



infusion

Autumn 2011

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About Fusion5

Fusion5 is a leading Business Applications company. We specialise in implementing and supporting Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Human Capital Management (HCM), Service Management, Middleware and Enterprise Project Management (EPM) solutions.

Our large Australia / New Zealand based team includes highly skilled and experienced project managers, business change managers, solution and technical architects, application and technical consultants, account managers and support consultants. Our culture is customer centric, flexible and nimble; we are easy to engage with and very focused on ensuring you gain the results you are looking for.

Feel free to contact us if you would like to discuss any of your application or technical needs, software licence contracts or support arrangements.



Introduction

Welcome to Fusion5's second edition of Infusion for 2011. We hope the year is going well for everyone.

2011 has been a good year so far with many customers investing in new applications, new technologies and application upgrades. Others have had a more challenging start to the year and have been impacted directly or indirectly by the Christchurch Earthquake and the Queensland Floods.

The days following the Earthquake were difficult, especially for our customers and partners based in Christchurch. Fusion5 was fortunate to have no staff impacts however a number of our customers were impacted with loss of life, homes and buildings. Where ever possible Fusion5 people were keen to help our customers and partners get back on their feet as quickly as possible. At very short notice we were asked to modify software to enable shipments to be re-directed, we managed our partner's call centres whilst they were unable to access their offices, we reinstalled payroll systems and provided software licences so that functions could be performed in other parts of the country.

Disasters such as these have ripple effects throughout the country as all businesses start to feel the impact. Some benefit, but many don't. These types of disasters also prompt us to consider our disaster recovery and business continuity processes, and our use of applications and the possible benefits of cloud based solutions. We've seen plenty of inquiries in this space over the past two months and expect this to continue for some time.

On a more positive note, we have launched our new web site which provides more space to showcase our solutions. We hope you check the site sometime soon and send us your feedback.

We also hope you enjoy the Autumn edition of Infusion. Feel free to contact me anytime if you require any further information on any aspect or contact one of our Account Managers.

Rebecca Tohill

Managing Director, Fusion5 Australia / New Zealand

What's Hot...

Customers are asking us about...

- Cloud software solutions and Disaster Recovery – bearing in mind the recent Queensland Floods and Christchurch Earthquake.
- Business process efficiency.
- What software to buy!
- Extensions to their PartnerPlus support contracts.
- Oracle's User Productivity Kit for end user training and enterprise documentation.
- Social CRM, again.

What's new at Fusion5

Many of our customers are expanding their businesses off shore or are seeking to diversify their businesses to better cope with recessionary times.

In line with our customers a major focus for Fusion5 in 2011 is growth, particularly in Australia. Having established a strong base particularly around JD Edwards, Middleware and Supply Chain, we are now looking to replicate our Human Capital Management (HCM) and Customer Relationship Management (CRM) Pillars in Australia.

CDC, the owners of Pivotal CRM, and Oracle, are both providing strong support and encouragement to build greater CRM capability in Australia. Both vendors have a limited number of specialist CRM partners so we see good opportunities for growth. Similarly PayGlobal is also providing strong support to assist us to re-launch our PayGlobal practice back into Australia.

To support our growth plans we are re-organising our Australian business into Pillars, specifically ERP, CRM and HCM Pillars. Our ERP Pillar comprises our existing Australian business of JD Edwards and Middleware customers, as well as our RFgen Supply Chain customers. Craig Westcott who has contributed widely to Fusion5 in the Victorian market and across Australia with our very successful RFgen practice, is taking leadership of our ERP Team.

Chris Radley, who leads New Zealand's HCM Pillar, is driving the Australian HCM Team. Chris has worked previously in Australia when he was responsible for business development and sales activities for PayGlobal. During this time Chris enjoyed considerable success and

was involved in every PayGlobal sales opportunity for many years. Fusion5 already has a number of customers utilising PayGlobal in Australia so we look forward to providing more local support to these customers as well as driving new sales. Our HCM Team is also keeping a keen eye on Oracle's new Fusion applications; recent media articles regarding Fusion HCM applications look very promising and will no doubt be a great suite of software to take to both markets.

Our Australia / New Zealand CRM Pillar will be driven by Sven Martin and will launch in July. Planning is already underway, including the likely appointment of an Australian based CRM lead around mid-2011.

Check out our new Web Site

Fusion5 has a great new web site. After six months of planning we are very proud to launch this completely revamped site, the third in our company's history. Whilst we have retained our branding and key messages, you will notice that we have expanded the site to cater for the wide range of solutions that we offer through our Pillar strategy. The Software section, plus the Quick Links at the end of the page, allows for quick and easy reference to the products our customers and prospective customers may be interested in.

We have also included a new section, Business Solutions, which enables people to visit our site to research solutions, as opposed to products. These solutions also feature in the Quick Links.

Other highlights include the use of Tiles and a News ticker which will be updated to showcase specific solutions, customer stories, product offerings or general happenings at Fusion5. We have also included a RAVE page for customers to provide us with RAVE feedback (which is important for our internal review

process), and for us to showcase Fusion5 people who have achieved RAVE in 2010 and 2011.

Fusion5's goal is to offer a range of solutions that support every aspect of an organisation's core application requirements; we hope the web site supports this goal and enables our customers to see where else we might add value to their business.

rave

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respond add value excite

RAVE continues as an important theme for all Fusion5 staff in 2011 and now has a dedicated page on our new web site. RAVE means Respond, Add Value, Excite and is applied to everything we do, from sales to consulting to support services. Fusion5 aims to ensure our customers RAVE about us and become our market advocates.

Our new RAVE page lists our people who have achieved the 2010 and 2011 RAVE Hall of Fame. It allows customers and business partners to provide RAVE feedback on specific people who have provided a RAVE service. This feedback is an important part of everyone's mid-year and annual performance review and is taken very seriously. Feedback is always appreciated.

As a result of customer feedback in Q1 2011, Fusion5 is pleased to announce that Tommy Sharp and Simon Bennett, from our HCM team are our first people to achieve entry into the 2011 RAVE Hall of Fame. We congratulate both consultants; you can read their feedback on the RAVE page.



Update on Gareth Kean, Silver Medallist 2010 Commonwealth Games and Halberg Emerging Athlete 2011.

Readers of the Summer edition of Infusion may recall that Fusion5 is providing sponsorship to Gareth Kean, a Silver medallist at last year's Commonwealth Games.

The major swimming event for Gareth in 2011 is the World Championships which are being held in Shanghai in July. With the world's leading swimmers racing to impress in their build up to the 2012 Olympics, including 50 talented Australian swimmers and 15 from New Zealand, Gareth will be in great company as he races his favoured 100 and 200m backstroke events. Fusion5 wishes Gareth all the best for this world class event.



