A goldfish is shown in mid-air, having just jumped out of a glass of water on the left and is about to land in a larger glass of water on the right. The background is white.

infusion

Autumn 2010

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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) and Human Capital Management (HCM) solutions. We also provide project management and technology specialists to bring these solutions successfully and seamlessly into your organisation.

Our large Australia / New Zealand based team includes highly skilled and experienced project managers, business change managers, architects, application and technical consultants, account managers and support consultants.

Our culture is customer centric, flexible and nimble – it's about you, not about us.

Introduction

Welcome to 'infusion', the new look, fresh and informative Fusion5 Newsletter, now in a new magazine style. Infusion provides relevant and practical examples of how customers are achieving real benefits from our solutions, as well as trends, Fusion5 happenings, introductions to our people and other newsworthy events. Each edition will also include an Events calendar highlighting upcoming industry and product presentations and/or user group meetings.

infusion will be published four times each year, and will be available either from our web site or through the traditional postal system. We've decided that too much information is sent by email, much of which is immediately deleted, therefore we have returned to old fashioned snail-mail.

The first Quarter of 2010 has been an exciting and eventful time for Fusion5; it has also been a great time for many of our customers as you will see from the case studies and articles which we are pleased to share with you.

The design and content of infusion is such that we hope it has an extended shelf life and is shared within your organisation so that more people get to know us and the solutions and services we provide. Feel free to pass this copy on and let us know if others would like to be added to our mailing list.

We hope you enjoy this new look magazine, and as always, we appreciate your feedback.

Rebecca Tohill

Managing Director Fusion5 Australia / New Zealand

What's new at Fusion5

First, it's great to be in 2010. 2009 went well for us, but we did start to feel the effects of the Global Financial Crises around 3Q 2009, particularly in New Zealand. Fusion5 Australia meanwhile noticed very little change and had a very good year, particularly in the Oracle Middleware space.

1. At the end of 2009 we welcomed onboard a very talented group of CRM people.

This group joined us from Savio Solutions and has enabled our New Zealand CRM team to instantly become the largest and most capable CRM team locally delivering strategy and product solutions to customers. Our solutions cover Pivotal, Oracle On Demand, GoldMine and Maximizer – all of which deliver exceptional value in their target markets. In 2010 our plan is to extend our capability to Australia and leverage the skills and industry knowledge we have gained.

2. Our Human Capital Management team (HCM) also goes from strength to strength.

We constantly have customers referring other customers and prospects to us, both to benefit from our extensive Human Resource / Payroll knowledge, and also to take advantage of the wide range of leading best of breed solutions we provide in this space.

3. Our ERP team has also taken the opportunity to diversify.

Whilst our JD Edwards practice, combined with our ever growing focus on Oracle Middleware solutions continues to have great success in the Australia and New Zealand market place, we have also taken the opportunity to add another ERP solution to our portfolio of business applications. Recognising that the majority of the 'new business' ERP deals are happening in the Small/Medium Business space, we have partnered with NetSuite to deliver lower cost solutions to this end of the market.



rave.

Fusion5 has adopted RAVE as our theme for this year.

Not the RAVE party scene, (although we're not adverse to the occasional party) – but RAVE 'how do we ensure our customers rave about us'.

RAVE stands for Respond - Add Value – Excite. Fusion5 staff are encouraged to adopt RAVE in everything that we do - both externally to our customers and prospective customers, and internally as we provide support services within the business. Our goal is to ensure every customer has a positive experience in their interactions with Fusion5, and in achieving this, our customers will become advocates and supporters for us in the market. Referrals are a large part of our business, and a growing one – they enable us to expand and grow the business to maximum effect.

To support RAVE, Fusion5 is including the RAVE factor as part of our people performance program. We have also launched the RAVE Hall of Fame to recognise those people about whom our customers rave. Customers are welcome to provide their Account Manager with feedback anytime; and if the feedback is not so good, then we certainly want to know this as well.

'Hot Topics'...

Customers are asking us about...

