



itvision
people with vision



NEWSLETTER
DECEMBER 22

www.itvision.com.au



Words from Nigel Lutton

As we fast approach the festive season and end of 2022, it is a great time to look back and reflect on what an extraordinary year we have had. It was certainly a year that has left me with a huge amount of optimism about the future and the way we work together in partnership with our customers.

Our iINNOVATE National User Conference this year was a huge success, and we took it 'on the road' for the first time since inception. Across our Perth (WA), Port Macquarie (NSW), Cairns (QLD), and Adelaide (SA) conferences, we travelled 18,850 kilometres, presented to 160 customers face-to-face plus those online, and had a blast doing it. This year our theme was 'Connected in Vision' and through this theme we explored the things that are fundamentally similar about us and inextricably join us in a shared aspirational vision for the future.

This theme was significant in that it aligned with our announcement of nearing completion of the Altus Strategic Product Roadmap, incorporating solutions for Property, Rates, Customer Experience, and Compliance. This provides all our customers the opportunity to commence their readiness planning and prepare themselves on a personal and organisational level for their Altus digital transformation to come.

Post iINNOVATE, it has been fantastic to see the number of contacts that have been made in relation to our Altus Data Readiness tools that enable you to perform analysis of the health and readiness of your incumbent data. This procedure is valuable to conduct at any time, but particularly when scheduling your Altus Financial Suite upgrade.

Many of our customers already undertaking this step, and our team is committed to supporting you throughout this stage of your Altus journey – we're ready when you are.

Undoubtedly, the other highlight of the year was the acquisition of IT Vision by ReadyTech and becoming a significant part of an expanded government solution offering from an ASX listed company. Two of ReadyTech's key themes of 'being ready for anything' and 'helping communities thrive' resonated closely with the values that IT Vision has always held dear. We look forward to showcasing the best of our expanded ReadyTech capabilities that IT Vision is now able to bring over the coming year.

The end of the calendar year offers us a chance to look back on our achievements, which motivates us for the year ahead.



The improvements we have made in the way we work together collaboratively, and the significant strides we have taken in finalising our Altus product suite are set to further connect us in progressing a common vision in 2023. We can't wait!"

On behalf of the IT Vision team, I would like to thank you for your continued support, active collaboration, and partnership with us this year. We wish you and everyone within your organisation all the very best for Christmas and 2023.

Nigel Lutton
Chief Executive Officer, IT Vision

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Kick Off

At the end of every financial year, the IT Vision team gets together for our annual 'Kick Off' event to reflect on and celebrate the past 12 months.

We review business performance across all departments, look back on the best memories from the past year, and celebrate the achievements of individuals and of our organisation as a whole. Another key part of the day is setting goals for the future, regrouping on our business plan, and, most importantly, having fun while doing it.

This year, we were joined by members of the ReadyTech team, including Marc Washbourne (Chief Executive Officer, ReadyTech), Philip Simone (Chief Executive of Government & Justice, ReadyTech), Nimesh Shah (Chief Financial Officer, ReadyTech) and Jess Griffin (Chief People Officer, ReadyTech). Kick Off was a mere 24 hours after ReadyTech's acquisition of IT Vision, which made this year's event particularly exciting. Nigel Lutton confirmed the official acquisition completion to the entire IT Vision team in his welcome address. We were very grateful to have members of the ReadyTech team with us for this special announcement and to participate in our annual Kick Off - they enjoyed the day as much as we did!

The team activities for this year's event included news forecasting skits and an egg-launching challenge, which required creativity, collaboration, and communication. Any engineering, physics, acting, and copywriting skills would have also come in handy! As usual, there was a fantastic energy in the room, and level of involvement and engagement among the teams. The coveted Kick Off trophy for 2022 was awarded to Team Noir.

Pictured top to bottom: Teams at Kick Off; Team Noir; IT Vision Founder Alan Smith with Phillip Simone from ReadyTech; Mark Harris and Mukul Varshney





Shire of Ashburton

One step closer to Altus

IT Vision Product Owner Mark Burbridge and Product Manager Eliza Sbizzirri travelled to Tom Price in August to implement a new chart of accounts (CoA) for the Shire of Ashburton, kicking off their digital transformation journey.

The Shire has been an IT Vision customer for 15 years. It's one of the most geographically disperse local government authorities in WA, servicing the towns of Onslow, Pannawonica, Paraburadoo, and Tom Price.

