

CORPORATE PROFILE

iPROsoft Pty Ltd grew out of the particular needs of the construction industry. The company founders, who head up the company today, managed a number of turnkey projects in the utility, mining and industrial sectors throughout Australia and New Zealand. They were driven by the requirement for good, robust software which did not exist.

The software package, *iPROsoft*, was created and underwent stringent field testing prior to market release in 1989. Commercial construction and trade contractor companies were invited to test the package and to try and break it.

The subsequent results were good. Not only could the package perform the required tasks but it was robust and secure as well.

Confidence by customers in *iPROsoft* has been the backbone of its commercial success. *iPROsoft* has been revised and re-released each year since commencement to keep pace with market requirements and regulations and to take the best advantage of contemporary technology.

Uncompromising commitment to the quality path has enabled the *iPROsoft* package to be the leader in its field in providing capability, performance and reliability.

iPROsoft versions and related projects have been implemented with :

- Builders, covering domestic, commercial and industrial projects
- Turnkey engineering project organizations
- Engineering construction companies
- Project and construction managers
- Electrical, plumbing, air conditioning, cladding, civil, fabrication and fit out contractors
- Architectural and engineering consultancies
- Property developers
- Utilities and Government departments delivering services and projects

Support of software is an issue of central importance. iPROsoft's policy is that ongoing software development, quality of documentation, online help, user training, programming, project and consultative services must be readily available to clients before software can be offered.

Today iPROsoft Pty Ltd is well established in Australia and New Zealand and is commencing operations in the United Kingdom.



NEWSLETTER DECEMBER 2004

iPROsoft Service Jobs System

The scheduling, resources allocation and control of service works is now more visual and easier to manage than ever in *iPROsoft*.

We have added a service resource board to the *iPROsoft* jobs core module. This will assist in the allocation of service technicians and even plant to quick turn around service tasks. Also the existing Job Streamlining module has been enhanced to incorporate the milestone activities schedule. The milestone schedule can now be generated automatically as a function of the stored job profile.

The *iPROsoft* service jobs control processes are simple to use and seriously sophisticated in catering to the needs of the spectrum of people in an around the service division's call centre.

The Service Resource Board – a visual decision support tool

This board takes the form of a **U-LAUNCH** explorer. For each day it lists the technicians and their job classifications on the left hand side. To the right of each service technician is a display in the form of a bar showing the times they have been allocated and to which job.

There are up to 48 time divisions, which can be set for the day using a system variable. So if you wanted 24 one-hour divisions that's fine, another 24 remain unused and un-displayed. If you set up for 30-minute divisions you can display up to 48 of them to cover the 24 hours of a one-day cycle. Divisions accounting for less than a total of 24 hours in a working day are possible as are divisions less than 30 minutes each. It's a question of what works for your service division.

A technician may have been dedicated to a project in which case all his time slots come up defaulted as filled with that project.

For the normal group of service technicians coordination is quite visual. For example the call center requires a mechanic to attend an air conditioning malfunction. The operator sorts by mechanics and spots an available time slot for a technician. He is shown to be allocated to a CBD located service until noon. The operator allocates the technician for 2 hours from 2pm allowing enough time for the technician to have lunch and travel to the north side to attend the malfunction.

The display to the right of each service technician's ID and classification is divided into time slots. Each time slot displays the service location or zone and the job number. The operator who allocates technicians to jobs can book any number of time slots in one pass. The allocation form is loaded from the display by double clicking on a time slot. The technician's details and time slot are defaulted into the allocation form. As the operator drops the job into the form the technician is tested for customer preference. Just as importantly the technician is also tested for rejection by the customer. Either way the operator decides.

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iPROsoft Service Jobs System

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Job Processes Streamlined – Job Pre-Profiled by Type

iPROsoft Job Streamlining has been around now for about four years. Some minor enhancements have turbo-charged its capability and the Service Division is the winner.

Basically, Job Streamlining allows one to profile jobs in advance by setting the allowable cost centre dissections and the sales account. Against the stored job profile one can allocate additional on-costs as a function of zone or technical risk and also allocate on-costs as a function of branch or company division doing the job. That's what it always did. Now as you save the job it also sets up the schedule of activity milestones and job defaults as a function of the predefined job profile.

Thus the operator completes a single simple form in setting up a service job. At the same time a lot of other details are collected with no effort at all. The other details are essential for the various people who have a vested interest in the outcomes of each phase of each of the service jobs.

Multiple Site Addresses

Often commercial service agreements with property owners call for services at various locations. So one customer can have multiple site locations.

Having allocated a job to a client the operator may select from multiple addresses available on a drop down list view. The site area or broad location / zone accompanies the site address and also defaults the job record with the site area.

It is important to streamline the setup of each job so it is an easy task to perform in a busy call centre.

The Schedule of Activity Milestones – effortless tracking, nothing missed

This is what really makes the difference. The milestones really just represent the stages or statuses of each job as it proceeds from beginning to end.

The **iPROsoft** Milestone Scheduling module facilitates effortless tracking of progress for each job. The Service Job **U-LAUNCH** explorer automatically intercepts the job statuses as they occur. So all those involved have a visual display of each job in progress. The jobs can certainly be sorted by job number, client and manager. Other sorts are also possible but the sort sequence of most interest to those controlling service works will be job status. Operators will be able to group jobs with unallocated resources as opposed to those with allocated resources. They will be able to isolate with a mouse click those jobs for which the job team has been emailed, jobs with job ticket produced, jobs with listed works complete and jobs with logistics allocated. Another two groups easily isolated will be those jobs ready for invoicing and those already invoiced.