1. Sweating the Asset – getting more from their investments
2. Standardisation – consistency across the business
3. Quick solutions, Quick ROI – to improve productivity, remove pain
4. SOA – Service Oriented Architecture
5. Reporting solutions – getting access to information

Introducing ApprovalPlus at Ravensdown

Ravensdown is the largest supplier of fertiliser products in New Zealand and has a fast growing presence in Western Australia.

As part of the consolidation of the finance functions to the Christchurch head office, Ravensdown selected Fusion5's ApprovalPlus product to streamline their Accounts Payable approval process, based on identifiable improvements to the inefficiencies of the existing manual approval processes.

Although the centralisation of these functions is still underway, process improvements have already been realised. Monthly business unit costs now reflect actual invoices received to date - when previously there was a significant time lag between the receipt of the invoice and having this reflected in the accounts, and often the cost would be allocated in an incorrect period altogether. The month end process previously included a degree of guesswork as to the accrual for invoices received, but not yet coded. With ApprovalPlus the guesswork has been removed from the equation. Month end speed improvements have also been realised.

Throughout the implementation process, Ravensdown found Fusion5 easy to work with and responsive to the inevitable issues that were encountered. Fusion5 worked closely with Ravensdown to ensure that must-have functionality was quickly developed and rolled into the base product in close consultation with Ravensdown to ensure requirements were met.

Now that they are live with ApprovalPlus, Ravensdown no longer has piles of paper filing to do, and particularly enjoys being able to see the processing history of an individual invoice quickly and easily. The immediate



visibility into the virtual 'location' of an invoice allows for quick tracking of an invoice if any issues arise.

Even though the corporate wide rollout is only partially complete, immediate savings have been seen in storage requirements and postage/ courier charges. Tracy Littlewood, Admin Supervisor at Ravensdown Head Office, said "We expected that it would make a difference [to costs], and it has already."

"As one of our Company values' states, "Ravensdown will fully utilise all available technology to maximise the effectiveness and efficiency of staff". ApprovalPlus is a workflow solution designed to streamline our accounts payable process, replacing the paper based system of invoices. This, to Ravensdown, has improved productivity and tightened control of our Accounts Payable system since installation in 2009. Staff comments on a recent feedback survey ALL mentioned how easy it is to use and how they like the fact that you can easily see the invoices during and after the process. Savings have already been made on postage and time, and we can now accurately report Expenditure in each financial period. We are now looking forward to fully utilizing the Purchase Order Module."

On the coat-tails of the successful ApprovalPlus invoice module, Ravensdown is beginning to roll out the purchasing module throughout the organisation. This is expected to be a lengthier process than the invoicing module as more people within the organisation are involved. However significant downstream gain, internal control and accountability are expected.

Fusion5 has listened closely to user feedback throughout the rollout process, and while enjoying the immediate benefits of the features within the current release, Ravensdown is looking forward to enhanced functionality and new features being delivered in the future releases.

For more information please visit www.approval-plus.com



Oracle Licence Asset Management

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

Recognising the growing complexity of Oracle licensing 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 compliance 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.

How small is too small for an ERP?

How small is too small?



NetSuite is an ideal solution for Australia and New Zealand's Small / Medium businesses. NetSuite is able to scale into the market where companies were previously on systems such as MYOB, Accpac, Sage and offer a full multi-currency, multi-company solution without the need for any hardware, infrastructure, or networking costs or administration. With a single integrated platform, customers can automate key business functions across all departments, including sales, marketing, service, finance, inventory, order fulfilment, purchasing and employee management. Customers no longer have to re-key information into different systems or rectify inconsistent or inaccurate data and, with the inbuilt customisable dashboards, NetSuite offers real-time access to key performance metrics, supporting intelligent, timely business decisions.

Built from the ground up for growing and mid-sized business, NetSuite offers affordable pricing bundled with accelerated implementation and comprehensive support services from Fusion5.

Founded in 1998, NetSuite's original company name was NetLedger; its heritage stems from an online accounting software solution. The company was seeded with start-up money from Oracle CEO Larry Ellison as well as a host of key staff previously employed at Oracle. The company's Chairman

The Cloud movement is clearly the highest growth component in the enterprise software industry and shows signs of continued acceleration over the next five years.

and CTO Evan Goldberg, President and CEO Zach Nelson and many other key management transitioned over time from Oracle to NetSuite.

