Welcome

Across our traditional core customers we have had a high level of activity with clients implementing Ellipse or migrating from earlier versions of MIMS to Ellipse.

Most encouraging has been the reaction of our clients in building on these projects through additional contracts and activity around Mobile Working and Information Management.

Mobile Working activity in itself has grown significantly in recent months through growing recognition of our expertise and project successes in this area.

To ensure our continued ‘Know-How’ in meeting the Essential Industries’ challenges, we continue to build on our superior skills base through both recruitment and ongoing development of new skills.

Andy Miller, Managing Director

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Andy Miller, Managing Director

Dear Customer

First and foremost, as AMT-SYBEX’s new Customer Services Manager, I would like to welcome you to the inaugural edition of our customer newsletter – The KnowHow.

The KnowHow aims to encourage best practice between our customers through knowledge sharing of our project successes, and by providing key solution and service updates.

Taking on the role as Customer Services Manager, my primary objective is to maintain continuous improvement of our post-sales approach. As a necessary first step, I have now met with the majority of our clients to fully understand their perceptions of our service and the every-day issues they encounter.

This has proved an interesting exercise with three common messages emerging:

1. Communications – Quite simply, our overall communications approach could be more frequent, informative and relevant to all business levels.
2. Usability – Many organisations are not making the most of their solutions, both functionally and technically.
3. The Business communication gap – There is an apparent communication gap amongst some of our Customers between Business Management and Users.

We are working to address these issues through a number of initiatives. The KnowHow newsletter is the first of these and we are also introducing a series of roundtable seminars, enabling our customers to communicate on specific themes (see Roundtable Series on page 5 for details). Jon Simon, our Marketing Manager is currently looking into establishing an Extranet (customer web portal) as another vehicle for sharing information amongst our customers and we are also introducing a new Support Services programme to address usability issues (see Support Services on page 10 for more details).

On a personal note I would like to thank you for your support and co-operation. Input has been frank whilst extremely objective. Without your input we will not be able to effectively enhance our services and support, so please do not hesitate to contact me. I will be pleased to hear from anyone who has any thoughts or ideas around Customer Services within AMT-SYBEX.

We intend to publish The KnowHow three times a year. I welcome any suggestions that any of you have in relation to the content of The KnowHow.

I look forward to growing our relationship and meeting more of you throughout this year.

Thanks all

Lester Bayford – Customer Services Manager
lester.bayford@amt-sybex.com

From the Editor

Andy Miller, Managing Director

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Contents

Page
2-5 Latest News
6-7 Five Top Tips for Successful Mobile Working
8-9 Ellipse Update
10-11 Support Services
12 AMT-SYBEX Partners / Meet The Helpdesk

Andy Miller, Managing Director

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In 2006, Marrakech, a leading supply chain consultancy and eProcurement solutions provider became a wholly owned subsidiary of AMT-SYBEX.

As part of the transfer of ownership, Marrakech has recently undergone a full programme of alignment with the AMT-SYBEX corporate business, exploiting synergies within the areas of Mobile Working and Information Management.

Marrakech has also been fully re-branded, to ensure all communications reflect the company’s expertise and leading solutions for optimising supply chain operations. In February, we officially re-launched Marrakech at the eWorld Purchasing & Supply event.

As a proven solutions provider for enterprises of all sizes, Marrakech works with more than 20,000 procurement and supply chain professionals worldwide to transact millions of documents each year. Its customer base includes many well-known retail brands and government agencies.

Marrakech focuses on two main areas of operation:

- Following the re-brand, Marrakech now offers two main solutions suites: Mpro offers buying organisations an integrated, end-to-end product suite to automate, analyse and optimise the procurement lifecycle for goods and services.
- This means procurement, supplier management, sourcing, contract management and analytics are integrated in an easy-to-use, easy-to-manage, web-based application. Mcel enables suppliers to fully control and manage product information from a single source and provides customers with highly accurate and timely product data.

Andy Hamlyn, Group Director said: “It is an exciting time for Marrakech. We are confident that we have the best solutions available in the market today, and our position is strengthened through our new association with AMT-SYBEX. As the industry specialist in a number of areas including data quality management and mobile working, AMT-SYBEX has great synergies that sit well with Marrakech’s unique and highly competitive supply chain offering”.