Conclusion – less stress, more productivity

With clear and simple displays, coupled with streamlined setup and automatic status updates, people who coordinate busy service centers have their best chance at achieving quality outcomes.

Certainly this translates to less stress and more productivity.

DID YOU KNOW...?

New Brisbane Office

iPROsoft Pty Ltd has a new place of residence in Brisbane. The new office is larger and brighter and has excellent parking facilities!

Our telephone, facsimile, post office box and email addresses remain the same however the street address is :

Level 1, 156 Boundary Street,
West End, Queensland, 4101

Yes, it is the same address as three years ago however we have the corner suite in the building with views to the city!

If you are in Brisbane, please feel free to come by and join us on our huge verandah overlooking downtown West End.

UK Office – New Location

The surge of new iPROsoft customer numbers in Australia, particularly since March has caused two things to happen.

Firstly, and obviously it added to the logistical effort to bring the new customers' systems up and running.

Secondly, it paved the way for iPROsoft to appoint Howard Smith as our resident representative in the United Kingdom. Howard will be supported with logistics from Australia and his appointment marks the next phase in operations in the UK.

iPROsoft's new details for the UK are as follows:

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Upwood
Cambridgeshire PE26 2QG
United Kingdom

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Web Site – Latest News

Have a look at our web site. You will find all the latest documents and newsletters to download.

Positions Vacant are also advertised on our web site and applications can be made directly on the form in "Careers".

It's Your Computer Environment – Be Careful of Change

There comes a time when you need to upgrade your computer environment. Usually there are benefits to be obtained when you upgrade. However, before you start, you need to survey to be confident that the net benefit will be greater than zero. At iPROsoft Pty Ltd, we can assist by providing support to your computer technicians in relation to your **iPROsoft** installation.

iPROsoft Pty Ltd tests across a range of operating systems, databases, applications and settings. We install new sites where the latest systems are usually in place. We work with our customers to extract benefits from the latest technology.

You don't have to be a pioneer, iPROsoft Pty Ltd exists to support its customers. So don't just change it – give us a call first.

There are many components in a computer environment that need to work in harmony in order for any computer application including **iPROsoft** to work properly.

In the case of **iPROsoft**, at least the operating system, the runtime and the backend system (ISAM, Pervasive, MS SQL etc) have to "talk" to each other and co-exist symbiotically. Depending on the features of **iPROsoft** you use, other applications such as MS Word, Excel, Crystal, text editors and emailing programs need to also be compatible to join in the partnership.

Usually, software developers make new versions of their software backward compatible with previous versions. This however, does not happen all the time. Even if it does, it can be the case that not all aspects of the software are tested to work properly with the new version.

For example, if a new version of an operating system is released, say Windows 2003, then it is up to the developer (in this case Microsoft) to test to ensure the backward compatibility with other Microsoft products such as Word and MS SQL.

It is in turn, up to the developers of other integrated products to test their own products to be compatible with the new operating system.

If the existing version of software supplied by a developer does not work with the new operating system, the developer may decide not to support the new operating system. Alternatively a developer may decide to issue a service pack or even a new version of the product that does support the new operating system.

Operating System and Database are the foundation items that can have profound effects of the performance of applications like **iPROsoft**. Less profound are peripheral devices like printers. Generally the device driver just works however occasionally it doesn't. Then we're down to problem solving on a case by case basis without a guaranteed outcome.

Another issue is the costs in changing the version of operating system or database. Both come at a price not covered by normal software upgrade. Both may yield advantages from the change, however, in some cases, just increasing the user count may compel you to make the change. This will be the case when for example you need to expand the user count beyond that of your current database. If a new version of the database has been released, the supplier may not supply the old version and the only real choice is the new database version.

iPROsoft has a more than significant slice of the ERP market for project and service enterprises. It can be found configured and working correctly with the current versions of operating system and database. So if you are contemplating a database or operating system upgrade associated with your **iPROsoft** installation, calling iPROsoft Pty Ltd is a must. If you have doubts about a new peripheral device a call first could uncover an experience already catalogued, an experience that could affect your decision.

Christmas Closing Times

iPROsoft will close from 5.00pm Thursday December 23, 2004 to 9.00am Monday January 10, 2005.

Please contact iPROsoft support if you require support during this time to make arrangements.

We wish everyone the very best for the season and look forward to working with you in the New Year.



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MEET...PHIL JOHNSTONE

Phil has been with **iPROsoft** for two and a half years after joining the migration from the southern states to Queensland. "We had decided that Queensland would be the place to raise the family."

Phil's role with **iPROsoft** has allowed him to draw on twenty years accounting experience in the construction industry. "It is the ideal role in many respects as it has elements of management, accounting and consulting with the clients, so there is rarely a dull moment, as is often the case with growing businesses."

"I get enormous satisfaction from working with the clients to deploy the system to its best advantage and from involvement in planning the growth of the **iPROsoft** business" Phil added.

A young family and home renovation work keep Phil busy outside of work, together with golf and squash and some coaching assistance at his son's cricket club. There is no shortage of visits from family and friends, particularly during the winter months.

- Please send me more information on **iPROsoft**
- Please send me more information on **iPROsoft Service Jobs**
- Please keep me informed of the next seminar on **iPROsoft**
- Please arrange for a demonstration of **iPROsoft**

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