

Innovative Process Group



Newsletter

January 2004

In this edition

Happy New Year!

A Round Up for 2003

Pocket PC Ship Inspection System

Maritime Safety Extranet

Innovative Process Group Pty Ltd (IPG) sends all our customers **Best Wishes** for the year 2004, and we hope you had an enjoyable and safe holiday break with family & friends.

We look forward to working with you and your team during the coming year, to assist in ensuring effective and efficient management of your company's processes - and thus contribute to the growth and success of your business.

IPG KEY OUTCOMES FROM 2003

Hotel and Bar Cash System

Our team developed and successfully deployed a daily cash balancing solution for Burst Pty Ltd (owners of 3 popular hotels in Sydney - OMalley's, The Great Northern and The Brookvale). This involved the production of reporting templates and entry screens that would allow staff to report takings and check their cash balances. We will further develop this system in 2004 to incorporate full integration with the customer's accounting system.

AMSA Pocket PC Trial

IPG's most challenging Pocket PC project to date came from the Australian Maritime Safety Authority. See the feature article later in this news letter for full details on this successful trial and the future implementation across the ASMA surveyor community.

New Customers

Include the Australian Maritime Safety Authority, Burst Pty Ltd (Hotels), Oceanic Yacht Design, the Phoenix Hotel, and Sydney Fish Markets.

New Partners

Our Partners now include SkyWire - a leading Symbol Technology Partner who has helped IPG to deliver unique Pocket PC based solutions to customers like the Sydney Fish Market - see our web site for more details.

Customer Care Program

Following its successful introduction last year IPG 'Customer Care Program' will be continued throughout 2004. More details are available from our website, including a range of free offers to existing customers.

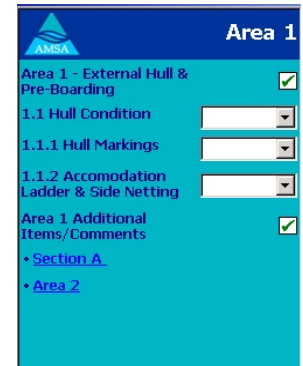
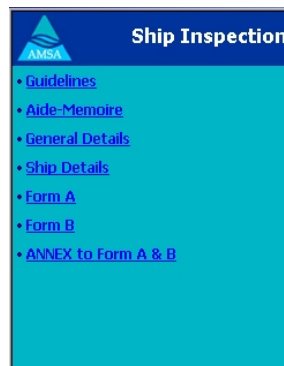
FEATURE ARTICLE

"Pocket PC Ship Inspection System"

The Brief- Develop a Pocket PC based Ship Inspection System for the Australian Maritime Safety Authority's ship surveyors.

Challenges - A very large and cumbersome paper-based recording booklet was in use and required duplication of effort to capture the outcomes of inspections, an earlier attempt to use laptops by the surveyors had failed, and the surveyor community were somewhat 'hostile' towards technology as a result.

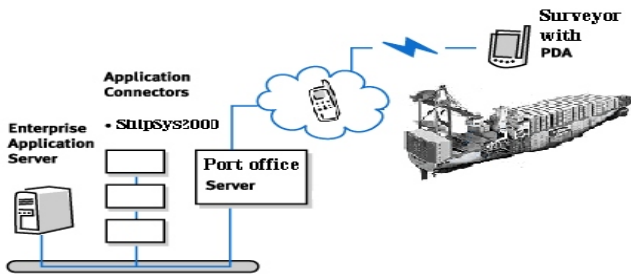
The Solution - A series of easy to use, data entry screens were developed for a hands-on trial with AMSA's ship surveyors at Port Kembla.



We soon found what did and did not work, and how best to ensure that most users would be comfortable retrieving and entering data using the Pocket PC.

Feature Article - Continued "Pocket PC Ship Inspection System"

Back-end Integration - Next, we tackled perhaps the greatest issue - when it comes to ROI for these solutions- that of integration with AMSA's ShipySys2000 database, a comprehensive data store of more than 15,000 ships particulars, with live feeds from AMSA's regional and main port offices along with international (IMO) databases.



Although challenging from the sheer size and complexity of the data relationships, our team easily achieved integration through the use of a custom XML data pathway, to allow each inspection session (ie. job) to be 'pre-loaded' with the ship's details thus saving the surveyor much time in preparing for the inspection.



The captured data from each session can now be stored in both an internal window for further editing (if required) prior to sending it to their ShipSys2000 system to update and append existing records. Sessions can also be sent directly via active sync or wireless means to the ShipSys2000 system. These last few steps are where the real cost savings have occurred for AMSA - potentially saving one FTE salary position just by having this system!

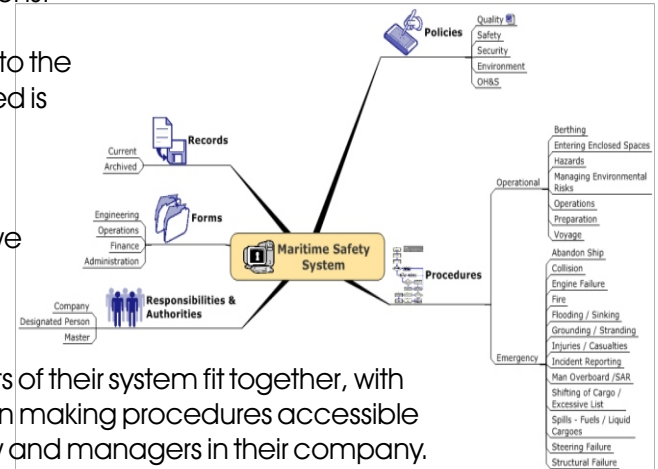
The Way Ahead - Due to the overall success of the trial, AMSA will be staging further roll-out of the developed solution to key ports. This will help AMSA and IPG to iron out any final hardware issues prior to an Australia-wide deployment later in 2004.

New Development "Maritime Safety Extranet System"

A sensible and Cost Effective Approach to Compliance - over the past four years, IPG has seen first-hand the enormous cost that can be borne by maritime industry to operate in compliance with the many International, Federal and State based regulations.

Our approach to the Systems required is - shown here:

One of the key elements we focus on is to help owners to understand how all the parts of their system fit together, with an emphasis on making procedures accessible To all staff, crew and managers in their company.



Using the power and versatility of Microsoft's Share Point Access - we have created a world-class 'portal' for the exchange of records and information to help owners / operators to keep their systems in shape without the huge costs of an in-house IT department.



Designed to put the owner in control, our Maritime Safety Extranet System offers secure (128 bit) encryption (just like internet banking) to protect their important information and records, yet allow owners to easily retrieve and update their management system.

We have deliberately kept the costs of this service down, so that we can best meet the expectations of so many of Australia's marine operators - why not ask us for a quote - you'll be pleasantly surprised when you see how cost effective it is.

Our Team continue to ensure IPG is a positive, results-driven and technologically astute company.

The launch of MSES in Feb 04 is focussed directly towards the needs of Australia's marine industry - in particular the smaller scale owner / operator and charter boat companies. With more than 3000 of these companies Australia-wide we expect to quite busy for the next two years helping our new customers to get the most from their safety management systems.

If you haven't yet seen our new developments - then please call our Sydney office direct for a free, trial guest pass to our new extranet sites. Your most important investment will be a short step away, once you have seen just how easy to use and powerful our solutions are.

Call +62 (0)2 8211 0451 or e-mail to sales@iprocessgroup.com.