



FUSIONS
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Spring 2011

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Introduction

Welcome to Fusion5's spring edition of Infusion, our fourth and final edition before the year wraps up in a few weeks.

In spite of disasters and the 'still recovering' economy, 2011 has been a good year for many of our customers. The positive energy being generated by changes of leadership in some of our customer organisations is very noticeable. Most successful leaders recognise that partnering for success is important and that implementing leading business applications will help ensure they deliver on their business objectives.

Fusion5 has customers in both Australia and New Zealand who have significant programmes of work to be delivered, which in turn is enabling us to step up and deliver more value. To support our customers' plans Fusion5 is moving more people into Account Management and Account Director roles, as well as enabling our most experienced consultants opportunities to provide technical and solution architect advice to customers.

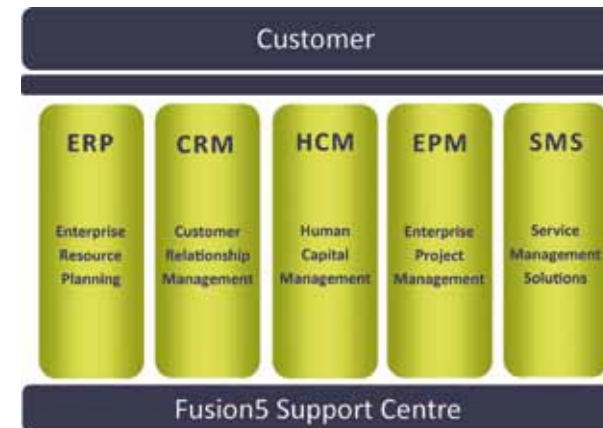
Growth is important to us; growth provides energy and excitement and keeps our organisation nimble. Through 2012 we see continued growth in headcount, both organic and through acquisitions. Fusion5 has been working on an important acquisition for some months now and as this Magazine goes to print we are close to going unconditional on a significant business expansion. Our Summer 2012 Magazine will provide an update on this activity.

Whilst we are only in November, 2011 will soon be over. After a nail biting but classic Rugby World Cup win for New Zealand and the Christmas break looming we'll soon be reflecting on what has been a pretty good year. Fusion5 has really appreciated all the opportunities we have had this year to work with our customers and we very much look forward to a positive 2012.

We hope you enjoy this edition of our Magazine. Feel free to contact me anytime if you require further information on any aspect, or contact one of our Account Managers.

Rebecca Tohill,
Managing Director, Fusion5 Australia / New Zealand

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.

rave^{F5}

RAVE (Respond, Add Value, Excite) continues to be an important theme for all Fusion5 staff. Seven Fusion5 people have already achieved RAVE in 2011, and for Q4 2011 we are pleased to announce the inclusion of the following people:

- Leonie Anderson - for outstanding development of ApprovalPlus software and her commitment to ApprovalPlus customer satisfaction
- Mei Ling Kuan - for outstanding contribution to our CRM team and our CRM customers, especially our ITOs
- Angeline Andrews - for consistently great service to our key ERP customers as well as internal support for Smart-TMS software
- Tony Lyons - for continually receiving great feedback from his ERP customers.
- Rebekah Pine - for always receiving excellent feedback from her HCM customers and going the extra mile whenever possible.

Congratulations to these consultants on their RAVE achievements, and thank you to our customers for sharing your feedback with us. If any customer would like to submit feedback then all you need to do is visit the RAVE page on our web site.

Update on Fusion5 Australia

Fusion5 Australia has seen an increase in demand for our ERP solutions and services in the latter part of this year. This demand has been driven largely through re-focused efforts within our business applications division, particularly deeper and broader engagements with our customers. Craig Westcott, our ERP Solutions Director based in Melbourne, has overseen this re-focus and it's now delivering good results to the business.

Off the back of significant investments by Oracle, the JD Edwards market in Australia in general has been busy across the board over the past year. Fusion5 Australia's ERP practice is therefore looking forward to good growth in 2012.

Being an Oracle JD Edwards implementation partner and reseller, with a strong and senior team across Australia and New Zealand, a key focus area for the practice is consulting solutions and support services for JD Edwards customers. We have expertise in all disciplines of JD Edwards, and concentrate on servicing mid-market customers well.

One of Fusion5's key points of difference is our ability to provide "end-to-end" business solutions

for our customers, fully integrated with the ERP software. We strive to understand our customers' business problems and then we design solutions specifically for their needs. This top down approach has proved beneficial to our customers, and has seen us expand into a number of complementary product and service areas over the years.

As an example, Fusion5 is the leading reseller and implementation partner of RFgen software for Australia and New Zealand. RFgen provides RF and RFID scanning solutions for inventory/asset management in the warehouse, service management and sales force automation mobility applications in the field. These solutions are integrated with the ERP, allowing the customer to leverage the ERP's

functionality in more extensive ways. Other examples of our JDE-integrated offerings include: ApprovalPlus, for automated electronic Accounts Payable processing of invoices and purchase orders; B2B web portal software, for customer/supplier self-service; SOA integration provision; and Ecommerce solutions for JD Edwards.

Most recently, Fusion5's ERP practice has been involved in a number of warehouse management projects. These have involved the implementation of JD Edwards to manage the customer's warehouses and manufacturing centres, with real-time RF scanning into the ERP using RFgen. These solutions have included both fast-moving complex warehousing environments, as well as

less complex job shop requirements. One of these customers will be implementing a multi-site roll-out of JD Edwards and RFgen across more than 100 sites within a three to five year timeframe.

Fusion5 Australia is also implementing a number of Human Capital Management (HCM) projects, with payroll and HR solutions; a Capital Asset Management (CAM) project; a MRP manufacturing implementation; two supply chain projects; and various system integration initiatives. All of these projects vary in size and complexity, and all provide extremely important benefits for our customers.

Over the coming year, Fusion5 Australia aims to service the existing JD Edwards customer base and new

prospective ERP and RF/Mobility customers, as well as seek new HCM and CRM customers. The former group typically includes JD Edwards customers who are looking to leverage their existing ERP systems better by implementing extended solutions that eliminate inefficiencies or automate inherent costly manual processes; the latter group are customers who are implementing totally new business systems, or who are looking to implement stock/asset management systems for their existing ERP systems.



Update on Gareth Kean, finalist at World Swimming Champs

Fusion5 provides sponsorship to Gareth Kean, one of New Zealand's leading swimmers. Following a successful past few months which saw Gareth make the finals of the 100m backstroke at the World Champs in Shanghai and then win two gold medals at the World Student Games a few weeks later, Gareth is now focused heavily on training, training and more training.