At one time the NetSuite solution was licensed by Oracle under the banner of The Oracle Small Business Suite however today NetSuite Inc stands alone and tall as the world's leading SaaS (or Cloud) based ERP solution.

Over a ten year period the company has evolved from a simple hosted accounting software system to a complete on-demand ERP application with integrated accounting, ERP, CRM, and e-commerce capabilities which support end-to-end business process management across an organisation. NetSuite has hitched its wagon to both the software as a service industry and the SMB target market thereby providing significant upside potential. The Cloud movement is clearly the highest growth component in the enterprise software industry and shows signs of continued acceleration over the next five years.

Worldwide NetSuite has over 7000 customers, including 400 in Australia, and 15 in New Zealand. All customers run the same release of NetSuite hosted in the United States with customers accessing the software over the Internet.

Why Fusion5 makes CRM easy

Customer Relationship Management (CRM) is a vital part of any organisation; customers are the lifeblood of business. Ensuring businesses are able to maximise the interactions with prospects and customers, manage on-going communication, and manage the operational elements of all customers, account management and service delivery is what CRM does!

Whilst we all follow similar business principles, the way we execute and manage these processes is unique. Because of this, implementing CRM is not about 'choosing the best product' on the market, it is about really understanding your business and working with a partner who will support you to implement and align appropriate systems based on CRM best practice.

Fusion5 offers a wide range of CRM solutions and has the largest number of dedicated CRM professionals in New Zealand. We have resources based in Wellington and Auckland, and will soon extend further into Australia. Today we offer a wide range of best of breed CRM solutions. "Most solution providers only offer one CRM product, and customers don't get the benefit of having a consultant being able to truly advise on the best fit for their organisation" says Graham Barker, CRM Technology and Alliance Manager, "Single product solution providers also try and push the features of their product, because that's all they have to offer, when in reality there is no one 'right' solution to fit all – they all have their place and meet different needs".

Fusion5 support and implement a number of market leading solutions and recognise the role that technology must play in any implementation. As a result, we continue to evaluate and assess the different products that come onto the market to ensure we offer a good representation of the best of breed products to fit customer's needs.

“Having the ability to leverage our CRM expertise and apply this to the solutions we offer, means we can support an organisation with a team of five sales people through to real-time integrated voice and CRM solutions for call centres of hundreds of users”

Sven Martin, Director CRM Solutions.

Our passion and interest is driven by assisting customers to achieve their business objectives and having the ability to select the best fit product, meaning customers are not just getting the 'sales job' done on them to buy the licenses!

Our CRM consultants are firstly business people and are backed by a strong technical and support team. Their high degree of business acumen means they communicate and support our customers in the context of business, not IT. Whilst CRM products offer similar functionality they are very different in their strengths with some being offered as Software as a Service (or Cloud), others with strong mobility and Blackberry™ functionality and others with a comprehensive range of functionality across sales, marketing, partner management and service / support centre.

Fusion5's CRM offerings include CDC Pivotal CRM, GoldMine, Maximizer and Oracle On Demand. HEAT and FrontRange ITSM form part of our service desk and IT management solutions.

To find out more about the right CRM solution and approach for your organisation, contact Sven Martin at Fusion5 on 09 379-0525 or sven.martin@fusion5.co.nz



HEAT. 

**HEAT is all about
customer support**

Fusion5 all fired up with HEAT

Fusion5 is very pleased to announce its appointment as a certified partner for FrontRange HEAT[®] Service and Support™ in addition to being a long-standing successful partner of the popular FrontRange GoldMine[®] CRM.

HEAT is well established in Australia and New Zealand and Fusion5 is looking forward to providing the same high level of support and leadership to these customers that our existing customers have experienced.

The HEAT family is a comprehensive service solution, combining core technologies with a variety of expansion options so that any enterprise can build a tailored solution:

- **Self Service** — Increase customer satisfaction and lower service costs when end users submit service requests, get status updates, or efficiently find their own answers over the web.
- **Knowledge Management** — Improve service agent efficiency when real-time service content is captured in an easy-to-access knowledge base.
- **Mobile access** — This service desk solution turns a Blackberry[®] smartphone into a mobile service desk client.

