Oracle Enterprise Content Management

TEAM FUSION5

TEAMFusion5 (TF5) was formed in July 2008 specifically to provide specialist Enterprise Content Management solutions to customers across Australia and New Zealand. Since July last year we have experienced rapid growth both in terms of new customer engagements as well as new hires.

TF5 is pleased to welcome **Andrew Bennett** back to Australia after his two years in the US. For the past five years Andrew has been an integral member of several highly successful teams responsible for architecting and delivering solutions for customers across Australia, New Zealand, Japan, Europe and the United States implementing the Oracle (Stellent) Content Management UCM and IPM solutions.

Andrew is recognised within the UCM community as a highly talented and experienced Solution Architect and he is already making an impact back in Australia with ongoing TF5 projects, the installed client base and other Oracle users within the region looking for the subject matter expertise that only he can offer.

We are also delighted to welcome **Deepthi Sanikommu** to our Sydney practice. Joining us directly from her recent WCM and UCM in-house implementation at Skandia Australia, Deepthi brings with her extensive knowledge of not only UCM but also Oracle Portal

technologies. Deepthi is currently involved in two projects where she is responsible for the development of Site Studio templates and Contribution Workflows.

Since our last newsletter a number of significant UCM implementations have kicked off including:

Oil Search - Oil & Gas Exploration. TF5 has commenced the implementation of Oracle's UCM into the Exploration and Subsurface divisions of this major PNG oil & gas company.

Phase one of this project, scheduled for delivery within three months, is to develop and deploy a pilot EDRMS for the corporate office of 50 users. The subsequent implementations across the remaining Australia and PNG divisions will follow closely.

TF5 will carry out scoping to determine technical direction and key system requirements followed by Analysis and Design documentation and installation.

TF5 will also offer SME guidance. This will include assistance with data migration, UAT, the production build and go live deployment support.

UCM Consultancy

In addition to the above projects, TF5 is currently engaged in every major city across ANZ including:

- ad hoc 'quality assurance' roles where we have been asked by clients to complete a pre-go live audit of the works undertaken by other UCM service providers.
- ongoing, long term support services.
- the extension and improvement of functionality within the installed base.
- facilitation of Oracle University training services by leveraging our Certified Training Partnership.
- upgrades.
- UCM change management consulting.

CRM On Demand

ORACLE®

CRM ON DEMAND

After two years of building market awareness we are now seeing a major upswing in interest in Oracle's CRM On Demand solution. CRM On Demand is delivered to organisations, from Oracle, as a hosted service (otherwise known as Software-as-a-Service). In today's tighter market, organisations like the appeal of CRM On Demand because it's a pay-as-you-go offering, you can easily add more users as you grow, there is zero spend on infrastructure and you can be up and running within days. In addition, for Oracle customers, investing in CRM On Demand makes far more sense than implementing a competitive solution as the investment in integration with the core ERP application is being delivered out of the box.

CRM On Demand provides solutions to a wide range of business issues that tend to exist in most organisations.

- Sales staff tend to keep customer contact notes on paper that becomes illegible, and in folders that do not foster adequate sharing.
- Companies can expand their sales structure, or product portfolio, and find they need a system in place to be able to cross sell and service accounts across different departments and staff.
- Management can't see forecasts easily across the organisation, and can't report on what is really going to affect the bottom line.

Oracle CRM On Demand is ideal for large and small companies; and for companies across a large spectrum of industries. Clearly any company with a sales force would benefit by having immediate visibility of sales reps activities, call rates, pipeline, forecasts etc. Marketing campaigns can be run and more effectively measured. The extensive reporting available from CRM On Demand (business analytics is delivered at no extra cost) is substantial and can have an immediate payback in terms of administration cost reductions; the need to dedicate administration staff to collate and develop sales information for management meetings is removed.

Fusion5 is seeing huge interest for CRM On Demand from consumer products companies, service orientated companies, as well as companies in the building and infrastructure sector. The tender management process as well as the management of stakeholders during a resource application and building project can easily be achieved in CRM.

