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news bites...

- Fusion5 hires five new people across Australia and New Zealand, and continues to look for more payroll / HR consultants.
- Ravensdown goes live on our recently released ApprovalPlus solution.
- TEAMFusion5, our sister company that specialises in Enterprise Content Management has secured a major win at Accident Compensation Corporation (ACC).
- Toyota New Zealand goes live on JD Edwards 8.12.
- Mainzeal Construction and Aarque Print both purchase Oracle CRM On Demand and have commenced their implementations.

Welcome to Fusion5's third newsletter for 2009; we hope you find something of interest in this edition.

Fusion5 has enjoyed a positive first half year with a busy consulting team resulting in the need to hire more people. Fusion5 is currently recruiting for our technology practice in Australia and Fusion5 New Zealand has recently hired Peoplesoft, PayGlobal and JD Edwards consultants.

Whilst the market might be a little slower for new purchases of major systems our customers continue to require additional support through our Customer Centre, and many others are upgrading their applications and/or rolling them out into other parts of the organisation.

The key areas of demand at present are SOA and development skills, with customers looking to integrate applications with more robust, open standard solutions. We are also seeing many organisations investing in training tools such as Oracle's User Productivity Kit (UPK). We have mentioned this product many times in our newsletters; without exception, every customer who views this product can see immediate benefits for their business. Fusion5 has noticed that many customers have a relatively low level of knowledge of the applications within their business; when staff leave, new staff tend to be trained by people with low levels of application

knowledge, and the overall knowledge level within the business becomes lower again. Those organisations investing heavily in training are the exception, but they certainly stand out from a productivity and user satisfaction perspective.

Fusion5 is also seeing a high level of interest for solutions such as ApprovalPlus, our Accounts Payable invoice scanning solution. For a relatively low level of spend and only a few days to implement, the payback from this investment is considerable – both real bottom line benefits and soft benefits such as improved controls and auditability. Ravensdown, one of our first ApprovalPlus customers, has recently gone live and is profiled in the following article.

We hope you find some articles of interest in this newsletter. If you have any feedback for us then please don't hesitate to send us an email.

Ravensdown goes live with ApprovalPlus

Ravensdown is the largest supplier of fertiliser in New Zealand, directly supplying more than half of all the fertiliser used in New Zealand agriculture. Ravensdown is 100% owned by farmers and has over 50 locations in New Zealand and Australia. As a geographically diverse organisation Ravensdown is ideally suited to Fusion5's ApprovalPlus solution.

Ravensdown had previously purchased AP-EAS, Fusion5's earlier Lotus Notes based version of ApprovalPlus. On hearing we had a new .NET version available, which provided a more (cont'd P2)

BIDVest implements PayGlobal

BIDVest is a leading foodservice and hospitality wholesale distributor in Australia and New Zealand. They are part of the international BIDVest Foodservice group that includes market leading businesses in the United Kingdom, South Africa, Australia/New Zealand, Continental Europe, Asia and the Middle East.



Currently employing over 800 staff in 20 locations throughout New Zealand and thousands in Australia, BIDVest engaged Fusion5 to implement the PayGlobal suite of applications. The New Zealand implementation commenced late last year and the Australian implementation began in Q2 2009.

The main drive behind the project was to increase efficiency and accuracy of timesheet capture and improve upon the whole payroll process. A key objective was to replace the existing excel based timesheet recording system and replace this process with a fully electronic system.

Excel based timesheets that were manually keyed into payroll left a considerable margin for error both in the interpretation of award entitlements and the integrity of data entered into the payroll system. With an electronic biometric finger scanner now located at each branch staff are able to accurately record their hours of work; this also totally eliminates "buddy punching" that can occur with card and pin based recording devices. To eliminate the need for managers to interpret award entitlements the PayGlobal Time & Attendance module was implemented. Information from the biometric scanners is imported into the Time and Attendance system after which an electronic

report is e-mailed to each branch notifying it of exceptions such as absent days. Managers are then able to use PayGlobal to action these exceptions and populate leave payments into the timesheet. Using PayGlobal, managers can report on leave balances, payment history and leave history without contacting the payroll department which in turn drastically reduces the number of queries that payroll receive.

Once all adjustments have been completed the pre-defined award entitlements for each branch are consistently applied by the system to calculate the payments to be made to each staff member. Payment reports are e-mailed to managers for final approval before the information is processed through the payroll system for payment.