- **Web access** — Browser-based web access to the HEAT system provides anytime, anywhere access from any PC.
- **FrontRange Voice** — Add communication management with integrated telephony for powerful call center capability

HEAT is flexible enough to adapt to the various processes in your organisation including IT, HR, Finance and Operations and can continue to evolve with your business.

Built with ITIL best practices in mind HEAT is certified by Pink Elephant[®] as supporting ITIL processes that include:

- incident management
- problem management
- change management
- configuration management
- service level management

To discuss your service management needs and how HEAT can help please contact Graham Barker at graham.barker@fusion5.co.nz or phone: +64 9 379 0525

Textilia to drive up productivity with Fusion5

Textilia at Work - Instyle have recently opted to implement Maximizer CRM 11 for their field sales force, internal administrative and customer service staff.

The Instyle team specialises in the provision of top quality fabrics for use in office commercial, hospitality and healthcare, and is headed up by General Manager, Mary-Jane Copeland.

“Maximizer CRM will allow us to streamline our operations and customer/influencer facing processes, in order to provide an even better service than before” says Copeland.

“We are particularly excited about the ability to have key sales information updated by reps on the road via their BlackBerry™ mobiles, and be able to use that information immediately, back at the office”. The Instyle team will automate many of their already efficient processes through the use of CRM, allowing staff to focus their time onto more productive activity.

The project will go live by mid-May, will drive efficiencies and ultimately, improved revenues.



A clear advantage for Industry Training Organisations

Fusion5 has recently launched its new Trainee Management System, Smart-TMS specifically for Industry Training Organisations (ITOs). Smart-TMS is a skills development, training, and course management solution built on CDC's latest Pivotal CRM 6 platform.

Purpose built for training providers, national and industry training agencies, workplaces (HR and skills development departments) and professional development organisations, Smart-TMS is designed to fully integrate with the National Qualification Framework using the Unit Standard model, which is used throughout New Zealand, Australia, the United Kingdom and South Africa.

Smart-TMS offers a configurable and flexible solution out of the box. CRM principles are closely integrated to all management processes and workflows, ensuring that the highest level of personalised service can be provided to every customer, student, or trainee.

To see more about Smart-TMS and the benefits it can offer your organisation, please visit www.smart-tms.com



Preview of GoldMine version 9

There has been a lot of talk about the soon to be released GoldMine Premium Edition, version 9, with its powerful integration to Microsoft Outlook. GoldMine version 9 focuses on providing users with tools to further enhance their productivity.

The use of real-time dashboards provides information to users when they need it and allows everyone to track their KPIs and activities.

Version 9 also offers an alternative to using the GoldMine Calendar and Mail centre by using Outlook in a fully integrated mode. Other features include Smartphone Capabilities.

If you have a current software maintenance agreement, you will be entitled to receive the software upgrade free of charge.



Maximizer version 11 – preview snippet

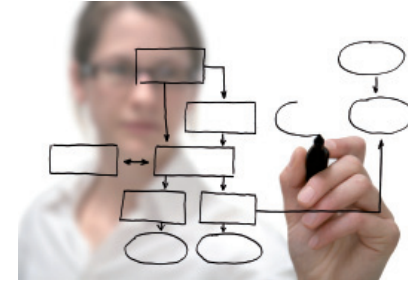
Maximizer CRM version 11 was released on 1 April 2010. The product contains over 500 new features, most noticeable being the Windows 7.0 theme and familiarity to aid user adoption and ease of use. Version 11 allows for much improved sorting and colour coding of information, as well as advanced reporting and dashboards.

Maximizer will be presenting version 11 at a roadshow in Auckland on 25th May.

For more information on GoldMine version 9 or Maximizer version 11, please contact Adam Johnson at adam.johnson@fusion5.co.nz



Motion Industries – Improves performance with mobile sales force



Motion Industries is a local supplier of the world's leading bearing and power transmission products, to small, medium, and large organisations. Motion Industries operates a national network of 22 sales representatives to manage their customers in each region. Because of the geographical dispersion of the sales force, centrally managing this team and ensuring sales KPIs and customer expectations are met or exceeded is a particular challenge.

