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NEWSLETTER

DECEMBER 2021

www.itvision.com.au

Words from Nigel



As the end of 2021 draws closer, it is great to see that the national index of Australian Consumer Sentiment is on the rise for both the next 12 months as well as over a 5-year outlook.

This has a direct relationship to the national economy emerging from the pandemic and lockdown laws, while vaccination rollout success provides hope to many for renewed interstate and international travel.

This progress allows us to look back reflectively on what an unprecedented last couple of years we have had, while being optimistic about the future, both in the way we conduct our business as well as our lives.

At iNOVATE this year our theme was ‘Your Digital Evolution’. It was great to welcome a wide cross section of our customer base both in-person as well as online from across the country. The theme was both timely and relevant, as with an increase in consumer sentiment also comes the resolve to learn from the past and to ensure that we adapt and evolve in both a digital and organisational sense. As discussed at length, when it comes to digital evolution it is not ‘if’ but ‘when’ and ensuring that we are personally and organisationally ready to adopt and adapt to this change is an imperative.

Following iNOVATE21, it’s been encouraging to see the expressions of interest in relation to our Altus Data Readiness tools which enable you to analyse the health

and readiness of your incumbent data. This process is useful to be performed at any time, but especially so when you are planning for your Altus Platform adoption and in preparation for your Altus Financial Suite upgrade. Some of our customers are making great progress and our consultants are ready to discuss and assist you with this process whenever you are ready - and of course there is no time like the present!

Customer highlights have abounded this year, but none more pleasing than seeing the Shire of Gingin go-live as an early adopter with Altus Financial Suite along with the Shire of Coolgardie go-live with Altus Customer Experience. Also very exciting is the progress our Altus Collaboration partner, the City of Kalgoorlie-Boulder, has made in progressing their Altus Financial Suite planning and implementation which will go-live in 2022.

In many respects, the end of the calendar year is far from an end; more a pause and reflect point along a continual improvement and delivery program that has continued all year as we too have evolved.

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The improvements we have made in the way we work together remotely and the significant strides we have taken in our Altus Suite product development are set to accelerate even further in 2022. We can’t wait!

From all the staff at IT Vision, I would like to thank you for your continued valuable support, participation and collaboration with us this year, and wish you and everyone within your organisation all the very best for Christmas and the 2022 New Year.

Nigel Lutton
Chief Executive Officer, IT Vision

In this edition

- 2** Words from Nigel
- 3** City of Marion to launch Altus Customer Experience
- 4** Altus Business Intelligence
- 5** iNOVATE21
- 6** Altus Payroll continues momentum
- 8** Spotlight on Altus Content
- 8** WalkMe: The self-help feature being rolled out to Altus
- 9** Curtin University students join the team following successful internship program
- 10** Jeanene recognised as Women in Technology industry leader
- 11** Standardisation of Chart of Accounts to continue in local government sector
- 12** Training program for 2022
- 13** Meet the team
- 14** Strategic Product Roadmap

City of Marion to launch Altus Customer Experience

The South Australian local government council is the largest site to implement the customer service solution to date.

The City of Marion engaged IT Vision, in partnership with Ennovative, to implement Altus Customer Experience to replace their existing request management solution. The project marks the first step in their significant digital transformation journey, 'One Marion'. Senior Project Manager at City of Marion, Matthew Ielasi, highlighted its significance as one of 12 projects that will bring significant change for the City of Marion.

“This has been a well-anticipated project and is one of the top 4 key projects within our digital transformation – the others being Payroll and HR, Finance, and Asset Management”, he commented.

