New Account Management Program

Hopefully you have now all heard from either Gerry or Caroline regarding your new account manager. The account management program is aimed at improving both the quality of service and relationships with you our customers for E-tivity, Microster and Salvus.

Our new account management structure will deliver improved;

- Governance;
- Service delivery; and
- Communication management between our organisations

Governance: With designated single points of contact within both ComOps (your account manager) and your organisation there will always be clarity around responsibility for escalation and managing the subsequent resolution of all issues. For example if you have a support call "in limbo" please escalate to your account manager for immediate attention.

Service Delivery: Any product / service questions, be they training, or additional needs requirements, your account manager is equipped to handle them or manage for further assistance.

Finally the **communication management between our organisations** will slowly start to improve in quantity and depth. This newsletter is the first of our quarterly publications that will keep you up to date with all things ComOps. For example we are very excited about our upcoming HTML version of E-tivity and look forward to sharing more with you.

As a new and evolving program we are open to feedback and suggestions so reach out to your account manager. Further feel free to request any topics of interest to be included in our next newsletter or our monthly blog.

ComOps welcomes New Account Manager

Davinder Sidhu has recently re-joined the ComOps team as an Account Manager and will be responsible for building lasting partnerships with our customers, understanding their requirements, providing assistance and guidance in offering the best possible outcomes, as well as sharing her experience and knowledge gained throughout her career.
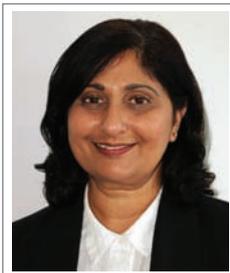
Davinder started her career as a developer for Westpac where she worked with a global team that were responsible for successfully launching Australia's first Home Loan Calculator. Later joining Positive Solutions which was an exciting time as the launch of POSTAR (earliest version of E-tivity) was being implemented. Before moving on to HCN (Primary Health Care) where she worked as CRM and Project Manager, and Towers Watson as their Quality Manager. Right from the beginning, her focus has been on facilitating the delivery of quality projects and this continues to be very important to her.

Greetings 'From the CEO' Gerry Williams

Welcome to the first edition of The ComOps Bulletin. As the first part of an enhanced customer communication plan we will be distributing this newsletter containing the latest company news on a quarterly basis. This forms part of our new account management program (see P1 for details) designed to keep our customers and the ComOps 'ecosystem' better informed of all things to do with ComOps, the business and our core products - E-tivity, Microster and Salvus. Additionally we will be producing a monthly blog and an enhanced social media presence (more on P4).

Recent months have seen various developments and an acquisition take place, promising great new opportunities for the year ahead. We have extended our Workforce Management suite, with ComOps acquiring E-tivity Solutions during Q4 of 2014. Together with Microster, this makes us a substantial supplier of WFM products in Australasia. As a relatively new CEO, it is with great pleasure I welcome the team to the ComOps family.

As part of the ComOps strategy to invest and develop the business we have several new executives to lead our team. They include our new General Manager of Sales and Marketing, Caroline Falkiner, our new General Manager Professional Services, Roland Handel (Details on P3). Further steps to create a platform for growth and customer service include moving Davinder Sidhu into an Account Management role with a goal to establish programmatic customer reporting and better service (Details on P1). Product Management will be enhanced by Sarah Corris filling the role from the start of this year.

I am pleased to announce that our two Sydney based offices (North Sydney and North Parramatta) have moved to a new combined North Sydney address. Having the two offices together will enhance our intra company communication and pull together Sales, Consulting, Support and Development. We will continue to maintain our Development and Consulting presence in both Newcastle and Melbourne. The new premises reflects our commitment to the business both today and to accommodate future growth (p. 4).

These are exciting times for ComOps, with new people bringing innovative ideas, a commitment to customer service and process enhancement to lead our company through its next phase of growth.

The Value of Experience

Since 1972, ComOps has been working closely with its clients to add value through innovative technologies. Today you are surrounded by over one hundred thousand people using ComOps Workforce Management solutions for smarter more productive business. Our customers employ the people who drive the trains, work at the ports, treat patients, ensure your security, serve you in your favourite retail store, and ensure the service you receive at hotels is of the highest level. The calibre of organisations that have selected our business solutions to manage their employees speaks volumes.

Microster deploys robust workforce management and rostering solution, allowing SNP Security to effectively manage day-to-day operations of a distributed workforce and continue to provide customers with a cost effective and quality service.

