



SynergySoft in a Nutshell

The first release of SynergySoft embraced the Financial Modules and was implemented at the Shire of Busselton, in WA, in 2001. The Rates and Property modules were released twelve months later followed by a progressive release of other modules over the following years.

Continuing R&D investment has ensured that SynergySoft has retained its leading edge position. In 2009 we released the SynergySoft Automation Toolset that incorporates five aspects, including Workflow, to optimise the efficiency of SynergySoft throughout your organisation.

Latest developments all use completely up to date technology and include web-based solutions.

SynergySoft meets statutory requirements and is a comprehensive management system, specifically designed to meet the current and future information processing and management needs of Local Government Authorities.

SynergySoft's most important attribute is its high level of integration between all the application areas. This ensures

- That data is only input and stored once (so if I am a ratepayer, a debtor, a dog owner, and a supplier, my name and address details are only held once in the system)
- All related data is available for viewing. So, for example, if I have selected a property I can view everything about that property without having to consciously move around the system. It will tell me if there are any applications, dogs, debts, correspondence, complaints, arrangements, infringements and many other attributes associated with the selected property.

And I can view these without having to consciously navigate to different parts of the system.

SynergySoft has a number of features that are available throughout all modules:

- Full integration
- Common Name and Address register
- Consistent (look and feel) and helpful user interface
- Menu driven - with personalised views
- User-configurable to allow users to modify a wide range of system attributes
- On-line real-time and batch processing, depending on what is most appropriate
- Sophisticated in-built security to restrict functionality to authorised personnel
- Audit of all functions, with date/time and user details
- On line documentation
- Consistent functionality
- Calendar display on date fields
- Multiple forms open simultaneously
- Ability to switch between applications and resume without losing any data
- Print/Copy screen contents
- Calculator function
- Total print options
- User Tools including Report Writer, Database Development, Excel Integration and the Automation Toolset.
- Tight integration with Microsoft desktop products.
- Design around industry standards (eg. SQL and ODBC are fully supported).



SynergySoft has a Graphical User Interface (GUI) that is common across all modules, and it can also be used through a web browser if a Terminal Server environment is implemented. Hence remote users can also use SynergySoft efficiently across the Internet. More recent development has facilitated web views.

SynergySoft comes with a range of standard reports and more than one Report Generator that can be driven by the customer. IT Vision has developed a Report Manager module that extracts data from anywhere in the database and allows this to be used with Excel, Word or Crystal Reports to produce reports.

SynergySoft Excel Integration provides an excellent, easy-to-use interface between the financial, costing and payroll aspects and Excel. This enables data to be extracted and reports tailored by users using sophisticated, yet easy to use, macros.

Data can also be transferred back to SynergySoft for some functions, so, for example, a report of current year's data may be distributed in Excel format to managers to undertake their budgeting: The draft budgets can then be automatically loaded into SynergySoft from Excel.

Excel Integration can also be used for take-up of data, perhaps from third party products and some data input.

Many of the standard SynergySoft reports have been developed using Crystal Reports (arguably the best general report writer available today), and customers can also develop their own reports with this tool if they desire.

Importantly, SynergySoft also contains its own GIS interface which enables SynergySoft data to be associated with Council's cadastre and enquiries and searches to be done through a mixture of data and GIS.



SynergySoft Modules

The following paragraphs provide a snapshot of each module within the SynergySoft integrated suite.

Agenda and Minutes

This integrated module facilitates creation of the Agenda and Minutes utilising sophisticated MS Word macros and templates. It includes Document control and Internet/ Intranet based viewing and searching functionality.

Airport

Register of the landings of registered civil aircraft for reporting purposes and link into the General Ledger to invoice debtors and monitor revenue.

Automation Toolset

The Toolset contains five components which can be purchased individually or can be obtained as a bundle:

- Workflow (a tool to optimise the efficiency of processes by delivering 'the right work to the right officer at the right time')
- Email Notifications (to inform someone within the organisation of a particular event)
- Report Scheduling (allows User Reports to be scheduled to run at predetermined times)
- Excel Automation (enables Excel spreadsheets to be updated at predefined times), and
- User Report Emailing (allows information to be emailed as a bi-product of generating a report).

Building

This module manages the Building Approval process from application, fee processing, internal correspondence through a staged approval process to final completion.

A SynergySoft on-line development, named Advanced One, enables individuals and companies to lodge building applications, track the application, and provide additional correspondence through a secure online portal.

Animal Control

Allows the Council to manage the registration of dogs and/or cats. Links are provided to the Central Name and Address register, Cash Receipting, Infringements and the Animal Pound. Rangers can track dogs through SynergySoft's extensive searching capabilities, including the GIS interface

Cemeteries

The SynergySoft Cemeteries Module provides a database of plot locations for both current and archival reference. Reservations and special requests are catered for.

Community Information and Bookings

This module has two main aims: To provide a database of Community events, organisations, and facilities so that response can be made to public requests; and to manage the booking of Council facilities.

Core Financials

Includes Assets, Bank Reconciliation, Budgeting, Costing, Creditors, Debtors, General Ledger, Plant and Trust Accounts.

Customer Service

Customer Service also provides two distinct features. Firstly, it enables policies and procedures to be established for every Council function so that queries can mostly be handled at the first point of contact. Secondly it facilitates the handling of customer requests, complaints and other issues.



It has been designed to make the process as easy and quick as possible and to include routing and follow-up.

DIY

The DIY Module allows Councils to define their own databases and develop internal applications with links into other SynergySoft Modules. For example Contracts, Heritage Listings, Septic Tanks, Grants Administration, Rental Properties. Development can be simple or as sophisticated as the user may want (several of the SynergySoft modules are completely developed in DIY).