The City of Marion sought an innovative, digital solution that would achieve their objectives, including:

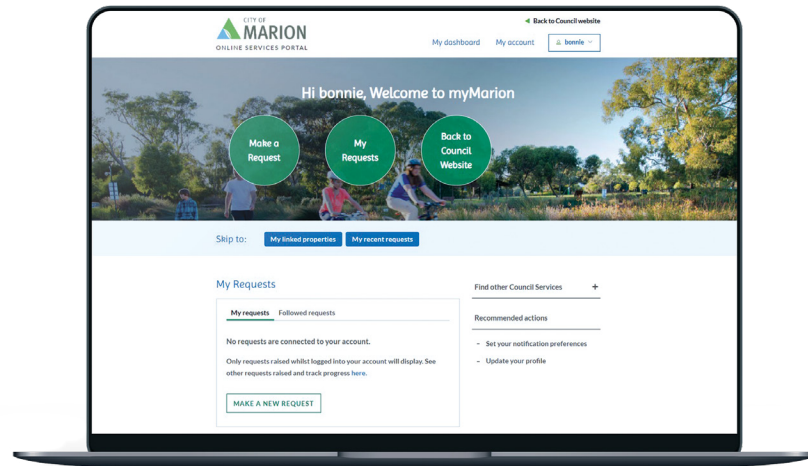
- Improve operational efficiency and customer experience.
- Satisfy Council’s business requirements for a request management solution.
- Provide a single view of each customer and their interactions to enable the City of Marion to deliver a more personalised service and improved query resolution.

IT Vision worked closely with Ennovative, providing support and project management to ensure successful implementation of the Altus Customer Experience solution.

“One of the key features of Altus Customer Experience is that it provides comprehensive request management workflows encompassed within a powerful customer experience solution, which fulfilled The City of Marion’s key objectives,” said Nathan Leverington, Managing Director at Ennovative.

The Ennovative team worked on site at the City of Marion for four months leading up to go live and provided workshops and training for City of Marion staff.

“Ennovative were fantastic. I can’t speak more highly of Nathan Leverington and his team”, said Matthew Ielasi, Senior Project Manager at City of Marion.



The key milestones of the project were surrounding the CRM request types.

“Initially, the scope was going to be three specific CRM request types. However, after workshops with senior leaders and staff, the decision was made to go live with all request types that we manage through our old CRM. The rest of the project was focused on developing the solutions to align with that approved scope,” said Matthew.

With the aim to become customer-centric, the project also saw the creation of a branded customer portal for the City of Marion, which can be accessed through their website. The key features of the portal for the community, include:

- The ability to lodge requests 24/7
- Simple customer navigation and request type search
- Map view to identify location & see other requests logged
- Notifications as request progresses (via SMS or e-mail)
- History of interactions with council
- A dedicated rates payment portal



Our new requests are being sent through Salesforce and customers now have access to the community portal, in which they can raise their own requests.”

Matthew Ielasi, Senior Project Manager at City of Marion

Altus Business Intelligence

A powerful business analysis tool to help you manage risk and return.

Altus Business Intelligence transforms data into useful information, highlighting trends that enable enhanced decision making, predictive business analysis and proactive risk management. With a simple, user-friendly dashboard, organisations can monitor the rate of change and trends in relation to their business objectives and visualise data sets based on time, activities, and locations.

Using Altus Business Intelligence, users are empowered to generate reports based on their specific needs utilising the power of their Altus and SynergySoft data. Altus Business Intelligence enables you to easily access and report on data from Altus Financial Suite, SynergySoft WA Building & Planning, and SynergySoft Infringements, with further integrations already underway such as SynergySoft Financials and Altus Payroll.