Handy Notes

**Supply Chain Professionals**

Marrakech offers two main solutions suites: Mpro offers buying organisations an integrated, end-to-end product suite to automate, analyse and optimise the procurement lifecycle for goods and services. Mcel enables suppliers to fully control and manage product information from a single source and provides customers with highly accurate and timely product data.

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**Handheld PDAs mean fewer forms to fill for those issuing fixed penalty notices.**

Daunting, towering mountains of paperwork could soon be a thing of the past for officers in the Met's Alperton Traffic Unit, after it began using personal digital assistants (PDAs) for driving offenders.

Around 80 officers from the Alperton Traffic Unit are testing the hand-held PDAs as part of a one-year pilot introduced by Ian Kemp, head of the Traffic Criminal Justice Unit (TCJU), and are among the first police in the country to trial them. During the first six weeks of the pilot, 1,500 offenders were penalised, compared with 1,072 during the previous six-week period, when paper tickets were being issued.

In the past officers issuing fixed penalty notices (FPNs) would have to check the tickets and file them. These were then forwarded to staff at the TCJU, who would have to check the tickets and file them.

“With the PDAs, officers just input the details once”, explains Niki Manson, FPN Operations Manager. “The officer can print the ticket to give to the offender and send the details of the FPN directly to the back office. In the past, tickets have taken anything from two weeks to three months to reach us. Now they arrive instantly. They free up staff and officers, giving us all more time to do other jobs.”

Early research shows the introduction of the PDAs has also reduced the number of “spoil” FPNs, lowered costs and streamlined the process, Niki adds.

FPNs can be issued for all endorsable and non-endorsable fixed penalty driving offences.

AMT-SYBEX to enable mobile work management at Northern Ireland Water Service

Northern Ireland Water Service will implement a dedicated mobile work management solution for use by 665 Northern Ireland Water Service staff.

The project in which AMT-SYBEX is a partner in the Xansa led consortium coincides with Northern Ireland Water Service gearing up for a radical change in the provision of water to consumers in Northern Ireland. In June 2006, Government published draft legislation that will alter the way water and sewerage services are delivered across the country. Over the next three years, domestic customers in Northern Ireland will begin to be billed for water usage. The resulting monies will help fund vital upgrades to the country’s ageing water infrastructure.

Based on AMT-SYBEX’s established Mobile Working solution, the resulting work management system will enable Northern Ireland Water Service to be more accountable to its customers. It will also assist with compliance for water quality standards and will facilitate more effective reporting and communication methods between call centre staff and mobile field engineers.

Explaining what the mobile work management system will mean for the water service, Phil Barker, Operations Director at Northern Ireland Water said, “The introduction of a mobile work management solution will be the biggest single change to how we operate in the field. The technology will give our field teams the tools and skills to complete the right job, in the right location, at the right time. It is an essential building block in enabling us to work more effectively and will provide a standard of service our customers will demand once we start changing. I am convinced that the solution will benefit our customers, the water service teams using it and our business.”

AMT-SYBEX’s solution will enable location-based planning teams to optimise the workload of field service personnel, schedule routine maintenance programmes on the company’s existing assets and prioritise call outs to emergency incidents. In parallel, mobile field staff provided with mobile devices will use the system to report back to call centre staff on the status of jobs. The technology will enable them to access, store and update project and asset maintenance details directly back into the Northern Ireland Water Service central infrastructure creating a real time flow of information back to customers.

AMT-SYBEX’s solution will also be capable of producing accurate job and asset costing information and will be integrated with other core Northern Ireland Water Service systems for GIS and Financial Management.
AMT-SYBEX Keeps London’s Red Routes Moving

Transport for London (TfL) has successfully implemented a new mobile working solution from AMT-SYBEX to improve travel conditions and enforce traffic regulations more effectively on London’s Red Routes. The Red Route Network, known as the Red Routes, accommodates one-third of all road journeys made in London.

As part of a contract, which will run to the end of the decade, AMT-SYBEX has provided a turnkey Mobile Working solution, using wireless GPRS infrastructure technology from T-Mobile to enable real-time flow of information to and from the streets.

Increasing Adoption of PAS 55

There is need for asset centric organisations, in both the UK and overseas markets, to adopt best practice asset management in order to meet the increasing requirements of their stakeholders.

The Publicly Available Specification 55 (PAS 55) on Asset Management has quickly become a key agenda item for Asset Managers in both regulated and non-regulated UK infrastructure management companies.

