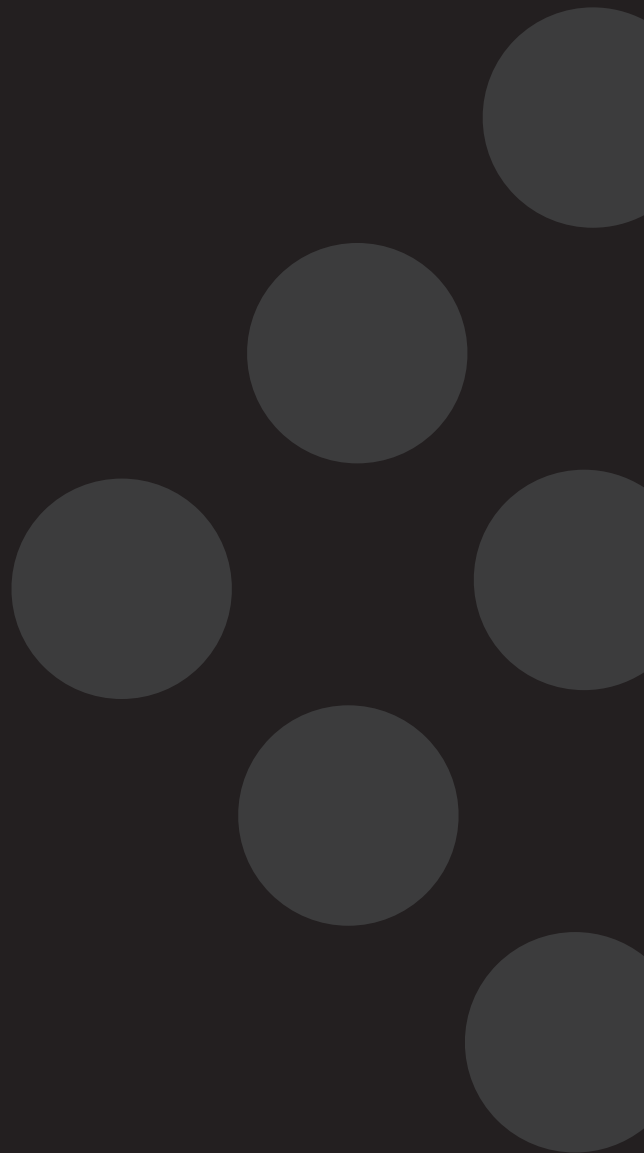




**itvision**  
people with vision

# Business solutions

for your organisation





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## People With Vision

Proudly Australian owned and operated, IT Vision is a trusted partner in providing business solutions for organisations across the country.

We have a team of highly motivated and experienced individuals who are committed to providing the very best products and services to local government and the private sector.

Our dedicated team are continually developing solutions that use the latest in technology, communications and business processes to ensure that our customers receive the best assistance, training and support.

We pride ourselves on our knowledge of your data and our ability to transform it into meaningful information that you can apply to better manage your business.



**90 staff**



**200 customers**



**4 offices**





**itvision**  
people with vision



## Our Vision

To enhance the productivity and service quality of those that serve the community and society in which we live.

We achieve this through the development and provision of information technology solutions, supported by a deep knowledge of your data, quality advice and personalised service.

## Our Values



### Delivering great service

We listen to our clients to understand their needs and goals. We keep our promises and work with our clients to achieve success.



### Results matter

We deliver the right things, at the right time, to achieve the best possible result. We are a reliable partner you can trust.



### Being original

We embrace creativity and think differently. We create unique and innovative solutions that exceed expectations.



### Doing the right thing

We do what is right for our clients. We communicate honestly and openly and deliver on our commitments.





## Our Markets

**IT Vision is committed to providing the very best products and services to the industries and customers we serve.**

Our largest industry is the Local Government sector, from which our organisation has developed and grown, however our fully integrated enterprise product suite is perfectly suited and used within other industry sectors such as:



Local Governments



Port Authorities



Statutory Authorities



Utilities



Health Organisations



Not For Profits

Our Altus and SynergySoft product suite delivers a wide array of modules and features based around the everyday needs of staff and includes business analytic tools, risk management, content management, business continuity, and a range of mobile apps.





## What is Altus?

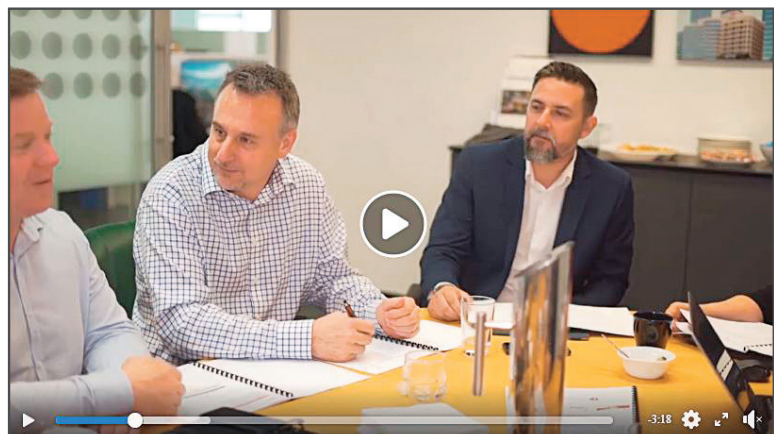
***/'al.tus / High, Tall, Deep, Noble or Profound.  
Often used in reference to cloud types.***

Altus is our vision and approach to delivering a modern platform for digital transformation to our customers.

Altus represents a Vision, Plan, Technology platform, Intelligent productivity frameworks and a suite of Applications that support an organisation's enterprise wide requirements in a modern business world.

Altus is a modern extensible digital platform, fully born in the cloud and mobile device enabled. It is built using the most modern low-code rapid application development tools, with cyber-security and business-continuity 'built-in' and delivered through an engaging user-experience focused interface.

Visit [www.itvision.com.au](http://www.itvision.com.au) to view our 'What is Altus' video.