Fusion5 can present CRM On Demand within 30-45 minutes over a webex presentation; please let your Account Manager know if you would like to know more.

PayGlobal & Fusion5



Fusion5 has been a PayGlobal partner since 2004. During this time Fusion5 has built a strong PayGlobal knowledge base and is capable of building great solutions for customers using the full extent of functionality and configuration tools available in PayGlobal.

Our PayGlobal practice, run by Steve Minchington, continues to assist customers to gain more and more benefit and return from their investment; most customers continue to implement and gain benefits from PayGlobal over a 2-3 year period, highlighting the strength and depth of the solution. As the market for all businesses is currently changing, using PayGlobal more effectively or utilising further functionality can provide further information that may assist your business manage people and costs more effectively.

As well as the strong practice run by Steve, Chris Radley has joined Fusion5 from PayGlobal. Chris is one of the PayGlobal founders and since 1999 has worked with 90% of the clients that

have purchased and implemented PayGlobal. Chris brings a huge wealth of knowledge of what can be achieved with the software as well as the clear vision of what PayGlobal will be delivering into the future. In addition, Chris knows how to fill any gaps identified by customers with either more appropriate configuration of the software or the implementation of a supporting third party solution to close the gap.

A large part of Chris's role at Fusion5 is to grow our PayGlobal practice, provide high levels of Account Management and promote what PayGlobal can offer to both new and existing Fusion5 clients.

TimeFiler - smart timesheet management

Fusion5 is excited to partner with TimeFiler, a new online solution designed to save companies time and money by managing employee time efficiently. With timesheets, leave requests, and rostering functionality, TimeFiler has all bases covered.

TimeFiler provides companies of any size with a single solution for rostering, leave requests and timesheet management - all accessible from any computer with an internet connection.

TimeFiler's unique colour coded payments and alerts are visible as timesheet are filled in, ensuring timesheets are correct from the very start.

TimeFiler provides tangible benefits to organisations including:

- Increased employee payment accuracy.
- Eliminates manual data entry / error.
- No more paper and associated tasks such as filing and faxing.
- Fully adaptable to complex and changing payment conditions.

Mercy Hospital in Dunedin who employ 180 staff, now save 50 hours per fortnight, and has reduced their timesheet error rate from 15% to 0% with TimeFiler. Mercy Hospital's monthly licence fee costs them less than one third of the time they now save with the reduced processing time and error rates making it a very worthwhile investment.

TimeFiler integrates with most payroll systems

including PayGlobal. Employee data is maintained in just one place and any changes you make in your payroll system such as PayGlobal are automatically updated in TimeFiler. Payment files are also created in TimeFiler ready for importing into the payroll system.

With TimeFiler's no-risk pricing model it is a simple decision for companies to make with a visible and quick return on investment. A monthly fee is calculated based on the number of employees using TimeFiler, plus minimal one-off implementation fees.

TimeFiler has seen rapid growth in the past 12 months and clients include companies such as Solid Energy, Christchurch International Airport, Aviation Security NZ, TNS Asia-Pacific and Colmar Brunton among others.

Chris Radley, Fusion5's HCM/CRM Sales Manager, has considerable experience with PayGlobal and is excited to add TimeFiler to the solutions Fusion5 can provide to compliment your employee time management requirements.

For more information on TimeFiler and how it can benefit your business please contact Chris Radley on 64 4 473 4552 or chris.radley@fusion5.co.nz.

Juken New Zealand & AP-EAS

Juken New Zealand Limited (JNL) is a forestry and wood products company with forests and mills located throughout the North Island of New Zealand. The mills produce reconstituted wood panels, peeled & dried veneer, and sawn lumber. JNL's combination of technology and innovation, provides an extensive range of engineered wood products for both local and export markets.

JNL has a long-term commitment to the New Zealand forestry and processing industries and in 1990 purchased major Crown Forest licenses in three regions of New Zealand resulting in a total productive area of 41,400 hectares. Today JNL provides employment to more than 1000 New Zealanders.