About SNP:

Established in 1923, SNP Security has grown and established themselves as one of the largest privately-owned security enterprises in Australia. Over 2,500 staff work at a variety of client sites nationwide. Clients include airports, retail shopping malls, hospitals, educational institutions, critical infrastructure (Bridges), government agencies and in private and public sector property management.

The development of innovative security solutions has delivered financial & operational improvements in our service delivery, thus driving market share.

Our security services include – security officers, mobile patrols, alarm response, Grade A1 live redundancy monitoring and electronic security, (security alarms, CCTV Systems, access control and security intercom systems).

- Efficiently plan and allocate employees for day-to-day operations
- Project and manage labour costs
- Maintain high quality Customer Service

The Opportunity:

As SNP continues to strive to be Australia's leading integrated security solutions provider, they focus on providing clients with industry-leading services, state of the art technology and highly qualified staff, whilst ensuring they always meet the changing needs of their clients.

A 97% customer retention rate is attributable to their excellent people enabled by solid processes and industry-leading technology.

SNP required a workforce management (WFM) solution that could provide a platform to support a distributed workforce with the changing demands and needs of over 33,000 clients throughout Australia.

The Requirement:

The new WFM solution required the ability to manage employees, clients and contractors with the required levels of flexibility, whilst ensuring compliance in terms of licensing and guaranteed costing outcomes. This included automated timesheets, allocating available shifts based on skills, cost and suitability, all the while providing accurate award interpretation. Finally flexibility to efficiently plan and allocate employees for day-to-day operations as well as long term forecasting.

The Microster Solution:

ComOps implemented its Microster WFM solution. The solution includes Microster's core module engines (rostering, costing, workflow and integration), award interpretation, mobility and employee self-service, timesheet management, attendance management and payroll integration.
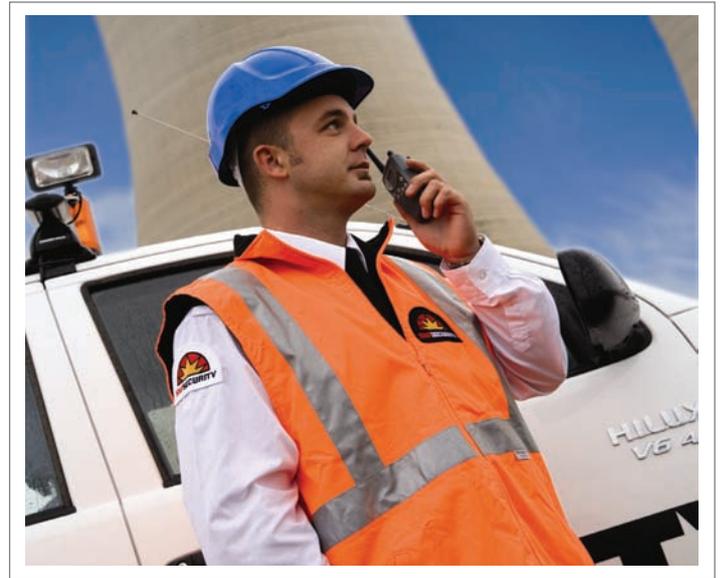
Full client contract management is achieved by Microster integration with multiple core systems (Chris 21 payroll and HR software, and Microsoft Dynamics general ledger). Benefits include accurate automatic customer invoicing through the real-time capture of timesheet data. Whilst the 'billing' capability allows effective labour cost management against expected revenue based on rostering outcomes.

Microster's Award Interpretation module enables SNP Security management to automate award interpretation providing an audit trail on all rostered hours in accordance with relevant industrial awards and enterprise agreements.

The Benefits to SNP:

"Microster is delivering the business case we required and achieving the anticipated operational efficiencies" says SNP Security's CIO, Russell Harris.

Microster's ability to allocate resources has assisted SNP Security to cater for market demand, by recording profitability of day to day operations which provide our customers with a cost effective and quality service. SNP are now able to proactively manage labour costs and optimise our employee utilisation while delivering compliance and safety regulations.

"We are experiencing time savings on all roster allocations and are now able to project and manage costs. Microster enables us to optimise the use of our distributed workforce. Further our real time, factual timesheets forms the basis of our invoicing to our customers. The integration to our HRMIS [Chris 21] makes payroll simple and efficient."