# altus







# Altus Collaboration Project

The Altus Collaboration Project is a strategic digital transformation initiative that has been developed with a consortium of the City of Kalamunda, the City of Greater Geraldton, the City of Kalgoorlie-Boulder and IT Vision.

The fundamental goal of this project is to engage representative customers to actively participate in the Altus Research and Development program in order to redesign and modernise their corporate systems while working in a collaborative manner focused on strengthening regional partnerships.

## The objectives of the group are to:

- Deliver a digital transformation pathway achieving succession from the existing SynergySoft ERP to the new Altus business application platform.
- Move to a device friendly Cloud environment.
- Incorporate Cyber Security, Disaster Recovery and Business Continuity controls in its foundation.
- Deliver increased mobility in the applications for the local government and their community clients.
- Ensure function, design and release priorities are based on collaborative stakeholder input.

## Key benefits to the participants include

- **Cost Savings:**  
The participating local governments derive significant cost savings by upgrading and transitioning existing systems rather than the change cost and disruption of buying in a new system.
- **Continuity of Services:**  
Upgrading existing systems reduces the staff training burden along with the likelihood of customer impact and delays, especially in critical areas of customer services and rates.

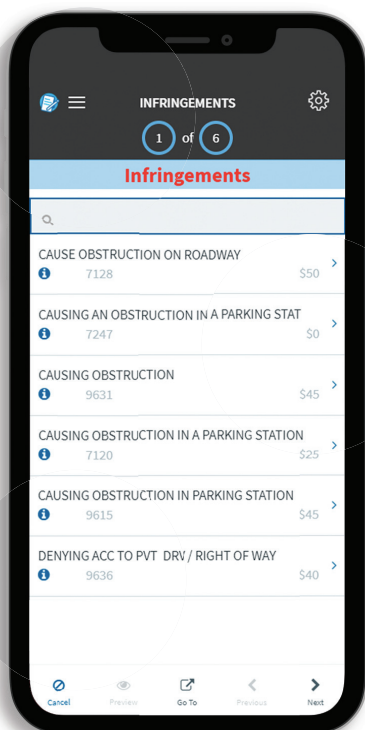
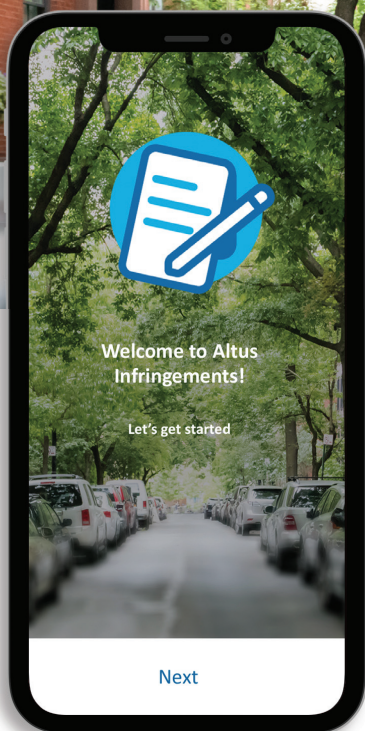
- **Development of Resources and Skill Sharing:**  
The project will enable sharing of knowledge and skills across the consortium partners, which in turn generate better design outcomes, back up support and an ongoing relationship of support between the three local governments.

- **Future Collaborative Shared Servicing:**  
The ability to share knowledge and resources to provide assistance and services to other local governments via the consortium partners. IT Vision's SynergySoft ERP software is currently used by 90% of regional local governments across Western Australia and 32% of local governments across Australia. Smaller regional councils will be able to leverage the knowledge, training approaches, data and business intelligence strategies, and even private cloud environments at a cost that would have otherwise been prohibitive.

The collaboration is a jointly funded project to participate in the development and digital transformation of SynergySoft to the new Altus business solution and enterprise cloud platform.







## Altus Infringements

**The Altus Infringement App enables Rangers to issue an infringement while out in the field and the data is instantly synchronised with your SynergySoft system.**

Using the Altus Infringement App, an infringement can be recorded, supporting photographs captured, and the notice printed using just an iOS or Android device. The app enables you to issue infringements that relate to a wide range of matters including vehicles, people and animals.

The Altus Infringement App offers an alternative to the manual infringement booklet, instantly creating administrative and workflow efficiencies within your organisation. As the app uses your current SynergySoft data, the transition to Altus Infringements is swift and seamless.

### Features

- ✓ Available both online and offline
- ✓ Image capture (images watermarked with date and time)
- ✓ Audio recording

### Benefits

- ✓ Fast track infringement payments
- ✓ Simple and easy-to-use
- ✓ Solution to manual data entry
- ✓ Seamless integration with SynergySoft, from issuing the notice to the supporting evidence





# City of Greater Geraldton

## Altus Infringements Case Study

The City of Greater Geraldton approached IT Vision with a business challenge regarding on-going faults with their existing mobile infringement devices. These devices were used for issuing parking, dog, car and various infringement notices. The existing devices were reaching end of life and they wanted to replace them with a mobile application built using the Altus platform.

Using a Rapid Application Development approach, IT Vision developed an iOS/Android compatible mobile app in the Altus platform to solve the immediate core issues in a timely and cost-efficient manner. Active involvement by the City of Greater Geraldton in each step of the development process helped to efficiently capture the requirements of the product to ensure the solution was fit for purpose. Over time, IT Vision released a number of versions of the product for review and acceptance by users at Geraldton to ensure the product was meeting specific requirements.

Using the newly developed Altus Infringement Application, the City of Greater Geraldton Rangers are now able to issue an infringement/caution relating to vehicles, people and animals whilst out in the field. The newly developed Altus Infringement App also resulted in a significant reduction of administrative effort, as the new solution synchronises the infringement back into SynergySoft with no manual admin effort required.

