

Release of SynergySoft 7.1

The latest release of SynergySoft 7.1 is out now. In this version you will find a number of fixes and major software enhancements, many of which are requests from you our customers.

These enhancements include:

Report Scheduler - New functionality is available in version 7.1 to enable users to create Report Schedules that will automatically generate reports at scheduled times without intervention. When the report is generated an email can be automatically sent to a nominated recipient advising them and providing a link. This Report Scheduler will be part of the option SynergySoft Automation Toolset.

Central Records: Bulk Clear of Loans - A new Bulk Loans Returns program is now available in Central Records that can be used to return all Volumes currently on loan to a person in a single step.

Email Responsible Officers - An enhancement has been made to the Records Registration program to enable an email to be sent to a Responsible Officer(s) to alert them when a Coversheet has been allocated to them for action.

DEBTORS

Emailing Debtors Invoices and Statements - V7.1 includes

an enhancement that will allow Debtors Invoices, Credit Notes and Statements to be emailed to each Debtor directly from SynergySoft.

GENERAL LEDGER

Bar Postings to Control Accounts

Changes have been made to the GL system to ensure that postings to control accounts is not permitted by default. To allow for those sites that may want to permit postings to those accounts however, a new option has been added to the General Ledger Settings form.

Other significant enhancements were made to Community Information & Bookings, Excel Integration, Names & Addresses, Payroll, Purchase Orders, Town Planning, Property, Shipping, Agenda Minutes, Assets and others.

If you would like to know more about the above and/or any other enhancements, please refer to our General Release Notes for V7.1 located on our FTP site or feel free to contact your Account Manager.

Some of you may be aware that SynergySoft version 7.2 is also available. However the general release that we recommend is version 7.1 and you'll only be guided to version 7.2 for a special reason (e.g functionality specific to you).

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Company Update

CEO's Report

Structural Reform

The deadline for submissions has now passed and from our discussions with many of you and a review of a number of the responses, there are a wide variety of options being proposed. We can only guess at the impact of the reform program and its timing, but it does seem that the government is not going to back down on its commitment to reform.

Our experience comes from reform processes in South Australia some years ago and more recently a number of amalgamations within Western Australia. We are working on proposals in the areas of project management, amalgamation of data and possibly the provision of additional staff to help deal with the additional workloads. We intend to have these services defined early in 2010.

New Opportunities

For any business to continue to be successful, it needs to grow and this growth can take many forms. IT Vision has seen this growth in the number of councils using its software and services, in the provision of new services and with new software offerings.

Some of the additional services have included our scheduled in house training courses, on line training and webinars. New application software in areas such as Workflow, the Automation Toolset, Workshop Management and Asset Management, a Records system that is able to compete with best of breed applications and most recently our online Leave Approvals system continue to provide opportunities for us to assist in meeting your needs.

For many years IT Vision has had a strong presence in Western and South Australian local government. We have also been successful in providing software and services to a small but growing number of councils in Victoria.

We have previously looked at the possibilities of entering the NSW and Queensland markets but have deemed that the competitive situation has not warranted the cost of such ventures. In more recent times, the competitive situation has changed with the number of suppliers diminishing through loss of momentum and acquisitions.

We now perceive that an opportunity in the Eastern States exists and are currently raising our profile with a significant number of councils, who previously were not aware of IT Vision.

Asset Management

Asset Management has become a hot topic in local government circles in all States. Whilst there are software houses who concentrate solely on the provision of software solutions for asset management, their solutions can be expensive and they tend to develop them for large organisations. To meet the more complex requirement, we have developed an integrated solution with the MyData system in conjunction with the Pilbara Regional Council.

Recently, at the request of the User Group, we undertook a demonstration of the SynergySoft Asset Management system to the WE/ROC councils in Bruce Rock. Subsequently a more in depth review of the system was carried out with two representatives of the group. The consensus was that the SynergySoft system would handle the requirements of many councils and only a few suggestions for minor enhancements were recorded. The key benefits of a familiar look and feel of the application, a high degree of integration

with the other SynergySoft modules and only having to deal with a single supplier, not to mention providing the key functional requirements of the system, were seen as key benefits of the solution.