With an initial qualifying time for the backstroke events at the 2012 London Olympics already achieved, the National Championships in March / April are an all important event in which to further impress the selectors. As part of his preparation for the 2012 Olympic Trials, Fusion5 is putting together a relay team to pace him up and down the pool; hopefully the team

is getting in lots of practice. If any customers would like to join us then please send us an email!

Fusion5 is proud to support Gareth and we look forward to providing further updates on his progress towards the Olympics in 2012.

WHAT'S HOT...

CUSTOMERS ARE ASKING US ABOUT...

- **JD Edwards upgrades; customers are keen to get to ERP 9.0 or 9.1**
- **Time capture - agreeing the process and supporting it with devices and software**
- **Warehouse Management, looking for cost savings and efficiencies**
- **Reporting and better information; this is always on the list**
- **CRM analytics; everyone realises we need to know more and do more with our best customers.**

Service Management takes off with FrontRange ITSM



When Auckland Airport looked to replace its in-house developed incident and request tracking system “APLUS” a few years ago, it needed a platform that could reliably manage the wide range of activities that they undertake, with the ability to extend the processes and information collected to suit the business. The new system would play a critical role in co-ordinating service delivery at Auckland Airport, and be responsible for underpinning processes and procedures leading to increased customer satisfaction, maintenance of regulatory compliance, and allowing smoother handling of day-to-day requests, problems and incidents, thereby reducing costs.

Auckland Airport chose FrontRange ITSM, which while designed primarily for IT Service Management out of the box, offered a powerful workflow platform, extensible data model and configurable forms to enable Auckland Airport’s specific processes to be built into the system.

Auckland Airport is a 24 x 7 operation serving a community of around 12,000 people within the airport boundary, which includes many commercial and retail facilities. The airport handles over 13 million passengers each year and serves more than 20 international airlines, being Australasia’s second busiest international airport, after Sydney.

The majority of Auckland Airport’s service requests are logged through a central contact centre within the Landside Operations team and number around 5,000 per month. Service requests come from three main groups; Auckland Airport staff and contractors, customers (retailers, commercial tenants and land users) and the general public.

Within Auckland Airport there are five business units that use the FrontRange ITSM system and at any one time there could be up to 40 people accessing the system.

- Landside Operations - includes the Contact Centre and security
- Engineering Support Services – maintenance and development of equipment and facilities
- Airport Emergency Service – medical and emergency incident response
- Airside Operations Team – gate planning, inspections of runways and air bridges
- Information Technology & Telecommunications – IT support services.

Within the five business units there are four types of request that are logged, which are further classified into relevant categories, including:

- Service Request – the most common type of request including Lost & Found handling
- Fault – failure in equipment or facilities (usually resolved by Engineering Support Services)
- Inspection – record of regular scheduled inspections (primarily Airside Operations Team)
- Incident Event – logging of major incidents.

As each request is logged and categorised, additional information specific to the request is dynamically captured dependent on the type of request.

FrontRange ITSM has been live and operational at Auckland Airport for more than 12 months and is now regarded as a highly critical system enabling improved customer satisfaction. Some of the aspects specific to Auckland Airport which have been built into the FrontRange ITSM system include:

Regulatory compliance reporting

To comply with regulatory requirements additional screens have been added to FrontRange ITSM to allow recording of Outages and Interruptions. For example an air bridge is not available and may result in interruptions to one or more flights.

It is important that detailed information can be recorded and reported to ensure the airport is meeting its obligations for availability of services. FrontRange ITSM records the duration of the Outage and each of the Interruptions, and calculates the total impact of the service not being available.

Mobile field service

When jobs get allocated to the Engineering Support Services team, maintenance staff and contractors are able to access and accept their tasks through a mobile web application running on an iPad. Once the work has been completed and fault resolved, the job can be updated immediately without having to return to the office, allowing the field service personnel to make better use of their time.

The iPad provides a great interface to be able to clearly display all aspects of assigned jobs and to enter appropriate details against each one.

Integration with JD Edwards

Auckland Airport use JD Edwards as their capital asset management system; to enable the implementation of Planned Preventative Maintenance and Planned Corrective Maintenance strategies information that describes the asset performance is required in JD Edwards.

Since the details of all faults are recorded within FrontRange ITSM an interface was created to bring equipment related fault information into JD Edwards plant maintenance. This enables a history of equipment failures to be created as well as work orders or equipment outage records to be generated.

In addition, JD Edwards contains the master records for all Auckland Airport customers; this information is fed through to FrontRange ITSM to ensure that customer details are available, against which a new request can be logged.

Lost and Found property handling

With the huge number of passengers passing through the airport every day, there are inevitably items that are misplaced, lost or abandoned. Each piece of property that is found on the airport gets logged and described in a specially designed section of FrontRange ITSM. In addition, each enquiry regarding lost property is recorded together with the owner’s contact details. Once the lost and found items are matched up and collected by their owner, both the Lost and Found records are closed.

Cost recovery recording

In many cases work carried out by Engineering Support Services and other teams require on-charging of materials, labour and other costs to the relevant organisation. An example of this would be a fuel spillage incident where absorbent materials and time taken to clean up the spillage may be on charged to the airline responsible. The details recorded can then be used to generate an invoice.

Information Technology & Telecommunications

Also handled through the system are the standard helpdesk requests for IT services, which is after all the fundamental purpose of FrontRange ITSM. Auckland Airport aims over the coming years to extend its use within IT to further align with ITIL processes including Problem, Change and Configuration Management.

This brief overview demonstrates how Auckland Airport has extended FrontRange ITSM to provide a powerful, flexible and reliable solution to its service management processes across the organisation. The system continues to evolve and there are plenty of opportunities to continue to leverage its capabilities as the Auckland Airport business grows and changes.

To discuss how your business could benefit from deploying a similar solution please contact Graham Barker, graham.barker@fusions.co.nz or +64 (9) 920 2655.





Keeping your software licensing in check

In a slower economy software vendors tend to look for alternative sources of revenue; one such source is running licensing compliance audits on existing customers. This of course triggers a 'mad rush' to determine your current licensing entitlement, how many copies of applications are currently deployed, how many unaccounted virtual servers and devices have mysteriously appeared within your network and which of these are truly required.

Getting a real understanding of your software licensing position is not always a quick exercise and is better managed as an on-going software asset management strategy. The benefits go much further than having confidence about your organisation's compliance in the event of an audit; it means that an appropriate balance is being maintained between minimising risk of non-compliance, and ensuring that you are not wasting money on over-licensing your software. Full visibility of installed software also enables questions to be asked about whether particular users or groups really require the applications that are currently installed, and to reallocate available licenses rather than purchase new ones.