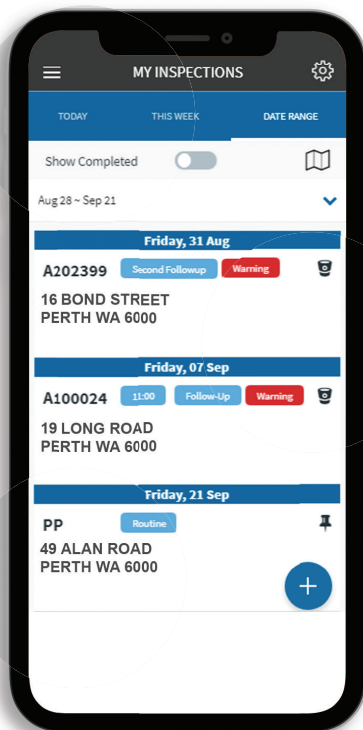
“Working with IT Vision to build a cloud-based application meant the transition from SynergySoft was relatively smooth and quick, as they have a thorough understanding of both product platforms.”

**Dennis Duff**

Manager ICT Services – City of Greater Geraldton, Western Australia

To find out more about the Altus Infringement App, visit [www.itvision.com.au/altus](http://www.itvision.com.au/altus).





## Altus Inspections

**Altus Inspections is designed to replace paper inspection processes and enable staff to schedule, undertake and report using a modern digital platform.**

The vast majority of inspections performed today are paper-based. This results in staff spending a significant amount of time transposing, recording and documenting each inspection into a system. The Altus Inspections App enables staff to digitally manage the inspection process from end-to-end.

The Altus Inspections App currently features three standard inspection types - pool, health and bushfire inspections. The ongoing roadmap will see the addition and inclusion of other inspection types such as asset and property inspections.

### Features

- ✓ Capture images and audio
- ✓ Scheduling system
- ✓ Instant customer reporting
- ✓ Mapping
- ✓ Offline capabilities

### Benefits

- ✓ Time efficiencies - staff can spend more time inspecting and less time in the office doing paper work
- ✓ Standardise your inspections process - so your customers receive consistent, high quality service
- ✓ Out of the box dashboard reporting
- ✓ Integrated with SynergySoft and Altus Content Management





# Altus Financials

**A modern, cloud based accounting and financial management solution. Altus Financials provides an extensive suite of financial tools to enable efficient management of transactions, aggregation of information and support for real-time management of your business.**

Altus Financials provides a single source of financial ‘truth’ for your organisation by providing end-to-end management of all of your financial transactions in a single application. High levels of cybersecurity, business continuity, audit control and organisational governance are built-in and delivered through a simple and highly engaging user interface.

## Features

- ✓ Full suite of accounting tools – including the core General Ledger accounting engine, Accounts Payable and Receivable, Bank Reconciliation and Project Accounting features
- ✓ Simple and engaging user interface
- ✓ Modern design approach – electronic processing and integrated approvals so you don’t have to print and sign anymore!
- ✓ Additional features to include management of Assets, Plant, Stock, Loans, Trust and Receipting, and a Purchasing Management function

## Benefits

- ✓ Cost and time savings driven by reduction in transactional processing effort
- ✓ Cloud based accounting - no need to install software, it’s always available and always up to date
- ✓ Built-in flexibility options to suit your organisation’s needs
- ✓ We know your business – we are building Altus Financials in collaboration with real users based on real experience
- ✓ Seamless integration with other IT Vision software





## Altus Procurement

**Take control of your entire procure-to-pay (P2P) workflow with Altus Procurement.**

One of the greatest areas of financial efficiency gains for organisations is the streamlining of manual or paper-based processes across the procurement supply chain workflow. Altus Procurement orchestrates this process; removing redundant processes while providing transparent visibility and flexible governance controls.

Altus Procurement is a fully electronic eCommerce solution that streamlines your organisational processes and significantly enables time and cost savings and reduces errors and misuse.

### Features

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- ✓ Nominate suppliers who are on a Panel Contract (e.g. Local Buy Preferred Suppliers)
- ✓ Monitor supplier certifications and qualifications (including expiry notification)
- ✓ Rate the performance of individual suppliers
- ✓ Seamless integration with SynergySoft

### Benefits

---

- ✓ Ensure all staff meet purchasing policy requirements with a customisable rules engine
- ✓ Approve purchase orders from any location at any time
- ✓ Improve interfacing with suppliers for quotations – including automated email generation and ability for suppliers to respond electronically
- ✓ Remove the need for hard copy purchase order books





# Shire of Coorow

## Altus Procurement Case Study

The Shire of Coorow has been managing their procure-to-pay workflow using Altus Procurement since June 2018.

Deputy Chief Executive Officer, Leanne Parola, said that moving to Altus Procurement was a big step for the Shire of Coorow but staff have embraced the change.

“Altus Procurement ensures that staff meet the purchasing policy requirements, such as having enough quotes for the level of expenditure and keeping information about the quotes on file.

Using the software, it's very quick and easy for staff to have purchase orders approved. For example, I can approve purchase orders anywhere, anytime, as long as I check my emails on my phone.

Before moving to Altus Procurement, our leading hands and mechanics were using hard copy purchase order books because it took too long to access our systems and make purchases when they were away from the depot. There would be significant delays before a copy of purchase orders were provided to the Creditor's clerk (if at all) and they usually didn't have much information on them. A lot of time was wasted chasing up purchase orders or asking what purchases were for. By using the Altus platform, the purchase order shows in SynergySoft straight away and is coded to the correct job.”