Please contact your Account Manager if you wish to obtain more information.

Performance Improvements and Workflow Initiatives

Whilst many of you will have been using version v7.1 of SynergySoft for some time there are a number of councils who have still to make the move. I would encourage you to move to the latest version of the software, which has now been operating in live environments for around 6 months. The release has excellent documentation to guide you through the installation process but if you would like assistance in doing this, as a growing number of councils do with each subsequent release, ITV offers an upgrade service.



Of course time does not stand still and our Development team is well on the way towards completing the software changes for 8.1 which is scheduled for initial release in April 2010. This release will see improvements in general performance across the system. From the start up of SynergySoft itself, to the loading of forms and improved search speeds there are improvements across the board, which we think you will be very impressed by.

A growing number of councils are taking advantage of the workflow system inside SynergySoft. The feedback we have received from those councils who have been using the system for some time and our own examination of the way the system works has led us to plan a number of changes to this module. These changes will be included in two phases - Version 8.1 will include the first phase of changes, with the second phase following close on its heels in the middle of 2010.

These changes will allow processes to be defined using the familiar Microsoft tool VISIO, which will allow the process to be converted directly into a SynergySoft workflow definition. Another significant change is in the way workflow information is used with SynergySoft data forms, which will allow us to bring the two aspects of the system closer together and improve its usability. Other changes include stylised email formats and the introduction of extensive reporting with dashboard capabilities.

User Conference

The WA User Group is well advanced in its planning of the next IT Vision User Conference. We would encourage you to participate in the Conference which is scheduled for 10th February 2010 (the day preceding the LGMA Finance Professionals Conference) and will be preceded by an optional day of ITV training. For many customers attendance at the User Group Conference will be without further cost (for two attendees), so put it in your diaries now.





Customer Update

Interface to Interplan

We have recently developed an interface to Interplan, which is a strategic planning tool that is being used by an increasing number of Councils, for the Shire of Kalamunda. The interface, which is easy to set up, maps your SynergySoft GL coding structure to the Interplan framework resulting in the regular and accurate update of data into that product on a scheduled basis. If you are interested in the Interface please contact your ITV Account Manager.

ITVision Upgrade Services

If you're not IT savy or you simply don't have the time to do synergysoft upgrades we'd like to remind you that IT Vision provides an upgrade service.

When upgrading your system we also review your system parameters, file resizing, play account setup and other technical issues.

Database file resizing improves performance and helps to prevent data corruption. Play account setup incorporates updating the Play account with the very same version as the live account and a refresh of the data with the latest copy from the live account.

We are also on the look out for any system anomalies or performance issues. If you want to know more please contact your Account Manager.



ITVision's Latest WA Customer

The Shire of Kondinin is the latest Council to decide to move to the SynergySoft solution and will go live with the core Financials, Payroll, Rates and Property and the Mapping Interface next April. All four of the councils in the ROEROC will then be using SynergySoft, which will make resource sharing a feasible alternative in the future.

The Kondinin Shire Council comprises 7,340 sq. km. and is located in the Central Eastern Wheatbelt. It includes three townsites - Kondinin, Karlgarin and Hyden, and the famous WA attraction of Wave Rock.

LGMA Annual State Conference

The LGMA Annual State Conference is nearly upon us once again. ITV is a sponsor of the LGMA State Conference commencing on the 18th November at The Esplanade Hotel Fremantle. If you are attending this event, please do not forget to "come and say hello" to us at our Trade Booth.

NSW Opportunities

ITV has been investigating the NSW Local Government marketplace in the last couple of months and we strongly believe that there is an opportunity in that State due to various circumstances. We recently demonstrated SynergySoft to a group of five Councils in the North Western area, where it was very well received, and we have presentations to two other groups arranged over the forthcoming weeks.

User Group Conference

Next years User Group Conference is to be held on Wednesday 10th February 2010 at the Assured Ascot Quays in Ascot. More information on the conference will be sent out to User Group members in the not too distant future.