While on-site, the IT Vision team worked closely with the Shire of Ashburton's Corporate Services Directorate in their Tom Price office to deliver a COA upgrade based on the functional requirements of their business units. The new COA design was based on both simplicity and consistency, with the intention to improve the Shire's data quality and financial reporting.

Mark and Eliza took the opportunity to cleanse the Shire's data within their existing SynergySoft modules.

They also created Management Reporting to ensure budget transparency for Responsible Officers and tightened purchasing controls to enforce accountability for both Authorising Officers and Budget Owners.

The Shire of Ashburton commented that this restructure will "benefit both Shire employees and the wider community". Mark and Eliza also commenced discussions around the Shire of Ashburton's long-term vision to adopt Altus Financials. The above outcomes have allowed Ashburton to get started on their Altus journey through careful consideration and design of their chart and by undertaking the data cleansing activities.

Mark and Eliza managed to squeeze in a quick visit to the beautiful gorges of Karijini, Mount Bruce and enjoyed the breathtaking sunset at Mount Nameless, Tom Price.

“

IT Vision is looking forward to continuing to work with the Shire of Ashburton over the current financial year to help them achieve their organisational objectives.”

Mark Burbridge, IT Vision

Pictured top to bottom: Mark Burbridge and Eliza Sbizzirri at Mount Nameless, Tom Price; Mark Burbridge and Eliza Sbizzirri with the Shire of Ashburton Corporate Services Directorate; Mount Nameless



IT Vision and DevelopmentWA get the Greenlight

IT Vision has taken up an exciting new project with DevelopmentWA for the provision and development of Greenlight, a modern online permit management system.

DevelopmentWA is the Western Australian Government's land and development corporation, established to develop land for both commercial and residential purposes and build the state's social and economic prosperity.

The organisation currently uses a simple SharePoint interface to manage workflows including development applications, local development plans, structured plans, and subdivisions. However, their current interface has limitations with workflow, data validation and reporting capabilities.

In addition to strengthening internal workflows and efficiencies, DevelopmentWA have been looking to modernise and streamline how its customers, staff, and referral agencies interact. Sasa Podinic, Information Technology Manager at DevelopmentWA, says the move from Sharepoint has been impending since 2019 when LandCorp and the Metropolitan Redevelopment Authority merged to become DevelopmentWA. "At the time of the merger, MRA had a bespoke solution with SharePoint but it was no longer suitable," says Mr. Podinic.

As proposed by IT Vision, the Greenlight platform offers an ideal solution to realise DevelopmentWA's goals. Greenlight is a leader in online application lodgment and tracking solution and services with a focus on government and the private sector. The platform's solution is designed for development application management, but its form and workflow design allow it to leverage any application management process.

IT Vision is delivering the implementation, training, and project management for Greenlight, with IT Vision's Mark Harris leading the delivery.

"This is a cloud-based solution accessible via the Internet for both internal staff and their customers, which means a user can be anywhere and get the same experience.

“

It's one of the bigger rollouts of Greenlight that we have to done to date, which is exciting."
Mark Harris, IT Vision

It's especially good to have now with people working remotely as it removes the need for a VPN or other means of remote access," commented Mr. Harris.

As part of the discovery process, DevelopmentWA held workshops on their current processes with three suppliers, of which IT Vision was one. Based on the workshops which were followed by supplier demonstrations and proposals, Greenlight was selected. "Greenlight was the most cost effective and ranked first across our four criteria which were cost, user experience, functionality, and reporting," says Mr. Podinic.

Among its many outlined benefits, Greenlight's external site will provide DevelopmentWA with significant improvements in both time and effort by prompting applicants to fill out application information prior to submission, attach relevant documentation, and lodge payments online. Comparing this to a paper-based application process, where internal staff need to review, enter data, scan, and receipt applications, the external site's functions are expected to save 2 to 4 hours of processing time per application.

Additional key features of Greenlight include:

- Automated workflows
- Standardised communication and processing logic
- Document management and stamping capabilities
- A modern user experience, with an external facing web solution that pulls the CSS themes of DevelopmentWA's website.

We are pleased to be working with DevelopmentWA on this new venture, with project completion expected in February 2023.



ReadyTech and IT Vision join forces

ReadyTech (ASX:RDY) has recently completed the acquisition of IT Vision, which will see IT Vision join forces with Open Office and Open Windows as part of one ReadyTech software offering as Local Government.

A leading ASX-listed technology company, ReadyTech is focused on delivering mission-critical SaaS solutions for Local Government. With a people-centric approach to technology for Local Government, we develop solutions that drive outcomes and ultimately help local communities thrive.