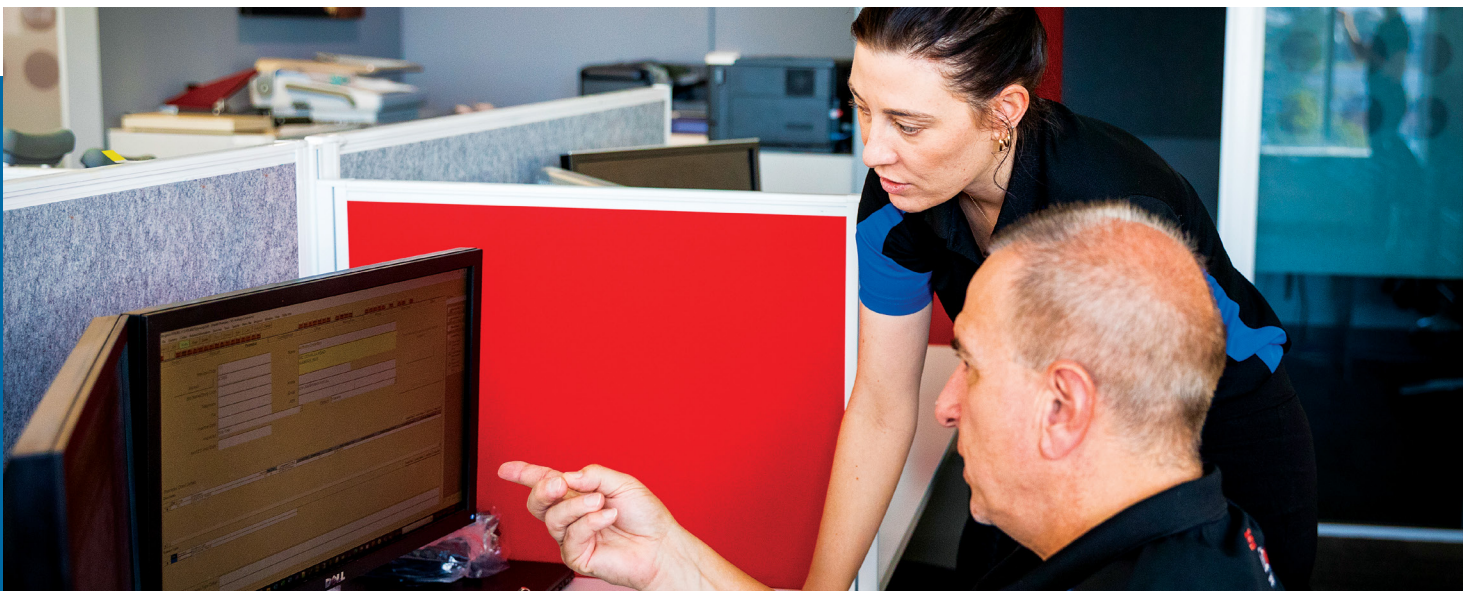
The product comes with a ready to use 'starter pack' which includes key reporting measures required by most organisations. Fields and data displays can be tweaked to suit individual needs, but once a structure is set you'll save hours of administrative effort each month in generating reports.

Compatible with both Microsoft Excel and PowerBI, you can generate reports in the platform that suits you best. Integration with Azure Active Directory provides multi-factor authentication, to ensure your data is kept secure. This also enables user-based log ins to ensure your staff can access the reports relevant to their roles and responsibilities.



To get started with Altus Business Intelligence, you don't need to be an existing Altus customer. As a SynergySoft customer, you can reap the benefits of Altus Business Intelligence now and start your Altus readiness journey.

- ✔ Quickly generate financial reports, reducing administrative time
- ✔ Explore insights and empower users to make faster, more informed business decisions
- ✔ A packaged, out-of-the-box product that includes the data and measures you need to meet reporting requirements
- ✔ Collect data that accurately measures the effectiveness of your business objectives
- ✔ Remove the manual processing required to get your data into a meaningful format



INNOVATE21

YOUR DIGITAL EVOLUTION

This year's iNNOVATE21 conference, hosted at The Duxton Hotel Perth, brought together IT Vision staff, customers, and suppliers to discuss the topic of 'Your Digital Evolution'.

Over 100 attendees joined us in-person or online via live stream to hear updates on IT Vision's latest product offerings, hear case studies from customers across the country and to catch up with colleagues.