In recent months the Fusion5 CRM team has been very busy resourcing a number of CRM implementations, with five new customers going live in the last month alone.

Fusion5 has seen much success with CRM, starting with the implementation of our eighth Smart-TMS customer as well as welcoming two Christchurch based customers; Scenic Hotels and Dynamic Controls. In these tougher times, businesses are always looking for ways to increase their team's efficiencies and effectiveness; CRM is often seen as the technology of choice to achieve this.

Social CRM is also starting to find its place in the enterprise as organisations feel the need to embrace and leverage the plethora of social media tools being used by both younger and older generations (it is a myth that social media is only for the younger generation!).

Fusion5 is noticing a big shift in customer's expectation and understanding of CRM with many realising it's more than just a software purchase (for the cheapest possible monthly fee), it's a decision that actually fits the business and produces outcomes. Customers are demanding fully integrated solutions creating a central HUB for an organisation, encompassing Social Media, Document Management and other office applications.

Success for CRM

Dynamic Controls

Dynamic Controls is a leader in design, manufacture and export of electronic control systems for manufacturers of mobility products such as power wheelchairs and scooters, amongst others. Earlier this year Dynamic Controls selected Oracle CRM On Demand as its new sales management solution, with Fusion5 as its implementation partner.

The CRM's primary purpose is Sales Force Automation for a very mobile and geographically dispersed sales force, with teams in the US, France, Europe and Asia. Prior to implementing a world class CRM system from Oracle, Dynamic Controls had challenges with the timely and seamless visibility of opportunities being pursued by sales teams. With CRM On Demand Dynamic Controls will be able to leverage its resources more efficiently, provide a better service to their customer base, all at a lower cost because their time is being focused on more productive activity.

Prior to implementing a CRM solution Dynamic Controls had no system in place to assist the sales team in achieving its objectives. Without a system it meant much greater management time was spent in gathering information and still more time for reporting purposes. Excel spreadsheets were the order of the day and had to be manually updated each month for pipeline reporting to management.

With CRM On Demand Dynamic Controls will gain significant efficiencies for both sales teams and managers by leveraging the visibility of sales activity to proactively manage forecasts across the organisation.



The Chamber of Commerce

The Auckland Chamber of Commerce has recently given Fusion5 the go-ahead to upgrade their existing version of Pivotal CRM to the latest award winning version Pivotal 6.

The Chambers' purpose is to assist member companies to get ahead by providing network opportunities, employment related advice, international trade and manufacturing assistance, business advice and advocacy.

The Chamber of Commerce has a large membership, a highly profiled customer base and they track many activities. In order to do all of this in an efficient and effective way the Chamber needs a CRM system that is flexible enough to provide support for their rather unique requirements. Rather than selecting a system that dictates how they should work Pivotal CRM allows them to work as they prefer to work - with the system being tailored to meet their specific needs.

Pivotal CRM offers the Chamber of Commerce a fully integrated Sales Force Automation tool which includes document management, supported by Microsoft SharePoint and Microsoft Office integration to ensure the users experience is seamless and logical.

All marketing, membership management and sales force activity will be incorporated into the upgraded Pivotal CRM platform using the toolkit and workflow capability provided - keeping the implementation costs low and the value proposition to the business high. The Chamber has also started leveraging Social Media for networking and look forward to making use of Pivotal's Social CRM module which brings social networking and business to a whole new level.



Welcome to CRM On Demand *Release 19*

Fusion5 is excited about the next release of Oracle's CRM On Demand. Oracle is in the final stages of having Release 19 available; it is expected to be generally available in 3rd Quarter 2011. CRM On Demand provides a comprehensive, industry-leading sales, service and marketing solution with embedded analytics capabilities delivered as Software as a Service (SaaS).



CRM On Demand offers far more than many of its competitors with rich functionality, superb reporting and BI capabilities as well as pre-built integration to Oracle E-Business and JD Edwards applications. Since acquiring CRM On Demand three or four years ago Oracle has invested heavily in this software taking it ahead of other Cloud based CRM solutions.

Release 19 includes a number of new productivity enhancements across Enhanced Sales Force Automation, Usability and Analytics as well as significant enhancements for Outlook integration and Mobility.

Outlook Integration

Release 19 provides more ways to manage CRM data in Microsoft Outlook. CRM On Demand Desktop complements the existing capabilities that are available in the CRM On Demand

application by centralising essential CRM information in the familiar Microsoft Outlook environment. Users can now:

- Manage CRM data and link this data to CRM On Demand records directly in Outlook. Users can manage appointments, emails, contacts, accounts, activities, opportunities and so forth directly in Outlook.
- Perform bidirectional, incremental synchronisation between CRM On Demand Desktop and the CRM On Demand application, thus keeping the data in both applications up-to-date and consistent.
- Perform work when disconnected from the network and bi-directionally synchronise when back on the network again.

Fusion Mobile Sales

With Release 19 Oracle CRM On Demand offers an add-on mobile service providing a configurable mobile solution on BlackBerry, iPad and iPhone devices.

Oracle Fusion Mobile Sales for CRM On Demand allows businesses to configure mobile access for users, determine which fields and objects are available to mobile users and apply access controls to objects and records. Users can access data from CRM On Demand in real-time using a rich, native user experience on supported mobile devices.

Oracle's new CRM On Demand client is a native application running on the iPad, iPhone, Blackberry (and Android in a future release) that allows field workers to access the solution while connected to the network and also when they are offline. As a native application, it takes advantage of the full functionality of the iPad, iPhone and Blackberry platforms.

For more information on Oracle CRM On Demand please check our web site or contact your Account Manager.

Service with a smile and a Tweet

Fusion5 is excited about what Social CRM can do for business. Sales, Service and Marketing all have a role to play. It was just a few short years ago that the idea of Social CRM began being discussed. Most of the conversation was around social media's impact on marketing, branding and promotion. However, over these past few years Social CRM has gone from "just talk" to products, services and processes that are bringing the best of CRM and social media closer together.

As CRM solutions start to embrace social media we are seeing a maturation process take place that has companies looking to Social CRM to do more than simply get the word out. Social CRM is being used to really improve the communication process with customers from beginning to end - from initial conversation to on-going collaboration in managing the customer relationship.

The changing corporate culture

The challenge today is that most companies have been wired from the ground up to operate in a world of company-controlled communication and are not equipped to engage in 'conversations'. But the rules are changing.

To be truly conversant with social customers, companies are rewiring their operations to be more customer-centred, relationship oriented and transparent. They are collaborating across departmental silos, working beyond the capabilities of traditional CRM tools and weaving social CRM into business as usual.