To provide central visibility of the sales activity, an in house system was developed and enhanced over time, however it had no capability for sales people to access the information directly and relied on office staff to enter information and distribute hard copy reports to the team. This process meant sales representatives and management did not have any real time view as to who was interacting with customers and the outcomes of all this activity.

The use of many paper-based forms and call sheets also meant that information had to be double handled and when achieving an average of 80 visits each per week across a team of 22 sales reps this was very time consuming.

Impact on the Business

Although this system worked, it was cumbersome, labour intensive, prone to error and did not cater for recording any customer interaction from anyone else in the organisation outside of the Sales Representative force.

Management reporting was never in real-time because of the time delay involved in getting the paperwork processed and there was a high risk of losing or not following up customer inquiries in a timely manner.

Motion Industries wanted to solve the problem

Mike Donovan, Managing Director, wanted Sales Representatives to have access to important customer information and the ability to complete their call reporting in real-time using a single communications device. This would eliminate the paper flow between the offices and automate the manual process of data entry, and provide real-time access to information for the sales and management team.

Motion Industries looked at several different Customer Relationship Management and Mobile solutions including Fusion5's Envisage. "It was critical that we found a solution that would be cost effective to implement, easy for our team to use and adapt to our unique needs" says Justin Reay, IT Manager.

With the implementation of real-time systems through mobile devices, Motion was concerned at the inability to protect the integrity and security of critical customer and sales information. Security would be compromised if unauthorised persons were to discover a username and password and thereby have access to information. The BlackBerry™ device was chosen because of the additional security features it offered, allowing access to be controlled from the server and allowing the administrator to immobilise a lost or stolen handheld device.

"We also wanted a partner that understood what we were looking for and would be able to lead us through the project to deliver on the objectives. Fusion5 has extensive experience in delivering business applications over the BlackBerry network, and Envisage software was easily customisable, as well as offering powerful functionality for the people in the office to use; this made it an ideal fit for Motion"

Expected Results

The Envisage solution will replace the Access/Excel/paper based system with an end to end electronic solution where all company interactions with customers are collected remotely and centrally stored and managed. This new system will enable sales management to have a complete picture of what is happening out in the field, as it happens.

Real-time reporting will result from the sales call being logged into the system at the time the call is made instead of having to wait days for the paper based call report to be faxed to Head Office. Motion expects to save in the vicinity of 50 - 60 hours per week in administrative overhead by eliminating the manual process, and allow the team to focus on engaging with customers.

With the ability to enhance the call routes for sales representatives, Motion Industries expect that they will be able to increase the number of customers they reach each week, allowing them to have more face time and allowing the sales team to do what they do best.

Fusion5's Human Capital Management (HCM) Strategy

With a changing market place and demands on businesses to manage and maximise their people, Fusion5 has chosen to provide a range of HCM applications and solutions for our diverse customer base. These 'best of breed' applications provide choice and opportunity to solve real people problems for our customers.

Fusion5's focus is to provide technology that works, is market proven and is supported by businesses that are passionate about their products and services, as well as providing strong development roadmaps for the future.

Fusion5 has chosen to provide a platform whereby all of our applications can be implemented, integrated, supported and managed together. This approach provides seamless 'HR solutions' for our customers, that are backed up by understanding, knowledge and passion for the industry. We welcome the opportunity to present our strategy to you.

PayGlobal Update

PayGlobal's vision is to be the leading workforce management solution provider across Australia and New Zealand. Inherent in this vision is the provision of a truly integrated Payroll / HR solution. PayGlobal's strong innovative product offering, financial position and market share provides a solid platform to deliver on this vision and provide customers with a solution that will help organisations get the right people in the right place both operationally and strategically and also contribute positively and measurably to their bottom line.