Ten Years Service at IT Vision

We have two people who have reached their decade with IT Vision during 2009. In July, Martin Bull reached the 10 year milestone and Graham Santich reached it in October.

Most of you would have worked with Graham Santich on your finances within SynergySoft. Graham has been involved in most of our implementations and is our leader in the financial area of the software. He has conducted both onsite and workshop training many times over the last decade. More recently, he has been involved in bringing online training and webinars to our remote customers.

Of course, Graham's experience extends beyond his time with IT Vision. Before Graham came to us, he was the Deputy CEO at the Shire of Coorow for four and a half years. Previous to that he spent six years at the Shire of Meekatharra. This gave him the great range of Local Government knowledge for helping with COA creation and financial reporting.

Graham is not only our financial guru, he's also a master home brewer. For those on DIY, he has a specialised Beer DIY to keep track of all that brewing.

Martin Bull is our Business Development Manager, a position he has held for the past decade. His role includes account management, relationship building and the general face of IT Vision at all those LGMA and WALGA conferences.

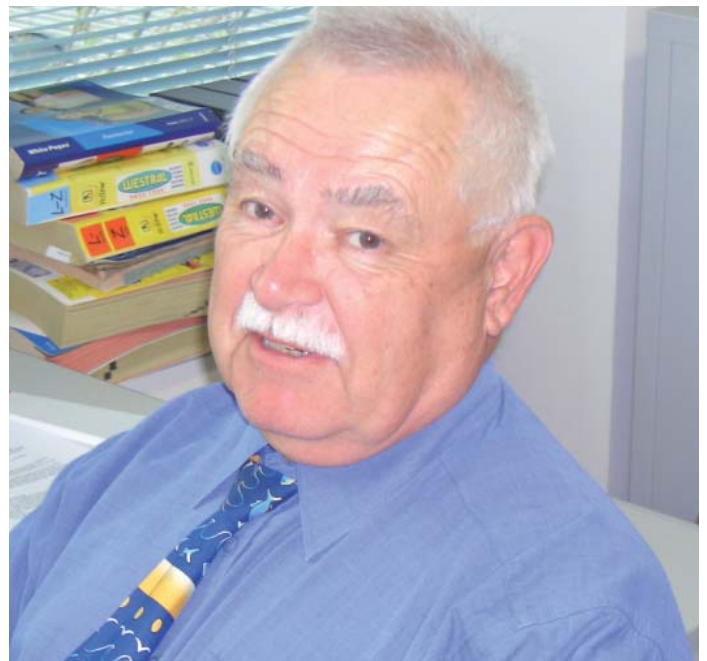
Martin started out as a qualified accountant and quickly moved into IT at a very young age. His association with Local Government software dates back to the early 1980s where he was involved in the development of IT Vision's first Local Government system in Western Australia. During the intervening time, he pursued IT related roles in software development, sales and

management, before coming back to the fold.

When not at work, you'll find Martin on the green or the great big blue as he pursues his passion for golfing and fishing. In fact, Martin loves all things outdoors, but is known to look longingly at the corporate box when the Eagles take to Subi oval in the rain.



Graham



Martin

South Australian Update

The Adelaide office have been busy travelling the countryside installing the 7.1 release of Synergysoft. A large number of customers took the opportunity for Vicki, Stuart and Sab to visit their site and perform the upgrade and deliver training on new and existing functions. The remaining few will be completed in November.

We have also commenced implementing our Records Management system at Yankalilla and Port Lincoln. Easy record registration is now installed at most of our sites enabling the capture of emails directly into the records module. Berri Barmera started using the email registration this month. The comments from their Records Officer was "I am LOVING the integration program. How I survived without it I can't imagine !!"

A number of councils have replaced their Health Manager product with IT Vision's Health Module. Thanks to Karen Rokicinski at Alexandrina council for co-ordinating the interested councils.

The DIY module strikes again with Alexandrina, Yankalilla and other councils participating in the development of some local South Australian requirements. These included the development of a Health complaints system and also a Block Clearing module. If you are interested in these developments please call Sebastian in the Adelaide Office.