With the acquisition of IT Vision, we are combining the technology, talent and passion for service at IT Vision with that of our existing ReadyTech team, as part of our Government segment.

Most importantly, ReadyTech, Open Office, Open Windows and IT Vision all have a shared reputation and vision for building strong and enduring partnerships with more than 300 Local Government customers. Together, we provide a complete Local Government cloud solution, to improve customer service and meet growing community expectations.

IT Vision customers will continue to be supported by the same great team of talented and highly experienced people, backed by the scale and expertise of ReadyTech.

Click [here](#) to learn more



1 ReadyTech software offering for Local Government



Leading ASX-listed SaaS company



300+ Local Government customers



People-centric approach to Local Government technology

Read more about ReadyTech's government story

ReadyTech partnered with Open Office, Open Windows, and IT Vision in 2021 - 2022 to form its government segment and provide the industry's most comprehensive enterprise SaaS offering.

All are longstanding stalwarts of the industry and have an ethos of building innovative people-centric software that helps Australian government organisations navigate complexity, while delivering meaningful outcomes.

The path forward will support customers with the same software and people they love, but backed by the resources, R&D investment and leading technology that has made ReadyTech famous.

Drawing on its success in its education, work pathways, and workforce solutions segments, ReadyTech will help government customers to accelerate adoption of next generation technology, by providing an option that suits all customers' needs.

Providing customers with unparalleled flexibility and choice, ReadyTech will continue to put customers' needs first, and partner to deliver a solution that drives success.





At ReadyTech, we are ready for anything

ReadyTech exists to help communities thrive. From education and workforce management to local communities, government, justice systems and beyond, we create awesome technology that helps our customers navigate complexity, while also delivering meaningful outcomes.

We know society continually needs innovative solutions to solve new and emerging challenges. And we also know technology alone is not enough. That's why we've never lost sight of the power of a people-centric approach.

We remember where we came from. And we're ready to expand that deep market expertise to wherever the world needs us next.

Customer-centric software built for Government

Our customer-centric integrated software provides software solutions for a variety of Local and State Governments.

Through our Community Engagement Platform, you can provide your community around-the-clock access to services such as payment processing, customer requests, rates, planning applications, licensing and permitting and other online services.

With advanced procurement capabilities, you can also gain access to a functional set of source-to-contract management modules, covering the procurement and contract management lifecycle including tenders, compliance, contracts, supplier relationship management and sourcing.

As a leader in Local Government software, we deliver a full ERP solution, and truly care about making a difference to local communities through technology excellence.

Change the way you work and achieve unparalleled community service by providing a single-entry point for community members to easily interact with Local Government.

WE SERVICE

4000+
CUSTOMERS


GLOBAL TEAM OF

500+
PEOPLE

SUCCESS & GROWTH FOR

20+
YEARS

open windows software Part of **readytech**
modular procurement

Click [here](#) to read Open Windows' newsletter 

*Pictured (page 6): Nigel Lutton and Marc Washbourne at Perth iNNOVATE22.
Pictured top to bottom: Marc Washbourne presenting at Perth iNNOVATE22;
Craig McLaughlin from Open Office (part of ReadyTech) at Perth iNNOVATE22;
members of the Open Windows team.*





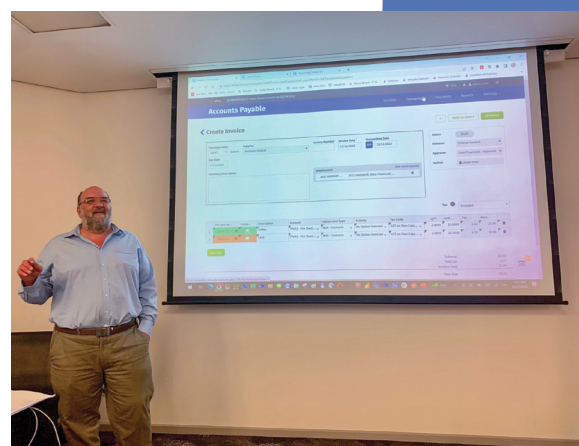
For the first time in its history, IT Vision’s annual user conference, iNOVATE, went national.

Kicking off in WA, iNOVATE22 Perth showcased presentations from our customers at the Shire of Plantagenet, the City of Wanneroo, our partners Ennovative and E-VIS, in addition to ReadyTech, Open Windows (part of ReadyTech) and the IT Vision team. Our MC for the day was Famous Sharron – the face of WA, and ambassador of the Art Gallery of WA, Pride WA, Art on the Move, and Event Cinemas. The event saw record attendance and the day ended with our ‘Welcome to the Circus’ themed social event, which was a huge hit!