The good news is that true Social CRM offers companies a seamless and real-time view across the many different channels that customers converse in, new and old alike (e.g., Twitter, Facebook, LinkedIn, e-mail, chat, phone). With this view, companies can truly get to know and proactively care for their customers, ultimately fulfilling their brand promises, the social way.

With social media now well established, it's anticipated that customer expectation will continue to climb in 2011 with people expecting a deeper level of knowledge and interaction from the companies they interact with, causing organisations to rethink their current business processes. The process for creating enterprise wide change and integrating social strategy will take time because making changes to large, well established processes is complex, but there are very few companies who will get through 2011 without making the necessary investments in listening and responding to its customers on the social web.

Many organisations are still pondering though about what they should do. The spectrum will range from 'Hey, let's create a Facebook page' to more sophisticated and strategic social media initiatives such as building and fostering a vibrant branded online community.

Even if your company is still in the trial and error phase, or focused on reacting to social media, it's time to look at what the combination of social tools and CRM technology can do to create collaborative relationships with customers – throughout the relationship lifecycle.

Fusion5 has seen many vendors, especially CRM application vendors, starting to provide more tools to assist customers with their Social CRM initiatives. From what we have seen and heard, 2011 will be a significant year in the development of the collaborative relationship with Social CRM as a corporate strategy.



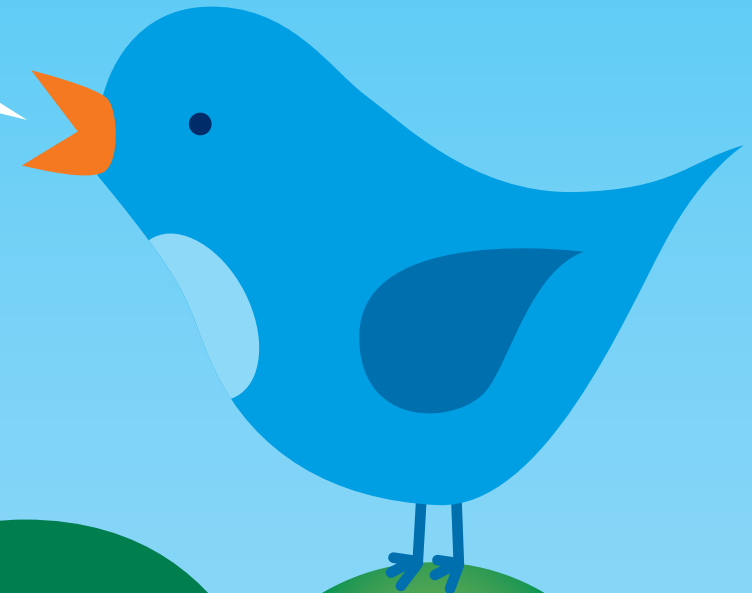
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JD Edwards Technical Updates



New Extended Timeline for JD Edwards EnterpriseOne Release 9.0 and World A9.2

In the previous Fusion5 Magazine we updated readers on the expected life-span for the various releases of JD Edwards EnterpriseOne and World. In this Magazine we are pleased to provide new information that has been released from Oracle.

An official announcement was recently made at Oracle's Collaborate event in Orlando regarding support for JD Edwards EnterpriseOne 9.0 Update 2. This release is now regarded as a major release and because of this, it now has a 5-year Premier Support agreement of its own. This announcement should be good news for customers considering an upgrade to release 9.0 as well as prospects looking to buy EnterpriseOne.

As part of the announcement Lyle Ekdahl, group Vice President and General Manager, JD Edwards, said "We've listened to our customers' feedback and set the new Oracle Premier Support timeline to allow more flexibility in planning upgrades and to further incentivise the upgrade process. The latest releases of JD Edwards EnterpriseOne and JD Edwards World deliver significant enhancements that support our customers' business goals. Oracle Premier Support takes that to the next level by providing industry leading support and product updates to help customers maximize their investments."

Premier Support for JD Edwards EnterpriseOne 9.0 Update 2 will begin November 2010 and end November 2015, while Premier Support for JD Edwards World A9.2 Update 1 will now run from May 2010 to May 2015. The changes to the support timeline will allow JD Edwards customers to begin upgrades to the current versions immediately and enjoy Premier Support until 2015 without incurring additional fees.

At the end of the Premier Support period, customers can access simple, predictive and flexible support.



JD Edwards Tools Release Version update

In March this year Oracle released an update to the Tools Release level for customers on JD Edwards EnterpriseOne. The new Tools Release is version 8.98.4.2 and contains the following enhancements and features:

- Support for Microsoft Windows 2008 Server R2 for use on Deployment, Application, Batch and Web servers.
- Support for Microsoft SQL Server 2008 R2 for use as the database engine for JD Edwards EnterpriseOne.
- Support for installation of the JD Edwards EnterpriseOne development client on Windows 7.
- Bursting support for BI Publisher is standard.

Tools Release 8.98.4.2 is compatible with all versions of JD Edwards EnterpriseOne from 8.11 base forwards.

Fusion5 recommends that all customers aim to have the current major release version of Tools (8.98) installed on their JD Edwards system. By using the current Tools Release 8.98 and the latest release updates customers benefit from an enhanced user experience, better performance and analysis tools and the ability to use the latest versions of operating system and database software with your JD Edwards software.

A tools release upgrade can be applied independently of any application upgrade.

Who is stealing



Fraud in the workplace is nothing new. The disturbing fact is that it is on the rise; the sums taken are getting bigger and fraud is being perpetrated by people in more senior positions than ever before. Unfortunately in times of economic difficulties, the frequency of these crimes rises even further. The latest fraud report from KPMG records the level of value of convicted frauds in 2010 at \$172 million (in New Zealand alone), more than the value for 2008 and 2009 combined.

Recent studies have shown that the majority of cases of theft from workplaces go undetected, with up to two thirds of cases going unnoticed. Searching for and finding cases of fraud can be very time consuming and costly.

By far the most effective way of saving your organisation from loss in this way is to have good internal controls and systems in place to deter staff from trying to take money, and by making it harder for them to do so.

One of the areas where money is most commonly taken is in the area of a company's expenditure. Money is already on its way out, as it is a normal everyday activity to pay suppliers, so fraudulent activity is easily masked.

Many Australian and New Zealand companies still have manual processes for handling invoice approvals. It is still quite common to have hand written purchase order books and, in many cases, these are never matched to supplier invoices. Most companies will have a delegated authority list, many with copies of managers' signatures. Unfortunately often the control ends there, with many signatures never being compared to approved invoices. As well, invoices are often processed that are for an amount greater than a person's delegated authority, often without question. Purchase Orders seem to be seen as a tool for placing the order, but have no place in the control of company spending.

your money?

