

# VersaDev

Delivering Business Software Solutions

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## Case Studies

## CASE STUDY 1 – BHP Billiton

### Organisation:

BHP Billiton

### Offices Where Solution Used:

Adelaide, South Australia, Australia; Melbourne, Victoria, Australia ; Houston, Texas, United States of America

### URL:

<http://www.bhpbilliton.com>

### Industry:

Resources

### About the Organisation:

BHP Billiton is the world's largest diversified resources company. Having more than 100 operations in approximately 20 countries, BHP Billiton occupies industry leader or near industry leader positions in major commodity businesses, including aluminium, energy coal and metallurgical coal, copper, ferro-alloys, iron ore and titanium minerals, and have substantial interests in oil, gas, liquefied natural gas, nickel, diamonds and silver.

### Key VersaDev Products Used:

versaSRS HelpDesk

### Key Technologies Used:

MS .Net Framework 1.1  
ASP .Net  
MS SQL Server 2000  
MS Exchange 2000  
MS .Net Windows Services  
Active Directory  
Web Services

## versaSRS HelpDesk

### BACKGROUND

BHP Billiton was previously using a Vantive Help Desk with an Oracle backend database.

### CHALLENGES

Integration with Active Directory, GSAP and the importing of legacy data.

### IMPLEMENTATION HIGHLIGHTS

Due to our solution being built on Microsoft Enterprise platforms, our solution was highly scalable, reliable and robust. The solution also included a custom disaster recovery mechanism. Due to the solution being browser-based there was an immediate ROI as no desktop rollout was required.

### SOLUTION

Based on the Microsoft .NET Framework and delivered through the web browser, versaSRS HelpDesk provides BHP Billiton with a flexible and scalable solution for managing help desk and service request processes and providing cost effective solutions to end users and customers. As a result versaSRS HelpDesk has been adopted by BHP Billiton as the product of choice for managing their help desk, as well as being used extensively by other departments, such as HR & Payroll, to effectively manage required actions and requests internally throughout the organisation.

## CASE STUDY 2 – BHP Billiton

### Organisation:

BHP Billiton

### Offices Where Solution Used:

Adelaide, South Australia, Australia ; Melbourne, Victoria, Australia ; Houston, Texas, United States of America

### URL:

<http://www.bhpbilliton.com>

### Industry:

Resources

### About the Organisation:

BHP Billiton is the world's largest diversified resources company. Having more than 100 operations in approximately 20 countries, BHP Billiton occupies industry leader or near industry leader positions in major commodity businesses, including aluminium, energy coal and metallurgical coal, copper, ferro-alloys, iron ore and titanium minerals, and have substantial interests in oil, gas, liquefied natural gas, nickel, diamonds and silver.

### Key VersaDev Products Used:

Action Management Module

### Key Technologies Used:

MS .Net Framework 1.1  
ASP .Net  
MS SQL Server 2000  
MS Exchange 2000  
MS .Net Windows Services  
Active Directory  
Web Services

## Action Management Module (versaSRS)

### BACKGROUND

VersaDev was commissioned by BHP Billiton to develop a custom module for versaSRS HelpDesk which enables employees to assign a 'Required Action' to manage risks and assessments. These actions were previously handled in spreadsheet and hard copy format where extensive man hours were required to distribute action requests via email, collect and collate information, and update the records.

### SOLUTION

All responses to actions are now handled by a custom designed email form which, when returned to the versaSRS HelpDesk, are automatically appended into the original record. Appropriate workflow processes are managed and full audit logs are recorded. As a result of VersaDev's implementation of the Action Management Module, all processes have been streamlined and automated, with the added benefit of freeing up personnel time.

## CASE STUDY 3 – BHP Billiton

### Organisation:

BHP Billiton

### Offices Where Solution Used:

Adelaide, South Australia, Australia ; Melbourne, Victoria, Australia ; Houston, Texas, United States of America

### URL:

<http://www.bhpbilliton.com>

### Industry:

Resources

### About the Organisation:

BHP Billiton is the world's largest diversified resources company. Having more than 100 operations in approximately 20 countries, BHP Billiton occupies industry leader or near industry leader positions in major commodity businesses, including aluminium, energy coal and metallurgical coal, copper, ferro-alloys, iron ore and titanium minerals, and have substantial interests in oil, gas, liquefied natural gas, nickel, diamonds and silver.

