



F5

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NEWS

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## news bites...

- Fusion5 is now one month of short celebrating its 7th birthday; this is a great milestone for us and one which sees us going into our 8th year with a strong, diverse business.
- Fusion5 is finalising details to acquire a leading CRM business which will add significant capability to our organisation and a wide range of solutions for our customers.
- We have successfully gone live with JD Edwards ERP 9.0 at Transurban in Victoria and at NSW Law Society.
- Westfield Australia has had a successful Accounts Receivable Online Middleware go-live and we are close to the go live of the equally successful Westfield P2P Middleware project.
- News Magazines has also had a successful go-live of JD Edwards Requisition Self Service.

Welcome to our November newsletter, our fifth newsletter for 2009. This newsletter provides updates on customer and Fusion5 activities as well as introductions to new offerings.

Despite the downturn in the economy, Fusion5 Australia has had a very good year thus far. Many customers have chosen to upgrade their applications and/or implement SOA (Service Oriented Architecture) solutions to prepare themselves for the future. Whilst some projects are now wrapping up we have new projects on the horizon and a steady stream of client work. One of our exciting new projects is with Nutrimetics. Nutrimetics, part of the worldwide Tupperware Brands Group, has engaged Fusion5 to deliver JD Edwards financials and distribution commencing November 2009.

An increasing percentage of our revenues are now coming from our decision 18 months ago to diversify our activities into the OFM (Oracle Fusion Middleware) space. Our success in this area is primarily to do with our capabilities in JD Edwards and Supply Chain applications. Fusion5 was recently invited to attend an Oracle Middleware conference in China where our success in the "OFM4Apps" space was recognised by senior Oracle executives. We were one of only 8 partners across ANZ to be invited and it was notable that our traditional JD Edwards competitors did not feature. Without our experience and consulting expertise in the applications space, our activities in the OFM arena would be mute.

Fusion5 Australia has also had recent RFgen successes at Scholastic and Hills Industries, and we have a growing interest in this solution

in New Zealand where Fonterra Brands remains a key reference site.

Our New Zealand business has had a good first half of the year with many projects continuing into the year from 2008. The effects of the recession and the inability of organisations to commit funds to new projects is now being felt in some areas however, and will probably continue into Q1 2010. With this in mind we have an excellent opportunity to reshape the organisation and ensure we have the right mix of staff and solutions to meet market demand in 2010.

We have some important announcements looming, particularly in the CRM space, and we look forward to updating you in our December newsletter.

# iLicence - new 'Software Licence Management' offering

In November 2009, Fusion5 launched its new Software Licence Management (SLM) service line.

Recognising the growing complexity of Oracle licencing requirements Fusion5 has responded by rolling out a new customer focused service line – Software License Management (SLM), dedicated to enabling customers to make the right decisions regarding the complex area of software licensing.



With the prospect of a contractual Oracle audit a reality and the corporate responsibility in maintaining compliancy an ever-present concern why would any organisation risk being out of compliance. Fusion5's Software Licence Management offering is designed to offer real and immediate value to our customers by eliminating license duplication and redundancy, and ensuring up to date compliance.

Every customer should know their license baseline; many don't! Fusion5's SLM team can perform a thorough software reconciliation using the correct tools and methodology to highlight Oracle software that is no longer being used but is still being maintained with high support costs. We can also look at ways of migrating, upgrading or cancelling software to meet your immediate or future requirements, stay within your budgets and control support costs.

Fusion5's SLM team can also help your organisation avoid punitive measures and be

fully aware of your contractual obligations as well as ensuring you are working within them. Our SLM team can work with you to find out the best way forward should a Gap Analysis show potential issues in your current and future license architecture. We can help you identify the risks and how to minimise them for the present and future, making sure your license asset is water-tight and can face up to the scrutiny of a Contractual Oracle Audit.