Putting controls around expenditure will come down to having strict rules around the procurement and payables process, as well as a system that allows for compliance with the rules that you put in place.

So knowing this – why don't companies have more controls in place? Over the years businesses have moved to processing more activities on computers thereby removing people from the process. Traditional processes have not kept pace with the systems that are being used leaving gaps that can be exploited.

Processes and systems need to provide for:

- **Documentation of internal rules** - for example which items should have a Purchase Order raised to tighten controls further, e.g. anything over \$500.

“Traditional processes have not kept pace with the systems that are being used leaving gaps that can be exploited.”

- **Enforcement of rules** – each and every transaction, approval or amount should be checked, not a simply random sample or based on memory.
- **Visibility of transactions and separation of duties** – in general there should always be two people involved in any transaction and management should have the ability to review the affects afterwards.
- **High levels of security** - something as simple as adding a new bank account or supplier into your system should have security. Many ERP systems will have

payee control where these changes require approval before use, but who reviews the reviewer? Best practice is to have a report sent around to management showing new suppliers, and who they are for. If someone in finance has added a bogus supplier then this entry should be challenged by the relevant manager. This simple check and balance will help stop the new supplier being activated in the system, let alone invoices being processed and paid.

Fusion5's Procure to Payment system, ApprovalPlus, fits in well with this area of security for any organisation. Strict controls are set up within the system along with in-built controls that prevent moving to the next phase until approval is given. Examples of controls gained from ApprovalPlus are:

- Each Purchase Order or Invoice is approved by a person with relevant authority then checked against a delegated authorities list.
- Purchase Orders cannot be sent to suppliers until approved.
- Receipt of Goods or Services must be performed before an invoice can be matched.
- Overspend against a Purchase Order will generate an additional approval request.

- A history of all interaction with a document in ApprovalPlus is maintained, for example who approved an invoice, when an approver's delegated authority was changed (and by how much and by whom).

Our Financial consultants are available to assist with a review of your current processes, and will provide a report detailing areas of improvement. We are very confident ApprovalPlus will help support many of the problem areas.

If you would like to find out more please contact us anytime, or send an email to Bevan.Wright@Fusion5.co.nz



Case Study:



IHC is New Zealand's largest provider of services to people with intellectual disabilities and their families. This not-for-profit organisation has history that reaches back over 60 years to a group of families who set up an association to lobby for a better deal for their children.

IHC remains firmly committed to the values these early parents represented – the inclusion of all people with intellectual disabilities in their local communities.

Controlling Purchases

In line with many organisations IHC was keen to tighten its control around the Procure to Pay process. IHC was looking for a software solution that would replace its manual processes and allow visibility to managers of all transactions taking place within their cost centres.

With offices across the country, IHC needed a system that would integrate its purchase and invoice processes to ensure visibility of transactions from all their sites. The need to match invoices to Purchase Orders and gain approval only by those with the authority to do so was key to increasing control of IHC's accounting practices.

Leading Edge Solution

Mark Rowe, General Manager of Corporate Services for IHC, "One of my team searched worldwide for a suitable and cost effective solution. In the end we found one right across the road, with Fusion5's ApprovalPlus."

Before the implementation took place, Fusion5 undertook a number of workshops with IHC. The workshops focused on the current processes and looked into ways to move the manual processes to electronic ones. "ApprovalPlus ticked all the boxes" comments Mark.

Enthusiastic Response

The ability for ApprovalPlus to integrate with IHC's existing accounting software, JD Edwards, led to a smooth implementation. "Fusion5 was responsive to our requests for changes, which ensured the quick uptake of ApprovalPlus by all users. Staff found the system easy to use and this meant minimal downtime with only a couple of hours required for training, allowing us to focus on our priorities of looking after our service users." mentions Mark.

"With up to 50,000 invoices per annum, the Purchase Order module has become an invaluable part of our procedures; with employees and volunteers spread throughout the country the need for frontline managers to track all expenses was extremely important. The Purchase Order module allowed us not just to track these orders but also offered the safeguard of requiring approval by those with the authority to do so. Our Frontline Managers now have full visibility of our expenses around all our sites."

ApprovalPlus can be configured so that every approver is given a limit up to which they can approve Purchase Orders; this means staff no longer have to refer to pieces of paper. ApprovalPlus automatically controls whether a person has the necessary authority to approve expenditure and only allows those who do to be selected. IHC now utilise the Purchase Order module for the majority of the spending within the organisation, allowing for tracking of committed spend, ensuring authority has been followed for each purchase, and that the process has a solid audit trail for review.



Post Implementation Review

IHC's internal audit team has completed a review of the new system controls and design. The report showed a number of examples of best practice that the system has created:

- There is appropriate segregation of duties between originating and approving purchase orders.
- ApprovalPlus system set-up allows Purchase Order approvers to only be selected as the approver if they have the appropriate delegation for the area, facility and financial amount.
- Temporary delegations are loaded in ApprovalPlus with a specific end date of the delegation
- Every action on a Purchase Order or invoice is logged in a history showing who completed the action
- Where invoice amounts are above Purchase Order tolerance limits the invoice is automatically sent to be reapproved.
- ApprovalPlus interfaces with JD Edwards to automatically export all completed invoices to the General Ledger.

“We are fully satisfied with the tightened controls introduced by ApprovalPlus and the time saved by moving away from the manual processes.” Mark Rowe



Retaining Corporate Knowledge



Often key information on processes and tasks that are performed on a daily basis are locked away in staff member's minds. When staff leave the organisation this knowledge is often lost, with other team members or new staff having to work out how tasks are to be carried out. Having the ability to store this information and having an effective way to train new staff will mean that your operations are not impacted to the same degree when there are staff changes.

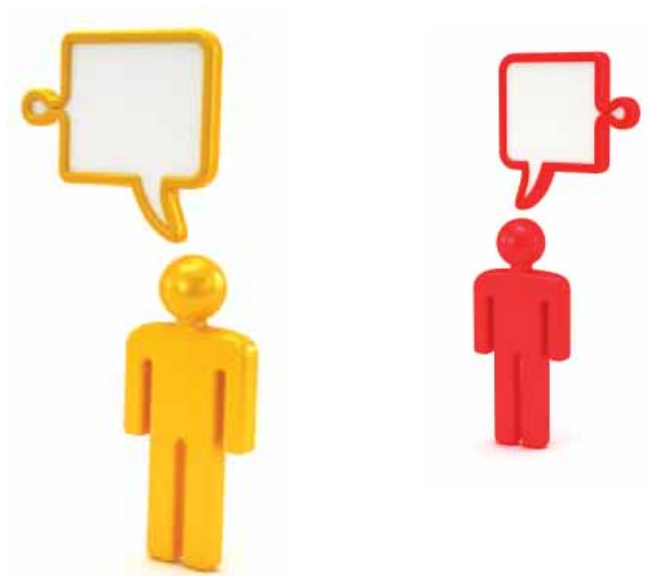
Oracle's UPK (User Productivity Kit) is the tool to help out in these situations. UPK, which can be used by any organisation regardless of whether they use Oracle applications or not, allows for the creation of business process documents, training manuals, test scripts and quick reference guides – all in one authoring process.