### Key VersaDev Products Used:

AP AutoInvoice

### Key Technologies Used:

MS .Net Framework 1.1  
MS Exchange 2000  
MS .Net Windows Services  
Neevia Document Converter

## AP AutoInvoice

### BACKGROUND

VersaDev was commissioned by BHP Billiton to develop a custom solution that enabled them to automate the handling of incoming invoices so that the output generated a specific file format for storage.

Prior to this solution BHP Billiton received invoices as either faxes or emails with attachments. These faxed or emailed invoices were then manually printed, scanned and saved to an appropriate folder in the BHP Billiton document scanning system.

### SOLUTION

VersaDev has delivered a solution which completely automates the previous manual process. The AP AutoInvoice system now seamlessly logs into Exchange-based mailboxes and processes the email or fax, converts any attachments to a TIFF image, moves the TIFF across the network and saves it to a scanning folder. This file, in turn, is automatically picked up by their existing document scanning management system.

The system also caters for custom tags within subject fields of emails, which can be used to route the generated TIFF output to the relevant document scanning folders as required.

## CASE STUDY 4 – BHP Billiton

### Organisation:

BHP Billiton

### Offices Where Solution Used:

Adelaide, South Australia, Australia; Melbourne, Victoria, Australia ; Houston, Texas, United States of America

### URL:

<http://www.bhpbilliton.com>

### Industry:

Resources

### About the Organisation:

BHP Billiton is the world's largest diversified resources company. Having more than 100 operations in approximately 20 countries, BHP Billiton occupies industry leader or near industry leader positions in major commodity businesses, including aluminium, energy coal and metallurgical coal, copper, ferro-alloys, iron ore and titanium minerals, and have substantial interests in oil, gas, liquefied natural gas, nickel, diamonds and silver.

### Key VersaDev Products Used:

versaTWB

### Key Technologies Used:

MS .Net Framework 1.1  
ASP .Net  
MS SQL Server 2000  
MS Exchange 2000  
MS .Net Windows Services  
Active Directory  
Web Services  
MS SQL Reporting Services

## versaTWB (Time Writing & Billing System)

### BACKGROUND

BHP Billiton Shared Services Centre Adelaide (SSCA) approached VersaDev to provide a new system for use by BHP Billiton legal personnel worldwide.

This system enables lawyers and legal advisors to allocate time spent against specific clients – this then produces appropriate bills and invoices for charging purposes. (The requirement of accurate billing and invoicing as a result of time-based charging was of key importance, with the result that the developed solution needed to be comprehensive in managing this process).

Prior to this engagement existing off-the-shelf solutions were investigated by BHPBilliton. A preference for a Microsoft browser-based solution was the key factor in deciding to engage VersaDev to build a solution using tried and reliable Microsoft platforms and solutions.

### PRODUCT SYNOPSIS

versaTWB is a Time Writing and Billing application that serves several purposes:

- It allows legal consultants the ability to record hours against matters;
- It allows service centre groups to record volume charges for service-related activities such as HR, Payroll and Accounting;
- It produces end of month invoices and generates emails copies to the service providers and customers;
- Produces an output file to upload cross business charging data to the SAP accounting system.

The system is used globally by legal consultants in locations such as Houston, London, Chile, Johannesburg, Melbourne and Adelaide.

### INNOVATION

versaTWB is delivered to the desktop via the Web Browser using Microsoft .Net technologies. This was a key requirement due to the global nature of the application and the need for zero deployment of software to the desktop.

Despite being web delivered, the application has a Windows look and feel including drop down menus, resizable grids, pop-up dialogs and tabs. The speed of operation is such that users are generally unaware that the application is browser-based.

The system makes use of Client Side Web Service calls to avoid time and bandwidth-consuming page post-backs on the main data entry forms. Data is saved as it is keyed by the user eliminating the need to click an 'OK' button at regular intervals.