JNL's decision to centralise

Based on identified cost savings, JNL's long term plan was to centralise its Finance function located at four mills and three forests to its Auckland Head Office. The implementation of JD Edwards Enterprise Resource Planning (ERP) was a driver in the decision to centralise. Recently JNL relocated all processing and finance resources to Auckland including the Accounts Payable function.

Graham Maples, JNL's Chief Financial and Chief Information Officer, felt that with centralisation there was a real concern about the loss of visibility once invoices were sent back to the mills for approval and that invoices could fall into a "black hole". When Graham and the team at JNL saw an AP-EAS demo they immediately recognised the value and potential of the solution particularly with the ability for AP-EAS to integrate with JNL's ERP solution, also supported by Fusion5.

Impressive Results

Initially JNL felt it might have been necessary to duplicate its Accounts Payable resources at the mill and forest locations in the newly centralised finance team.

JNL was not confident that the volume of work

and necessary follow up would be reduced; instead JNL anticipated that it may actually have to increase staff on site to follow up with approvers.

Instead AP-EAS improved processing to such an extent that JNL experienced a 35% reduction in its Accounts Payable resource requirements. JNL attributes the saving directly to the implementation of AP-EAS. "I don't often get excited about new solutions but I am really excited about AP-EAS and what it has done for our business. It's a great solution" says Graham Maples.

Ease of use

JNL's AP-EAS users find the software very easy to use. "It's so intuitive and easy to use that users required only a few hours of training. Managers love AP-EAS, particularly those whose travel frequently, they receive emailed approval requests and can log in and approve remotely or alternatively they can easily delegate their approval while they are away".

JNL's AP-EAS users have been impressed with how easy it is to access information, particularly old invoices with a scanned copy immediately available to be viewed/ printed. Before implementing AP-EAS locating old invoices would have involved a physical search through paper files stored in inaccessible locations.

As scanned invoice copies are now available at their finger tips, the need for JNL to store old invoices offsite has been removed, resulting in significant savings in handling and

storage costs that quickly add up when large volumes such as JNL's 60,000 invoices are processed each year.

Improved Business Processes

JNL's Auditors find the approval levels and information AP-EAS provide is invaluable. Clear status and approval information allows total visibility of transactions as they progress through the approval system. This feature has proven to be invaluable in identifying any bottlenecks and easily answering supplier enquiries. Invoices which may have been put on hold can be viewed immediately and suppliers advised of the status and reason for the hold with the use of the comment functionality.

Other added benefits JNL has taken advantage of include visibility of who has coded transactions to the General Ledger, a feature which is useful when identifying and correcting errors. The need to decipher an approver's signature is also no longer a problem with electronic approvals and information capture.

Looking to the future

JNL's implementation of AP-EAS included a number of additional enhancements to the solution which has delivered added value. Fusion5's responsiveness to these requests impressed JNL such that they are now considering the implementation of new AP-EAS features such as accruals and budgets.

AP-EAS has since been replaced by ApprovalPlus, the new .Net version of Fusion5's innovative workflow solution. ApprovalPlus is available today for converting the inefficient, manual processes in your accounts payable area into efficient, streamlined electronic processes.

For more information on ApprovalPlus and how it can benefit your business please contact your account Manager.

Fusion5 People - Jenny Mackie

Jenny is an Application Consultant within Fusion5's CRM Service Line. Jenny also provides project administration assistance and supports Fusion5's Customer Centre.

Born and raised in the UK, Jenny has now been in New Zealand for nearly five years and considers it home.

When she isn't working Jenny spends her time

training for multisport events. What started out as a casual interest when she entered her first multisport event 3 years ago (the Special-K Women's triathlon) – has become Jenny's passion.

Over the last three years Jenny has completed many multisport events including two half Ironman events and most recently Taupo Ironman (3.8km swim, 180km bike and

42.2km run) in March with an amazing finish time of 12 hours 11 minutes.

Jenny's goal now is to qualify for Ironman Kona in Hawaii, the home of Ironman.

We are very proud to have Jenny as part of our team and fully support her sporting endeavours. We hope to celebrate Jenny's Kona qualification in the not too distant future.

CONTACT US

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

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

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