**Leanne Parola**

Deputy Chief Executive Officer – Shire of Coorow, Western Australia

For more information on Altus Procurement and the wider Altus product suite, visit [www.itvision.com.au/altus](http://www.itvision.com.au/altus)







# Altus Tourism

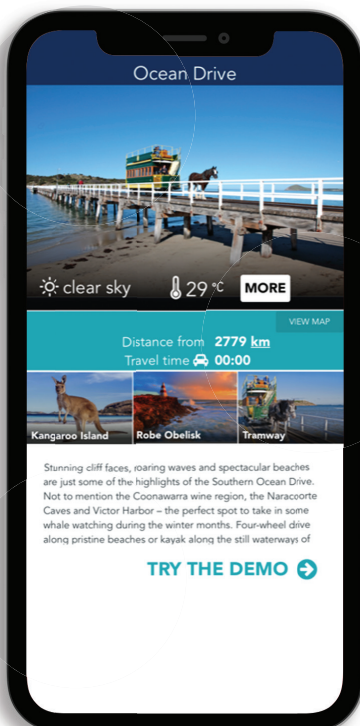
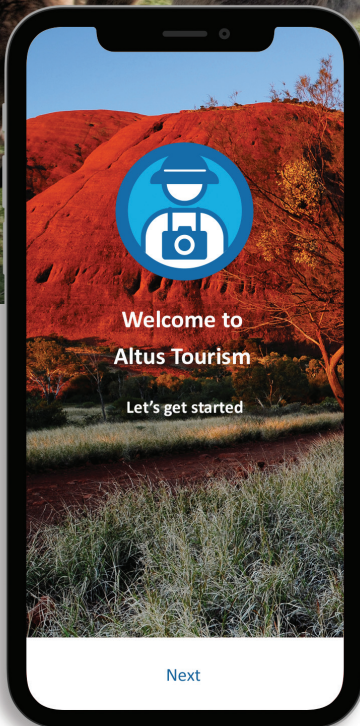
## Showcase the beauty of your locality with IT Vision's Tourism App.

Increase the user engagement and market penetration of your tourism marketing with a fully-customisable app featuring real-time content updates, GPS services and route planning, and mobile marketing functions. Create flexible and engaging content on a user-friendly platform that doesn't require App Store approval for each update. The Altus Tourism App gives you the power to update your own content with an easy-to-use Content Management System (CMS) as well as a drag-and-drop interface.

Altus Tourism is specifically designed for local governments who are seeking a solution for keeping their tourism information readily up-to-date and easily accessible with little down time. There will be no need to replace outdated signage or re-print day trip guides – this information can be easily updated in the app. Utilise engaging multimedia content such as audio, video and imagery to promote an unlimited number of 'points of interest' within your region.

## Features and benefits

- ✓ Showcase your region using images, galleries, video and audio
- ✓ Offline mapping – users can travel at ease knowing that maps and points of interest such as trails and attractions can be downloaded and saved direct to their smart phone
- ✓ Notifications – send users notifications when they are near points of interest
- ✓ Easy to use CMS – customise each page and on-boarding screen
- ✓ iBeacons – enabled via Bluetooth, iBeacons can guide users through a proximity based tour
- ✓ Attractions – showcase your region's major attractions, including images, weather, distance and travel time
- ✓ Points of Interest – captivate your audience with beautiful imagery, provocative sound, and informative history. The audio, video, text and image widgets enable you to appeal to all senses
- ✓ Limitless – feature as many attractions and points of interest as you like!







# Maximise your Altus Tourism investment with marketing support

The Altus Tourism App empowers the user to update and customise their tourism content at any time. While making these updates is relatively simple in the application's drag-and-drop interface, many struggle with what to say and how to say it.

Market Creations is an innovative full-service marketing and technology agency and an official partner of IT Vision. The Market Creations team can help convey the beauty and individuality of your locality and help you harness the marketing power of the Tourism App.

## Here's how Market Creations can help...

As an experienced group of marketing consultants, the Market Creations team will help you choose the right words, images and multimedia to ensure that your content is engaging, easy-to-read and updated regularly.

Market Creations can help increase the user engagement and market penetration of your tourism marketing by offering the following value-add services to the Altus Tourism App:

- ✓ Copywriting
- ✓ Image selection
- ✓ Photography
- ✓ Videography
- ✓ Content deployment
- ✓ Regular content updates

Market Creations can also work with you to promote the Altus Tourism App to your key stakeholders and target audience. For further information call (08) 6168 1000 or email [mc@marketcreations.com.au](mailto:mc@marketcreations.com.au)







## Altus Payroll

### Powered by Definitiv

IT Vision has partnered with award-winning company Definitiv to enhance and fast-track the Altus Product Suite. Definitiv is a modern cloud-based people management platform designed to significantly increase efficiencies in payroll and increase engagement between employers and their employees.

Utilising the HR expertise of the Definitiv team, IT Vision launched Altus Payroll in early 2019. Altus Payroll, powered by Definitiv, consolidates all payroll and human resources needs into a single, easy-to-use platform “built for people who employ people.”

“For IT Vision, it’s really exciting to take on the Definitiv solution – it provides a modern platform for use in industries both private and within government. It will help transform how our clients manage their people and payroll, moving from a more traditional method to a mobile, user experience focused solution.”

**Nigel Lutton**

Chief Executive Officer – IT Vision

“Definitiv’s point of difference in the market is definitely its user experience. While payroll and HR are business functions, it is people not corporate entities that use software. That is why Definitiv has been built to make the people management experience simple and beautiful for both employers and its employees.”

**Roy Mellon**

Chief Executive – Definitiv





# Altus Payroll

**Altus Payroll is a highly intuitive platform designed to be used by companies across all industries. Whether your people are office or field based, on a salary or work shifts, this flexible and intelligent platform can help your company meet your HR needs.**

Altus Payroll is a modern cloud-based people management platform designed to significantly increase efficiencies in payroll and aid engagement between employers and their employees. Capture time and attendance, automate calculations and finalise the payroll in a single streamlined process, with seamless integration to Altus Financials.