The document has quickly gained a reputation for delivering business objectives within the PAS 55 framework.

As with all frameworks the devil is in the detail and it is in this area which we have received a number of commissions to help unlock the potential added value that PAS 55 holds. We have found that the potential value added differs from one company to the next depending on current practices and how stretching their vision of asset management is.

Taking time out to challenge your strategy will provide for a significantly higher return on investment in delivering business objectives within the PAS 55 framework.

For more information contact
john.murphy@amt-sybex.com

AMT-SYBEX Mobilise Australian Defence Forces

In partnership with Mincon, we are currently trialling our mobile working solution with the biggest MIMS customer in the world – the Australian Defence Forces (ADF). Last year a team of AMT-SYBEX Consultants put corks into their hats and went off to help Mincon conduct mobile working trials at various army bases. These went well but ADF weren’t entirely convinced by the PDA hardware which the mobility scripts were installed on. However, they were certainly happy enough with the mobility software to want another pilot, this time trialling mobile working on various sorts of ‘ruggedised’ laptops and tablet PCs.

The pilot involved army craftsmen servicing M113A1 Reconnaissance Carriers whilst using the mobility script to manage the task list and enter details of faults found. As a result of feedback from the first trial, mobile working was being trialled in combination with Mincon’s LinkOne viewer. The users were very enthusiastic about the resulting improvement. The combination of heat (35 degrees plus!), workshop conditions and the army users’ ‘delicate’ approach to data entry all served to give the various PCs a suitable hammering.

Since the trial, ADF have confirmed that they want to implement mobile working and we are currently working with Mincon on how and when it will be deployed.

Replacing traditional paper-based systems, on-street enforcement staff are now equipped with handheld devices, which feature built-in cameras and are supplied with Bluetooth-enabled printers.

The solution will enable TfL to keep London’s most important roads clear by providing on-street enforcement staff with a PDA-based system that enables them to issue Penalty Charge Notices as well as the delivery of real-time information back to supervisors at the TfL Control Centre via a hosted data warehouse.

This can include vital management data on areas of congestion, broken down vehicles and damage to road signs and Red Route markings. The PDAs can also capture photographic evidence of contraventions, which will assist in the event of a dispute.

A phased training and roll-out program has been successfully delivered to 855 users, and the solution forms a key part of the drive to ‘Keep London Moving’.

Steve Norris - Chairman AMT-SYBEX

“The Centre for Essential Industries is a real contribution to key national debates on issues that matter”

This year we are staging a series of individual roundtable seminars targeting specific themes including Ellipse, Mobile Working, Managed Services, eProcurement and Knowledge Management.

Our first planned event will examine the topic of driving benefits from Ellipse. Significant investments have been made in enterprise systems to support critical business activities. User communities and Ellipse systems have now reached a level of maturity. Organisations are looking to sweat the IT assets in the same way as they do physical assets.

Areas explored in this seminar will include:

• Reviewing how the benefits realised to date can be evaluated
• How to continue to drive out further benefits as both businesses and business drivers change

Using the experience of key figures from across the industry we will be hearing first hand the views of speakers from leading Utilities and Transport companies on this subject. We will learn how these organisations are continuing to deliver significant return on the investment already made in their Asset Management systems, and see if they are indeed “Sweating the Asset”. This promises to be a stimulating and informative day for all concerned. If you would like to join us please e-mail jill.budge@amt-sybex.com

Roundtable Series Features:

• Informal to maximise two-way debate
• Wide variety of topics based on client suggestions
• Located at various venues around the UK
• Excellent networking opportunities

AMT-SYBEX has committed significant resources to this initiative and throughout the year will be addressing the chief concerns of our client base through:

• Hosting a series of cross-industry events
• Commissioning research on key issues
• Building on our library of whitepapers
• Informing you about key industry topics as they happen

AMT-SYBEX will be bringing its long experience of providing topical and informative events to a structured programme for the CEI. Each of these events will feature high level speakers from within the relevant industries and regulators, an informative agenda geared towards interactive input from delegates and, on occasion, inputs from senior figures from politics and the wider business world.
Mobile technology is helping change the face of businesses throughout the world today. From ordering dinner at a restaurant to signing for a package from a delivery firm, many organisations are replacing the traditional ‘paper-chain’ with mobile working solutions that claim to maximise efficiency and effectiveness of everyday business processes.