PayGlobal is committed to understanding customer needs and delivering the best solution possible. This commitment has been further supported in recent months with additional resource being brought into the development team; in particular the appointment of Stephen Canning as CTO and further with the appointment of Alistair Mead (former Head of Development)

as Product Manager tasked with championing the future functional direction of the PayGlobal solution.

PayGlobal is making a commitment to provide customers with new functionality, outside legislation, more frequently – "Our goal is to have a solution which is truly integrated, solving customer issues, allowing for different organisational structures, workflow based and providing customers with meaningful outputs to make the best workforce management decisions", says CEO Hugh Martyn.

A further step in this journey will be a major release in October 2010. The release will include:

- Workflow – the existing HRSS modules will have workflow managing business processes. This capability will provide customers with a solution that can truly meet their operational needs.
- Business Intelligence – PayGlobal has invested in creating its own data cube



with the available add on of the ZAP business intelligence layer – giving customers the ability to create their own dashboard reporting specific to their specific requirements and company KPIs.

- Integration Services – PayGlobal will expose a set of Application Programming Interfaces to improve the flow of information both into and out of PayGlobal to other applications.
- Legislative changes – any changes required for example Payroll Giving.



The HCM World is Changing... for the Good

The world of Human Capital Management (HCM) technology is undergoing huge change, which opens up opportunities for clients and providers alike, says Philippa Youngman, Director of Pivot Software, a specialist HCM software provider and Fusion5 partner.

“We recently completed an implementation of our remuneration product at SKM, a global engineering services firm with 6500 staff across 13 different countries. Traditionally the lowest risk approach for a company of their size and complexity would be to undertake a long and expensive extension of their core payroll/HRIS system.”

“Instead they opted for our SaaS Remuneration Ally offering, seeing it as best of breed for remuneration, backed by a flexible and responsive vendor with specialist and high level domain knowledge.

It’s exciting the opportunities this new landscape opens up for both clients like SKM, who can more easily integrate specialist applications with rich functionality like Remuneration Ally to complement their core payroll and HR systems, and vendors like Pivot who can deliver our world class applications to global companies,” says Philippa.

Pivot’s SKM project is part of a drive into the Australian market that has seen the New Zealand-based software company establish an office in Sydney, and secure customers across the professional engineering, infrastructure and finance sectors.

These complement an impressive roster of New Zealand corporates including Westpac, The Warehouse, IAG, Fulton Hogan, New Zealand Post, and Meridian Energy, who depend on Pivot for running smooth and effective remuneration and performance management processes.

Pivot has two SaaS-based offerings – Remuneration Ally for streamlining an organisation’s salary review process, and Performance Management Ally, a tool for managing the performance review process and aligning it with a company’s overall corporate goals.

Key to Pivot’s success is the company’s philosophical approach to using technology in the HR process, says Phillipa. “HR is an essentially ‘human’ management function. It is about maximising a company’s investment in people, but also about relationships, communication, respect and lots of other human values.”





“Too often people forget this when applying information technology to HR. It is not the same purely analytical process as an accounting or production management system.

“Performance discussions between a manager and staff member are a critical element in the engagement of the workforce – it is the time both parties can share their assessment of each other’s performance, highlight strengths and look forward,”

Philippa Youngman, Director of Pivot Software

HCM systems offer huge potential to improve staff engagement, but organisations need to be careful not to assume technology is the best solution to an HR problem.”

Philippa points to one of Pivot’s areas of expertise – performance management, saying some solutions have the potential to remove the “human” from human resource management.

“Too often these important interactions are undermined by systems that take away much of the human interaction, or make it so onerous for managers to participate they don’t bother. Effective performance management systems enhance the process and make the engagement a smooth and productive one. The focus remains on supporting the human interaction not replacing it.”

The Pivot philosophy seems to be going across well in New Zealand and Australian boardrooms, with the company bucking the recession in 2009 to record strong growth, and look forward to rapid expansion across Australia this year, says Philippa. “The new world of HCM makes it possible for a niche software company like Pivot to work with global players, and we’re relishing that challenge.”

Visit www.pivotsoftware.co.nz

Interviews

Bonnie-lee Giles



What's your role at Fusion5?

JD Edwards and RF Gen developer in the Sydney office

What attracted you to Fusion5?