## Features

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- ✓ Mobile apps for timesheet entry, time clocking, leave applications and associated approvals
- ✓ Time and attendance system with rostering capabilities
- ✓ Fully customizable user security
- ✓ Integrated superannuation reporting and payment
- ✓ Integrated third party payments
- ✓ Single Touch Payroll (STP) compliant
- ✓ Seamless integration with other Altus Products, such as Altus Financials

## Benefits

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- ✓ Make workforce planning easy and efficient with end to end visibility over rostering and work scheduling
- ✓ Access Altus Payroll when you're on-site and out of the office via the mobile app (available on iOS and Android)
- ✓ High-level security protocols that protect your data from unauthorised access







## Altus Finance Enquiry

**Access important financial information at any time, from any location, using Altus Finance Enquiry. Altus Finance Enquiry is a cloud-based solution that enables users to access financial information such as balances and transaction history remotely.**

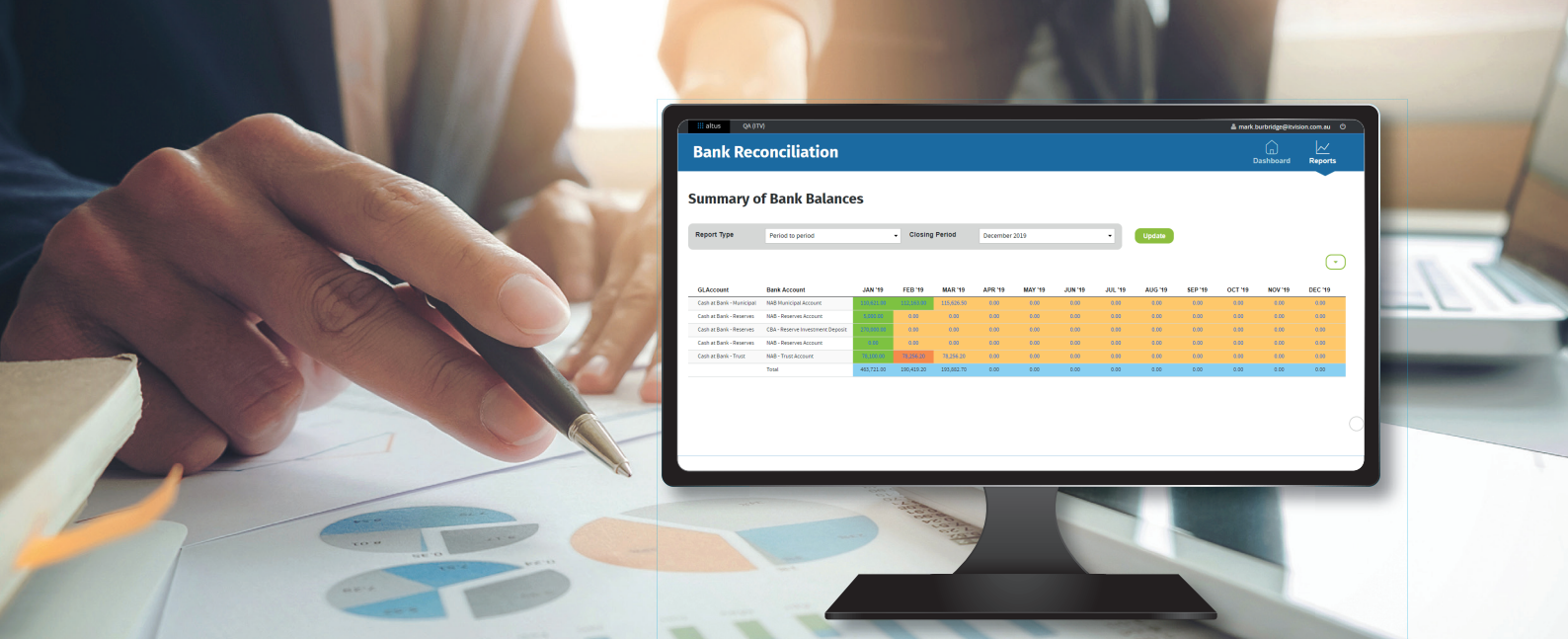
This solution allows you to review your financials at any time and from any location and enables you to, at a glance, identify variations to investigate or report. It captures budget variation explanations quickly and efficiently straight into the enquiry interface and has a built-in process to request and approve corrections.

### Features

- ✓ A user focused dashboard highlighting areas of importance and items requiring action
- ✓ Graphical representations of Budget Variations, Budget vs Actual, Nature and Type
- ✓ Ability to make notations describing reasons for variation from budget
- ✓ Configurable options to define what constitutes a "Variance"
- ✓ Ability to flag a transaction as incorrect, and request a correction
- ✓ Authorised officers able to approve a correction request

### Benefits

- ✓ Authorised officers can approve a correction request at any time, from any location
- ✓ Get all the details you need, including access to attached documents such as invoices
- ✓ Pin your important or favourite accounts for ease of access



# Altus Bank Reconciliation

**Altus Bank Reconciliation is IT Vision's reimagining of the Bank Reconciliation process, hosted within the new user friendly Altus interface.**

Altus Bank Reconciliation provides mechanisms to automate repetitive tasks and ensure that reconciliations are completed quickly and accurately. This product leverages the upcoming functionality of Altus Financials, whilst integrating with existing SynergySoft General Ledger installations.

## Features

- ✓ Load Bank Statement information from your Bank or Financial Institution
- ✓ Create new receipts and expense payments directly within the Altus Bank Reconciliation interface
- ✓ Automatically suggest reconciliation matches with your accounting data
- ✓ Correct or manually match any remaining bank and general ledger transactions
- ✓ Submit a balanced bank reconciliation summary to a supervisor for approval

## Benefits

- ✓ Simple and intuitive interface reduces the need for training
- ✓ Save time on manual and repetitive processes
- ✓ Eliminate the need for paper based evidence and approvals
- ✓ Systemised approach to reconciliation which promotes accuracy, efficiency and timeliness

## Coming Soon

Following the first release of Altus Bank Reconciliation, we have an exciting range of further features planned, including direct automatic connection to your Bank to obtain statement information and improved system 'learning' capabilities to assist users processing new transactions.





## Altus Contacts

### (Names & Addresses)

Altus Contacts is your hub of contact information such as names, addresses, telephone numbers, and email addresses. Altus Contacts is an extensible solution, built to serve and integrate with all other Altus products, meaning your contacts are kept in one easy to access location.