Fusion5's new "iLicense" service uses the knowledge and expertise of ex-Oracle 'License Management Services' auditors, who, with over 10 years experience can provide a total Software License Management solution for Oracle. iLicense comes as a number of related services which are specific to the actual requirements of different customer needs:

- **iLicense Health-checks**  
The iLicense Health-check is a full audit across your Oracle Technology and Application product sets. Our aim is to do a full 'Gap Analysis' and provide you with a set of professional recommendations going forward.

Once you have this knowledge it allows you to make the correct budget decisions not only for the present but also for the future.

- **iLicense Help-Desk**  
This is our dedicated Oracle License help-line to provide information on specific issues. If you need a quick answer to a specific problem we can help. Whiteboard sessions, conference calls and email are all available.
- **iLicense Portal**  
If you need someone to help manage your licenses then join our on-line license portal enabling us to manage your Oracle license portfolio. This service allows you to focus on running your business whilst letting us deal with your licensing.
- **iLicense Bootcamps**  
Fusion5's SLM team offers one day training courses to understand how Oracle licensing has evolved to where it is today, and where it is going tomorrow. These courses are a must for all Procurement and IT Managers.

There is no need to feel confused by Oracle's myriad of products and license rules. Fusion5 is committed to working with our customers in an ongoing partnership. Our dedicated Software License Management Service Line is here to give you the best knowledge today, so you can make the right decisions tomorrow.

For further information please contact your Account Manager or email [ilicense@fusion5.com.au](mailto:ilicense@fusion5.com.au).

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## Foodstuffs Auckland chooses Fusion5 for HR roll-out

Fusion5 has been chosen by Foodstuffs Auckland as its partner to roll-out streamlined Human Resource and Self Serve options to over 85 stores.

Fusion5 and Foodstuffs are taking a solution approach to provide the Foodstuffs stores and Head Office with an effective range of core HR processes and Self Serve Functionality for Employees and Managers.



An approach where stores can have flexibility and options is important, this coupled with being able to keep structures and processes similar for regional and group reporting is so important for Foodstuffs. The amount of information that can be

used to deal with problems as they arise as well for future planning, will provide some real benefit for Foodstuffs.

Not only will Foodstuffs be able to manage HR data more effectively, but this project will enable 10,000 employees to access Self Serve for receiving payslips, completing leave requests, and updating personal details. During later phases Foodstuffs can use the same technology to roll-out

HR processes on-line to managers and employees as well.

One of the key decision makers at Foodstuffs commented "Fusion5 has taken a real solution based approach and their ideas to manage not only our roll-out but the best way to achieve our objectives and the best way to use the technology have been great."

Through this phase of the HR project, Foodstuffs will realise real value from better HR reporting, as well as being able to provide benefits to its employees.

As a PayGlobal partner, Fusion5 knows the technology so well; we can present the best options for Foodstuffs to consider. This coupled with other products and services in the HR space that can complement PayGlobal have provided some great benefits for Foodstuffs.

## Motion Industries mobilises with Envisage

Motion Industries (known to many as Saeco Precision Bearings) has appointed Fusion5 as its partner to replace its existing sales database with Envisage. Following a lengthy and thorough evaluation process, Envisage was chosen above other systems including a “software as a service” solution.



Envisage will replace Motion's ageing Access database and will provide sales reps with sales call schedules on a state of the art BlackBerry handheld device. Not only will sales reps access and update sales call data, but they will also be able to update customer information on the BlackBerry, in real time.

The Envisage BlackBerry solution provides efficiencies that previous paper-based reporting does not allow and enables sales staff to be effective where it counts most, in front of customers. For Motion Industries' management this means that today's sales activity reports can be based on today's activity, which creates a far better view of sales calls than was previously possible. GPS co-ordinates are captured at each sales call; to confirm that sales visits are successfully completed.

BlackBerry handheld devices were chosen over other devices with security in mind. Because the BlackBerry handhelds access data from within Motion Industries' firewall, no data resides on the handheld. This is of importance in protecting the security of vital company information in the event that the BlackBerry was to get into the wrong hands. Effectively, the device can be totally disabled from the BlackBerry Enterprise Server. BlackBerries also offered financial gains over expensive and bulky laptops (which did not provide adequate battery life or security).