I like the positivity, friendliness and HUMOUR of the team, and thought the work sounded exciting and stimulating. I like Fusion5's morals and their desire that their staff and clients are all feeling satisfied/good/excited.

What are you working on?

I worked for Fusion5 NZ for 5.5 years and then relocated to Sydney and joined the Fusion5 team there 7 months ago and LOVE it! Currently I'm working at Sanofi in Brisbane for a few months with a fantastic project team, developing in all sorts of areas, as they convert from MFG Pro to JDE E811.

What makes a 'good day'?

Working with positive, happy, satisfied people and working on lots of new and stimulating jobs.

What are you famous for?

LOL!! I was running in the morning past the Sydney Novotel restaurant straight after a swim in the ocean, and suddenly I noticed my entire project team was sitting RIGHT there as I ran past, eating breakfast looking especially amused when I tried to duck behind my running partner - as I was looking rather disheveled. Also on my latest project I am known for my love of food. (The project manager here brings us in different cakes every Monday!!)

What do you get up to outside of work?

Recently I did my first surfing lesson in Manly. I am living in Homebush Bay (Sydney) and really enjoying doing lots of cycling and running around the many fantastic tracks. Am about to try my hand at archery next! Also, am enjoying discovering all the awesome beaches in Sydney! (Along with the many great seafood restaurants with water-views!)

Vickie McGregor



What's your role at Fusion5?

I am currently employed as a Senior HCM Consultant at Fusion5.

What attracted you to Fusion5?

In my position prior to joining Fusion5 I was lucky enough to have the opportunity to work on a number of internal HR projects for the organisation. This introduced me to project work – something I really enjoy because of the changing nature of the work. The natural progression from this was to move into a consulting role. An opportunity to move into this line of work came up with Fusion5 five years ago which I jumped at and have not looked back since.

What are you working on?

The main project I am working on at the moment is a project that integrates PayGlobal with Pivot Remuneration and Performance Management Software. I also provide day to day PayGlobal consulting services to many customers in New Zealand and some in Australia.

What makes a 'good day'?

A day when everything works first time!

What are you famous for?

I am still searching for my 15 minutes of fame!

What do you get up to outside of work?

I am recently married and my husband and I like enjoying time together either pottering around the house, getting out on the bikes, catching up with friends, eating out and tripping either around the country or overseas. We have just come back from a fantastic trip to Vietnam and so are now focusing on the next big adventure.

Sven Martin



What's your role at Fusion5?

Director CRM Solutions

What attracted you to Fusion5?

The high quality and integrity of the team at Fusion5, 'can-do' attitude to help customers achieve more, as well as the ability to make a difference to a customer's business using software solutions.

What are you working on?

Working with the team to launch our new Smart-TMS – Trainee Management Solution for Industry Training Organisations, as well as being the project sponsor on a number of new and exciting CRM projects which have recently started.

What makes a 'good day'?

It's always a good day when a prospect or customer agrees to come on board to work with Fusion5 to achieve their objectives, or when a project has gone live as planned. Hot cross buns for morning tea also do the trick!

What are you famous for?

Where do I start... probably instigating or encouraging just a little bit of mischievous fun around the place... I have also been known to 'occasionally' and quite inadvertently mix up sayings or metaphors at the most inappropriate times, which don't always go down too well. I also have an addiction to humus – so much so – I have learnt to make it (Sad I know!)

What do you get up to outside of work?

Traveling and relaxing adventure activities such as scuba diving or going to Spookers! Last trip was to South Africa where we spent most of the time off the beaten track and in the bush! Next trip Cairns – Great Barrier Reef!

Events

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

Topic	May	June	July	August
Customers	Smart-TMS Roadshow Maximizer 11 Roadshow		Pivotal User Group Goldmine Seminar	
People		HCM Roadshow	TimeFiler	
Service		Heat Seminar	Heat Seminar	
Supply Chain			JD Edwards User Group	
Finance / Reporting	NetSuite Event	SpreadSheet Server NetSuite Event	ApprovalPlus NetSuite Event NetSuite User Group	SpreadSheet Server NetSuite Event



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