As well as helping to retain knowledge, UPK assists organisations in the rollout of new software, from creation of end user training material, to practical employee testing and the generation of test scripts. Each of these tasks can be time consuming during an upgrade or implementation but with UPK the tasks are made efficient and the entire training process is easily managed.

The professional edition of UPK goes one step further in this area and provides for training management coordination. For example if an employee is required to train in three modules of a new system, sit competency tests for each area and then have some assistance once on

the live system UPK Professional will allow you to create a training schedule for each employee, track their progress in training and view test results before 'letting them loose' on the real system. This type of management tool is most valuable during a project where there is a large number of staff with different training requirements, and in ensuring they have an adequate level of skill before going live on the new system.

Many organisations will consider purchasing UPK for a specific project such as a new system installation or an upgrade of their ERP, CRM etc system. UPK's usefulness however does not stop there. UPK should be seen as an organisation wide process mapping and IT solution training tool. Day to day processes should be mapped and training materials created for key areas, and data kept up to date. When a day comes where a staff member is away or leaves the organisation, you are covered, and others will be able to step in and carry on with real time assistance from UPK.



UPK supports a number of different training and support methods from a single content development engine. Content is developed once and can be published to the user audience in a number of ways, including:

- Instructor-led classroom training
- Fully interactive web-based training, including competency assessment
- Live application coach
- User training documentation, job aids and business process documentation

Over the past two years Fusion5 has seen a large uptake in customers purchasing UPK to capture corporate knowledge and assist in their training requirements. Recent customers include:

- JNL – who use UPK to assist in training staff in JD Edwards; it was used well in the rollout of Manufacturing software across their sites
- NZ Post – UPK has been useful during the upgrade and rollout of

new modules for their PeopleSoft Financial system, as well as the main training tool for their Pharos system, enabling the reduction in paper waste throughout the organisation.

- Mid Central Health – has purchased UPK and intend on using the system to assist in JD Edwards upgrades, as well as in new system implementation and user training.
- Advanced Metering Services (AMS) and PGG Wrightson both used UPK in the implementation and rollout of JD Edwards.

If your organisation struggles to retain corporate knowledge or if you are thinking of a major IT system rollout, we highly recommend you UPK. Please contact your Fusion5 Account Manager to find out more or visit UPK on our new web site.

HCM Update

With the first four months of the year behind us 2011 continues to be a very busy time for the Human Capital Management (HCM) team at Fusion5.

One trend Fusion5 has noticed this year is the high number of customers that are not only seeking effective solutions, but also seeking advice on their strategic HCM direction.

We sense that the market is improving for many customers, and the need to look again at people management solutions as well as a drive to re-focusing on their people strategies is rising up the agenda.

For these types of engagements, Fusion5 is providing an additional consulting service that will assist our customers with a simple review process designed to steer them in the right direction around both HR strategy and tying this into the right technology solutions.

Looking forward the next two to three months, Fusion5 will be running a number of HR road shows presenting the different offerings that touch on remuneration, performance management and showcasing the latest PayGlobal Exolvo release.



Methanex implements PayGlobal for improvement

Methanex is the world's largest supplier of methanol to major international markets in North America, Asia Pacific, Europe and Latin America. This means every day, the world over, Methanex plays a vital role in people's lives. Methanol is an important ingredient in many of the essential industrial and consumer products that make the world a better place in which to live, work and play.

As a company Methanex is always looking to improve systems and processes. Methanex was using a number of people management systems that required a lot of manual work to maintain; these also had to link to overseas systems such as PeopleSoft which took additional time and effort.

Methanex embarked on the search for new people management solutions from mid 2010 and selected PayGlobal Exolvo as the HR/Payroll solution.

PayGlobal Exolvo has a good fit as PayGlobal is able to handle not only the salary staff requirements but also manage the staff attendance and costing requirements. Along with this the business wanted to automate its HR metric reporting to provide management with effective information about their people.

Whilst Methanex is a business with a relatively small number of employees it has quite comprehensive compliance requirements for its staff. Good systems to manage the process the high volumes of data as well as reporting is paramount to Management and Executive.

Methanex is implementing PayGlobal through May and early June 2011. After the initial go live, Fusion5 is looking forward to continuing to work with Methanex to roll-out more and more functionality to the business over time.



Ruapehu Alpine Lift Company clock on with Motorola and PayGlobal

In a seasonal business like the Ruapehu Alpine Lift Company (RAL) there is a very small window to review existing systems and implement any changes that are required to cater for the peak seasonal business needs.

RAL has been an existing PayGlobal customer for four years; during this time RAL has only been utilising the Human Resources side of PayGlobal. The business has been eager to consolidate its people management requirements onto one platform and a logical conclusion has been to implement more of PayGlobal.

By implementing further modules in PayGlobal around Attendance, Rostering and Payroll RAL has been able to remove some older systems and consolidate onto a single integrated solution. The implementation of these additional modules gives RAL the opportunity to add in new Motorola clocking devices for employees to clock in and out, providing further control and efficiency. The Motorola clocking devices will also provide services such as pay information through the devices to all areas of the mountain. Handy for those on the move!

Fusion5 has been working with the RAL team to implement Rostering, Attendance and Payroll before the commencement of the 2011 ski season. Implementing new systems at RAL however comes with a unique challenge! With a business location that is 2000 metres high and endures temperatures of -30 degrees the challenge is to make sure all systems are robust and operate with as little human maintenance as possible.