Reports and invoices are generated using Microsoft SQL Reporting Services. Again this allows a web interface to these items avoiding the need for any desktop components and ensuring that enhancements can be delivered to all users quickly and concurrently.

## versaTWB (cont)

### FEATURES

- **Time writing module:** Users record times against a variety of legal "matters". Includes the ability to record a note against each time entry or the whole day for the time writing user.
- **Project Management module:** Authorised users can create new projects ("matters") and assign service providers, customers and the relevant SAP charging codes against those matters.
- **Billing Module:** Authorised users can assign volume charges against projects. Charges can be rolled over period to period, yearly budgets for volumes defined, and actuals against budgets tracked through reports.
- **Administration Module:** Projects consist of one or more "services". Services consist of one or more "activities". These services and activities as well as customers, service providers and system user profiles are managed in the Administration Module.
- **Invoicing:** Formatted invoices are produced at the end of each period detailing the time and volume charges to each customer. These are disseminated via subscriptions in Microsoft SQL Reporting Services. Invoices are charged in the local currency of the customer.
- **SAP Upload:** A SAP upload file is generated at the end of each period to transfer funds between the customer and service provider's accounts for internal charging purposes.
- **System Reports:** A variety of summary and detail reports are available for users.

### SOLUTION

Based on the Microsoft .NET Framework and delivered through the web browser, the TWBS enables BHP Billiton personnel to access the system worldwide, use the system in real time and effectively manage their time and charging processes effectively.

#### Quality Outcomes:

- Reduced the time required to produce invoices from 1 week to typically less than 2 hours.
- Reduced the administration overhead of the previous system by allowing users to "self-serve" creating their own projects
- Timely, self-service of reports. Previously reports had to be requested and distributed manually by the system administrator.
- Quick time to deploy updates due to thin-client architecture.
- Billing accuracy was achieved with the key customer commenting that only 2 errors were found out of several thousand invoice items billed in the first period of implementation.

## CASE STUDY 5 – BHP Billiton

### Organisation:

BHP Billiton

### Offices Where Solution Used:

Adelaide, South Australia, Australia; Melbourne, Victoria, Australia ; Houston, Texas, United States of America; Santiago, Chile

### URL:

<http://www.bhpbilliton.com>

### Industry:

Resources

### About the Organisation:

BHP Billiton is the world's largest diversified resources company. Having more than 100 operations in approximately 20 countries, BHP Billiton occupies industry leader or near industry leader positions in major commodity businesses, including aluminium, energy coal and metallurgical coal, copper, ferro-alloys, iron ore and titanium minerals, and have substantial interests in oil, gas, liquefied natural gas, nickel, diamonds and silver.

### Key VersaDev Products Used:

versaRECMAN

### Key Technologies Used:

MS .Net Framework 1.1  
ASP .Net  
MS SQL Server 2000  
MS Exchange 2000  
MS .Net Windows Services  
Active Directory  
Web Services

## versaRECMAN

### (Accounting to Reporting Reconciliation Management Tool)

#### BACKGROUND

Previous to the implementation of versaRECMAN, BHP Billiton Shared Services Centre Adelaide (SSCA) worked through a reconciliation process each month across Payroll, Accounts Payable and Accounting to reporting teams. The process included multiple levels of manual handling using thousands of Excel spreadsheets and an Access database.

This consisted of several components:

- Download file from financial systems
- Reconciliations prepared in spreadsheets
- Reconciliation results entered into an Access database
- Reports run from an Access database

The process and tools were labour intensive, unstable, had security issues, and were difficult to administer. It also did not provide appropriate reporting tools.

Due to the business critical nature and timing of this project, with its implications regarding business process improvements along with the need for access for independent auditing, BHP required a solution which was flexible, easily managed and rapidly delivered.

#### PRODUCT SYNOPSIS

versaRECMAN is an End of Period Account Reconciliation tool used to reconcile account balances against outstanding amounts with reports on the process and its outcomes.

- At the end of each period, general ledger balances are output from the SAP system and uploaded to versaRECMAN.
- Reconciliations are prepared by entering data into an Excel template and balanced by applying one or more reconciling items to the reconciliations.
- Once balanced, the reconciliation is submitted for review, via a work flow process.
- The reconciliation is then reviewed and if necessary reworked or approved.
- Reports are generated that allow the overall status of the reconciliation process to be monitored, checked and improved.