The following week, iNOVATE was hosted in sunny Port Macquarie and Cairns, where we were joined by our customers from the Eastern states. In addition to some speakers from our Perth conference, delegates heard from Rebecca Mancini, who showcased Altus Payroll and Teresa Nagle, who discussed the Altus Procurement Suite.

Both conferences wrapped up with a networking drinks event to celebrate the exciting milestone of the first ever iNOVATE in these states. Similar to the Perth social event, this was a fantastic opportunity to connect with our customers in an informal setting.

The roadshow ended with a final iNOVATE held in Adelaide. While IT Vision has an established User Group in South Australia, COVID restrictions have created a three-year break in their User Group events and AGMs. This factor only added to the excitement for both IT Vision staff and Adelaide delegates in the lead up to the first ever Adelaide iNOVATE conference. With higher attendance than Port Macquarie and Cairns, this medium scale conference highlighted that at any scale, taking iNOVATE national this year was a success, with each event providing valuable insights. It was a fun rollercoaster and we hope our customers enjoyed the ride as much as we did!





PORT MACQUARIE
25th October 2022

CAIRNS
27th October 2022

ADELAIDE
18th November 2022

Meet the Team



Amber Platt, IT Vision

What is your role at IT Vision?

I'm the receptionist for IT Vision's Perth office.

What does a day in your role look like?

On a day-to-day basis, my main duties include answering and directing phone calls, maintaining office amenities, and answering reception emails. However, throughout a typical week, I may be responsible for organising office events, training, organising catering for various things, ordering office essentials, and more.

What is your professional/academic background?

My profession would be concerned with office administration; however, I have a Bachelor of Criminology. Do I profile everyone I meet? Maybe...

What do you do in your spare time?

When I do get some free time, I love to catch up with my friends or like most, I love to binge Netflix on the couch.

Do you play any sports/musical instruments or have any pets?

I don't do a lot nowadays, but I did play the flute for about 3 years when I was younger. I wouldn't have much to show for it now though!

What are you looking forward to in 2023, either at work or in your personal life?

I am really looking forward to excelling in my new role at IT Vision. I'm also very excited for my wedding in late 2023.



Rebecca Magill, ReadyTech

What is your role at ReadyTech?

Head of Marketing & Communications for the Government & Justice Segment. I started a few months ago with the intent of uniting our ReadyTech Government & Justice segment and strengthening the value we can offer to customers as a whole.

What does a day in your role look like?

No two days look the same, which I love! I can start with working on ReadyTech's brand strategy, implementation work on new marketing systems and technology, organise merch for an upcoming trade event, and finish up by creating a new marketing campaign and content.

What's your professional/academic background?

After completing Journalism & Communications at uni, I worked as a journalist for a coal mining publication. For the last 10+ years, I've worked for software companies, leading communications and marketing teams with a focus on corporate reputation, customer communications, and digital marketing.

What do you do in your spare time ?

I have 3 girls (Arabella (5), Ivy (3) and Stella (1) who keep me very busy! We try to keep them entertained - last week we went to a butterfly farm in Bribie Island (QLD) for something different. I also enjoy running! My absolute favourite time of the year is Christmas, so I'm looking forward to making it special for my girls this year.

Do you play any sports/musical instruments or have any pets?

I've played netball since I was little, but am now a bit rusty after a few breaks while having babies! Sadly, my music ability only extends to a few piano lessons that stopped at age 12 – but I love music and go to concerts when I can! We have a cat, Rex – the only other boy in the family to keep my husband company...

What are you looking forward to in 2023, either at work or in your personal life?

I'm really excited about 2023 and the future of ReadyTech! This year I've spent a lot of time building strategies to improve the way we communicate with our customers as a group and setting up some new systems and tools. Next year, we'll get to execute our plans, which is the fun part! I'm also celebrating my 10-year wedding anniversary and looking forward to our first overseas holiday since COVID to celebrate.

What excites you about working with IT Vision?

I was lucky enough to join IT Vision's INNOVATE22 Perth conference and it sure did not disappoint! I think I was as impressed as everyone in the crowd when Nigel and the team broke into a flashmob-style rendition of Don't stop Believin'! Every IT Vision team member and customer I spoke to was lovely and enthusiastic, and I feel as though I'm joining a very special, tight knit family. I'm excited to work closely with the IT Vision team and bringing together our government brands that make up ReadyTech.



Kavita Delal, IT Vision

What is your role at IT Vision?