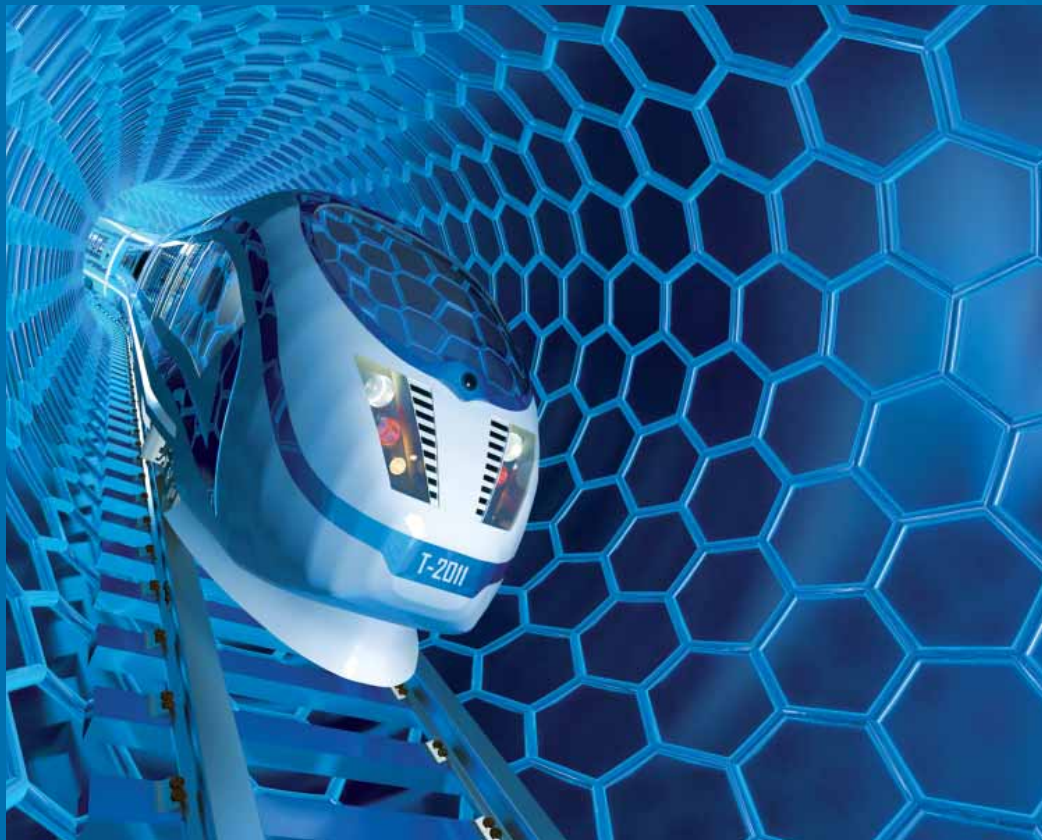
With all this information now being in one system payroll processing becomes more effective and simple. Add into this equation the Human Resources modules already being used. RAL has now built an integrated people management solution that is touching all areas of the business to manage the tenfold growth of staff experienced during the peak ski season.



PAYGLOBAL
EXOLVO

Creating a Business Case for SOA

Over the past three years Fusion5 has been working closely with many large and medium size businesses to architect and implement modern integration solutions.



In some cases we have seen organisations investigate the move to a Service Oriented Architecture (SOA) but have difficulty quantifying and justifying where future cost savings and Return on Investment (ROI) can be found. SOA projects may cost more than adopting other legacy integration approaches; in many cases the decision on new architecture is made based strictly on short term costs. This article could help with ideas on how you can justify the true total cost and benefits of SOA versus a legacy integration approach.

1

DO YOU NEED TO GUARANTEE YOUR PROCESS WORKED?

Most IT projects that involve business data must have guarantees that data is not lost; the project must be able to prove the data successfully arrived at its’ “destination”. With legacy approaches this requirement is normally validated with a separate audit program and having a ‘human’ monitor the process.

The cost of writing, testing and maintaining the audit program and the employee costs per week on monitoring and reporting can be used for cost comparison. In large organisations these costs may mount up.

SOA tools have built in guaranteed delivery, monitoring and reporting thereby affording an on-going reduction in labour costs.



2

IS SECURITY A CONCERN IN YOUR ORGANISATION?

How do you know that a user is not accessing information they should not have access to? Maintaining security across the enterprise is difficult and can be error prone when it is handled separately by each application. Single Sign On (SSO) and the related security setup is a great first SOA project and can be used to prove your company’s security policies are being enforced. SSO also provides a unified way to maintain security profiles in your organisation. If proof of compliance cannot be accurately justified and maintained there could be fines, penalties or job losses. The cost of maintaining security can often reduce with a SOA approach with the additional benefit of a unified, streamlined workflow for security setup and maintenance.

3

WHAT IS THE COST TO RETROFIT CUSTOMISATIONS IN YOUR ENTERPRISE SYSTEMS?

While it may seem the cheapest route at the time, modifying the processes and programs in your organisation’s enterprise applications can create a huge time, risk and cost barrier to upgrading. If your business is unable to upgrade an application due to the cost of the retrofit, SOA tools can be offered as a way to keep your proprietary business IP “in the middle”. This approach can reduce the customisations within your enterprise solutions resulting in cheaper, less complex and lower risk application upgrades.

4

DO YOU HAVE PROGRAMS WITH PERFORMANCE ISSUES?

SOA solutions have many built-in tools to assist with performance related issues. For example, Fusion5 recently replaced an existing legacy program with a SOA-based solution for a monthly invoice run of 45,000 invoices with the associated PDF attachments. With the SOA-based solution the generation and distribution process was reduced from 8 hours to 35 minutes. We also replaced a bespoke EDI solution that could no longer process the volume of EDI transactions with Oracle B2B integrator, which is part of the Oracle SOA suite 11g. This solution is now being rolled out internationally and will continue to deliver cost savings to the business.

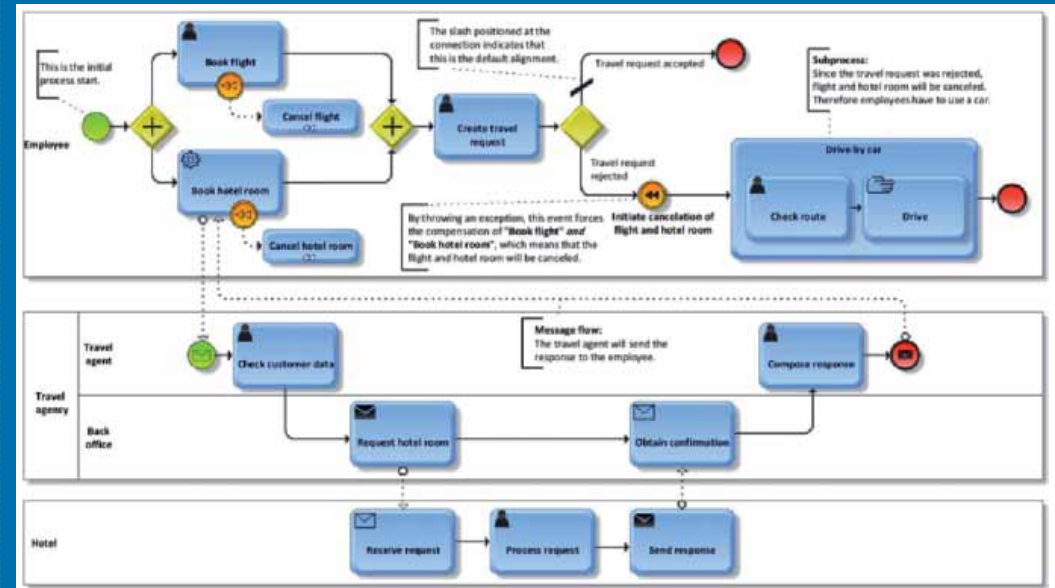
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ARE YOU DOING BUSINESS PROCESS RE-ENGINEERING?