Dog Pound Register

Management of dogs held within the Pound with the ability to search and provide statistics of impoundments.

Electoral Roll

The Electoral Roll Module can produce Owner and Occupiers Roll, addition of supplemental electors against properties, cross references of ward codes, and easy importing and exporting of Electoral Commission databases.

Excel Integration

Excel Integration is a highly sophisticated Management Reporting tool that enables Councils to develop any financial reports they need through Excel without having to have a detailed understanding of SynergySoft file structures. It allows financial data to be exported whilst still retaining a link to the original data source for easy report production.

Health

This module is designed to provide a single interface to the management of the Health Inspections, Licensing and Health Order administration, including ancillary aspects such

as septic tanks, infectious diseases and water sampling. As with the Building Module, the Health Module is available online for the lodging and tracking of health applications.

Human Resources Management

HR management provides the tools to

- Record personnel information
- Monitor training requirements
- Control recruitment
- Track workplace incidents
- Manage workers compensation claims
- Manage Performance Reviews

It links into other SynergySoft modules including Payroll, Names and Addresses, Assets and Records.

Infrastructure Assets

Assets, such as a buildings, can be managed by breaking down the asset into its elements (eg. roof, outside areas, rooms, etc) and recording information about their costs, condition, repairs, inspections etc. Links can be enabled to the financial asset detail in the Core Financials, Costing, Payroll, Creditors, Stores, Infringements, and Records to enable better asset management.

Infringements

The Infringements module is a highly configurable tool that enables the processing and tracking of any type of infringement through workflow functionality. These often include parking violations, non-compliance with fire break regulations, dog infringements etc.

Loans

The Loans Module provides staff with the tools to calculate loan repayments, schedule loan repayments, create reports both based on past and future statistics and integrate into the General Ledger.



Mapping/GIS Interface

The GIS interface within SynergySoft is a general purpose tool that is ideal for many officers, particularly when their job includes answering property related questions. It enables SynergySoft and other datasets to be linked with the cadastre, allowing searches and mail mergers to be completed extremely effectively.

Payroll

The SynergySoft Payroll application is a flexible tool that provides Councils with a complete payroll solution. The customisable award structure provides the foundation for salary/wage, overtime and shift loading, leave, allowances and deductions, and superannuation entitlements. It is a highly integrated module that enables costs to be properly accounted for through the General Ledger, Plant, Costing and Stores modules.

The most recent addition to SynergySoft is an Online Leave Approval application. SynergySoft Online leave Requests cuts out the physical movements of paper and enables managers and HR/Payroll to have an overall view of the leave position so that they can make decisive, on-the-spot approval decisions. Leave types are customisable and it incorporates a roster system so that the period of leave can be accurately calculated.

Planning

This module allows for the control of the planning process through its various stages to the approval of the application. It includes some workflow and mail-merge functionality to assist with the more mundane planning tasks. Like all SynergySoft modules, Planning is highly integrated with links to the Centralised Name and Addresses, Property, Building, Customer Service, and Records applications. It also provides statistical, KPI, and financial reporting.

Purchase Requisitions and Ordering

The Purchase Ordering module enables goods to be ordered without resorting to hand written documents. Optionally it starts with a requisition process that offers extended security through an electronic approval process. Input of data at the requisition or purchase stage obviously speeds up the payment process as data does not have to be re-entered. It also, optionally, facilitates Committal Accounting.

Rates and Property including Rate Modeling and Swimming Pools

Property is one of the key aspects to the fully integrated SynergySoft corporate database, together with the Financials, Records, Central Name and Addresses, and the Cadastre. This Module takes you from valuation management through rate modeling and the processes of raising rates (including charges, levies, rebates, concessions, installments etc). All the usual property transactions, like amalgamations, subdivisions, and settlements are easily handled. The integration into many other modules allows for efficient and accurate flow of information with in depth reporting options.

Receipting

The Receipting module provides front-line staff with easy management of the multiple payment types that are received and the accounting for these against the transaction in the module in which the initial transaction was raised.

Records Management

This optional, but pinnacle, product manages a core requirement for maintaining accurate records in association with State legislative requirements. In addition to managing all aspects of hard-copy and electronic records, it allows records to be associated with any other entity in the SynergySoft database.



Hence having selected a property, asset, dog, creditor, etc, the user can see all the related documents.

Report Manager

Report Manager provides a powerful and effective way for all users to retrieve ad hoc information. Report templates can be created once off, with user-defined variables (such as dates) set each time a report is required.

Reserves

This Module allows reserve funds to be correctly budgeted, managed and accounted for against the General Ledger.

Stores

The Stores module (which is integrated with Creditors, Plant Costing, Works Costing, General Ledger, Purchasing and Payroll) provides a means of recording the level and values of stock and handling purchasing, receipts and issues.

Web-Based Applications

ITV has developed a number of on-line applications that provide a 24x7 interface with ratepayers and the general public.

Such functionality includes on-line payments, access to personal ratepayer information, customer service (requests), and the submission and monitoring of Applications.

Work Orders

Work Orders can be viewed as the collection of costs below a job and can be used for many purposes. A work order can be issued as a result of a remedial task being identified, or can be raised automatically as the direct result of a transaction within another module (for example a Customer Service request, or a vehicle service within the Workshop Management module).

Workshop Management

The Workshop Management Module provides management for the servicing and maintenance of plant items, vehicles and equipment which is integrated with the Asset Ledger for recording and reporting on replacement, depreciation and purchasing. The module is also used in the day-to-day running of a workshop through service order requests and incident reporting.

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