Altus Contacts will provide a seamless transition pathway for customers using legacy IT Vision products, such as SynergySoft (Names & Addresses).

### Features

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- ✓ Seamless integration with Altus and SynergySoft products
- ✓ Simple, intuitive, easy to use design
- ✓ Store 'core' and 'extended' contact data to optimise business value and enhance end user experience

### Benefits

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- ✓ Empower your team with a means to consolidate and maintain the quality of your contacts data
- ✓ Find the contacts you need quickly with the user friendly interface
- ✓ A 'one source of truth' for all you contact information







# Altus Connect

**Altus Connect provides efficient and secure interoperability and dynamic transport of data between Altus and other systems. It is a critical component of the Altus Solution Roadmap and ensures the safe, secure and controlled management of data.**

Altus Connect helps streamline and automate the handling of critical data between existing SynergySoft installations and the Altus cloud-based systems. It is also the focal point for integrating Altus with other third party systems.

## Features

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- ✓ Safe, secure and efficient interoperability engine
- ✓ Extensible data workflow management
- ✓ Identifies and helps resolve erroneous data errors

## Benefits

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- ✓ Frictionless data interoperability between SynergySoft and Altus
- ✓ Enables secure and controlled integration with third party applications
- ✓ Removes data related barriers to implementing the Altus roadmap





## Corporate Performance Management

Corporate Performance Management includes a range of corporate performance starter packs including dashboards and reports, along with a data service that integrates data from SynergySoft and other Altus products.

Corporate Performance Management involves monitoring and managing an organisation's performance according to key performance indicators (KPIs) such as financial reporting, plant management, workforce analysis, payroll, building, planning, inspections and risk. Corporate Performance Management enables organisations to execute meaningful data analysis and reporting in a timely and visually engaging manner.

### Features

- ✓ Visualise and publish measures, reports, graphs, and tables
- ✓ Seamless integration with the full Microsoft Suite for printing
- ✓ Starter packs include preformatted visualisations that can be configured to customer requirements
- ✓ Ability to customise, copy, modify or create new visualisations and data models
- ✓ Shared content can be restricted and controlled within the organisation or published to the wider web when required

### Benefits

- ✓ A universal toolset with monthly functionality updates
- ✓ Integration into SynergySoft and the growing Altus suite of products
- ✓ Publish professional reports and data, including visualizations, queries and custom measures
- ✓ A solution that delivers data confidence and integrity



# Business Intelligence

**Our Business Intelligence solutions transform data into useful trends and information that enable enhanced decision making, predictive business analysis and proactive risk management. Tapping into the fast-growing Internet of Things and Smart Cities initiatives, Business Intelligence solutions add value to business's corporate planning and management responsibilities.**

IT Vision utilises smart Business Intelligence solutions in many Smart Cities projects, settings and initiatives across Australia including community data hub, citizen scientist and 'smart' environmental monitoring solutions.

For example, IT Vision partner with Meshnet to deliver their 'Safe Power Networks' solution utilising the capabilities of Business Intelligence. This solution collects data such as movement, temperature, ambient light and barometric pressure using custom-built smart devices attached to power poles. A range of algorithms are then utilised to monitor the strength of poles, assess the risk of failure and plan for replacement.

Business Intelligence transforms this data into meaningful trends and easy-to-interpret visualisations which helps facilitate data interpretation and strategic decision making.

## Features

- ✓ Ability to read machine data and create measures using multiple parameters and mathematical calculations
- ✓ Simple, easy-to-understand dashboard to monitor rate of change and trends
- ✓ Geospatial mapping - use location intelligence to transform information into graphical and cartographic representations
- ✓ Visualise data sets based on time, activities and locations

## Benefits

- ✓ Explore insights and empower users to make faster, more informed business decisions
- ✓ Enables organisations to understand their business operations from new perspectives
- ✓ Collect data that accurately measures the effectiveness of your corporate plan





# Strategic Product Roadmap

**2018**  
**JULY -**  
**DECEMBER**

- ✓ Altus Infringements
- ✓ Altus Inspections
- ✓ Altus Tourism

**2019**  
**JANUARY -**  
**JUNE**

- ✓ Altus Financials (Core)
- ✓ Altus Bank Reconciliation
- ✓ Altus Contacts (Names & Addresses)
- ✓ Altus Content VERS Certification
- ✓ Enhanced Altus Content Integration
- ✓ Altus Payroll
- ✓ Altus Connect

# 2019

## JULY - DECEMBER

- ✓ Altus Property
- ✓ Altus eCommerce
- ✓ Altus Financials (Extended)
- ✓ Corporate Performance Management
- ✓ Altus Customer Service

# 2020

- ✓ Altus Customer Relationship Management (CRM)
- ✓ Altus Budgeting & Forecasting
- ✓ Altus Human Resource Information System (HRIS)
- ✓ Altus eForms & SmartWorkflow
- ✓ Altus Rating

### Roadmap Changes

Technology and product demands are constantly evolving, often at a pace that makes it difficult to anticipate what requirements will exist in 12 months' time. This roadmap represents our vision of what we intend to deliver in the short to medium term, but remains subject to change.



# Altus Modules

## Coming Soon

### Altus Budgeting & Forecasting

A new Altus product to be developed in collaboration with key users, which will streamline and improve the accuracy of the budget preparation process.

### Altus Customer Relationship Management

A new Altus product to be developed in collaboration with key users, focussed on improving customer interactions within a Local Government context. This product will improve the information available to staff to aid decision making, as well as allow customers to interact with Council in more modern and efficient ways.

### Altus Customer Service

A system to record, monitor and manage customer initiated interactions, be that by way of complaint, request or enquiry. "Customers" might include members of the public and ratepayers, as well as internal stakeholders.

### Altus eCommerce

Support for receipt of online eCommerce payments and integrated capture to Altus products.