In Victoria we are testing the second version of PPAR (Planning Permit Activity Reporting) at Mansfield with rollout to other councils planned for November.



The Human Resources module is also starting to be of interest to councils with recent implementations at Berri Barmera, Tatiara and Copper Coast. These councils will be busy setting up a staff skills database which will assist in planning future training requirements.

We look forward to the rest of this calendar year with the completion of the 7.1 rollout and implementation of more Synergysoft modules.

ITVision an official Microsoft Certified Solutions Partner.

Over the last two years members of the IT Vision Development team have been studying towards achieving their Microsoft Certified Professional Developer (MCPD) or Microsoft Certified Applications Developer (MCAD) certification. ITV are proud to advise that Richard Blackman, Michael Lazzaro and Adrian Halid have successfully completed their certifications. Congratulations on your achievements gents.

We also have two other Developers who are now on their way to completing their certification. The aim of the training is to keep our Developer's skills up to date with the latest technologies so ITVision continues to provide better software solutions to you our customers.



Adrian



Richard



Michael

Growth of our Support Team

With a growing customer base and ever increasing take-up of SynergySoft applications by our existing customers, ITV is looking for an additional person to join our Support Team. If you have Local Government experience and want to join a dynamic team that is dedicated to assisting others, we will be delighted to hear from you. The rewards are good and you probably have the opportunity to see parts of Australia that you haven't seen before.

ITV Training Events

New Online Sessions for the New Year

Payroll - Online

The Payroll module documentation is currently under review. Following the review a breakdown of this module will be made in order to create Webinars or GoToMeeting online session.

During mid October, IT Vision conducted a Payroll – Leave Take up Webinar. This new online session is designed to provide an experienced Payroll Officer with information necessary to set up the leave accrual definitions in Synergy. The session was well attended and will be scheduled again in the New Year.

Systems Administration. - Security

The Systems Administration module has been re written and is now offered in a one day Workshop. This module is also under review for Webinar and GoToMeetings online sessions.

The first Systems Administration Webinar will cover the Basics of Database Administration and SynergySoft Security.

December 2009

1st	Webinar - Assets
3rd - 4th	Payroll
8th	Webinar - Office Integration
10th	Webinar - Mapping Interface - (Property, Dogs, Building & Town Planning)
10th - 11th	Rates & Property

November 2009

5th - 6th	DIY (Do it Yourself)
10th	Webinar - Creditors
12th	Webinar - Debtors
19th - 20th	Records Administration
26th - 27th	Financial Essentials

Documentation Update

It's coming up for the end of October and time to do your dog registrations.

To help you with your renewals, it's a good idea and helpful to produce reports that show which dog registrations are still outstanding.

You can set up your own report very quickly using Report Manager. Even if you've never created a report before, you'll find that it's easy to do so.

Have a look at Report 7 in the User Reports User Guide, for example, to see how you can create a report that will show a list of all dogs whose registration has expired.

You can set up the Report to prompt for an Expiry Date. When the report is produced it will be filtered so it contains only those dogs that have an Expiry Date prior or equal to the date that was entered.

The User Guide even includes a brief video tutorial (which you can view by clicking on the link in the User Guide) to show you how to create the report step by step.

The Report Manager User Guide is one of our new format Guides. Other new Guides include the eServices (Online Leave Applications) User Guide and the Community Information and Bookings User Guide. Please have a look and let us know what you think.

Comments and suggestions can be sent at any time to documentation@itvision.com.au.

We are currently in the process of reviewing all our User Guides with work underway on the Payroll and General Ledger User Guides.

Release Documentation

With each new release of SynergySoft (V7.1 and 7.2) you will receive the necessary release documentation (Release Notes, Fixes Document, Enhancement documents and Installation Guide). Please refer to the supporting documentation for instructions on how to install the new release (the Installation Guide will include all the necessary steps and will show the sequence in which they need to be executed). The Release Notes, Fixes Notes will contain a list of all fixes that have gone into the release. It's also a good idea to refer to the Enhancements documents to see which major improvements are available, how to use them and any steps that need to be performed to implement them.

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