The day commenced with a Welcome to Country from the Duelling Didges duo, followed by an Opening Address by IT Vision's CEO, Nigel Lutton. Other conference program highlights included:

- Strategic Product Roadmap update from IT Vision
- The Shire of Gingin sharing their experience on being the first local government authority to implement Altus Financial Suite
- A live demonstration of the latest Altus Customer Experience features
- The Shire of Coolgardie showcasing their new Community Portal which launched in November 2021
- The Shire of Capel sharing insights from their Altus Payroll implementation earlier this year
- The importance of data readiness and the tools available
- HR in local government, presented by Definitiv
- How to ensure your change is a success, from change management expert Bev Andrews
- Greenlight Health module demonstration for local government

As always, we celebrated the end of the formal conference program with the 'Beach Party' themed conference dinner. With beach balls, flower leis and a mechanical surfboard, the Beach Party was a great opportunity for further networking with conference delegates.

Thanks to all who attended this year's conference - we look forward to seeing you again next year!



Altus Payroll continues momentum

The Altus Payroll solution, powered by Definitiv, continues to be one of the most popular Altus products to date. Over 14 clients have now implemented the solution, with many more on the horizon.

Go Live Customers in 2021



Customers to Go Live in 2022

- Shire of Ashburton
- Shire of Cranbrook
- Shire of Narrogin
- Shire of Narembeen
- Shire of Denmark
- Shire of York
- Southern Mallee District Council
- Shire of Halls Creek
- Shire of Collie
- Shire of Ravensthorpe
- City of Whyalla
- Shire of Exmouth
- Shire of Lake Grace
- Shire of Trayning
- Shire of Murweh
- Shire of Yalgoo
- Shire of Boulia
- Shire of Denmark
- Shire of Bruce Rock
- Shire of Mingenev



Shire of Plantagenet goes live with Altus Payroll

The Shire of Plantagenet, located in WA's southwest, went live with Altus Payroll on June 24th this year, as part of their digital transformation journey with IT Vision.

This was timed with the first pay period of the new financial year, meaning that the Payroll Officer won't have to work across two systems come the end of this financial year.

Leading up to go live, IT Vision provided weekly training sessions via Microsoft Teams to support staff at the Shire. This gave staff the ability to 'move around' the Altus Payroll platform to get familiar with its functionality and features before going live. The training sessions also provided staff with hands-on experience, such as doing data entry.

"This continued for a couple of months, which I found very valuable because by the time we went live, I was already comfortable in the system," said Donna Fawcett, Human Resources Coordinator at Shire of Plantagenet.

Following these sessions, the same IT Vision consultant visited the Shire of Plantagenet to conduct staff training over a two-day period. This included teaching Shire employees how to use the system, logging them into the app, and taking them through the timesheet entry process. The training session gave employees a chance to adapt to the Altus Payroll app and build their confidence in the transition from a completely paper-based payroll system to a digital one. While staff are still adjusting to the changes, the Shire has seen a positive response to the Altus Payroll platform.

"On the whole, the staff have taken to it really well - they tend to get their timesheets in on time and don't make too many errors. It has been a steep learning curve for them, and the more they're using it, the more they like it. The app gives them more control, for example they can easily update their bank details, check their leave, or use the leave accruals projected time feature, which they really like. It also puts the responsibility of getting things right back into their hands and I haven't had any negative feedback, which is great," said Donna.

Since go live, the Shire has experienced numerous benefits of the Altus Payroll platform. With payroll processing time now significantly reduced, the Shire is benefiting from enhanced productivity and time savings.

"Having Altus Payroll saves me about two and a half days a fortnight, just purely from not having to deal with manual timesheets, processing paper-based leave forms, even processing time on pay day takes less time compared to our previous system," Donna commented.

The Shire has also recognised the user-friendly features of Altus Payroll in comparison to their old payroll system.