As mentioned below, this process will take some time and effort, however the results of knowing your licensing position and being able to manage license expenditure and compliance more efficiently will pay off. Many organisations can be very surprised at what software turns up on their network!

Fusion5 provides software asset management solutions and consulting to help you better manage your software license expenditure, avoid the risk of non-compliance fines, and provide a positive impact on your bottom line.

To discuss your software licensing challenges please contact **Graham Barker**, graham.barker@fusion5.co.nz or +64 (9) 920 2655.

AN ASSET MANAGEMENT STRATEGY WILL HELP YOUR ORGANISATION MAINTAIN COMPLIANCE. SO HOW CAN YOU GET STARTED?

- Someone in the organisation needs to be assigned the responsibility for License Management. This role must be seen as an on-going process not a one off exercise.
- Build your understanding of the software asset management process. Fusion5 can provide resources and templates to assist with planning.
- Deploy a network discovery tool capable of automatically collecting detailed software information from all of your network devices on a regular basis.
- Implement a license management tool that can record details of all software entitlements in a central repository, including certificates and purchase information.
- Collect all existing license entitlement information and populate the license management tool – this can be much quicker if the details are currently stored in a spreadsheet.
- Run a compliance check between your entitlements and the installed software discovered on your network.



Oracle Goes Green to assist companies with their Environmental impact

JD Edwards EnterpriseOne Environmental Accounting and Reporting enables organisations to track their greenhouse gas (GHG) emissions and other environmental data against reduction targets, and facilitates environmental reporting for both voluntary and legislated emissions reporting schemes.

Oracle recently announced a new module for JD Edwards customers that enables them to manage, report and comply with important social and legislative requirements about being 'green'. From many discussions with our customers, Fusion5 understands this requirement is topical therefore we have included information provided by Oracle on this new module, JD Edwards EnterpriseOne Environmental Accounting and Reporting.

Key Benefits

- Reduced environmental data management and audit costs
- Compliance with regulatory mandates for GHG reporting
- Rapid production of environmental reports for internal and external use, including for the Carbon Disclosure Project (CDP)
- Reductions in CO2 and operational cost reductions

Background

Around the world companies are facing increasing social and legislative pressure to improve the efficiency and reduce waste in their operations. These pressures - both internally and externally - drive a requirement to provide sustainability related data that is comprehensive, auditable and timely.

Global mandatory as well as voluntary reporting schemes require companies to undergo extensive and expensive data audits, to maintain a ledger of up-to-date emissions factors, and to be able to compare figures on an annual basis. Existing "ad hoc" approaches utilising manual or niche solutions have a high operational cost and weak data security and audit-ability. The ideal solution is to embed environmental related data acquisition and reporting into the mainstream of business operations and associated IT infrastructure. This is precisely what JD Edwards EnterpriseOne Environment Accounting and Reporting is designed to do.

JD Edwards EnterpriseOne Environmental Accounting and Reporting enables organisations to capture environmental data either electronically or manually; convert that to greenhouse gas emissions; comply with mandatory and voluntary greenhouse gas reporting schemes; and to identify opportunities for CO2 emissions and cost reductions. As an add-on module to JD Edwards EnterpriseOne Financials, the EnterpriseOne Environmental Accounting and Reporting module delivers these capabilities without duplication or double handling of transactions and data, which is intrinsic in other approaches.

At a summarised level JD Edwards EnterpriseOne Environmental Accounting and Reporting enables organisations to:

- Automate Environmental Data Collection
- Calculate and Classify Greenhouse Gas Emissions
- Comply with Mandatory and Voluntary Schemes for Greenhouse Gas Reporting

- Identify and Drive Opportunities for CO2 Emissions, Energy, and Other Reductions

If any JD Edwards customers would like us to forward an Oracle datasheet on this new module, then simply send us an email and we'll be happy to do this.

Key features include:

- Capture of energy usage and other environmental data directly in existing JD Edwards EnterpriseOne ERP transactions
- Asset-based tracking of fuel usage and other consumables as they are issued
- Capture and report data at both the facility and asset level
- Calculation of greenhouse gas emissions in accordance with the Greenhouse Gas Protocol
- Classification of scope 1, 2 and 3 emissions
- Store date effective emission factors for recalculation usage
- Easily change and update emission factors
- Automatically determine the correct transformation factors
- Data warehouse for data aggregation



JD Edwards *Exciting Updates for all Users*

October 2011 saw a flurry of announcements from Oracle for JD Edwards customers. New Tools Releases, support for JD Edwards running on iPad, and a new user interface for ERP9 are just some of the announcements Oracle has made.

iPad Support

In October Oracle released the latest update to Tools Release version 8.98. Probably the most significant announcement in this update is the support for JD Edwards on an iPad without users having to resort to unsupported work arounds. Customers have eagerly awaited this functionality as tablet devices become more common in the enterprise. JD Edwards runs in the Safari browser on the iPad, there is no need to install a dedicated application. The Tools Release update with iPad support is available now to customers on JD Edwards 8.11 and above.

New User Interface for JD Edwards ERP9

Oracle has invested heavily into improving and modernising the end user experience for JD Edwards customers. Recent announcements at Oracle OpenWorld have given a preview of the planned changes. Below we have highlighted just a few of the changes coming with Tools Release 9.1 and which have excited the JD Edwards user community. Please visit the JD Edwards page on the Fusion5 website for more information.

New look and feel

From the time that you first log into the new JD Edwards User Interface you see the first of the changes. Gone are the menus and tasks down the left hand side of the screen replaced instead with new JD Edwards branding and drop down menus at the top of the screen. Moving the navigation from the left hand side to the drop down menus has freed up about 20% of the screen for use within the application.

The entire user interface has a new look and feel using modern web technologies; this makes the user interface very similar to modern web applications and websites with which users will be familiar. For customers who are considering Oracle Fusion applications, the new JD Edwards UI uses the same style sheets, meaning that the look and feel of the JD Edwards Application is the same as Fusion applications.