I joined IT Vision in mid-January 2022 as an Implementation Consultant.

What does a day in your role look like?

I'm responsible for supporting the implementation of various products, such as Altus Content and SynergySoft. I also help to resolve help desk tickets related to implementations or upgrades. I'm actively involved in the implementation of Altus Customer Experience with our partners, Ennovative.

What is your professional/academic background?

I studied a Bachelor Computing & Information Systems at the University of Western Sydney. I have been working in IT for over 13 years and have held various roles as System Administrator and System Analyst. Before I started with IT Vision, I worked for some major global companies, such as Fujitsu, AstraZeneca, James Hardie, and Austal Ships.



Craig McLaughlin, Open Office

What is your role at IT Vision?

As Innovation & Development manager, I look after the development teams for our Government sector and product innovation for the Government suite.

What does a day in your role look like?

A large part of my day is spent speaking with customers, doing product demonstrations, and having project discussions around new features and technology that customers are interested in. The development team is large, and I meet regularly with Senior Team Leaders to ensure that our objectives are being met. Every day is fast paced and can pivot into some very interesting challenges.

What is your professional/academic background?

I started my career in professional services for an accounting firm and quickly moved into core IT. I now have over 25 years' experience building new products in the IT sector. It's a real passion and I have been lucky to work with some of the leading tech companies worldwide.

What do you do in your spare time?

I am an apiarist. Bees are fascinating and it's a hobby of mine that has no technology involved! The team love the honey I bring to work. Some seasons have produced over 100kg of honey just from 2 hives in my backyard. My family get involved and we sell the honey locally.

What do you bring to the team?

Some of the skills that I bring to the team are Project Management, MCP Microsoft Certified Professional, Microsoft Certified System Engineer, Certification in Financial services, ITILL, Cisco Certified Network Associate, SCCM (Administering System Configuration Manager), and other technical skills such as Dynamics 365, ERP systems.

What do you do in your spare time?

I love to settle in with a good Netflix show – I recommend the series 'Manifest'! I also enjoy reading, listening to Indian Bollywood and old western classics, trying out the best restaurants in town, shopping, and going to the beach with my family.

Do you play any sports/musical instruments/have any pets?

We have a whippet called Molly.

What are you looking forward to in 2023, either at work or in your personal life?

Professionally, the growth of Open Office into ReadyTech will continue to be an exciting project in 2023. Personally, my two boys are both starting year 10 at a new school and I am thoroughly enjoying watching what they become in life.

Any extra comments

ReadyTech continues to bring ideas and investment into our products. The innovation part of my role is often the most exciting. I have watched ideas written on my whiteboard develop into products that are core to our strategy. The ability to contribute at any level is what makes any role stimulating. Fun fact (which my wife calls my mid-life crisis), in my forties I did something completely different – I joined the Police force as a Constable. I loved the training, but it turns out that policing isn't like the Bad Boys movies, it's mostly paperwork! Ask me about it as I have some great stories...





City of Bunbury signs up to Open Office Health Manager solution

Open Office (part of ReadyTech) recently welcomed the City of Bunbury as a new customer. The City of Bunbury will be implementing Open Office's environmental health management solution, Health Manager, which will further empower the City to deliver outstanding services to their community.

Designed in collaboration with Environmental Health Officers (EHOs), Health Manager is the leading solution for environmental health activities. The solution provides a range of mobile business tools, using Windows and iOS tablets and smartphones, to create a truly mobile workforce. Health Manager offers a seamless, intuitive, and customisable software that facilitates effective interaction with your community.

The solution will provide the City with a reliable system to undertake assessment and compliance of food businesses and support it in meeting its legislated obligations regarding health inspections of food premises.

The mobility function will also enable Environmental Health Officers (EHOs) to conduct inspections in the field whether they're connected to the internet or not. Automatic switching between online and offline mode means that coverage black spots will no longer restrict City of Bunbury EHOs to paper forms, removing duplication and reducing time in commuting to and from the office.

The intuitive design allows centralised tracking and scheduling of inspection data for complete visibility. The City can leverage the system to automate inspections based on assessed risk and frequency, ensuring transparency with comprehensive, real-time reporting.

The City of Bunbury joins several Local Government Authorities across WA who have implemented Health Manager, including the Town of Victoria Park, the Shire of Murray, and the City of Mandurah.

Health Manager is available to IT Vision customers today as part of the wider ReadyTech ecosystem. To learn more about the Health Manager solution, reach out to your Account Manager.