In March 2009 BIDVest New Zealand went live with the Payroll module and since then has been rolling the solution out to their branches. Currently over half of the sites now use the system to capture and process timesheets. Due to the simplicity of the PayGlobal application it has been possible for branch managers to train and assist other branch managers during their go live process.

BIDVest has had a great response from managers and staff alike to the new systems now in place. Fusion5 looks forward to assisting BIDVest with the completion of the roll out and ensuring the system performs to its full potential across Australia and New Zealand.

Rhonda Geary BIDVest's payroll manager has provided the following feedback to Fusion5.

"Since starting with BIDVest New Zealand in 2006, the number of employees paid weekly has grown from 550 to 830. The company was rapidly outgrowing the system they had been using and the time had come where a more efficient process was required.

"A new payroll system was discussed, but it took some time to make a decision about which was the most beneficial way to go forward.

"I can quite happily say that PayGlobal, even though we are in the early stages of implementation, was the correct decision. Our reporting is being forwarded electronically to our Managers, our payslips are being emailed, our monthly journals are downloaded and the amount of time being spent on data entry has more than halved, with the possibility of becoming almost non existent. This process has contributed significantly to the confidentiality of all things payroll and has enabled me to focus on the payroll functions that, up until now, were low on my list of priorities. The scope for further improvements is unlimited.

"I am grateful to have received such expert training and support from Fusion5. This support has enabled me to go into this venture with confidence and a 'can do' attitude. A job that seemed so stressful this time last year has changed into a challenge with many new processes to look forward to".

Ravensdown goes live with ApprovalPlus continued...



compatible technology environment as well as improved functionality and a fresh user interface, Ravensdown decided to wait for the delivery of ApprovalPlus; the company had no qualms whatsoever in 'being first' to use this new software!

On May 5th 2009, Ravensdown became Fusion5's first customer to go live with ApprovalPlus, our accounts payable workflow solution. Ravensdown has seen immediate improvements for its Accounts Payable department and the workload on the Accounts Payable staff.

The implementation went particularly smoothly with only minor teething problems encountered during the transitional period; Ravensdown has now settled into almost trouble free business as usual operations.

Michael Till, Company Administration Manager at Ravensdown says "ApprovalPlus has been very well received within our Head Office. The flow of information has improved and the amount of paper sitting on desks has reduced. Word of ApprovalPlus has spread through the organisation with a number of the regional offices requesting that they too be set up on ApprovalPlus. We have seen immediate benefits from ApprovalPlus such as improved cost controls and visibility of our expenditure. ApprovalPlus is easy to use which has helped in user approval".

Although Fusion5 has a number of customers in Australia and New Zealand using the Lotus Notes based AP-EAS product, this latest release, redeveloped entirely from the ground up on Microsoft SQL Server utilising the Microsoft .NET

technology stack and renamed ApprovalPlus, has been in production release since the beginning of this year. This new release incorporates all the proven features enjoyed by customers using the earlier AP-EAS product, along with the portability and accepted technology platform of the Microsoft development tools.

At this stage Ravensdown is using the invoice approval features of ApprovalPlus. Ravensdown plan to take advantage of the recommended best business practices that are supported by ApprovalPlus however and will commence using the Purchase Orders function of ApprovalPlus in the not-too-distant future.

Fusion5 and Ravensdown are working closely to continually improve the features of ApprovalPlus.

Oracle Enterprise Content Management (ECM)

TEAM FUSION5

TEAMFusion5 continues to work with many customers on their important ECM projects across Australia and New Zealand. Two of our Australian based Web Content Management projects are on track to go live this month and our first Oracle EDRMS (Electronic Document Records Management System) deployment is taking shape. We will have a further update in our next newsletter.

It would seem that even during this period of economic nervousness, the value that Oracle ECM can derive for a business is still recognised and as such the pipeline for upgrades and new implementations is remarkably strong. TEAMFusion5 is currently working through

significant new opportunities in Melbourne and Sydney and has recently won a major engagement at the Accident Compensation Corporation (ACC) in New Zealand. ACC is the Crown Entity that manages New Zealand's accident compensation scheme.

ACC adopted Oracle (Stellent) UCM a number of years ago and is now looking to upgrade and extend the use of this application further into the business. In addition ACC will be implementing Oracle's Universal Records Management (URM) to deliver a fully functional EDRMS solution.