As organisations become increasingly performance focused, it is no longer acceptable for manual processes to take several weeks to update records. It is also becoming increasingly critical that all work carried out in the field is recorded accurately and used to update asset or customer information in a timely manner. As a result, there is now a growing and urgent need for organisations to make sure they have a mobile strategy in place to capitalise on new developments and outpace their competitors, whilst keeping up with added regulatory pressures.

It is also pressure from industry bodies and organisation’s customers that often necessitate added regulatory pressures.

There is no doubt that the promise of mobile technology is helping to realise mobile technology can definitely work. As a result, many are now considering how technologies might be brought to bear on business problems to maximize the efficiency and effectiveness of their business processes.

What is needed to help mobile solutions succeed is a complete end-to-end system, in which data flows both ways and is perfectly synchronized. By connecting the field and the centre through an outside-in approach, data can be shared, exchanged and used to provide benefits to all parties.

1. Understand the role of the fieldworker
Fieldworkers’ needs should be at the heart of any mobile working solution. Failing to get the field worker on board from the start can result in the uptake of any mobile working solution suffering and projects can be doomed to fail.

2. All other parties need to be on-board as early as possible if the required change is to be embraced.
Mobile working often brings substantial benefits in existing working practices and it is important all stakeholders are happy and confident in the chosen mobile solution.

3. It sounds obvious, but make sure all members of the workforce who will be using the solution are trained.
New technologies, hardware and practices can mean there is huge scope for error, especially if used by the under-trained or under-guided.

4. Fully understand the potential impact mobile working will have on the organisation’s business processes including IT.
Ensure these changes are highlighted and discussed at an early date so they can be managed appropriately.

5. Understand the total cost of ownership from the outset.
Defining a clear, decisive and single point of accountability will reduce complexities if problems and issues arise.

Following the five tips we have provided and using our 'outside-in' approach can help any organisation implement the right application framework; making it easy to synchronize data, implement changes and updates, optimise connectivity and derive real business benefits. The result can be a solution that is not "always on", but "always active" - enabling the organisation and its work force to become not just reactive, but adaptive and responsive to business change.

AMT-SYBEX: Making mobile working work
In the last two years we have grown our mobile solution from a handful of customers to being the clear leader in solutions across the UK infrastructure industries.
We have adopted a unique ‘outside in’ approach that is proving a real success story...

5 Top Tips for Successful Mobile Working

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For further information, please contact your Account Manager.
The Ellipse product has a rich history of over 25 years as an enterprise solution for the Energy, Utilities and Transport industries. Specifically designed to meet the challenges of these industries the Ellipse solution is unrivalled in terms of depth of functionality and integration capability.

Version 5.2.3.7 saw the introduction of significant new features including Ellipse Enterprise Services. Mincom Work Planner and Mincom Ellipse Reporting (MER).

With version 6 bringing further enhancements in these areas together with more new functionality, Ellipse maintains itself as the leading Enterprise Work and Asset Management system available today.

Version 6.1 (released May 2006)

Features:
- Mincom Desktop
- Work Planner enhancements
- Mincom Ellipse Performance Support (SupportPoint)
- PER GL Report Writer/MER
- Approval Manager
- Funds Sufficiency Checking
- Benefits Administration
- Accounts Payable Field Length
- Increases
- Enhancements to Permit To Work Module
- Delphi.Net Upgrade
- IBM Websphere 6 only

Note: Ellipse 6, customers will need IBM Websphere 6.

Permit to Work enhancements
- Supplementary enhancements
- Long term asset strategy enhancements

The highlights are:

Ellipse Enterprise Services

Ellipse Enterprise Services expose the business logic of Ellipse as Web Services using open standards. This interface allows Ellipse to operate within a customer service oriented environment.

Usability improvements are made to both the WinView and WebView interfaces and there are security Improvements including support for LDAP and Active Directory.

Mincom Work Planner Suite

Mincom Work Planner is a powerful suite of tools that supports short and long term asset strategy and work management scheduling process in three ways:
- Mincom Work Planner to manage activities including the planning and scheduling of ad hoc and preventative jobs, linking jobs into logical groupings and planning and scheduling plant outages
- Mincom Work Progress to graphically monitor and manage work in progress
- Mincom Ellipse Reporting (MER) to graphically schedule job estimates as well as display ad hoc and preventative work for a complete view of all potential activity for any future time period.