Did you know that there are SOA tools that will take the swim lanes that are normally created as part of a business process re-engineering project and run them directly in Oracle SOA Suite? Oracle BPM (Business Process Manager) is based on industry

standards. Foregoing the development step after creating the swim lanes allows for much faster time to production and removes the need to translate the business requirements to technical specifications. This approach results in cost savings through a reduction in time spent explaining business processes to technical resources.

Service Oriented Architecture is being implemented by many organisations as a key business strategy; if you are considering SOA and need assistance to help justify the value to your organisation then please contact us and will have our SOA specialists call you.





Do you really know what IT you own?

In the previous issue of Infusion we looked at **Software Asset Management (SAM)** and the benefits that better visibility and control of licensing compliance can bring to your organisation. Another aspect of **IT Asset Management (ITAM)** is **Network Discovery** – knowing exactly what is out there in your network environment in terms of both hardware and software.



In order to maximise IT efficiencies, mitigate security and compliance risks, enforce policies and reduce the cost of IT operations, IT Managers must ensure they have a complete and dynamic understanding of their corporate IT infrastructure and its usage.

It's a common problem however that with software and hardware continually being added, moved, re-configured and retired, with new devices coming on and off the network daily, and with the rapid growth of user-installed software and personal hardware connecting to the network, today's IT infrastructure is more challenging to track and manage than ever before.

To effectively meet this challenge organisations must ensure that they have complete visibility of what they have, how it is used and what impact its presence or loss may have on the organisation.

INTRODUCTION

In today's dynamic IT environment it is all too easy to lose sight of the impact the state and condition of the IT infrastructure can have on an organisation and its bottom line. Decisions are often made locally without understanding their impact to the broader organisation. Policies are made but without consideration to how they will be enforced. And network lines are often blurred and defences bypassed as hardware and software are moved to and from the network.

This "wild west" environment is not surprising since having complete visibility of your IT infrastructure is traditionally highly challenging to achieve. The reality is that creating a comprehensive and fully dynamic view of the network requires some seriously clever technology, data and ideally business intelligence.

Every stakeholder, from the network administrator to the Chief Financial Officer needs access to this business intelligence in order to make proper, informed decisions. Examples of day to day needs include:

- Effectively planning IT initiatives to ensure that projects come in on time and on budget.
- Managing software as an asset to avoid costly over expenditures and potential compliance audits.
- Planning and budgeting hardware and OS upgrades to gain an accurate picture on total cost and organisational impact.
- Managing leased hardware to ensure machines are returned on time and with the proper configuration to avoid costly penalties.
- Managing the IT equipment budget to ensure cost effective and efficient provisioning.
- Eliminating vulnerabilities by keeping systems free from undesirable or unauthorised software.
- Integrating with a help desk system to improve support.

Delivering actionable views of the IT infrastructure backed by a comprehensive and dynamic awareness of the IT environment is exactly what solutions like FrontRange Discovery do.

In the following sections of this article we explore key areas where IT has a significant impact on the business and identify how organisations can use solutions such as FrontRange Discovery to reduce IT costs, improve operational efficiencies and gain better visibility and control of the IT environment.

HARDWARE ASSET MANAGEMENT

“You can’t manage what you can’t see”. It is all too easy to lose track of IT investments as users, local managers and IT project teams constantly re-shape the network – whether sanctioned or not.

It is an unfortunate fact that as many as 70% of IT projects fail to deliver on a promised time or budget. This failure is often due to lack of awareness of the infrastructure leading to poor planning, or hidden surprises which can sink many budgets. Some examples follow:

Example 1: Undertaking an OS upgrade requires careful planning. Significant changes in Windows 7, for example, require that machines have certain memory, hardware and disk space available to it.

Companies without complete awareness of their IT infrastructure will either buy new machines by default or attempt the OS upgrade and fail or virtually cripple productivity. Both scenarios can result in over expenditures, time delays, employee dissatisfaction and bad-marks for the IT department.

Example 2: Late returns on IT leases are big business. One major IT leasing company in the UK had revenues of close to \$900,000 in a month just on hardware and software that had not been returned on time. Organisations suffer these fines because all too often they simply lose track of their IT assets.

Today’s dynamic environment in which most companies operate, coupled with an average three-year lease deal, makes it quite likely that regardless of where a machine is first deployed, it won’t be in the same place at the end of the period.

Example 3: Help desks are the front-line for troubleshooting problems in the IT infrastructure. It is a sad reality however that many of them have no comprehensive awareness of the assets they are supporting. Worse yet, they have no idea of the specific configurations of users machines including hardware and software.

Having a dynamic awareness of the IT infrastructure, including recent changes, is critical for help desks to efficiently troubleshoot user and network problems. Companies with this level of awareness are able to handle more help desk calls per agent, close tickets sooner with greater accuracy and increase employee productivity with faster incident resolution.

INTRODUCING FRONTRANGE DISCOVERY SOFTWARE



FrontRange Discovery automatically builds a complete view of your entire network, including all software and all IP-addressable hardware (not just PCs – but servers, switches, routers, network printers, Wi-Fi points, VoIP devices, smartphones, etc.). This information in its raw state is essential to network administrators and help desk agents who can instantly access information on any piece of hardware in the organisation.

Senior managers more interested in the business issues of risk, compliance and cost control can access intuitive web-based reports and wizards which allow them to see the current state of the network at-a-glance as well as test various what-if scenarios for planning and budgeting purposes.

Discovery’s powerful dynamic state awareness tracks network hardware changes and alerts administrators to configuration changes, location changes and added or removed assets – without the need to constantly re-run audits of the network. This means that even as initiatives progress, managers can keep a close eye on the state of the network and not rely on out-dated information.

VULNERABILITY AND RISK ASSESSMENT

IT vulnerabilities come in many shapes and sizes – from the risk of data corruption and downtime posed by malware, to productivity and legal risks associated with P2P file sharing and other non-approved software installations.