The University of Otago also chose Oracle UCM to be implemented as their Web content management

platform. The University was looking at improving their business process for the website content publication and to remove the IT bottleneck in the publishing of web content. The University was also keen to introduce electronic workflows and wanted to comply with NZ legislation (e.g. The Public Records Act and the mandatory standards within it). The initial phase for this project involves defining the functional requirement, producing detailed design and migration of the University's corporate website. Phase 2 of this project will include advanced functionality like POD casting, and Phase 3 will focus on moving over fifty other sites belonging to Otago University to within the UCM platform.

CRM On Demand

With the global financial crisis, organisations need to find more creative ways to achieve cost effective projects that deliver value for the business but without the hefty capital outlay that software projects can be tagged with.

ORACLE®

CRM ON DEMAND

With businesses needing to tighten the belt, now is the optimal time to get closer to your customers to improve sales and service.

With this objective in mind, Fusion5 has seen a large upturn in organisations taking on Oracle's CRM On Demand solution which is offered as a Software-as-a-Service (SaaS) model.

CRM On Demand comes as a turnkey solution for sales, marketing and service, ready to 'turn on' and use. The timing to have the software up and running is swift, and is 'pay as you go' based on per person, per month pricing. CRM On Demand provides the ability to manage all customer (and prospect) information such as discussions, interests, issues, contacts and business development plans as an important asset that your organisation needs to protect. It also enables users to share information across the company as appropriate to enable cross selling and improved customer retention.

Fusion5 has enjoyed recent success with CRM On Demand including new sales at Mainzeal Property and Construction and Aarque Print. One of the key reasons customers have selected CRM On Demand is that there is no infrastructure cost behind it, which means no IT support and no costly upgrades in the future.

We have also had feedback that customers like the look and feel of the software – it is intuitive and easy to use with minimal training required. CRM On Demand has proven it is very user friendly for Account Managers, Business Development Managers or Executives who want the 360 degree view quickly and easily. One customer also chose CRM On Demand to keep the same brand across their applications and to assist with ease of integration with their existing Oracle products.

In November last year, Oracle hosted its Social CRM On Demand briefing showcasing the direction that CRM On Demand is taking to support the modern trend of social networking. Where traditional CRM systems are hierarchical and transactional based, CRM On Demand helps users collaborate more closely, work more efficiently, and stay better informed.

With new features in CRM On Demand such as the support for Web 2.0 users can improve collaboration and information sharing. For example, sticky notes and a centralised message center provide updates on the latest information posted by team members. CRM On Demand allows users to integrate all relevant information from the internet, intranet and CRM within one application. Users can get the latest information about customers with RSS news feeds and embedded widgets for quick access to pertinent information. Contextual information from the internet, business sources and social networks provides important up to date insight on customers and enables organisations to target new sales opportunities accordingly.

Additionally with 45 pre-built reports CRM On Demand provides out-of-the-box analytic capabilities including an embedded data warehouse for analysing and comparing current performance against historical trends. Fusion5 has found that from a competitive position, Oracle CRM On Demand provides significantly more out of the box analytical information, at no additional cost.

To find out more about Oracle CRM On Demand please contact Lisa Nicks at lisa.nicks@fusion5.co.nz or Craig Hampson at craig.hampson@fusion5.com.au.

Fusion5 people - Lisa Nicks

Lisa is a Fusion5 Account Manager for Oracle ERP and CRM Application customers.

Lisa has an extensive background working in sales and account management for Oracle spanning over 16 years. Lisa has worked for Oracle locally and in the corporate office located in Redwood Shores, California, where she worked for six years selling into the San Francisco/Northern California region.

When she isn't at work Lisa enjoys spending time with her family, introducing them to new experiences and adventures, and plans to walk the Abel Tasman track in the New Year.

Lisa has also recently begun training for the Adidas Auckland half marathon in November this year.

To help her along her training journey and focus on her goal, Lisa has decided to use the opportunity

to raise money for the Leukaemia and Blood Foundation. Six New Zealanders are diagnosed with leukaemia, lymphoma, myeloma or a related blood condition every day. The Leukaemia & Blood Foundation (LBF) has a vision to cure, and Lisa has decided to be a part of that vision. To track her progress visit www.fundraiseonline.co.nz/LisaNicks.

We wish Lisa all the best and hope to bring you an update on her progress later in the year.

Governance, Risk Management & Compliance

Research by PricewaterhouseCoopers just prior to the onset of the current global recession indicates that fraud continues to rise and the cost of fraud continues to rise.