With the Mincom Work Planner Suite, organisations will benefit from:
- Increased asset life
- Minimised asset downtime
- Increased asset productivity
- Reduced maintenance costs
- Optimised outage scheduling
- Maximised strategic use of planning function
- Decreased capital tied up in operating assets

Mincom Ellipse Reporting (MER)

Mincom Ellipse Reporting (MER), powered by Business Objects ™, is the new integrated reporting and business intelligence solution for Ellipse.

MER enables organisations to track, analyse, understand and manage their business in order to improve enterprise performance.

MER is totally integrated with Mincom Ellipse with the ability to run and schedule reports using the existing interfaces and mechanisms.

Customers can view their reports via Business Objects ™ InfoView to using a browser interface or through the integrated view built into the Mincom Ellipse Explorer. Reports leverage the formatting capabilities available to browser based viewing mechanisms. In addition to HTML, customers can view reports using PDF, Microsoft’s Excel and in CSV formats.

Version 6.2 (available April 2007)

Features:
- Recoverable VAT
- General Ledger Sequential Voucher Numbering
- Document Type
- Purchasing Bulk Changes
- Ad Hoc Quoting
- Recept Price Inventory Calculation
- Display Plant Number
- Copy Supplier Information between districts
- Award Interpreter
- Timekeeping
- Alignment of Auto Paid Employees
- Flextime
- Labour Costing
- Leave Requests
- Higher Duties
- Advanced Rostering
- Training Administration
- Self Service
- Workload
- Position Templates
- Security Enhancements
- Employee District Overrides
- Deductions Processing

The supported platforms for Ellipse 5.2.3.7 and Ellipse 6 are noted in the tables below.

**Ellipse 5.2.3.7 Platforms**

<table>
<thead>
<tr>
<th>Platform</th>
<th>Windows</th>
<th>Unix Solaris</th>
<th>HP-UX</th>
<th>AIX 5.2/5.3</th>
<th>Solaris 8/9</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle 10g</td>
<td>TX-Series 5.1</td>
<td>Mincom Schedule</td>
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<td></td>
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<td>Tuxedo 8.1 Scheduler</td>
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</tbody>
</table>
A Managed Service Proposition Could Save You Money

It could be cost effective to include these Service Programmes as a Managed Service whereby the cost is fixed and spread over a contracted period of time working to specified service levels.

Our Managed Service solutions will help you achieve business objectives through a partnership which includes:

• A tried and tested implementation methodology
• Flexibility to facilitate business change
• Partnership with an experienced and knowledgeable organisation
• Tailored solutions to our customers and their market’s needs
• Solution options to manage risk and cost, technical and functional advancement
• Future proofing to ensure technical and functional advancement
• Remote support to reduce the need for on-site support

We look to work in partnership with our clients and view Managed Services as a way to achieve business objectives without compromising our customer’s core business resources or focus.

For further information, please email Lester Bayford at lester.bayford@amt-sybex.com

We have proven pedigree in meeting our Customers’ Managed Service demands through the application of a tried and tested process:

DUE DILIGENCE
A detailed assessment is carried out to validate our proposed Managed Service approach. Assumptions and Service metrics are confirmed.

TRANSITION
Existing and new processes are transferred to operate and be governed by AMT-SYBEX under the agreed Managed Service scope.

SERVICE DELIVERY
The ongoing service commences, now managed by AMT-SYBEX. Includes commitment to further improvements.

AMT-SYBEX
Managed Service Options

Base Service
Support of applications software and associated configuration

Selected Managed Service
Provision of solutions from a hosted or in-house data centre. The customer manages infrastructures and 1st Line Support

Fully Managed Service
Full end-to-end service; including provision of hardware, software, technical and application services within a secure hosted environment.

Fundamental to our success is our understanding that delivering the right solution requires an intimate knowledge of the industries we serve.

We have used our considerable specialist experience of the Essential Industries to develop a toolkit of competencies, methodology, and world-class applications and solutions. Our offerings reflect our innate strengths in people, know-how and our ability to deliver.