#### INNOVATION

versaRECMAN is delivered to the desktop via the web browser using Microsoft .Net technologies. This was a key requirement due to the distributed nature of the application and the need to have zero deployment of the software to the desktop.

Despite being web delivered, the application has a Windows look and feel including drop down menus, resizable grids, pop-up dialogs and tabs. The speed of operation is such that users are generally unaware that the application is browser-based.

A major innovation was the use of Microsoft Office Web Components (OWC) in the delivery of Excel spreadsheet templates for entering and submitting the reconciliations. The reconciliation process requires a variety of data to be entered to support each reconciliation; however that data is not used for reporting purposes. Reconciliations were previously captured in Excel spreadsheets which allowed maximum flexibility.

In versaRECMAN, each reconciliation uses one of 15 Excel templates which are loaded at the commencement of each reconciliation. The spreadsheet is embedded within the ASP.Net web form and is filled in by the preparer. The spreadsheet is then converted to XML format to be saved to the SQL database via a web service.

By using OWC, the system allows the data capture area to be as flexible as the client requires. Templates can be readily modified without the need to change the application itself.

## versaRECMAN (cont)

### CHALLENGES

The need for embedded Microsoft Excel spreadsheet information, for use as a template framework within the application, required significant research to integrate due to explicit customer needs. This was successfully achieved and delivered, and enabled BHP SSCA to retain control of the core template requirements rather than having a solution which hard-locked the functionality into the solution. This provides immediate future scalability and flexibility for necessary changes that may arise based on business changes.

### FEATURES

#### Reconciliation Module:

- Users view a list of reconciliations for the current period awaiting their action. Reconciliations can be opened, data entered into an Excel worksheet and the input saved, along with any comments, to the SQL database.
- Preparers can also insert reconciling items to balance the account. These reconciling items are completed in subsequent periods as journals are done in SAP to match the items.
- Reviewers are alerted to reconciliations requiring their attention via email. Reconciliations are reviewed and may be sent back to the preparer for reworking. Email notifications are sent at each step of the work flow process.
- All steps and actions in the preparation and review process are logged to an audit log should an audit trail be required.

#### Reports Module: SQL Reporting Services is used to deliver reports measuring:

- Summaries of progress of recs for each period
- Numbers and amounts of reconciling items entered
- Measurement of progress against Key Performance Indicators (Reconciliations have key dates by which they must be prepared and reviewed)
- Analysis of reworked reconciliations for process improvement

#### Administration: Allows the management of reconciliations and associated data:

- Managing company and account information
- Creating and modifying reconciliations
- Creating and modifying Excel worksheet templates and assigning those templates to reconciliations
- Uploading to RECMAN general ledger balances from a SAP download and managing any associated errors

### SOLUTION

Based on the Microsoft .NET Framework and delivered through the web browser, the system enables BHP Billiton personnel the ability to use a solution which is live, eliminates labour intensive manual processing, utilises user security-based workflow and sign-off and reports effectively on outcomes.

versaRECMAN has already proved its value within BHP with several other business units expressing interest in using the product. The flexibility of the Excel template model means that the system can be easily implemented into other organisations.

The value of versaRECMAN is in the ability to measure process workflow and report against Key Performance Indicators.

#### Quality Outcomes:

- The previous process was unmeasurable due to the distribution of reconciliations on network file shares in Excel spreadsheets.
- versaRECMAN has consolidated data and processes into one system allowing for consistent processes and measurement of Key Performance Indicators.
- Process auditing and improvement is now a reality for BHP.
- Updates can be implemented quickly due to thin-client architecture.

## CASE STUDY 6 – Local Government Association of South Australia

### Organisation:

Local Government  
Association of South  
Australia – Workers  
Compensation Scheme

### Offices Where Solution Used:

Adelaide, South Australia

### URL:

<http://www.lga.sa.gov.au>

### Industry:

Council

### About the Organisation:

The LGA is the voice of Local Government in South Australia. LGA is directed by an Annual General Meeting of members and a half-yearly General Meeting and by an elected State Executive Committee between general meetings. All Councils under the Local Government Act are members along with Anangu Pitjantjatjara.