Vulnerabilities also come in not-so-sinister packages. Commonly used software such as browsers, operating systems and office productivity applications are regularly targeted by those looking to exploit their security weaknesses. For organisations, leaving these applications unpatched is like leaving the front door to the network wide open.

With security flaws in software and hardware being exposed every week, it’s near impossible to understand how vulnerabilities ‘in the wild’ translate onto the organisation’s network. But this task can be made far easier by understanding the current make-up of IT assets.

“Every stakeholder, from the network administrator to the Chief Financial Officer needs access to this business intelligence in order to make proper, informed decisions.”

With FrontRange Discovery and the Security Advisor module, organisations can turn 100% visibility of IT assets into a detailed understanding of the security threats hidden on the network. With the FrontRange solution, organisations can answer questions such as “How many machines do not have the latest Microsoft patches applied?” and, “Where are the Cisco switches that need a firmware upgrade?”

With its ability to track all software and hardware across the organisation, the FrontRange Discovery solution can pinpoint the exact location of security risks on the network. Ranking risks by criticality and volume allows administrators to focus efforts on applying fixes where they are needed most.

In addition to software and firmware vulnerabilities the FrontRange solution helps organisations locate the presence of potentially dangerous or unwanted applications on the network such as spyware, hacking tools and games.

THE BENEFITS

Without full visibility of what’s happening on the network organisations are exposed to unnecessary costs and risk – whether in the form of poor knowledge of network devices, security vulnerabilities, over-spending on hardware or lax IT management practices.

Using FrontRange Discovery to provide a thorough understanding of the hardware and software assets deployed and how they are being used is an essential step towards better IT governance.

The clarity provided by FrontRange Discovery allows administrators and non-administrators alike to spot potential dangers and make informed decisions based on a full and up-to-date picture of the IT environment.

To understand more about how Network Discovery can help benefit your organisation please contact Graham Barker on graham.barker@fusion5.co.nz

Toyota hits the road to ITIL with Fusion5 and FrontRange ITSM Enterprise

Earlier this year Toyota went through a selection process for an IT Service Management tool. Toyota has been progressing their alignment to ITIL best practices and needed a foundation which would support the delivery of these processes into the business.



After evaluating a number of products and suppliers, Toyota chose FrontRange ITSM Enterprise from Fusion5.

FrontRange ITSM Enterprise will replace an existing open source helpdesk tool that had not kept up with the needs of Toyota, as well as other disparate systems that currently manage service requests, change and release processes.

The clean and intuitive user interface of ITSM Enterprise was a clear winner, as was the depth of functionality and built-in support for ITIL best practice across all modules. When combined with the approach and experience offered by Fusion5 - an existing supplier to Toyota - and FrontRange Solutions, the factors for a successful project and long term partnership were evident.

Centralising IT Service Management into a single system will provide a greater level of visibility to the IT and

executive teams at Toyota helping to ensure that service levels are consistently met. The system will also improve the interaction between Toyota IT and other parts of the business, delivering clear cost benefits.

The project is currently well underway, being led by Dion Woisin, Technical Projects for Toyota, and is expected to go live within the coming month.

FrontRange ITSM is used by many leading Australian and New Zealand organisations including The Warehouse, Auckland Airport, Leighton Contractors, UnitingCare Health and National Heart Foundation of Australia.

To find out more about ITSM please contact Graham Barker at graham.barker@fusion5.co.nz

Interviews

Leonie Anderson



What's your role at Fusion5?

I am a Technical Consultant in the ERP team based in Auckland.

What attracted to you Fusion5?

A good friend of mine (who works for Fusion5) suggested I apply for a position at Fusion5 (as it is a great place to work), he then roped me in as an extra for a Fusion5 social paintball game. I had a great time and was able to meet some of the people I would be working with. Needless to say I got the position and have been enjoying working at Fusion5 for the last four years.

What are you working on?

Shortly after joining Fusion5 I was asked to re-build AP-EAS into ApprovalPlus. I am currently working on developing the new Projects Module for ApprovalPlus as well as supporting our existing ApprovalPlus customer base.

The Projects Module allows for approval of project / capital spending, through to management of purchasing against an approved fund.

What makes a 'good day'?

I love taking an idea, building it and making it work. It is a great feeling knowing that something you built is out there being used by people and hopefully making things easier for them or helping in some way.

What are you famous for?

Most recently....completing a piece of development while suffering appendicitis!

What do you get up to outside of work?

I have recently been introduced to stand-up paddle boarding (SUPS). I will try not to make this sound like an advertisement but...it is great fun and a perfect way to work the whole body. It is a fantastic way to explore and enjoy the water.

Bevan Wright



What's your role at Fusion5?

I have a mixed role, firstly as a salesman for ERP solutions including ApprovalPlus, Spreadsheet Server, UPK and RFGen. The other part of my role is to act as an Account Manager for some of our JD Edwards and ApprovalPlus customers, helping to coordinate what we do for the customers and being the initial point of contact.

What attracted to you Fusion5?

Fusion5 has a good set of customers who have partnered with Fusion5, making the job of selling and coordinating activities pleasurable. Having a variety of products and customers makes the day more interesting.

What are you working on?

My main focus is on selling more ApprovalPlus software, finding new

customers, showing them how the system can benefit them, as well as helping improve the product for our existing customers.

What makes a 'good day'?

I like getting out and seeing customers, having a software demonstration that the customers team get excited about and they can see lots of benefits for their organisation.

What are you famous for?

I guess the bringing of AP-EAS (now ApprovalPlus) into Fusion5. This product is proving very successful for Fusion5 and I am proud to have been part of the team to make it all happen.

What do you get up to outside of work?

My biggest hobby is anything related to cars, I have a couple of racecars, and have always modified and raced any car I have owned. I have a wife and two daughters, and we recently moved to a lifestyle block in Masterton, so I am enjoying a bit of outdoor living and racing around paddocks on motorbikes with the kids.

Christine Taylor



What's your role at Fusion5?

I'm an HCM Consultant working out of the Wellington office.

What attracted to you Fusion5?

Fusion5 could provide a chance for me to get involved in a number of other solutions that would help me and the clients get the best solution. My main focus has been PayGlobal for 17 years so some new products helped keep the interest level going!

What are you working on?

I am currently working with Wakatu to get all their companies into one system, PayGlobal, using Time and Attendance Self Service and HR. When not with Wakatu I help a large number of PayGlobal customers with their support needs and tax upgrades.

What makes a 'good day'?

When everything goes right and you can have a laugh with your colleagues.

What are you famous for?

After two years at Fusion5 I'm still trying to work that one out.

What do you get up to outside of work?

I belong to a harriers club so over the years have done a few Marathons, Boston is the one I'll never forget. I also like to spend quality time with my grandchildren, eating out and shopping.



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