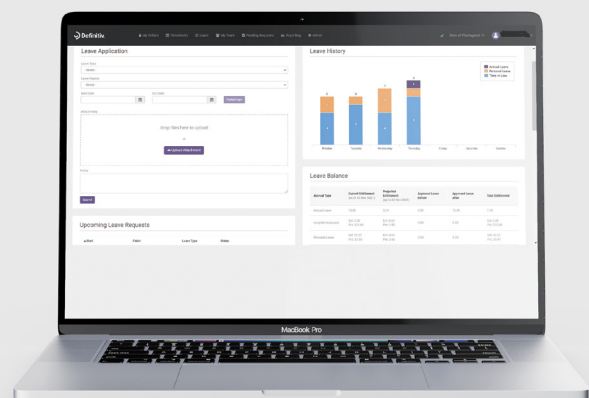
"The other benefit Altus Payroll has over our old system, is that it remembers information from the previous payroll and retrieves that data, so you can go back and look at something you did 6 months ago. From a payroll point of view, that's really helpful", she added.

IT Vision wants to thank the Shire of Plantagenet for their active involvement in the Altus Payroll implementation and looks forward to providing ongoing support for the Shire and its staff following a successful go live.

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The system has been brilliant! It's been running very smoothly, and we've had very little problems with it. As far as the Altus Payroll platform goes, I'm a big fan.

Donna Fawcett, Human Resources Coordinator at Shire of Plantagenet



Spotlight on Altus Content

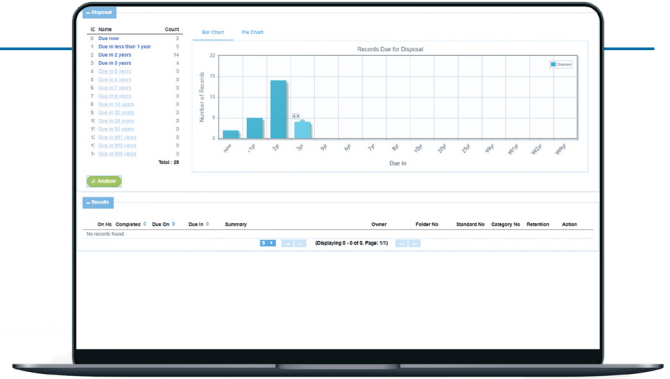
Altus Content provides access to corporate information with improved responsiveness, increased quality, and high levels of customer satisfaction.

Altus Content connects people with appropriate content by providing organisations with an efficient mechanism to capture, manage, store, preserve and deliver disparate corporate information produced in varied system.

Altus Content manages critical documents and records in conjunction with statutory obligations. The solution is suited for any organisation, including local government, statutory authorities, and the resources sector.

Altus Content aggregates content from multiple sources to streamline business processes, allowing organisations to manage the entire content lifecycle.

Altus Content supports automatic capture and classification of content and is available through a range of cloud and SaaS. As a future roadmap item, IT Vision will be integrating the Altus Content solution with Microsoft Office 365.



Features

- **New folder hierarchy system** – allowing users to now move folders up in the hierarchy, including making updates to Parent folders and structuring
- **Supports upload of multiple attachments**
- **Integration with Outlook 365**
- **SynergySoft to Altus Content integration** – enabling the two systems talk to each other and identify one source of truth
- **Ability to search for and identify historical records from inactive users**
- **Ability to add multiple contacts to a record**

Benefits

- ✓ Improved responsiveness and accountability
- ✓ Timely access to relevant information
- ✓ Improved information sharing and transparency
- ✓ Ensures better service to customers

WalkMe: The self-help feature being rolled out to Altus

IT Vision is focused on prioritising the experience of our customers across all of our Altus products.

In order to achieve this, the IT Vision Development Team are currently working to implement a new in-app guidance and support feature called WalkMe.

As described by WalkMe, the digital platform “maximizes and accelerates the impact of your digital transformation strategy by driving user adoption of your digital assets.”

WalkMe is an ‘always on’ help centre that has the ability to seamlessly integrate with existing and new Altus products. As an additional resource for customers to access, the solution is designed to reduce the number of overall support tickets, improve responsiveness to customer queries and improve overall service delivery.