### Key VersaDev Products Used:

versaOHS (Occupational  
Health & Safety Reporting  
and Management System)

### Key Technologies Used:

MS .Net Framework 1.1  
ASP .Net  
MS SQL Server 2000  
MS Exchange 2000  
MS .Net Windows Services  
Active Directory  
Web Services

## versaOHS (Occupational Health & Safety Reporting and Management System)

### BACKGROUND

The Local Government Association Worker Compensation (LGAWCS) Scheme required a solution which would enable them to effectively report on Workplace Incidents & Hazards across all South Australian councils.

To assist them with this process the LGAWCS needed a software solution that could be distributed to councils to enable them to effectively record, manage and reports on OH&S related matters.

The second phase of this requirement incorporated the ability of the LGAWCS to connect and retrieve a snapshot of any council's records in each system, allowing them to view and report on any incidents and hazards that may be of interest.

### SOLUTION

versaOHS was designed, in consultation with industry-recognized OH&S consultants, to automate Occupational Health and Safety reporting and management services.

versaOHS was developed as an enterprise OHS system providing a professional, reliable and automated system that allows councils to manage hazards and incidents within the new business and legislative requirements, always with an eye on Australian Standards where they apply.

With these benefits in mind, versaOHS was designed as an ideal support solution that guarantees council staff the tools to achieve best practice in OHS management and reporting.

Based on the Microsoft .NET Framework and delivered through the web browser, the versaOHS system enables councils the ability to record, track and manage their day-to-day OH&S issues, with the ability to feed this information back to the LGAWCS for legal and legislative conformance.

## CASE STUDY 7 – Adelaide City Council

### Organisation:

Adelaide City Council

### Offices Where Solution Used:

Adelaide, South Australia

### URL:

[www.adelaidecitycouncil.com](http://www.adelaidecitycouncil.com)

### Industry:

Council

### About the Organisation:

The Adelaide City Council's ambition is to be recognised as a dynamic, bold, energised, creative organisation that is a major driver of the City, acknowledged for innovative developments and impressive achievements.

### Key VersaDev Products Used:

IT Assets System – with Microsoft SMS Integration

### Key Technologies Used:

MS .Net Framework 1.1  
ASP .Net  
MS SQL Server 2000  
MS Exchange 2000  
MS .Net Windows Services  
Active Directory  
Web Service  
MS SMS

## IT Assets System – with Microsoft SMS Integration (versaSRS)

Adelaide City Council commissioned VersaDev to develop a comprehensive Assets Module for their existing implementation of versaSRS HelpDesk. This system has been designed to browse ACC's existing data stored in Microsoft SMS allowing for comprehensive reporting on assets throughout the organisation, with the ability to leverage information relating to assets on a more day-to-day level.

As well as this, VersaDev provides the ability to log Microsoft SMS 'exceptions' directly into the versaSRS HelpDesk System. This allows ACC to capture when certain assets have changed based on specific rules, e.g. RAM from laptop has been removed, DVD drive has been swapped with CD-ROM drive, etc. The IT Assets module then automatically logs an appropriate call to the Help Desk for actioning.

ACC were extremely pleased to be able to combine their existing information already in Microsoft SMS with the provision of richer management and handling of assets through the new module.

## CASE STUDY 8 – Adelaide City Council

### Organisation:

Adelaide City Council

### Offices Where Solution Used:

Adelaide, South Australia

### URL:

[www.adelaidecitycouncil.com](http://www.adelaidecitycouncil.com)

### Industry:

Council

### About the Organisation:

The Adelaide City Council's ambition is to be recognised as a dynamic, bold, energised, creative organisation that is a major driver of the City, acknowledged for innovative developments and impressive achievements.