WA Local Government Authorities who have implemented Health Manager:



Spotlight on the first half of the Financial Year

2022/23 – Q1

Altus Platform – App Launcher

A complete menu of all Altus applications that customers are licensed for. It provides a seamless experience when opening and switching between apps as they are all located in the one platform.

SynergySoft Receipting – Real Time Integration

Exposure of APIs so any third party product can integrate with rates payments made via Payment Hub.

Altus Security – Single Sign On

Publishing technical and support documentation for the feature to reach general availability.

2022/23 – Q2

Altus Receipting – Import Features

Extending file readers for payments made via Australia Post & BPAY.

Altus Upgrade – Automation Tools

Tools to improve the efficiency of Altus Financial implementations.

Altus Help Centre – In App User Guidance

First release of in app user documentation and support for Altus Bank Reconciliation.

Altus Purchasing – Standing Orders

Additional functionality to support Purchase Orders of a standing or ongoing nature.

Altus Business Intelligence – Budget Variance Analysis

Altus equivalent of Responsible Officer reporting, allowing users to analyse financial performance in accordance with defined tolerance thresholds.

Altus Procurement Suite **NEW MODULE**

A brand new suite of nine Procurement modules that help streamline and optimise an organisation's source-to-contract processes, including Supplier Relationship Management, Tendering, Compliance, and Contract Management.



2022/2023

Q1

Minor SynergySoft release

Altus Platform App Launcher

SynergySoft Receipting Real-Time Integration

Altus Security Single Sign On

Q2

Minor SynergySoft release

Altus Receipting Additional Import Features Real-Time Integration

Altus Upgrade Automation Tools

Altus Help Centre In App User Guides

Altus Purchasing Standing Orders

Altus BI Budget Variance Analysis

NEW MODULE

Altus Procurement Suite Integration with Altus Financials

Q3

Minor SynergySoft release Payroll Integration

▶ Altus Financials General Availability (GA)

Altus Accounts Payable eInvoicing

Altus Budgeting Automation Features

Altus Platform Sandpit Environments

Altus Plant Accounting Fuel Tax Credit Automation

Altus Receipting End of Day Process

Altus BI Purchasing Analysis Assets Analysis

NEW MODULE

Altus Rates & Property

Q4

Altus Readiness Enhanced Data Analysis

Altus Debt Recovery Accounts Receivable

Altus BI Debt Management Analysis

Altus Content Platform Upgrade

NEW MODULE

Altus Customer Portal Altus Customer Services

Q1

Q2

Q3

Q4



2023/2024

Q1

Q2

H2

Major SynergySoft release

Minor SynergySoft release

Altus Project Accounting
Strategic Project Reporting

Altus Financials
Reconciliation Automation

Altus Receipting
SMS Receipts

Altus User Management
Self Service Experience

Altus BI
Budgeting Analysis

NEW MODULE
Altus Health

Altus Bank Reconciliation
Direct Bank Feeds

Altus Stock
Mobile Stocktakes

Altus Assets
Minor Assets Register

Altus BI
Operational Analysis

NEW MODULE
Altus Resource & Compliance

Altus General Ledger
BAS ATO Integration

NEW MODULE
Altus Fees & Charges

Altus BI
Corporate Performance Analysis

Q1

Q2

H2

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.

Training Program

2022-2023

IT Vision currently coordinates a range of professional development courses for local governments throughout Australia.

Each session is available in-person and online. Places for in-person training are limited, so be sure to secure your place as soon as possible. If you have additional training needs, please get in touch with our training department and we can customise training for your organisation.

Click [here](#) to book a training session online



Date	Course	Duration
Records		
20 February 2023	SynergySoft Records User	Half Day
System Administration		
2 February 2023	System Administration	Full Day
Reporting		
9 June 2023	Front Counter (Receipting, Cats, Dogs, Dev Services, Rates Enquiries)	Half Day
Rates		
31 January 2023	SynergySoft End of Year Rates & Billing QLD	Full Day
13 February 2023	Rates Modelling WA	Full Day
27 February 2023	Pensioners & Seniors Rates WA	Full Day
14-15 March 2023	Introductory Rates & Property Essentials (All States)	2 Days
17-18 April 2023	Rates – WA Interim Rating	2 Days
29-30 May 2023	SynergySoft End of Year Rates & Billing	2 Days
Payroll		
15 December 2022	Altus Payroll Award Changes	Half Day
8-9 March 2023	Altus Payroll Essentials	2 Days
27-28 March 2023	SynergySoft Payroll Essentials	2 Days
29-30 March 2023	SynergySoft Payroll Leave Essentials	2 Days
31 March 2023	SynergySoft Payroll Terminations	Full Day
15 May 2023	SynergySoft End of Year Payroll	Half Day
16 May 2023	Altus End of Year Payroll	Half Day