Key Features

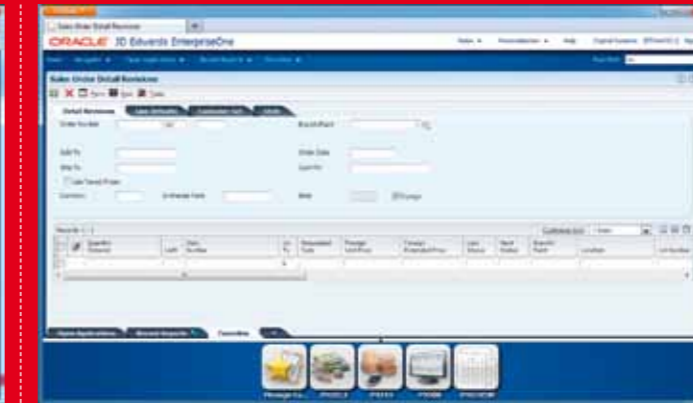
1. EnterpriseOne Pages

A new addition to the user interface with Tools 9.1 is EnterpriseOne Pages. These pages are accessed via a series of tabs at the top of the JD Edwards User Interface. Each tab is configured to have portal-like links to, for example, external pages; the new process flow interface; BI applications or any other web link compatible with the technology. EnterpriseOne pages are fully customisable (you can link to any compatible URL such as external websites or internal intranets). The standard security used within JD Edwards is applied to EnterpriseOne pages which means that access to EnterpriseOne Pages can therefore be secured by User, by Role or by environment.



2. Process Flows

Process Flows are a particular type of EnterpriseOne Page which, as the name suggests, displays a process flow users can use instead of menus to complete their tasks. Process Flows enables the JD Edwards administrator to create a graphical navigation display rather than a set of menus or tasks. A number of standard Process Flows are shipped with the Tools Release however customers can also create their own using the tools provided within the JD Edwards application. Process Flows can be secured by Role or by User and are customisable with direct links from the process flow to the application the user needs to complete their task.



3. The Carousel

The Carousel is a new navigation tool which by default is at the bottom of the user webpage, but which users can drag to the side or top of their screen. The Carousel contains tiles that display as the user opens the various applications within JD Edwards or runs reports. Hovering over the tiles gives the user information about that tile such as the application and version related to that tile.

The Carousel can be personalised, tiles can be customised and designed if users would like their own tiles/icons rather than the ones that are shipped with the Tools Release.

Regardless of its location the Carousel can be collapsed so that it doesn't take up too much screen space.

4. Recent Reports

Displayed in the Carousel as tiles and also in the drop down menu at the top of the screen is the Recent Reports link. The user can customise how many recent reports are displayed in the carousel. A colour-coded tile represents each report and hovering over the top of the tile of the report gives you information on the report such as when it was submitted and which version was run. Clicking on the report results in the report default action being performed (such as opening PDF or CSV or BI Publisher report).

5. Other Highlights

Favourites have been redesigned and users now have the ability to add task folders to favourites, not just individual tasks. Grids now have resize and freeze functions that enable automatic hard returns on columns for speed entry. Look out for information on Enhanced Query capability which is also coming with Tools 9.1.

Find out more

These recent announcements by Oracle are significant and demonstrate a real commitment to improving the end user experience. Fusion5 already has a page on our website dedicated to information on this Tools Release; we encourage customers to visit that page regularly for the latest news. Alternatively you can contact Gordon Munro on gordon.munro@fusion5.co.nz or Craig Westcott on craig.westcott@fusion5.com.au.

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ApprovalPlus Product Update

The ApprovalPlus team has had a busy year with new modules, an upgraded base system, new reports as well as installations for new customers. In 2011 many new and existing customers have invested in ApprovalPlus including:

- Richmond NZ Trust
- Humes Pipeline Systems
- Credit Card Module for Airways Corporation
- Purchase Order Module for Dunedin City Council
- Environment Canterbury
- Godfrey Hirst
- TrustPower
- Cawthron Institute

The base system of ApprovalPlus has benefited from enhancements suggested by our customers this year, including new features designed to make the process more efficient and enjoyable for all users. New functionality includes a one screen review for Preparers and Approvers where they see Invoice images, comments from other staff, GL coding and Invoice history all at a glance. The ability to import large numbers of GL codes from a spreadsheet has proved popular, and the new look reports have been well received. Upgrades of ApprovalPlus tend to take between 1 and 3 hours at customer sites, so are easily applied and the benefits from the new features are quickly taken advantage of.

As well as new features, our ApprovalPlus team has been busy developing new modules to meet the requirements of many customers.

ApprovalPlus Projects

This module allows for the request of approval for either Capital or Operating Projects. Users can specify a budget amount, suppliers that will be purchased from within the project and GL codes to be used. Once approved the fund can be used to raise Purchase Orders from, allowing the project manager to control spending up to the approved level, and track the progress of all expenditure against a project. This new module comes complete with reports and inquiries to allow users to view project spend against budget and manage any commitments. The new Projects module has proven itself useful to many organisations already, and allows for a better control on spending.

ApprovalPlus Corporate Cards

Having all of your expenditure managed by one easy to use system is very attractive to many organisations. Spend managed on card purchase systems such as Visa or Amex cards, Taxi Charge Cards etc are able to be included in ApprovalPlus. ApprovalPlus simply takes an electronic feed of charge information and loads this into ApprovalPlus. Card holders are then forwarded all statement transactions. Card holders apply coding, add receipts and pass on for approval. Finally the AP team batch up the documents similar to other invoices and process in their Finance system.

Upcoming Features

Fusion5 has a few more ideas on the horizon for ApprovalPlus such as a connection to Inventory systems for Stock Purchasing, E-Bill loading and Staff Expense Claims.

ApprovalPlus will continue to be evolved to suit our customers' needs. If you are interested in having a demonstration of ApprovalPlus at your organisation please contact Bevan Wright for New Zealand at Bevan.Wright@Fusion5.co.nz or +64 (4) 473 4552, or for Australia Craig Westcott at craig.westcott@fusion5.com.au +61 (3) 9820 0704.



ApprovalPlus helps Environment Canterbury with the Rebuild



Formed in 1989 from 33 different bodies to provide regional and resource management roles, Environment Canterbury is the regional council working with the people of Canterbury to manage the region's air, water and land. Environment Canterbury is committed to the sustainable management of the environment while promoting the region's economic, social and cultural well-being.

The Challenge

Environment Canterbury was using a manual purchase to pay system similar to many in Australia and New Zealand, with a manual process that generated paper Purchase Orders which were signed off according to a list of delegations. While this offered some important controls, an automated system would offer greater control, speed and visibility.

"The main driver behind the project was initially to improve visibility on purchase order commitments," notes Helen Sellwood, Finance Manager, Environment Canterbury.

Smooth Implementation through Shaky Times

The initial decision to implement ApprovalPlus was well into the final stages when the first major earthquake hit Canterbury in September, putting the purchase on hold. Once settled back into daily life, Environment Canterbury went ahead with the purchase and implementation of the purchase to pay system. Early in 2011 implementation activities were once again held up with the devastating February earthquake. The February earthquake made the Kilmore Street offices unsafe and ECAN had to look for alternative offices. The offices are now in a number of locations in Lincoln and small townships around Canterbury as well as having several staff working from home.