The support system will be built-into Altus applications, so customers can easily access contextual help when

and where they need it. Features will include dynamic in-app learning material and step-by-step self-help smart walkthroughs.

UI/UX Developer Christian Manuel has been working closely with the Development Team to ensure the WalkMe solution integrates seamlessly into the Altus environment.

“Learning to use new software is often overwhelming and a suite of cross-platform enterprise management applications like Altus required more than just support documentation.”

“WalkMe allows the team here at IT Vision to deploy contextual guidance and support to promote user adoption and reduce friction. Capturing minute to minute insights about how people are using our software allows us to direct our efforts to improve how we engage with our users.” – Christian Manuel, UI/UX Developer.

Curtin University students join the team following successful internship program

Curtin University's Internship Program offers tertiary students the opportunity to gain work experience relevant to their field of studies.

IT Vision has built a relationship with Curtin University over the past five years, working on a variety of software build projects which have often involved student collaboration.

IT Vision is now an industry partner with Curtin University and has most recently welcomed Cindy Chen and Siddhi Dalvi to the team through the Internship Program.

"From the candidates put forward by Curtin University, we went with two individuals, Cindy and Siddhi, who both fit in really well from the start," said Steve Tilden, Development Manager at IT Vision.

The pair worked in an intern capacity over a six-month period, all while continuing their studies. During this time, they became familiar with the extensive range of Altus products and management tools, such as Jira, and built digital solutions, such as WalkMe.

At the conclusion of their internship, IT Vision formally welcomed both individuals on board as employees.

"Both Cindy and Siddhi continued to work for us on a casual contract, which worked for both parties because they can continue studying while getting some experience, and they add to the skills and knowledge within our team," said Steve Tilden.

IT Vision sees tremendous value in Curtin University's internship program, for both students and industry partners alike and is grateful for the new employees it has gained from the experience.

"There's a lot of great talent coming through the universities, and it's good to give them an opportunity to get their hands dirty, so to speak. We look forward to continuing our relationship with Curtin University moving forward." - Steve Tilden, Development Manager at IT Vision.



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We are committed to mutually beneficial and reciprocal relationships with our industry and community partners and are always looking to welcome new ones to help us provided authentic and engaging learning opportunities for our students.

**Megan Le Clus PhD, Manager External Engagement,
Curtin University**

Jeanene recognised as Women in Technology industry leader

Women in Technology, Western Australia (WiTWA) is a Perth-based, not for profit organisation providing a framework for women in tech to extend their networks and expand their knowledge.

Each year, WiTWA host their annual Tech [+] Awards which celebrate the incredible women, men, and individuals who are making an impact on our state, our community, and the world, through the work they do in tech.

The 2021 awards evening was held at Crown Towers on Friday 5 November. IT Vision's Deputy Manager of Software Development, Jeanene Williams was recognised in two separate award categories on the night. Jeanene was awarded the 'Outstanding Regional Role Model' award as well as one of the Official Tech [+] 20 awards which recognises 20 women who are excelling in the technology sector.

Jeanene manages and inspires members of her team on a daily basis at IT Vision and we congratulate her on this significant award win.



End of Year Closure

We wish to advise that the IT Vision office will be closed for Christmas from Friday 24th December to Monday 3rd January, with the office reopening on Tuesday 4th 2022.

During this time, our support helpdesk will continue to operate and we will have a skeleton staff in place. If you have any scheduled maintenance, project tasks, or require other changes to your environment during this time please contact your Account Manager as soon as possible prior to this date.

IT Vision Management and Staff would like to wish you and your family a safe, happy, and relaxing holiday – we look forward to seeing you in the New Year!



Standardisation of Chart of Accounts to continue in local government sector

The WA Department of Local Government, Sport, and Cultural Industries has approved another round of funding to support the standardisation of the Chart of Accounts (COA) across local governments.