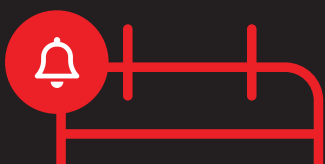
Date	Course	Duration
Finance		
14 December 2022	Excel Integration (Online)	Half Day
Dates Coming Soon	Finance Fundamentals	Full Day
Dates Coming Soon	Advanced Financials	Full Day
22 March 2023	Excel Integration	Half Day
23 March 2023	Altus Procurement	Full Day
24 March 2023	Creditors & Debtors	Full Day
3 May 2023	End of Year Financials	Full Day



We wish to advise that IT Vision's shutdown period this year will be from Friday 23rd December 2022 until Tuesday 3rd January 2023. Our office will return to normal operations on Monday 9th January.

Throughout this period, our support helpdesk will continue to operate with a team of skeleton staff in place. If you have any scheduled maintenance, project tasks, or require other changes to your environment during this time, please contact us as soon as possible.

Wishing everyone a Merry Christmas and a Happy New Year!



End of year closure

Friday 23rd December - Tuesday 3rd January



Spotlight on Altus Customer Experience



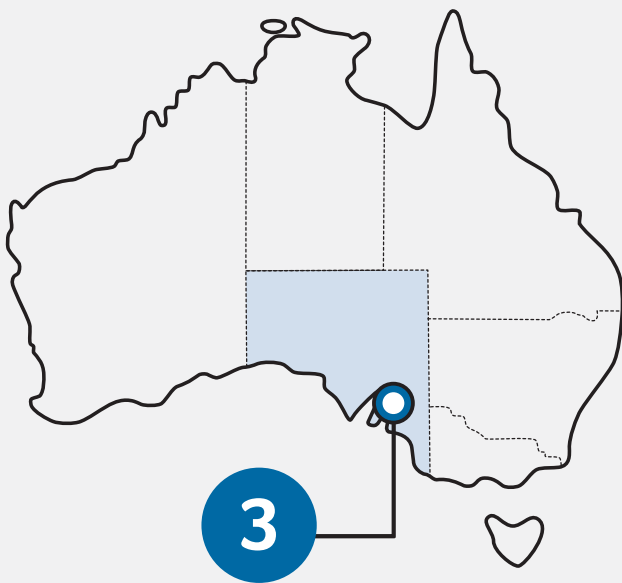
Our Altus Customer Experience solution is gaining popularity across the country, particularly in South Australia.

Altus Customer Experience offers a comprehensive single view of a customer and their history, allowing organisations to 'level up' their customer service, manage service requests, and gauge sentiment more effectively. With an online portal that tracks progress and outstanding actions, users can manage all customer requests – from fallen branches, to barking dogs, and abandoned vehicles.

Mapping integration to your GIS system allows customers pinpoint the exact location of their request for an improved user experience.

There is no requirement to be a pre-existing SynergySoft or Altus customer to adopt the Altus Customer Experience platform. To learn more about the Altus Customer Experience solution, head to our website or get in touch with your Account Manager or our Sales team.

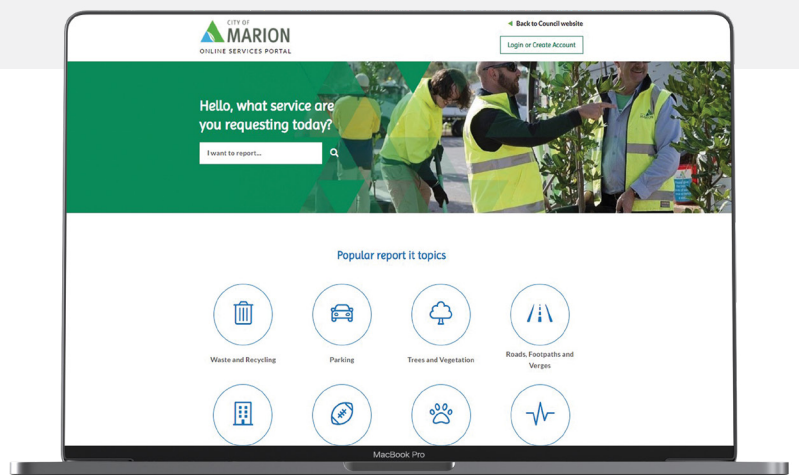
South Australia Go Live Customers in 2022/23



1 
Marion City Council

2 
Port Adelaide

3 
Charles Sturt



Team Updates

IT Vision's Jo Arpin and Mark Harris have recently changed roles. Here's what their new titles mean for the IT Vision team and our customers.