Although the situation was not good in the region, Environment Canterbury recognised the need to have the ApprovalPlus system in place to deal efficiently with the spending required to support the people of Canterbury during the recovery and rebuild and the need to have controls in place that assisted everyone during the trying months following the earthquake. "We could see from the initial earthquake that the community and our staff would be under extra pressure. We were already looking at the ApprovalPlus system and were impressed with the benefits. Once the earthquake happened we knew it was the right solution for us. Fusion5 was great and worked closely with us during a difficult time to ensure the implementation went smoothly."

KEY BENEFITS:

- Quick implementation
- Multi-location
- Control with delegation of authority settings
- Purchase Orders and Invoices quickly matched
- View of current purchase commitments

Environment Canterbury has implemented both the Purchase Order (PO) and Invoice modules. The PO module allows authorisation levels to be set and POs to be approved before purchases are made, when all details are at hand and fresh in the mind. Once an invoice is received the invoice is matched to the PO; if it is within a predefined level of tolerance it is batched and exported to the finance system. If there is too great a variance then it is sent to the business users for coding and approval of the additional spend. This process adds a strong level of control for Environment Canterbury.

Successful Staff Uptake

"The ApprovalPlus solution has meant minimal disruption to our processes and staff. Post February the focus shifted from improving visibility on commitments to supporting staff who were now spread across Christchurch instead of being in a single CBD location. We wanted to make it easier to approve invoices and being able to scan them and have approval via ApprovalPlus was ideal. Visibility is still important but we allowed a longer timeline to achieve purchase orders for all invoices.

"We have rolled ApprovalPlus out to 100 staff already and we will need to increase that number in the near future. Our staff are enthusiastic about the system and in particular its ease of use. Having a trace from PO approver through to the invoice makes life a lot easier. This has allowed staff to manage their spend while assisting with rebuilding the Canterbury region. At any point in time those using the system can now see what their spending commitments are, quickly and accurately", Helen Sellwood explains.

An email is generated to tell an approver that a new PO / Invoice has been generated requiring their approval. The Approver can log in from their current location and approve the PO / Invoice without needing to sign off on a physical paper document. There is also the ability to nominate another authority if the delegated staff member is unable to connect to the business; a power outage for example.

"ApprovalPlus has proven itself; we are pleased with the efficiency it has brought to our processes. Staff uptake has been quick and there has been very minimal downtime for training," praises Helen.

Keeping the Personal Touch with CRM On Demand Marketing

Organisations continue to outsource the delivery of eMarketing campaigns, including email and web projects, due to the perceived complexity of the tools required to build and deploy these in-house. With outsourcing, organisations lose the benefits of being able to leverage live customer information typically held in CRM systems, to enhance and personalise the communication experience.



ORACLE®
CRM ON DEMAND

Outsourcing campaigns means challenges in collecting the response and engagement information about customers or leads, and marketers end up with silos of reports and statistics that they try to reference and report on.

Oracle CRM on Demand has bridged this gap with its new CRM on Demand Marketing application. Integrated seamlessly with CRM on Demand software, organisations can design, deploy and monitor eMarketing and web campaigns in real-time.

Most of us would love the capability to just 'do it ourselves' however in order to do that we need a tool that is quick and easy to use. Subscription based eMarketing tools are becoming more popular as they remove all the work and

manage a lot of the campaign detail for you. CRM on Demand Marketing provides a full suite of capabilities to automate the complete marketing process, from designing inbound and outbound campaigns through lead management and lead nurturing, to measuring marketing ROI. With all CRM information readily available marketers are able to quickly target and personalise communications as well as integrate campaigns back into the business in real-time.

CRM on Demand Marketing offers built-in email and web marketing, easy-to-use automation, and of course is underpinned by the CRM on Demand Business Intelligence reporting tool – ensuring that measuring the all-important ROI of communication and marketing campaigns is quick and easy.

With the ever increasing cost of demand generation, organisations are continuously looking for new ways to keep the personal touch, communicating with leads and customers whilst at the same time reducing the cost. Whether you have a full staff of marketing professionals or a lean do-it-all demand generation team, CRM On Demand Marketing provides your organisation with a smart, simple, integrated solution for managing marketing campaigns and activities.

Highlights include:

- Easily deploy surveys and customer feedback forms automatically after service interactions
- Increase campaign effectiveness by delivering the right message to the right prospect at the right time with adaptive one on one campaigns
- Deliver higher-quality leads to sales by gathering more complete and valuable information through progressive profiling, and pass this straight through to your sales team
- Increase lead volume and conversions with automated lead nurturing campaigns
- Build a comprehensive prospect database with a robust response management system
- Maximise marketing ROI by analysing the unified revenue funnel across marketing and sales

Fusions has sold and supported a number of eMarketing solutions over the years yet we must say we are very excited and impressed with this new CRM module from Oracle. Existing CRM On Demand customers should consider implementing it, and JD Edwards, PeopleSoft and Oracle customers should also have a good look at Oracle's CRM On Demand solution.

The untapped potential sitting in your CRM



CRM provides organisations with the much needed front office operational support and enables businesses to establish their customer relationships as a competitive advantage to grow their market share.

Leading organisations rely on these systems to provide a central repository for customer information, improve sales and customer service and improve effectiveness of staff. Valuable operational customer 'insight' is captured as part of sales and customer service daily activities however this information is often left untapped in terms of tracking customer and service trends.

CRM Analytics is fast becoming a must-have with any CRM solution. Organisations are seeking to understand more and more about how their business works and the effect changes have on sales, customer service levels and other key KPIs. An independent report from Forrester Research illustrated that even a modest improvement in customer experience can have a significant increase in incremental annual revenues from a typically sized organisation.

In many organisations customer intelligence is gathered from a few major channels across

the organisation and has traditionally been more available across financial information. CRM Analytics is now becoming just as valuable as tracking the financials because it offers an organisation insight into the day-to-day effectiveness of operations.

Whilst Analytics and Business Intelligence are nothing new, the use of them across both financial and customer information is still largely unexplored. Many businesses are still learning the value in leveraging CRM information to assist in defining and measuring the effectiveness of sales processes and using this information to refine service delivery processes, tap into new markets, define their account management plans and design services and marketing to service customers better.

A recent survey found that close to half of survey respondents stated that they were improving customer retention by enhancing frontline

customer service. Meanwhile, only 55% reported that their customer service and support teams have access to real-time customer data. Fusions is supporting many organisations to resolve this disconnect; we are now including analytics in more and more of our CRM implementations as a standard offering.

