Cadzow **TECH** Pty. Ltd.

CADZOW NEWS

JULY 2002 • DEVELOPING SOFTWARE SOLUTIONS FOR BUSINESS AND GOVERNMENT

And the winner is.....

Welcome to Cadzow News.

In March we were invited to Canberra by the ACT and Federal government for the *Focus On Business 2002* conference and meetings with various government ministers and local businesses. This was an initiative of the ACT, NSW and Federal Governments, in conjunction with the regional business community and it was an outstanding success.

We also entered some clients in the Ericsson National Innovation Awards for their use of technology and Cadzow software. We were thrilled when **Bordara**, who operate five **Bridgestone Tyre Centre** stores, won their category. The award was presented to Betty Smedley and myself by the Hon. Richard Alston at the Awards Dinner at Parliament House, Canberra.

This issue we cover some new software features and tips, as well as exploring the use of the Cadzow Software at the **Adelaide Institute of TAFE**.

Cheers.

Melissa Cadzow
Managing Director, Cadzow TECH Pty. Ltd.
melissa@cadzow.com.au

P.S. To win a book on Microsoft Windows XP, see page 9.

NATIONAL ERICSSON INNOVATION AWARD WINNER: BORDARA PTY. LTD.
Phil Smedley (Managing Director Bordara) and Betty Smedley and Melissa Cadzow (Managing Director Cadzow TECH) and Bruce Cadzow.

This issue includes:

- ✓ Bordara wins National Innovation Award
- ✓ Is your data safe? BACKUP!
- ✓ New Feature: Cadzow Accounts Receivable
- ✓ Hint: The Calculator
- ✓ New Feature: The Cadzow People Manager
- ✓ New Feature: Cadzow Booking Manager
- ✓ Hint: Accounts Receivable/Payable Balances
- ✓ New Feature: Cadzow Stock Control
- ✓ Adelaide Institute of TAFE & Cadzow
- ✓ Like what you see? Please let us know!
- ✓ How to discover new features
- ✓ Want to streamline your Help Desk? (or track jobs in your organisation?)
- ✓ Meet Geoff Vass B.Sc. (Technical Manager)
- ✓ Hotline / Help Desk
- ✓ Emailing Reports
- ✓ Joke time…
- ✓ Competition time…
- ✓ Join our email list

CADZOW TECH PTY. LTD .
P.O. Box 517, Glenside, S.A. 5065
Telephone (08) 8357 7122
Facsimile (08) 8357 7133
http://www.cadzow.com.au
Email cadzow@cadzow.com.au

The Cadzow team has been developing business and accounting software solutions for 23 years. Cadzow is an Australian organisation addressing the software requirements of business and government. Larger installations are supported by the power of Microsoft SQL Server.

Bordara wins National Innovation Award

Cadzow TECH client, Bordara, has won the Ericsson National Innovation Award for their use of remote technology and Cadzow 2000 Software.

11 March 2002: Ericsson recognised Australia's leading business innovators in front of 650 guests at the awards ceremony at Parliament House, Canberra.

The Prime Minister of Australia, the Hon. John Howard MP and the Minister for Communications, Information Technology and the Arts, the Hon. Richard Alston were among the evening's speakers.

Ric Clark, Managing Director Ericsson AsiaPacificLab commended the national winners of the 2002 Ericsson Innovation Awards. Mr. Clark congratulated the successful businesses for implementing innovative practices and awarded cash and prizes to the winners.

"The Ericsson Innovation Awards provide an opportunity for businesses that have adopted innovative business practices or systems to be rewarded and recognized," Mr. Clark said.

Betty Smedley (on right) from Bordara and Melissa Cadzow from Cadzow TECH, were presented with the Innovation Award by Hon. Richard Alston at the Awards Dinner March 11th 2002 at Parliament House, Canberra.

The 2002 "Small to Medium Enterprise" category winner was Bordara Pty. Ltd**.**

Bordara is a family business operating five Bridgestone Tyre Centres, hundreds of kilometres apart, across regional South Australia.

For over twenty years Bordara has been introducing technology into its business operations. By far the biggest leap has been the introduction of remote control software to manage the business from the head office.

Each of the tyre centres now has its own computer network using Cadzow 2000 software to look after the day-to-day running of the stores.

Bordara head office staff can dial in to each store and take over the operation of the network via a modem and a telephone line. This enables them to monitor individual staff performance and the overall figures of each store on a daily, weekly or monthly basis without having to visit the stores.

The new system has proven reliable, effective, and economical.

Benefits include higher user productivity as a result of faster problem resolution, solving problems while they are still small, addressing mistakes quickly, assessing profit margins, and giving senior management more time to address other business issues.

"On behalf of our client Bordara, I would like to convey thanks to the judges, the sponsors and organisers of the Focus On Business conference and in particular to the major sponsor, Ericsson, for providing the forum where innovative ideas can be recognised, " said Melissa Cadzow, managing director of Cadzow TECH Pty. Ltd.