### Altus Financials (Extended)

A suite of additional financial features and systems which build upon the core offering of Altus Financials. This release will add functionality surrounding Assets, Plant, Trust, Purchasing, Stores, Loans and Receipting.

### Altus Human Resource Information System (HRIS)

Building upon the people management features of Altus Payroll, Altus HRIS will help you to employ the best people for the job, nurture productivity and provide the right compensation for better output and lower turnover.

### Altus Property

A system which provides a register of, and processes pertaining to, property (land) under the entity's jurisdiction. Provides information about properties to other Altus products.





## SynergySoft

**SynergySoft is our fully integrated enterprise product suite that encompasses all business areas of an organisation within a single user interface.**

With over 50 feature rich functional domains and powerful workflow tools, it reduces the time spent entering and tracking down relevant information. This allows frontline staff to have access to the latest relevant details to make better informed decisions.

- ✓ Customer interactions become more productive
- ✓ Frontline staff have more time and are more informed to make the right, timely decisions
- ✓ Budgets go further with only one system to be maintained and supported

SynergySoft works because it helps remove organisation, cultural and structural barriers by delivering fast, accurate, up-to-date information across the organisation.

SynergySoft also offers a number of solutions such as:

- ✓ Modern mobility options
- ✓ Extensible “Do It Yourself” forms and functions builders
- ✓ Task automation and workflow tools
- ✓ Interactive GIS and mapping tools

**“IT Vision’s support and understanding of the way we do business is instrumental in successful deployment and ongoing development of SynergySoft in our Council. We work closely with our IT Vision support team and they always deliver when important issues arise.”**

**Colin Shackelford**

Manager of Community Services – Alexandrina Council, South Australia





## SynergySoft Modules

### FINANCIAL

Accounts Payable  
Accounts Receivable  
Asset Accounting  
Asset Management  
Bank Reconciliation  
Budgeting  
Cash Receipting  
Corporate Performance Management (CPM)  
Creditors  
Debtors  
Excel Integration  
Ezy Budgeting  
Leases and Contacts  
Loans  
Online Payment Gateways  
Purchasing Requisitions & Ordering  
Receipting  
Reserves (Financial)  
Stores  
Trust Accounts  
Works Costing  
Work Orders

### PERSONNEL

Human Resources  
OH&S  
Online Leave  
Payroll  
Timesheet Entry  
Training Register

### PRODUCTIVITY

Customer Services  
Community Bookings  
DIY (Do It Yourself)  
Help Desk  
Infringements  
Maintenance  
On Demand Recordings  
Plant Register  
Report Manager  
Risk Management  
Shipping Register  
Tenders, Contracts, Agreements & Grants  
Workshop Management

### RATES & PROPERTY

Airport  
Building Applications  
Bushfire Infringements  
Car Registrations  
Cemeteries  
Development Applications  
Dog Registrations  
Electricity Billing  
Electoral Roll  
Heath Inspections  
Planning Applications  
Property Rating  
Rate Modelling  
Swimming Pool Inspections  
Water Billing

### RECORDS

Agenda Minutes  
Central Records  
Community Info/Bookings  
Community Information  
Names & Addresses  
Outlook Integration  
Records Management  
Report Manager

### TECHNICAL

ETL (Extract, Transform, Load)  
GIS Interfacing  
Mapping  
SQL Replication  
SynergyMobile  
SynergyOnline  
Terminal Services  
Web Services





## SynergySoft Testimonials

“ SynergySoft products are reliable and easy to use - the only hindrance I have found is the lack of commitment by local governments for training so staff can fully utilise the products. IT Vision staff have a wealth of knowledge, are dedicated to the local government industry and passionate about making a difference. I applaud IT Vision for engaging with users to create better systems incorporating best business practices and I have enjoyed putting some of these products to the test.”

**Rhona Hawkins**

Executive Manager Corporate Services – Shire of Chittering, Western Australia

“ The Town of East Fremantle has entered into a collaborative partnership with IT Vision to extract maximum value out of its enterprise business system, SynergySoft. Local governments often have very few ‘super-users’ of their enterprise systems, so it is invaluable having access to a business improvement resource that can translate technical solutions into common language, re-engineer or re-configure processes, and facilitate the transfer of knowledge to staff.

The Town has recently implemented SynergyOnline for Rates and Infringement Payments as well as Altus Infringements, and is working towards the implementation of a new paid parking management solution (ticketless), mobile dogs and cats, Synergy Online – Dog and Cat Registration Renewals and Synergy Online – Development Application Tracking and Building Application Lodgement. These modules provide a much improved customer service experience, as well as result in the automation of processes, leading to staff efficiencies.”

**Peter Kocian**

Executive Manager Corporate and Community Service –  
Town of East Fremantle, Western Australia





## Our Partners

### Meshnet

Launched in 2015, Meshnet has made a notable impact in creating smart solutions utilising the Internet of Things. The technology company works largely in the resource, utility and infrastructure sectors, and partnered with IT Vision in 2017.

#### Safe Power Network

Meshnet's Safe Power Network is an innovative solution focused on providing automated and detailed information on timber power poles, enabling better maintenance and improved community safety. Meshnet custom built the hardware which collects this data via their own bespoke network protocol. A high throughput of data can be aggregated into the Meshnet network, with an end node then pushing the data to a central store online.

IT Vision's role is to assist Meshnet with the process of pulling the data from the central store into a meaningful form. Working with Meshnet, IT Vision pull the data down from their central online store and place it into a data lake. Once in the data lake, IT Vision perform several transformations of pre-processing over the raw data, translating it into meaningful data. Following this, data sets are inserted and calculations commenced – the result of which is a strength measurement of the pole.

Utilising Meshnet's smart hardware and network, movement of each power pole is tracked, comparing it against the air temperature, air quality and wind speeds. From this, it can be determined if the pole is "safe" or if it will fail, based on a calculated rating.

The benefit of this technology is wide-reaching, creating efficiencies for utility companies, saving them time and resources on monitoring and maintenance costs.