As the CRM Analytics market continues to mature, Gartner estimates that "by 2014, 40% of spending on business analytics will go to system integrators (organisations like Fusions) not actual software vendors." What this means is that the technology alone is not enough – knowledgeable consulting is required in order to bring the technology alive and achieve company objectives. If this is achieved then companies can expect to acquire new customers, build tighter bonds of loyalty, and reduce costs and ultimately increase profitability.

HCM Update

As the end of 2011 fast approaches our Australia / New Zealand HCM team, led by Chris Radley, is starting to reflect on an interesting year in the HCM space.

Fusion5 continues to see many customers looking for solutions to HR problems and looking for that all-important efficiency gain. Capability of SaaS based products continues to get stronger and we see an increase in demand for these types of solutions. We also see existing HRMS systems add significant tools to broaden offerings, enabling them to be more and more customised to meet both existing customer and new customer needs.

Over the next 12 -24 months we believe customers are going to have more choice than ever before around what different systems offer. Of course, there are always going to be the systems that specialise in certain industries and this will not change. However, the choice of strong generic offerings that deliver more functionality than the customer will really use does provide for an interesting market place.

Fusion5 continues to work actively with our existing solutions around our customer needs and are able to have these ideas developed into tools our customers are asking for. As well as this, we continue to monitor the market for new and interesting solutions that we believe our customers can utilise effectively. Another important factor here for us is to make sure these new offerings are able to work alongside other products we offer and support



AUSTRALIA

Over the last three months our HCM team has also been focused on growth in Australia; we have had some great success with our first new customer being Jewish Care in Melbourne. Jewish Care, an organisation specialising in Aged Care, sees the merits of the integrated offering provided by PayGlobal Exolvo. Our implementation has commenced and is being resourced from our Melbourne Office with support from some of our Wellington-based consultants. Along with Jewish Care, we have another four new customers at sign-off for both PayGlobal and our TimeFiler offerings.

We are currently hiring another two new consultants in Melbourne and Sydney to provide services to our customers. In the New Year we will also complete a road show for our Australian customers around HCM offerings and services so that our

existing ERP customers can learn about the products and opportunities these solutions offer.

It has been a very exciting time putting energy into building our HCM practice in Australia; we are very passionate about offering trans-Tasman services for our customers, as many have businesses in both New Zealand and Australia. We are very confident our solution-based approach will provide many customers with choice in the Australian market and a refreshing approach to service.

NEW ZEALAND

Over the last few months we have had many new customers come on-board, including MercyAscot Group (again in the Aged Care services), Pinnacle Corporation, The Earthquake Commission and Vista Entertainment. Working collaboratively with PayGlobal in New Zealand our pipeline for new business opportunities across all our solutions remains very strong.

PRODUCT HOSTING

One service that has been in great demand over the last three months has been our hosting services. Fusion5 provides an IT platform which hosts the solutions we sell, implement and support. The move to having solutions hosted versus customers taking their systems in-house has been a noticeable trend that started many years ago; we even see existing customers 'ditch' their in-house IT set-ups in favour of moving to hosted services.

The benefits around support, ease of upgrades and disaster recovery all play a large part in the decision process. When a business looks at the real cost of internal IT management versus a monthly fee for access, it tends to be a very clear decision to make the move. The service we offer has no fixed contract period so provides great flexibility for customers.

Fusion5 will continue to fine-tune our hosted services offering based on customer demand. Recently as an example we have added a pure back-up service, where Fusion5 can provide a platform to load a customer back-up and run an emergency payroll. This type of service, which came about due to the Christchurch earthquakes and customers feeling nervous about not having their internal platform available, is gaining considerable interest.

This service is offered as a flat fee per month and provides 'peace of mind' in the event of any type of emergency or disaster. For further information on our hosting or HCM services in New Zealand or Australia please contact Chris Radley, chris.radley@fusion5.co.nz or +61 (448) 778 300 or +64 (4) 473 4552.



Turning the Performance Management beast into a beauty

Performance Management continues to be one of the most in demand HR areas for our customers. It is also an area that many customers have different processes and requirements, highlighting the need for flexible software to help manage positive and transparent outcomes for a business.

Fusion5 has teamed up with Pivot Software to provide a lighter version of the performance management tool already available in the market. Leveraging our experience with many customers using the software, the light version is aimed at the 100-300 employee business. These businesses need a 'specialist performance tool' but to date have found the cost too prohibitive, forcing them to continue to use either old paper systems, or in many cases in-house developed options.

The same framework and process is used to implement the light version of the software, so no benefit is lost. It simply allows for a more effective return on investment and of course the software interfaces with all major Payroll/HR systems in the market.

Successful performance management engages employees and helps them align their goals to those of the organisation. But too often the process of performance management is an inefficient beast that's unattractive to both management and staff.

A performance management beast can result in:

- A perception by managers that the performance management process is too lengthy and over-engineered, often seen as a "paperwork" exercise
- Human Resource feeling frustrated at manager's unwillingness to complete performance reviews according to policy, and at the lack of employee involvement in the process
- Senior Management unable to see, in a timely fashion, the progress of individual activity that leads to achievement of key strategic goals
- Document management and version control becoming difficult
- Staff unhappy at lack of participation in their performance management reviews
- Frustration at the length of time taken by all participants and the flow-on impact for remuneration adjustments.

Keeping it simple" is a theme through all of Pivot's Performance solutions. The Performance Management tool has been designed to aid a collaborative approach between the company, manager and individual in the setting of performance objectives, reviewing competence and agreeing on learning and development needs.

As a configurable solution, the performance management process clearly reflects an organisation's own culture and unique focus. There is a "line of sight" created between an individual's role and how that translates to the company objectives.

Making performance management beautiful

Executive perspective: After setting company strategy and targets, reports provide details of overall progress towards company objectives, in terms of actions versus outcomes. Organisational efficiency is improved – the paper war and document management issues are eliminated. Executives can more easily know their "Stars" – with high level reporting of performance and capability at any time. As well, the easy configurability of the system allows organisational branding, culture and values to be reflected in both the process itself and the system that manages it.

Manager's perspective: Informal and confidential notes can be kept to aid employee discussions. Managers will have the ability to give clear direction on performance against goals, and can easily update the system as things change. Individual goals can be clearly aligned to team goals and ultimately organisational goals; gauging and reporting on team performance is easily managed.

Employee's perspective: Employees will have their own input to goals; and performance can be recorded and shared more easily with their Manager. There is also a clearer connection between individual activities and organisational goals, and an active involvement at all stages of the process

Human Resource Perspective: Monitoring of the process is simple, clear and easy - automated follow-ups if necessary are provided at every step of the process. Organisational consistency can be assured and compulsory objectives can be cascaded to qualifying roles (e.g. Health and Safety).