The Standard COA program aims to create consistency across local government financial systems to make it easier to share reports, documentation, and staff across the sector. This includes the creation of a standard numbering system in SynergySoft for general ledger numbers, job numbers, cost centres, element types, trust accounts and more. The Standard COA also meets all local government reporting requirements from the Australian Accounting Standards, Department of Local Government, Sport and Cultural Industries and Australian Taxation Office.

Since the COA funding announcement, IT Vision has been liaising with local government across the State to gauge Expressions of Interest (EOIs) for their involvement in the project. The Shires of Capel, Mt Magnet, Quairading and Ravensthorpe are confirmed to undertake the restructure, with two grant places remaining to be taken up by eligible sites to receive funding support.

The standard COA program was an initiative launched and lead by the IT Vision User Group, with experienced IT Vision consultants brought on board to implement and execute the program in partnership with LG Professionals WA.

“We have a very fruitful and longstanding relationship with IT Vision and this engagement that we have, together with a number of local governments, is something we really appreciate as it allows us to continue to enhance local government systems,” said Candy Choo, Chief Executive Officer at LG Professionals WA.

The following Local Governments have either already adopted, or are in the process of adopting, the Standard COA:

- Shire of Carnamah
- Shire of Chittering
- Shire of Coorow
- Shire of Derby West Kimberley
- Shire of Dowerin
- Shire of Dumbleyung
- Shire of Exmouth
- Shire of Gingin
- Shire of Koorda
- Shire of Laverton
- Shire of Menzies
- Shire of Merredin
- Shire of Mingenew
- Shire of Nannup
- Shire of Plantagenet
- Shire of Three Springs
- Shire of Wickpin
- Shire of Wyalkatchem
- Shire of Yalgoo

“I would strongly encourage Local Governments to be part of the Chart of Accounts program. With the support from Local Government Professionals WA, Department of Local Government, Sport, and Cultural Industries, and IT Vision, we will make this as seamless as possible”, said Candy Choo.

The Standard COA is an important step in the process of getting ‘Altus ready’. If your organisation is ready to transition to the Altus platform, there are a number of other data readiness initiatives you can start to consider and prepare for now. Contact your Account Manager to discuss your level of readiness and how best to prepare and plan.

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With the Chart of Accounts program, you can streamline reporting and share resources easily – your neighbour can help with payroll, rates, anything really, with much more ease. The basic numbering system is logical and can be expanded or reduced to suit all local governments big or small. The benefits are endless.

Rhona Hawkins, Executive Consultant at LG Best Practices and IT Vision User Group Member

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Local Governments are an incredible sector who get involved in a lot of different areas, especially in regional areas. It is very important, especially for the less resourced Local Governments, that they are working on their systems as much as working within them. Resource constraints make it difficult to find time to investigate solutions to enhance their systems. With COA, Local Governments can work together to enhance efficiency internally.

Candy Choo, Chief Executive Officer at LG Professionals WA

Training program for 2022



IT Vision's professional development courses provide SynergySoft and Altus onboarding for new team members, as well as more advanced courses for existing users.

Our training courses cover both SynergySoft and Altus products and are segmented into service areas. Each session is available in-person and online, but places for in-person training are limited so be sure to secure your place as soon as possible.

Upcoming training sessions for 2022 include:

- Rates Modelling & Billing for WA, QLD and NSW
- Rates & Property Essentials for WA, QLD and NSW
- SynergySoft Records
- Altus Content
- Altus Payroll
- SynergySoft Payroll
- Introduction to Jira Service Desk
- General Induction Training

For more information on training, contact us on (08) 9315 7000 or email training@itvision.com.au and we will do our best to accommodate your booking.



For our full training courses program, scan the QR code



Meet the team



Joanne Alpin

Where did you work before IT Vision?

I was with Cleanaway for 6 years, working in administration and managing a team of 10 staff across various offices in Australia. Before that, I was in a number of sales roles.

What is your role?

I've joined the Sales team as a Customer Account Manager.

What's your history?