### Key VersaDev Products Used:

versaBRM  
versaPPS  
versaPDP

### Key Technologies Used:

MS .Net Framework 1.1  
ASP .Net  
MS SQL Server 2000  
Web Services  
MS Exchange 2000

### versaBRM (Business Planning & Risk Management Software)

Adelaide City Council commissioned VersaDev to develop versaBRM to manage all business planning activities for the City of Adelaide.

versaBRM is a best practice model that integrates business planning with prudent risk management practices across councils, organisations, departments or businesses.

It is a comprehensive and integrated system which assists managers in managing their business plans and outcomes.

- Large range of flexible tools
- Browser-based management of projects & associated risks
- Multiple levels of reporting
- Reduces extra demands on managers & team leader resources
- Produces clear responsibilities that are staff driven - reinforces accountability
- Ready alignment with corporate goals
- Provides the ability to see what is happening across the organisation

### versaPPS (Project Proposal System)

Adelaide City Council commissioned VersaDev to develop versaPPS to manage all Project Proposals for the City of Adelaide.

The PPS is an intranet-based application used to facilitate the collection and evaluation of proposals for funding capital works, programs and operating projects programs.

The system allows managers to test budget scenarios comprised of various project proposals.

- Flexible tools & management system
- Online documentation & progression of projects & budget plans
- Scenario builder & planning
- Track project & proposals – full cycle
- Alignment of project ideas with defined corporate objectives
- Efficiently create different budget scenarios related to different projects / proposals

### versaPDP (Personal Development Planning)

Adelaide City Council commissioned VersaDev to develop versaPDP to work with staff to develop their Personal Development Plan, track achievements and target areas for improvement together with associated competencies.

- Strict security allows for viewing and 'signing off' online for staff, supervisors and managers.
- Electronic sign off of all PDPs within your organisation
- View the status of your staff's PDPs at a glance
- Allows two-way feedback between managers and employees
- Clarifies personal goals and aligns these to the corporate/team goals
- Clarifies expectations and roles/responsibilities
- Identification of career development goals & training and development actions

## CASE STUDY 9 – Adelaide City Council

### Organisation:

Adelaide City Council

### Offices Where Solution Used:

Adelaide, South Australia

### URL:

[www.adelaidecitycouncil.com](http://www.adelaidecitycouncil.com)

### Industry:

Council

### About the Organisation:

The Adelaide City Council's ambition is to be recognised as a dynamic, bold, energised, creative organisation that is a major driver of the City, acknowledged for innovative developments and impressive achievements.

### Key VersaDev Products Used:

versaCRM

### Key Technologies Used:

MS .Net Framework 1.1  
ASP .Net  
MS SQL Server 2000  
MS .Net Windows Services  
Web Services

### versaCRM (Lord Mayor's Contacts System)

versaCRM, an independent VersaDev solution in its own right, was tailored for Adelaide City Council to assist them in managing their internal and external contacts, organisation information and council functions & events relevant to the needs of the Lord Mayor's Department.

ACC's implementation of versaCRM was enhanced to allow for group invitation management for council-related functions and events.

This ability allows ACC to mine corporate contact and organisation data based on unique, cross-referenced, or contact role responsibilities and build required lists for the purpose of creating invitations.

## CASE STUDY 10 – Adelaide City Council

### Organisation:

Adelaide City Council

### Offices Where Solution Used:

Adelaide, South Australia

### URL:

[www.adelaidecitycouncil.com](http://www.adelaidecitycouncil.com)

### Industry:

Council

### About the Organisation:

The Adelaide City Council's ambition is to be recognised as a dynamic, bold, energised, creative organisation that is a major driver of the City, acknowledged for innovative developments and impressive achievements.

### Key VersaDev Products Used:

Integrated Council Reporting System

### Key Technologies Used:

MS .Net Framework 1.1  
ASP .Net  
MS SQL Server 2000  
MS Exchange 2000  
MS .Net Windows Services  
Active Directory  
Web Services

## Integrated Council Reporting System

### BACKGROUND

Adelaide City Council (ACC) holds meetings of Council and key committees on a fortnightly basis, with the Development Assessment Panel (DAP) meeting held in alternate weeks.

In preparation for these meetings, briefings are held and reports are developed for inclusion in the agendas. The outcomes of these meetings may result in further actions being required.