This situation has been made worse by the economic climate, with large scale redundancies and business mergers. Staff are being asked to take on more duties; this gives some the improved opportunity to commit fraud. Security Officers are having a tough time maintaining security and effective segregation of duties controls in line with the rapid changes to their organisations. More people than ever now seem prepared to commit fraud.

Help is at hand. Fusion5 Australia is pleased to announce it has teamed up with the leading supplier of JD Edwards Governance, Risk Management and Compliance solutions, Q Software.

Q Software has appointed Fusion5 as a Certified Alliance Partner to sell, implement and support the full family of Q Software's SEC-Qure® solutions for JD Edwards EnterpriseOne customers, namely:

- SEC-Qure® Config – for effective security configuration and management.
- SEC-Qure® SoD – for powerful, yet easy to use, Segregation of Duties reporting at role, business process and object (program) level.
- SEC-Qure® ComplianceManager – for simple security and SoD and security access analysis and auditing.

More JD Edwards customers use Q Software solutions than any other. The reasons are quite simple, including:

- Proven to reduce security implementations by around 80%.
- Proven to reduce reporting time from days to

minutes.

- Proven to provide a measurable Return on Security Investment within months, not years.

Not only that, Q Software's SEC-Qure® solutions are endorsed by leading audit and consultancy firms and by Oracle itself, as they provide the most comprehensive and most effective solutions for JD Edwards GRC requirements.

Fusion5 is excited about adding Q Software solutions to our portfolio and is confident your security team and internal auditors will be pleased with the benefits we can offer.

Fusion5 will present Q Software in a free one hour webinar 'Implementing an effective Segregation of Duties strategy for JD Edwards EnterpriseOne'. This will be held on:

July 15th 2009 17:30 NZST or 15:30 AEST (Sydney, Brisbane).

Register now at www.fusion5.co.nz/events.php

If you would like a white paper on achieving effective compliance in JD Edwards EnterpriseOne, please send us an email and we will be pleased to send it to you.

Fusion5 Australia update

Fusion5 Australia has seen escalating levels of utilisation. Whilst the cautious nature of businesses over the last few months has led to IT projects being delayed, the demand for support services has been higher as customers see the benefits of outsourcing their support requirements.

Many of our Australian customers are undertaking projects such as tools release upgrades and integration work in order to take advantage of the relatively quiet trading conditions.

Since January Fusion5 Australia has significantly expanded its capability in Fusion Middleware (FMW) which is touted by Oracle as the foundation to the new set of Fusion Applications being developed. FMW allows organisations to take advantage of open standards, SOA (Service Oriented Architecture) based architectures and integrated security. FMW has three main elements:

1. SOA – Service Orientated Architecture.

A suite of applications aimed at SOA based integration. The suite consists of the two Service Bus products supported by Oracle, BPEL, BAM, and B2B Integrator. Other products in the SOA family include Oracle BPM (Business Process Manager) and AIA (Application Integration Architecture). AIA is the foundation of pre-built integrations between

existing Oracle applications such as CRM On Demand and JD Edwards. Another example of where this technology is being adopted is the integration between JD Edwards and IPM (Image Process Management) for workflow and approvals of documentation such as supplier invoices within Accounts Payable. Foundation packs allow businesses to extend the pre-built Oracle examples to encompass any application, including applications outside the Oracle family according to a pre-defined methodology.

2. Enterprise 2.0 and Content Management.

The foundation of E2.0 and ECM began with the Stellent suite of products including Enterprise Content Management, Web Content Management, Records Management and Image Process Management. This group has been expanded to include Portals and some of the WebLogic applications following the acquisition of BEA. This includes WebCenter Suite which allows for the seamless deployment of composite applications.

3. IDM – Identity Management.

A comprehensive suite of applications aimed at hot pluggable security within a heterogeneous applications environment. IDM includes products such as Oracle Access Manager and Oracle Enterprise Single Sign On. Web Services Manager (applicable to SOA Web Services integrations as above) is also part of the IDM family.

Fusion5 customers are recognising the benefits of adoption of SOA to facilitate integration between disparate applications using a service based approach. This approach allows for decoupling of applications that traditionally would have been cemented together, restricting upgrade options and requiring large investments in ongoing support. SOA has transformed many of our customers' way of thinking about integration and has led to an understanding that the old ethos of one large application should fit all no longer rings true. Businesses are able to leverage existing investment in applications and replace or expand existing functionality on a modular basis as the business has the capacity to do so.

For more information on the FMW offerings from Fusion5 please contact Craig Hampson at craig.hampson@fusion5.com.au.

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