## Our Partners

### LanguageLoop

LanguageLoop provides translation and interpreting services to Australia's leading health, government, legal, education, energy and insurance organisations. IT Vision partnered with LanguageLoop to provide advice on smart technologies such as machine learning as well as artificial intelligence (AI) and how these could be utilised by the organisation to create a competitive advantage both internally and for their customers.

IT Vision's Chief Technology Officer, Adrian Halid, worked closely with LanguageLoop on developing smart solutions for their clients.

"The partnership with LanguageLoop began with a period of close collaboration in order to better understand the translation and interpreting services industry and the challenges faced by this sector. From there, we recommended a number of technological solutions, and have assisted with their implementation and roll out," said Adrian.

IT Vision is currently working with LanguageLoop to develop a multi-lingual chat bot engine. The chat bot is a smart solution that offers real time translation of languages. The chat bot includes built in algorithms which allow the bot to understand and interpret the users' needs through natural methods of communication.

Using the chat bot, the user will be able to (for example) sign up to an energy provider for electricity. The chat bot will ask the user several questions to help determine the electricity plan best suited to them as well as provide them with the plan details.

"Studies have shown that 75% of consumers want to make purchases in their native language, therefore we hope to not only be able to aid customer satisfaction using chat bots but also have a positive impact on the purchasing cycle," said Adrian.

IT Vision overlayed the chat bot with a real time translation engine, Microsoft's Azure Cognitive Services Engine, meaning the end user can communicate with the bot in their native language. LanguageLoop currently utilises the skills of over 2,500 language professionals and supports approximately 75 languages with additional languages to be supported in the near future.



## Our Partners

### E-VIS

E-VIS has been delivering IT and specialised web based application solutions since the year 2000. In 2004, Hobsons Bay City Council in Victoria engaged E-VIS to custom build Greenlight – a product that manages the entire local government town planning and building process through one fully web-enabled system.

Today, an increasing number of Councils are making the decision to go paperless and improve their building and planning workflow processes with the Greenlight platform. Since its conception in 2004, E-VIS continues to build features into Greenlight, adding further functionality and benefit to their customers.

Greenlight provides online access for Council employees, applicants, residents and referral authorities to ensure that all stakeholders are able to lodge and share information efficiently and effectively.

With sophisticated workflow, automated correspondence and document management included, this multi-award winning system provides Councils with significant cost and resource savings in the processing of planning and building permits.

Similar to IT Vision's Altus products, Greenlight is a cloud based system with smart device (Apple, Android) compatibility.



**IT Vision is a big player in delivering core systems to councils. We believe the Greenlight product complements IT Vision's current service offering very well."**

**Adrian Chau**

Managing Director – E-VIS







## Our Partners

### AssetFinda

AssetFinda is a world leader in intelligent asset management technology and asset management systems. AssetFinda specialises in designing and developing products that help customers optimise the life cycle of their assets. In doing so, efficiency is improved, operating costs reduced and service delivery increased for all asset classes.

AssetFinda have extensive experience in the local government sector, recognising that asset management for local government is critical for keeping everything 'business as usual' within the communities they serve. IT Vision is working alongside AssetFinda to deliver a powerful, fully integrated system that enables clients to make intelligent decisions about the management of their assets.

AssetFinda allows you to track, plan, predict and enhance every aspect of your asset management. Planning for operational and maintenance costs, deterioration and future growth becomes intuitive, so your community can move forward with confidence.

AssetFinda's unique GIS mapping technology provides users with real-time visibility over their entire asset network. The mapping system allows you to overlay historical and real-time data in seconds to see important trends, as well as plan maintenance routes in the most efficient, cost-effective way.

IT Vision and AssetFinda are working together to co-deliver an asset management solution that enables you to better allocate your budget, improve maintenance processes and reduce your operating costs.





## Our Partners



### Asterisk

Asterisk Information Security are experts in cyber security advice, services and infrastructure. Asterisk work with IT Vision to provide cyber security solutions to clients, such as audits and compliance assessments, policy and strategy solutions and implementation.



### Hitachi

Hitachi Data Systems integrates information technology and operational technology to deliver insights and solutions to businesses worldwide. Their diverse service catalogue includes data centre management, cloud migration and optimisation, data governance, video intelligence and IoT solutions.



### IntegraPay

IntegraPay is an Australian business that specialises in innovative, secure, real-time payment solutions. IntegraPay is known for providing flexible solutions, local service, and forward thinking payment technology. IT Vision works with IntegraPay on integrating easy-to-use payment software into a variety of Altus products, such as Altus Infringements and Altus Inspections.



### Market Creations

Market Creations is an innovative full service marketing and technology agency and an ongoing business partner of IT Vision. Market Creations specialise in marketing and media services as well as cloud, data centre, business continuity and managed ICT services. Like IT Vision, Market Creations are experienced in the local government sector, servicing over 80 local government authorities in Western Australia.







## Our Partners



### Meier Business Systems

Meier Business Systems (MBS) is a specialised software distributor and IT services and support company. MBS is the principal supplier of Rocket Software products in the Asia Pacific region and a leading supplier of IBM and MicroFocus Software in Australia. MBS works with IT Vision to assist clients with the streamlining of their daily IT operations through automation, optimisation and digital transformation.



### Microsoft

IT Vision is a member of the Microsoft Partner Community, working with the global leader to deliver cloud and artificial intelligence solutions to clients.



### OutSystems

OutSystems is the number one low-code platform for rapid application development worldwide. IT Vision utilises the OutSystems platform to rapidly develop enterprise-grade apps for clients looking to solve a problem in a timely manner.



### ThinXtra

ThinXtra believe the Internet of Things (IoT) can generate large scale, cross-industry efficiencies to improve the way we live and do business. IT Vision is a member of ThinXtra's partner network spanning Australia, New Zealand and Hong Kong. IT Vision works with ThinXtra to deliver IoT solutions to clients in order to increase productivity, accelerate decision making and improve quality of service.





**itvision**  
people with vision

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