Transparent business reporting



For more information please contact Chris Radley, chris.radley@fusion5.co.nz or +61 (448) 778 300 or +64 (4) 473 4552.

Oracle Enterprise Project Management solutions

...helping businesses deliver real projects

Whilst our business lives are focused around delivering business applications and technology solutions to our customers, it's interesting to stop and look at the impact our customers' projects are having on our personal lives and our communities. One such project is the very significant Victoria Park Tunnel project in Auckland.



The Victoria Park Tunnel Project

The Victoria Park Tunnel Project

- Cost \$340 million
- 450 metre 'cut and cover' tunnel
- Workforce peaking at 450 people
- Heritage sites such as the Rob Roy Tavern
- Noise reduction for residents
- Multiple activities underway simultaneously
- Multiple work faces active at any one time
- Numerous directly impacted stakeholders

The above is just a quick glance at the complexities of the Victoria Park Tunnel project. The team trusted to bring it all together is the Victoria Park Alliance (VPA) consisting of the NZTA, Fletcher Construction, Beca, Higgins and Parsons Brinkerhoff.

The goal of the project is to ease congestion on SH1 between the Auckland Harbour Bridge and Central Motorway Junction and to remove one of the worst bottlenecks in Auckland, across Victoria Park. Once you delve deeper you get an understanding of the number of smaller projects involved to ensure the success of the Victoria Park Tunnel.



The Rob Roy Tavern

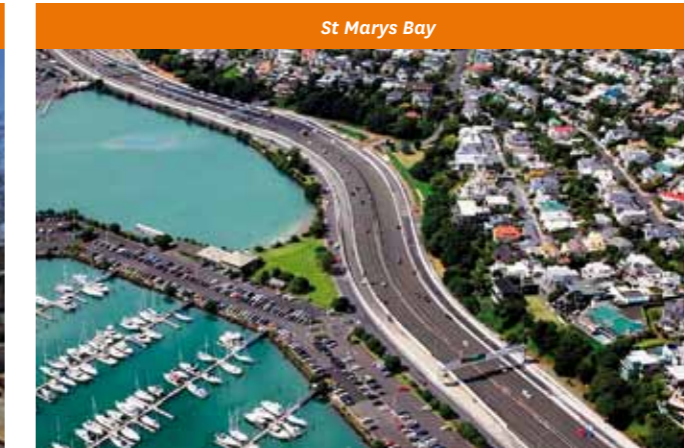
The project will increase the capacity of State Highway 1 over 2.2km, from the Auckland Harbour Bridge to the Central Motorway Junction. The additional capacity will come from:

- A 450m tunnel under Victoria Park for three lanes of northbound traffic
- Reconfiguration of the Victoria Park flyover for two lanes of southbound traffic and two lanes heading to the CBD via Cook Street, the Port and the North Western Motorway.
- One additional motorway lane in each direction through St Marys Bay
- A city-bound bus shoulder lane
- Upgrading the Fanshawe Street off- and on-ramps
- An auxiliary peak-time-only lane at the Fanshawe Street on-ramp, opened and closed by moveable lane barriers

PROTECTING THE AREA

The Rob Roy 'pub crawl' comes to an end

The historic Rob Roy Tavern, one of Auckland's oldest buildings, was moved 40 metres to a temporary site, then six months later returned to its original site; the only difference is that it now sits on the southern lid of the new Victoria Park Tunnel.



St Marys Bay

The Rob Roy is an iconic part of Auckland's history and the VPA was careful to preserve its history. The delicate move cost \$2.5 million, just a small percentage of the initial budget of \$8m to \$10m for a one-way shift. Taking place over two days each way, the painstakingly slow move involved pushing the building along layers of Teflon by 14 hydraulic jacks.

St Marys Bay reconnected to Harbour

A 102 metre-long covered footbridge, designed to resemble a traditional Maori fishing net, will reconnect the St Marys Bay residential area with the Waitemata Harbour. The bridge will link with the historic Jacobs Ladder staircase, which provides access to the Waitemata Harbour foreshore.

Noise control

Marshall Day Acoustics, acoustic specialists, has been employed to design noise barriers for the tunnel. The barrier proposals included a variety of materials and construction methods including transparent noise walls to stop sound while preserving harbour views for residents. Solid noise walls will be utilised along Freeman's Bay to further reduce noise.



Primavera Software – a key project tool

Fletcher Construction is the lead contractor on the VPT Alliance, providing planning, project management and construction expertise. André Raymond, Construction Manager, explains the choice of Primavera as the primary project management tool for running the operation, including side projects and resources.

"As the project progressed and became more complicated by the addition of smaller projects we found the added functionality of Primavera was invaluable. Using Primavera we aligned engineers on the project into one programme, we were able to avoid Excel spreadsheets and there was no need to transfer data between systems."

"We found the software sophisticated but still very easy to use, and the engineers picked it up very quickly. Whilst we were only utilising a small portion of the capabilities of Primavera, it was able to scale with us and provide us with further functionality as required."

"With so many stakeholders involved in the project, it was important for all engineers to work together. The major benefit of Primavera for Fletcher's was to have all parties aligned and on the same page"

If you would like any further information on Primavera please contact Lisa Nicks, lisa.nicks@fusion5.co.nz or +64 (9) 379 0525.

Managing Data in your JD Edwards System

Today, even in our personal lives, we are inundated by data. In business, this deluge of data is even more pronounced. We no longer speak about megabytes and gigabytes, but rather of terabytes, petabytes and even, in some cases, exabytes.

It is not only the quantity of data generated and stored by companies that has exploded in recent years; the data growth rate has also accelerated. As copies and clones of data are produced for testing, development, training and security, the volume of data to be managed can quickly spiral out of control. IT storage and staffing budgets are not growing at the same pace, which means that CIOs and DBAs are increasingly under pressure to find a long-term solution to manage this growing data load.

The Cost and Risk of Keeping Excess Data

Despite the fact that the cost of data storage has declined, keeping excess data still has significant cost implications. While there is an impact on capital expenditure with the need to invest in more storage, the real impact is in terms of operating costs (see graph at bottom left).

With typically 50% or more of the data in the JD Edwards production databases largely or totally inactive, organisations are incurring unnecessary costs in areas such as:

- **Hardware:** More data obviously means spending more on storage and its ancillary costs of power, heating and cooling.
- **Software:** As the quantity of data stored in the production database increases, response times of the ERP system decrease. With more data to load, search and analyse, access to business critical information takes longer, leading to end-user frustration and a loss of productivity and agility.
- **Human Resources:** Excess data often leads to the IT team spending too much time on routine back-ups and maintenance. This can be an important opportunity cost for the business as time could be better spent on higher-value added tasks and projects.
- **Upgrades:** With more data to convert, upgrades take longer and can cost more.
- **Disaster Recovery:** The greater the quantity of data in the production database, the longer it will take to restore. In terms of disaster recovery, this delay in restoring operations could be very damaging to the business.