It has also been considered that efficiencies are created by using one simple handheld device to manage emails, diary functions, address book and mobile calls as well as managing sales activity.

Future additions to the Fusion5 Envisage BlackBerry application include barcode scanning. The Motion Industries project began in October and should see the project go live before Christmas 2009.

## JD Edwards Software Support

Customers often ask us for information on when the various releases of JD Edwards software will 'expire' from a support perspective. Whilst there is no end to 'sustaining support' other levels of support do have an end date. The Support Life dates for the most recent releases (dating back to the late 1990s) is tabled as follows, but please call us anytime if you require more information and would like to further understand the implications.

### Version Xe

- Updates & Fixes - Dec 2013
- Tax, Legal & Regulatory - Dec 2013
- Extended Support Ends - Not available
- Sustaining Support Ends - Indefinite

### Version 8.0

- Updates & Fixes - Dec 2013
- Tax, Legal & Regulatory - Dec 2013
- Extended Support Ends - Not available
- Sustaining Support Ends - Indefinite

### Version 8.9

- Updates & Fixes - Sep 2008
- Tax, Legal & Regulatory - Sep 2009
- Extended Support Ends - Not Available
- Sustaining Support Ends - Indefinite

### Version 8.10

- Updates & Fixes - Jun 2009
- Tax, Legal & Regulatory - Jun 2010
- Extended Support Ends - Not Available
- Sustaining Support Ends - Indefinite

### Version 8.11

- Updates & Fixes - Dec 2009
- Tax, Legal & Regulatory - Dec 2010
- Extended Support Ends - Dec 2012
- Sustaining Support Ends - Indefinite

### Version 8.12

- Updates & Fixes - Apr 2011
- Tax, Legal & Regulatory - Apr 2012
- Extended Support Ends - Apr 2014
- Sustaining Support Ends - Indefinite

## Mobile Sales Assistant

Have you installed your mobile phone hands free yet?

On November 1st using a mobile device in the car will be restricted in New Zealand, as it is in most parts of Australia. This law change, whilst possibly saving lives, will be inconvenient for many of us as mobile phones have become the norm in our day to day life.

And with the significant uptake on smart devices like BlackBerries and iPhones, these devices are becoming an important tool for doing business.

As smart phone adoption and mobile corporate email use increase, enabling 'anywhere' access to corporate business applications is a top IT strategy for many of our customers. Today 45% of companies state that mobile access through wireless technologies is the most strategic decision impacting their business application decisions for the future.

Oracle CRM solutions such as Mobile Sales Assistant and Oracle Mobile Forecast are meeting the critical needs of sales people and businesses. "Sales professionals rely heavily on mobility, and having access to strategic customer information is an important aspect to their ultimate success," said Oracle Senior Vice President of CRM Anthony Lye. "Oracle Mobile Sales Assistant and Oracle Mobile Forecast for the iPhone are important applications to add into their sales kit, allowing them to close deals more quickly and effectively than ever before."

Whilst smart phones have become our constant companion for keeping in touch with the latest information at any time of day, clicking and scrolling through endless lists and views of customer data can be frustrating when you're trying to pin down the exact information you need. Today sales people need a fast, easy-to-use mobile application to simplify and manage day-to-day sales activities. With Oracle Mobile Sales Assistant a smarter "recent list" displays contacts, accounts, leads, and opportunities based on frequency is delivered. It also delivers integrated driving directions when viewing customer contacts, as well as after-call prompts for follow-up activities.

With just a couple of clicks in Oracle Mobile Sales Assistant, sales reps can share contact information, set up team appointments, communicate with customers, or manage leads, accounts, and opportunities.

# Fusion5 Human Resource solutions

Fusion5 offers three core Pillars, Enterprise Resource Planning (ERP), Customer Relationship Management (CRM) and Human Capital Management (HCM). Over the past 6 months we have been working hard to craft an HCM strategy to provide our customers with further choice and services in the Human Resource (HR) and Payroll area.