Our core capabilities focus on driving real performance increases through the delivery of faster, more flexible access to asset, customer and eGovernment information. They include consultancy and innovative solutions that deal with:

• Enterprise Asset Management
• Information Management
• Mobile Working
• Supply Chain Management

Why not visit our website to see how we deliver these solutions? – www.amt-sybex.com

You’ve gone live… So now what?

Time and time again, the key message emerging from our customer base is “Usability”. Our solutions are a major investment for any organisation, but all too often our customers are not getting the most out of them in terms of functionality and performance.

Usually, once any system has gone live, the investment diminishes. The full benefits of the software may subsequently not be realised and technology may not be used to best effect. As a result, management information could suffer.

The three primary reasons for this are:

• Lack of Training and ongoing employee performance support.
• Resource and Skill shortages
• Lack of Investment

Cognisant of these challenges we have put together a suite of service programmes designed to ensure that you derive maximum benefit from your business.

A pamphlet introducing this issue will be hitting your desks soon. If you recognise any of the symptoms outlined in the pamphlet within your organisation then you should react. A small investment now could realise you significant returns in the future. Please look out for it and call your Account Manager or Lester Bayford to discuss.

Support Services

Our Service Programmes…

Business Process Reviews
• Technical, Functional and Process & Control

Technical Support & Administration
• Database Management
• Operating System Management
• Technical Application Management
• System Performance
• Automated Processing
• Housekeeping Routines

Application Support
• Functional Optimisation
• Application System Management
• Software Upgrades & Version Control
• Report Management

Service Transformation
• Training – Classroom & Customised
• Change Management
• Communications
• Knowledge Engineering
• Employee Performance Support
• Authoring & Publishing

Information Management
• Data Quality Audits, Strategy & Architecture
• Data Extraction, Cleansing and Transformation
• Data Management
• Data Profiling, Scorecarding (KPIs) & ‘Dashboarding’
As part of our Mobility offering we have now entered into an agreement with @Road, a Trimble company, to become a reseller and implementation partner of their products initially in the UK Utilities and Transport sectors. There are a number of synergies in our product portfolios and we aim to leverage these to drive more sales in the Mobility area.

The Mobile Resource Management is divided into three areas of focus:

Field Force Management

GPS Tracking - To capture position, velocity and time information via communications with multiple satellites from hardware within the vehicle.

Mobile Hotspot - Enables the engineer or field operative to work within range of the vehicle in WiFi coverage.

Reports - Provision of a comprehensive set of reports aimed at measuring the performance of both vehicles and mobile workers.

Field Asset Management – Managing the Mobile Worker’s Assets

This includes RFID solutions to link vehicles to assets, such as equipment; vehicle maintenance schedules; driver safety solutions and sensor solutions.

Field Service Management – Managing the Mobile Worker’s Work

Jobs are scheduled based on a series of complex parameters. Accurate calculations are made to determine the best jobs available at each point in the day for each engineer.

@Road is a leading, global provider of end-to-end solutions designed to automate the management of mobile resources and to optimize the service delivery process. @Road uniquely combine the three essential elements of effective Mobile Resource Management (MRM): Field Force Management, Field Service Management, and Field Asset Management to create solutions for a variety of industries.

AMT-SYBEX partners with @Road

The front line of our Support division is the Help Desk. They are responsible for dealing with System Problem Reports (SPR’s) for all our customers. They control and monitor the SPR’s from inception to closure and are responsible for issuing the weekly SPR reports.

We thought it would be nice to put a face to the name for you. You all talk to them, joke with them and we trust you don’t moan at them!

So here they are…..Catherine, Jean and Sarah take a bow.

Email: helpdesk@amt-sybex.com
Helpdesk Tel: +44 (0)1438 748555
Helpdesk Fax: +44 (0)1438 747574

For further details, please contact your Account Manager.

Meet the Help Desk

Catherine Dooley
Jean Higgins
Sarah Byrne

GET TOGETHER WITH SUPPLIERS
GET TOGETHER WITH BUYERS
GET TOGETHER WITH MARRAKECH

WE GET BUYERS AND SUPPLIERS TOGETHER, WORKING SMARTER, REDUCING COSTS AND ADDING TO THE BOTTOM LINE BY OPTIMISING THE FLOW OF PRODUCTS, SERVICES AND INFORMATION ALONG THE SUPPLY CHAIN.

FIND OUT MORE BY VISITING OUR NEW WEBSITE AT WWW.MARRAKECH.COM

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