These reporting requirements and associated outcomes or actions are currently stored in multiple disparate Office documents and databases that have evolved over time.

Reporting on and communicating the status of this information is ad-hoc, inefficient and often time-consuming.

### SOLUTION

An independent VersaDev solution in its own right, this project was tailored for Adelaide City Council to provide an integrated web delivered system for the recording, notification, sign-off and reporting for key needs in the areas of:

- Briefings to be presented to Council, Committees and DAP;
- Reports required for Council, Committees and DAP;
- Ad-hoc Council / Committee items;
- Decisions made (resolutions) out of Council / Committee and any associated reports requested;
- Questions on notice and without notice from meetings;
- Motions on notice and without notice from meetings;
- Electronic notification and authorisation process for Council / Committee reports review.

## CASE STUDY 11 – Adelaide City Council

### Organisation:

Adelaide City Council

### Offices Where Solution Used:

Adelaide, South Australia

### URL:

[www.adelaidecitycouncil.com](http://www.adelaidecitycouncil.com)

### Industry:

Council

### About the Organisation:

The Adelaide City Council's ambition is to be recognised as a dynamic, bold, energised, creative organisation that is a major driver of the City, acknowledged for innovative developments and impressive achievements.

### Key VersaDev Products Used:

Library Staff Rostering System

### Key Technologies Used:

MS .Net Framework 1.1  
ASP .Net  
MS SQL Server 2000  
MS .Net Windows Services  
Web Services

## Library Staff Rostering System

### BACKGROUND

The City Services division of Adelaide City Council incorporates a number of business units in the areas of Libraries, Customer Centres, Parking, Collection Management and Aquatic Centres.

These business units maintain rosters for at least a portion of their staff, using various methods such as Excel spreadsheets, Access databases and/or manual systems.

There is currently no centralisation or integration of these rosters. Similarly there is no integration of staff timesheets with the rosters or the Payroll system (CHRIS).

### SOLUTION

VersaDev developed a web delivered system providing a generic calendar driven rosters system which takes into account various business rules, leave provisions and staff availability when determining each roster.

The benefits of this solution are:

- Reduced demands placed on staff who manage rosters by eliminating the need to manually apply business rules and consider staff availability when generating the rosters
- Increased accuracy and reliability of rosters, thus reducing the need to rework the rosters as errors are identified or changes are requested
- Easy access to and reporting of individual and group rosters and
- A more effective management tool, enabling staff to better manage their own rostering requirements

## CASE STUDY 12 – various

**Organisation:**

Photech Computers  
The Vineyard Shop

**Offices Where Solution Used:**

Adelaide, South Australia

**URL:**

[www.vineyardshop.com.au](http://www.vineyardshop.com.au)  
[www.photech.com.au](http://www.photech.com.au)  
[www.econcepts.com.au](http://www.econcepts.com.au)

**Industry:**

Small Business

**Key VersaDev Products Used:**

versaNET

**Key Technologies Used:**

MS .Net Framework 1.1  
ASP .Net  
MS SQL Server 2000  
Web Services

**versaNET**

versaNET was developed to facilitate the construction and subsequent management of a number of business related websites and internet portals.

versaNET is a comprehensive and cost-effective Intra/Inter/Extranet solution. It provides an Events Calendar, Classified Ads, Real Estate, Surveys, Contacts Manager, Library, Knowledge Base, News Board, Polls, Document Management System and Ideas Board out of the box.

It allows a user to author & publish pages easily & quickly, allowing for complete management of the site without the need for extensive knowledge of HTML.

## About VersaDev

We are an innovative software company specializing in enterprise-wide mission-critical Microsoft .NET applications for small to large-sized businesses worldwide.

Our flagship product, versaSRS HelpDesk is HelpDesk/Service Desk software that is built on cutting-edge Microsoft .NET, XML, and Web services technologies.

versaSRS HelpDesk enables organisations to quickly and effectively deploy comprehensive Service, Incident, Configuration and Service Level Management processes with a minimum investment in infrastructure.

VersaDev also provide custom software development for global enterprise clients with specific business needs in the areas of business process improvement, workflow and automation processes.

### **VersaDev Pty Ltd**

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