"Microster's reporting capability is also very flexible enabling purpose designed reports that provide valuable management data previously unattainable, including automated 'welfare checks' for our workforce which enables monitoring of staff safety and wellbeing."

ComOpsNews

- Removal of some redundant/duplicate information

- Grouping of functions within the screen into key function areas that also guide the user through the process
  - New
  - Manage
  - Communicate
  - Report

- Improved links within screens for access to other relevant information

E-tivity 5 – A New Look

Client feedback and market demand to provide mobility with enhanced usability and accessibility has been the key driver for the direction of our latest version of E-tivity. Development is concluding on our next generation of E-tivity 5.0, that is 100% browser based and built with state of the art web technology, HTML5/CSS3 standard.

This new generation product is layered over the top of the existing E-tivity Enterprise architecture and has allowed us to re-design the user screens (UI) from scratch without impacting on the existing features and depth of functionality that have been developed over the past 14 years.

Background: We commenced the project by holding various user sessions with existing clients and used this feedback in our new screen design considerations. Some key concepts introduced

- Central Calendar control so that a date can be set and is used for all screens

- Prioritisation of the most important information on the screen and some least used information can be hidden using collapsible panels

Mobility: With the popularity of mobile devices such as iPad, Tablets and smart phones, users want to use the E-tivity business application on their device. E-tivity 5 will run on devices such as a Desktop, Laptop, iPads, Tablets and smart phones. The user interface controls are also designed to enable touch screen functionality.

Due to the size and number of modules available in E-tivity Enterpise, we then phased the project into 4 phases. Phase 1 is the most important phase, and covers the most commonly used modules and functions such as Org Structure, Fixed Shifts, Control Centre, Kiosk, Timesheet Entry and Timesheet Approvals. We are pleased to announce that this first phase will be ready for our volunteer Beta Clients at the end of March with a general release plan for phase 1 scheduled to commence from May 2015. The remaining phases will be released as they are finalised and we will communicate this with you as they are rolled out.

Some other useful inclusions have been added which we will tell you about in our next quarterly newsletter.

The team at ComOps appreciates the ongoing feedback and support of the E-Tivity client community and thanks you for your support.

ComOps welcomes newest members to the team

ComOps is delighted to welcome new members to our Sales & Marketing, Consulting and Account Management teams; Caroline Falkiner, General Manager of Sales and Marketing, and Roland Handel, General Manager of Professional Services.

Caroline Falkiner has over 20 years' experience in Sales and Marketing in the IT Industry with a focus on attraction, retention and growth of profitable customer relationships with Fortune 500 organisations. During this time Caroline has held a number of Senior roles within business and information technology services, including NGA Human Resources, SAS Fujitsu Australia Limited selling IT outsourcing services).

Caroline is a graduate of the Australian Institute of Company Directors, a Chartered Accountant, and holds a Bachelor of Economics from Sydney University. Caroline's main responsibility will be managing both the Sales and Marketing team's and driving business through the door.

Roland Handel has joined ComOps as GM Professional Services, with responsibility for managing both the professional services team and the support team. Roland will focus on streamlining all customer impacting processes and workflows across ComOps' several brands. Roland's underlying philosophy is that "we should be regarded as a trusted advisor by all our customers."


Prior to joining ComOps, Roland has been involved in the workforce management sector for more than a decade, most recently having spent 12 months working in the Coles Business Improvement Team managing the delivery of a workforce management solution across the Liquor Business. Roland has also worked in several other WFM organisations, including a period of time in the UK and North America involved in the deployment of WFM to one of the largest retail employers in North America.

Micr⌾ster Tips

Alerts Notification

When an Alert is configured and a selected alert has been triggered, an alert notification will appear in Microster.

The notification will detail the selected alert that has been triggered, the exact date/time the Alert appeared and the total number of alerts displayed.

> **⚠ Audits Alert**
> Add Personnel 1000
> ✕
>
> Alert Date : 26/05/2011 10:18:42   (2 of 2) ⬆ ⬇
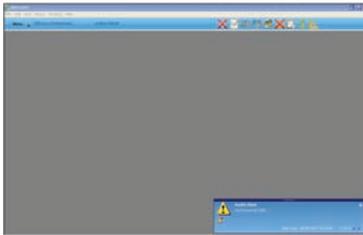
The 🔔 icon allows you to turn off the alert message from reappearing again.

The ⬆ ⬇ arrows allows you to scroll through the alerts.