I'm originally from Durban and moved to Australia 13 years ago. I came here with my husband and two boys, but the biggest thing that's happened in our lives since moving was our IVF journey - so we now also have a 12 year old son and two grandkids!

What do you enjoy outside of work?

I often have my grandkids over on Saturday nights, who are both under 3 years old so they keep me busy. It's great spending quality time with them but when I hand them back over I'm exhausted! My husband and I caravanners so we love exploring new parts of the country, and we enjoy cruise holidays.

What are you looking forward to most about working with IT Vision?

Probably the customer relationship side of things. I love to get out from behind the desk and on site with the client. I'm also looking forward to building internal relationships within the team and think this is really important for getting things done! I'm really looking forward to finding ways to add value to our customers, and am interested to learn about their business, their strengths and weaknesses, and what we can do to help them.

What particular skills and qualities do you bring to the team?

I think sales people tend to have a reputation of being quite 'flighty'. Because of my strong admin background, I make sure not just the sale happens but everything that needs to happen after the sale. I understand the end-to-end sale process because I've been doing it for many years, so I think that's a useful skill to bring to the team.



Muhammad Chaudry

Where did you work before IT Vision?

I started my career in the Telecommunications field and have worked for Siemens, Nokia and Shabakat Cellular Co. After immigrating to Australia, I have worked in Department of Finance WA and City of Rockingham Council. I am a certified Project Management professional, with more than 6 years of experience managing projects with varying levels of complexity, different technologies, multi departmental and multiethnic teams.

What is your role?

I am a Project Manager in Project Management Office (PMO) at IT Vision. My role is to make ensure a smooth project delivery of software solutions (Altus and SynergySoft) to IT Vision customers. I am responsible for completing the projects within the agreed scope, time, cost, and quality. The goal is to use effective and open communication channels between stakeholders while keeping the strategic goal of the organisation in line with business objective. I ensure work is correctly scoped to address stakeholders needs and confirm timely completion of projects. Risk, communications, and stakeholder expectation management are also vital parts of my role.

What's your history?

I'm originally from Pakistan. I worked and lived in Kuwait for over 7 years and moved to Perth in 2015. I hold a degree in Electrical Engineering (Electronics and Communications).

What do you enjoy outside of work?

I am committee member of Al Hamd Inc. which works for Muslim community in WA. I like to play sports, such as cricket and badminton. I like to travel and have visited 17 countries so far. I spend my free time with family and friends.

What are you looking forward to most about working with IT Vision?

I am enthusiastic about using and delivering projects according to the new project management framework at IT Vision.

What particular skills and qualities do you bring to the team?

I am a Certified Professional in Project Management (PMP, Prince, ITILV3, MCP) as well as in Technical fields (AWS CSAA, Azure Fundamentals, Cisco CCNP, ACMA). Both project management and technical skills puts in a favourable position to handle and deliver projects in a professional way.

Strategic Product Roadmap

IT Vision’s Strategic Product Roadmap represents our vision of what we intend to deliver in the short to medium term. 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. Therefore, timeframes remain subject to change.



2021 JULY - SEPTEMBER

Altus Financial Suite *Early Adoption (EA)*

- General Ledger
- Accounts Payable
- Accounts Receivable
- Project Accounting
- Bank Reconciliation
- Plant Accounting
- Asset Accounting
- Loans
- Trust
- Purchasing
- Stock
- Receipting

2021 OCTOBER - DECEMBER

Altus Payroll


- Rostering
- On-boarding

Altus Connection Pooling

Altus Business Intelligence

2022 JANUARY - MARCH

Altus Budgeting



Q4

H1

H2

2022

**APRIL -
JUNE**

Altus Financial Suite
General Availability (GA)

Altus Human Resources

2022

**JULY -
DECEMBER**

Altus Property

Altus Rates

**Altus Content
enhancements**

2023

**JANUARY -
JUNE**

**Altus Customer Experience
enhancements**

Customer Venue Bookings
Customer Online Forms
& Payments



altus

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