Fusion5 is pleased to offer a wide range of HR applications and services. With so many leading HR products available, Fusion5 has chosen to work with some of the best offerings in the market to provide our customers with choice depending on their business needs.

This level of flexibility and choice has helped our customers not only choose the right niche applications, but because Fusion5 can implement and support all the applications, businesses have a complete service and support offering.

In so many instances, customers are managing multiple applications from multiple vendors which is time-consuming and inefficient. Fusion5 changes this, making account management and on-going requirements more effective.

Our range of applications includes the following solutions; a brief summary is provided on each.

## MatrixOne

MatrixOne deliver a suite of award-winning online talent management products. MatrixOne assists organisations to identify their people capability and create solutions to some of the broader talent issues such as talent attraction, deployment, development, retention and succession planning.

## EPIP

EPIP (Enterprise Wide Performance Improvement Programme) solution is an online state of the art Strategic Business Development solution that allows you to cascade business and development goals to every level of your business.

## SnapHire

The award-winning SnapHire talent management system lets you take control of your recruitment process. SnapHire provides you with a corporate careers site to match brand, to capture direct applications from candidates, employees, and agencies. SnapHire offers a unique Volume Pipeline system to manage high volumes, User

access to reduce administrative effort and speed the flow of information, as well as a comprehensive Applicant Tracking System (ATS) and integrated Candidate Relationship Management (CRM) system.

## Pivot

The Pivot software solution enables large organisations to improve the effectiveness of their remuneration processes. Pivot's Remuneration Decision Assistant (RDA) solution is used by organisations in sectors such as banking, insurance, utilities, retail and government to improve their control over the complex and often emotional process of remuneration. Pivot Software-as-a-Service means no need for corporate IT involvement or the installation of any special software.

## SRMS

SRMS effectively manages a wide range of adverse events; SRMS records events, provides a strategy, user definable policy and processes encapsulated within a web based software tool. It offers full workflow and compliance management coupled with a powerful task management facility to not only record, but manage and track these activities from end to end.

## Rostima

Rostima is a comprehensive, integrated enterprise workforce management solution used by organisations ranging in size from SMEs to those on a global scale. Irrespective of the organisation size, there is no doubt that aligning staffing levels to business "peaks and troughs" is critical to ensure labour costs are controlled and stand any chance of achieving the planned sales goal. Rostima allows organisations to automate sales and labour forecasting, scheduling and management, along with the ability to conduct strategic analysis throughout all levels of the organisation.

## OrgPublisher

OrgPublisher's charting solution lets you quickly and easily aggregate and chart workforce information from enterprise systems such as HR, CRM, talent management and other data sources. OrgPublisher automatically creates charts, validates workforce information, and allows powerful printing, easy searching and ad-hoc queries to produce results in Excel spreadsheets.

## IMPAC

Risk Manager from Impac is an integrated web based software solution that enables organisations to manage their business risks and compliance requirements. Impac's sophisticated Risk Manager Solution simplifies risk management and improves performance.

Risk Manager produces a number of reports and graphs using modern technologies to ensure data can be extracted from Risk Manager with ease. Risk Manager uses Microsoft SQL Server Reporting Services enabling users to customise reports as required.

## PayGlobal

PayGlobal is a single integrated solution to satisfy all your people management needs. PayGlobal has a solid reputation in payroll and HR and offers solutions that add real value to any organisation.

## TimeFiler

TimeFiler is a smart time management system, designed to make managing employee time simple. Capable of interpreting extremely complex contract conditions and generating real-time alerts as the timesheet is filled in, there is no scenario yet that the TimeFiler solution cannot conquer.

## TimeTarget

Time Target is a system that makes staff management easy, combining all the tools a business needs to make the most of their staff time and wages spent. Time Target specialise in making complex staff rosters easy, staff time clocking accurate and processing time sheets to payroll fast and efficient.

We welcome the opportunity to come and present these solutions. If you are interested in learning more please contact us today.



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