Alerts Window

The Alerts icon ⚠ appears on the Toolbar when the Alerts are configured. The icon changes based on the action required from the Alerts:

There is an alert message that is unread when it changes to this ⚠ icon.

There is an alert message that requires action when it changes to this ✖ icon.

Clicking on the icon will open up the Alerts window and view details of the alert.
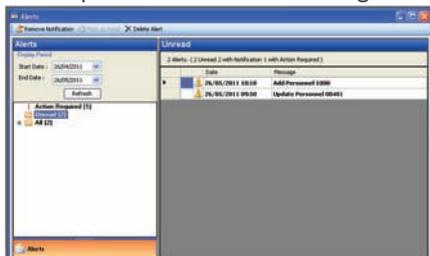
Using Alert Form

The Unread messages are displayed on the right hand side of the form. An 'Action Required' alert will have the ❗ icon next to the row.

When double click on an unread alert, it will mark as read and the alert notification is removed.

The messages that have been read will appear in the folder based on the alert type such as Audits.
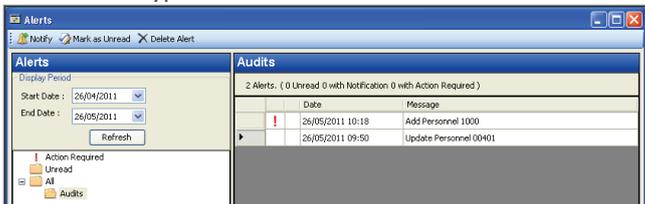
To view different period of Alerts, select the Start Date and End Date. After the Start/End Date is selected, click on the **Refresh** button.

On the Alerts Toolbar, there are three icons:

🔔 **Notify** Turn on the notification for the selected alert message

✎ **Mark as Unread** Mark the alert message as Unread. Double clicking on a read message will also mark the message unread.

✖ **Delete Alert** Delete the Alert message from Microster
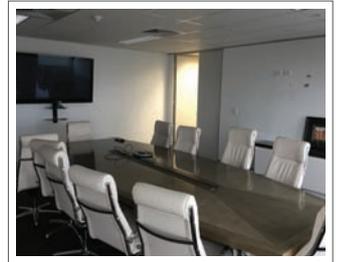
ComOps is on the Move

As the consolidation of the ComOps businesses continues, by the time you read this we will be settled into our new North Sydney Office. This new location reflects the board commitment to the business both today and to accommodate further growth.

The open plan, break out areas and new technology will assist in driving greater communication, collaboration and consistency in corporate processes. We hope you start to notice a change for the better.

Our two Sydney offices have been consolidated into one location, while our Melbourne and Newcastle Microster offices will continue. It's very exciting having easier access to our team members.

We will use our updated facilities to host customer Round Tables and other communication sessions. You'll hear more from your Account Manager.

New Address: *Level 16, 132 Arthur Street, North Sydney.*
Our telephone numbers remain the same - Reception: 02 9923 8000 and Support 1800 062 978 or 02 8838 2222.

ComOps Out & About

ComOps are committed to Sponsoring & Exhibiting at a variety of National & International Industry Events & Conferences throughout 2015. Look out for us at;

- **TOC Asia 2015,** Marina Bay Sands Singapore, 21 - 22 April 2015;
- **AHRI National Convention & Exhibition,** Melbourne Convention & Exhibition Centre, 26-27 August 2015;
- **TAPS Workplace Review 2015**, Sydney, 17-18 September 2015,
- **APA Conference**, Sydney, 25 September 2015.

Plus a return of our **Industry Round Tables** (Sydney, Melbourne, Brisbane & Adelaide) with industry best practice discussions & expert presentations. With a focus on WFM Thought Leadership.

Did you know that ComOps is on Twitter & LinkedIn?

Check out our newly branded LinkedIn and Twitter pages.

in linkedin.com/company/comops

y @ComOpsWFM | @EtivityWFM | @MicrosterWFM

ComOps Blog comops.com.au/corporate-news-and-events/blog

Welcome to our newly introduced ComOps Monthly Blog. It will provide the latest thoughts, news and insights on workforce management.

Follow us on LinkedIn and Twitter or sign up to our monthly blog and stay up to date with all the latest Workforce Management insights and company updates.

Feel free to request topics of interest you'd like to hear about in our next newsletter or monthly blog and provide us with your feedback. All suggestions and feedback can be sent to info@comops.com.au

ComOpsNews