Jo Arpin, Customer Success Manager

Reporting to the Chief Executive Officer, Jo is responsible for client engagement and management of the Customer Success Team, who provide support to our customers. The Customer Success Manager is the escalation point for all customer-related enquiries and are responsible for managing the customer experience across IT Vision's customer base.

Jo's 'first order of business' has been ensuring that newer members of the support team are being upskilled through training sessions with senior consultants. In doing so, the level of customer support and response times will be enhanced.

As Customer Success Manager, Jo has a strong understanding of our customers needs, and has the ability to identify and articulate how IT Vision can support their strategic business goals. Jo will continue to build strong relationships with our customer base, something that she has had a head start on in her previous role here as a Customer Account Manager and visiting customer sites.

One key area of focus for the Customer Success Manager role is to ensure support requests are actioned within agreed service level agreements by helping the existing team of five support staff, with the objective to reduce the number of support tickets. Regarding the support queue, Jo is proud to report that during mid-October to mid-November, the Customer Success team achieved an 18% reduction in support tickets, despite the incoming volume not decreasing.

Prior to this role, Jo managed 70 councils in her role as Account Manager in our team. She will now expand that focus and make contact with our broader customer base, providing her direct contact details should they experience any issues, require any escalations, or are looking for more information on products, training options or demonstrations.

To get in touch with Jo, call (08) 9315 7037 or 0424 841 700 or email jo.arpin@itvision.com.au



Mark Harris, Program and Consulting Manager

As Program and Consulting Manager, Mark will manage the Implementation and Project teams, supporting them in the delivery of new system implementations along with improvements and upgrades to existing customers.

IT Vision has several new faces paired with a wealth of experience with our existing consultants. The team will leverage Prince2 project management

methodologies, to deliver consistent and successful outcomes for our clients. The new year is exciting with several Altus Finance implementations in the pipeline along with Altus Payroll Solutions. There's increasing interest in the customer facing portals with our Altus CX solution and Greenlight, and opportunities after the acquisition to provide a complete SAAS solution.



IT Vision team puckers up for Liptember

Since 2010, the Liptember campaign encourages people to wear lipstick throughout September to raise awareness and funds for women's mental health.

Our Development Services Manager, Jeanene Williams, champions this cause every year. Funds raised support a wide range of diverse programs to improve mental health outcomes for women across Australia.



Team Travels

Our team has travelled far and wide over the past 6 months, visiting customer sites, attending conferences and taking our iNNOVATE conference national.

In August, Jo did a roadtrip to the South West. With visits to ten shires in just two days, Jo didn't get much of a chance to see the tourist hotspots. However when she got to Harvey just before the Shire's doors opened, she couldn't help but snap a photo of their beautiful flowers.



On the same trip, Nannup had their flower festival, so Jo was able to enjoy the wildflower season – a wonderful time of the year to be in the region. In contrast, when Jo travelled to the Gascoyne, she only saw five shires in three days, due to the vast distances between Shires – specifically Exmouth, Carnarvon, Upper Gascoyne, and Shark Bay. Lots of mileage!

The recent wet season saw Jo driving through some water when she did a Central Country trip in August, covering twelve Shires in three days, including Dumbleyung, Lake Grace, and Quairading, where she came across the town's iconic bull!



In November, Angelo and Jo travelled to tropical North Queensland to represent IT Vision at the the Local Government Finance Professionals conference in Cairns. As sponsors of the event, we attend these conferences annually. They're a big highlight of the year and 2022 was no exception, especially for Jo as her first year in attendance! Jo and Ang enjoyed catching up with customers during the week of the conference and getting a dose of vitamin D in the sunshine state.

Earlier this year, Mark and Chenae visited our customers at the City of Kalgoorlie Boulder to prepare for the next step in their digital transformation journey. They went back in November this year to meet with the team on site.



Over October and November, Nigel, Eliza, and Angelo travelled to Port Macquarie, Cairns, and Adelaide for our iNNOVATE22 conference roadshow. Their collective travel covered 18,842 kms (Perth – Sydney – Port Macquarie – Sydney – Cairns – Brisbane – Perth – Adelaide – Perth). This distance is a little more than a flight from Perth to Iceland!

2022 Highlights



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