Optimising The Data Life-cycle

The idea that information has a life cycle is not new. Like any business asset, the value of certain information depreciates over time. Proactively managing your application data is about making the most of your resources, ensuring that information is stored in the most cost effective way.

In our experience typically 50% or more of the data in the JD Edwards production databases is largely or totally inactive. This inactive data should be extracted and stored in the most appropriate format. There are many options - the challenge lies in removing the inactive data while maintaining transactional integrity and regulatory compliance.

The Integrity Challenge: Data Complexity in Oracle JD Edwards

In order to optimise ERP performance, only the most business critical, frequently accessed information should be kept in the production environment. However, due to the complexity of data relationships in Oracle JD Edwards, removing inactive data can be quite challenging. All related data must be moved together. If data purging is not done correctly, integrity issues, such as between vouchers and payments, posted batches etc., will cause out of balance reporting in the production environment.

Data integrity in Oracle JD Edwards goes well beyond the 'textbook' record header/detail integrity. Furthermore, because JD Edwards is a configurable ERP solution, customers often customise and configure the solution as they see necessary, sometimes adding tables to functional areas. As a result, the concept of integrity can change for each client install.

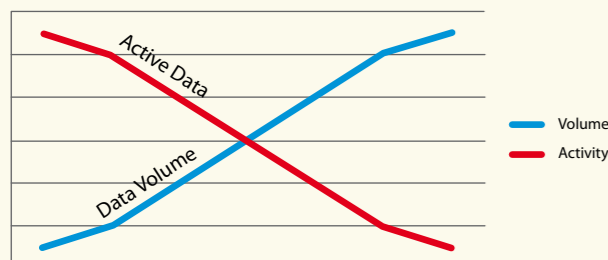
Companies often avoid data archiving projects due to the fear of undermining data integrity and bringing critical operations to a halt. An ERP data purging and archiving project can be demanding due to the complex inter-relationships between data. However, with the right tools and the right approach it is a task that can be completed quickly and painlessly. The best purging and archiving tools allow for modelling and testing of the rules against production data in order to validate that the data really is "ok to purge".

Fusion5 has partnered with Whitehouse Consultants to distribute ARCTOOLS in Australia and New Zealand. ARCTOOLS for JD Edwards was developed specifically by JD Edwards experts in collaboration with the JD Edwards company. With over 300 successful purging and archiving projects on Oracle JD Edwards implementations around the World, ARCTOOLS is the purging and archiving solution of choice for JD Edwards customers.

With ARCTOOLS there is no additional hardware requirement and the implementation phase of the project is a matter of days rather than months. ARCTOOLS is available for customers using JD Edwards on SQL Server, Oracle or DB2 databases and comes with pre-configured modules for Finance, Job Cost, Distribution, Manufacturing, Configurator, Advanced Warehousing and Property Management.

If you would like to know more about ARCTOOLS please send Gordon Munro an email at gordon.munro@fusion5.co.nz. Gordon is available to take enquiries from customers in Australia and New Zealand.

Active Data versus volume change over time



Up to 50%-80% of data in production is inactive www.arctools.com

Interviews

Debra Sisson



What's your role at Fusion5?

ERP Client Manager based in the Wellington office.

What attracted you to Fusion5?

My first impressions of Fusion5 were (and still are) of professionalism, flexibility and responsiveness, all really important attributes – I was attracted to the culture of the place and the people I met. I'm a firm believer that the people make an organisation great and Fusion5 is no exception, I really enjoy working with my direct and wider teams.

What are you working on?

I wear a few hats in my role and am always juggling a number of things which makes for interesting work and my days can really fly by! I manage BAU issues and priority work for my customers, handle escalations, manage projects and organise training, development work and manage the resourcing and

admin associated with this. Right now I'm focussing on improving the monthly reports that I send our customers and am establishing more and more frequent Support Meetings with customers so that the right attention is focused on managing their BAU support issues during their really busy periods

What makes a 'good day'?

A good day is always hearing from a happy customer – however small it may be, it's great to know that our response and efforts can improve someone else's day.

What are you famous for?

Apparently I'm famous for my singing, although no one here has been privy to a personal performance yet! I'm probably also famous for always letting the boys make the morning pot of coffee and hand delivering my cuppa to my desk! One day I'll surprise them

What do you get up to outside of work?

I sing in an all ladies acapella group called 10dd who perform 10cc songs, we're a pretty quirky act and we're gaining a lot of fans, we have a lot of fun creating and performing. I'm currently training to cycle around Lake Taupo and from time to time randomly sign up for crazy things like that. My three step kids keep me pretty busy too.

Kate Barry



What's your role at Fusion5?

I am an Office Administrator in the Sydney Office

What attracted to you Fusion5?

The friendly, positive and professional environment, as well as the staff who make you feel very welcomed. The days are busy and no two days are the same. Also the company growth is increasing rapidly.

What are you working on?

I take care of all administration tasks in particular billing, payroll, expenses processing, travel bookings, accounts payable and receivable etc.

What makes a 'good day'?

When you are so busy you don't know where the day has gone and when you can tick off many tasks on your to do list.

What are you famous for?

Being the office pest, for chasing timesheets and expenses.

What do you get up to outside of work?

I'm currently studying part time. I enjoy playing sports in particular netball, touch football and the gym, bike riding, cocktail nights, music festivals, spending time with friends and family. In summer my boyfriend and I spend most weekends at the beach snorkelling and spear fishing. I'm always up for an adrenalin rush!

Michael Gavin



What's your role at Fusion5?

Service Management Consultant based in the Auckland office.

What attracted you to Fusion5?

At the time Fusion5 approached me, I was looking for a company with values that closely matched my own

- Provide clients with solutions, not merely products
- Management team who are 'in touch' with their people
- Open communication lines
- Staff are the greatest asset of a company

I wanted to put my entire skillset and experience to use. Of the four companies I was interviewing with, Fusion5 was the only company that measured up.

What are you working on?

I am currently working with the teams at Toyota NZ, Auckland Airport and New Zealand Lotteries to improve their service management strategy.

What makes a 'good day'?

When it all comes together and our client can see/show measurable benefits we have achieved through a project.

What are you famous for?

Smiling. People often ask me "What have you been up to?"

What do you get up to outside of work?

I spend most of my free time playing with my kids. Seeing the world through the eyes of my children is invigorating, they keep me feeling young!



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