"We have enjoyed the relationship developed between Cadzow and Bordara over the past twenty years. Second generation Smedleys are now dealing with second generation Cadzows".

Melissa receiving the award on behalf of Cadzow and Bordara from the Hon. Richard Alston

BRIDGESTONE TYRE CENTRES

Is your data safe? BACKUP!

Applies to: all Cadzow 2000 packages

Late last year one of our clients had all their computers stolen or stripped for parts. The valuable ZIP disks used for backups were also stolen, because a helpful staff member had put them in a handy box next to one of the computers! WRONG!

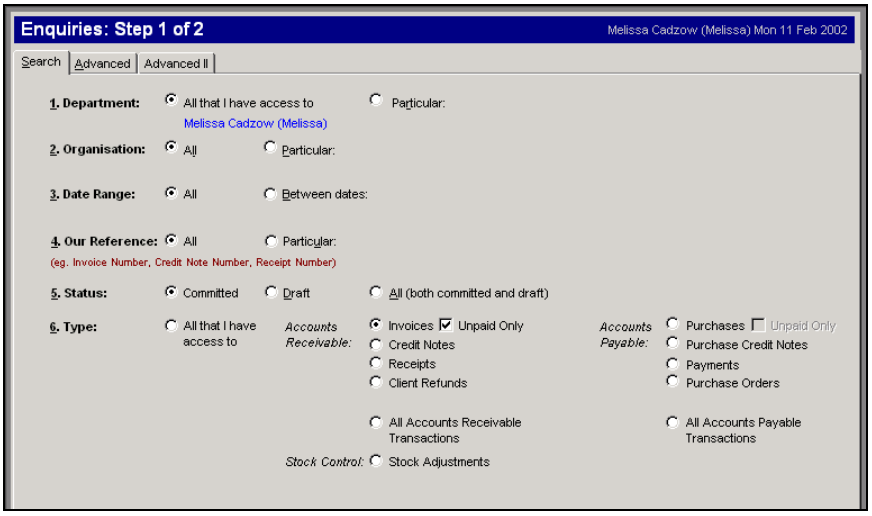
Luckily someone had taken Friday's backup home, so there was a happy ending, although this was only by fluke and not due to a specific policy. Backups must **always** be taken "offsite". Backups kept in the office should be stored safely and securely.

Are you backing up? Are you checking your backups? Do you know how to backup? Are you keeping a series of backups? Are you storing them away from your premises? What would happen to your business if your computers were stolen and you didn't have a backup?

Cadzow 2000 provides a "Backup Cadzow" icon which has the ability to back up to a hard disk, network drive, or removable disk. Backups should be done to both the local hard disk and a removable disk which is taken offsite (such as a ZIP disk). This will protect you from virus damage, hardware failure, theft and fire.

New Feature: Cadzow Accounts Receivable

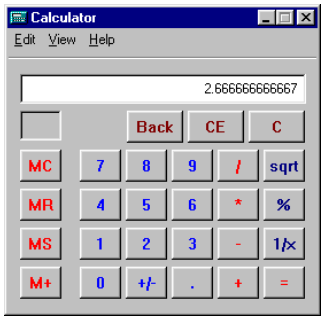
Enquiries can now show unpaid invoices or purchases:



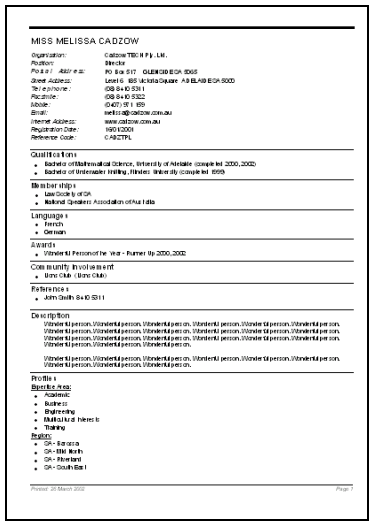
Hint: The Calculator

Pressing **F8** from any screen in Cadzow 2000 will launch the Windows Calculator. You can either use the numbers on your keyboard, or click on the number buttons.

If you want to transfer a calculated value to Cadzow 2000, press **Ctrl-C**, switch back to Cadzow 2000, put the cursor in the appropriate field and press **Ctrl-V**.



The Information Summary Report is similar in content to a resume but can be queried using Enquiries. For example, it could find all French-speaking people with business planning skills:



MISS MELISSA CADZOW

Organisation: Cadzow TECH Pty. Ltd.
Position: Director
Postal / Address: PO Box 517 GLENELG SA 5045
Street Address: Level 6 185 Victoria Square ADELAIDE SA 5000
Telephone: (08) 8410 5311
Facsimile: (08) 8410 5322
Mobile: 0407 181 859
Email: melissa@cadzow.com.au
Internet Address: www.cadzow.com.au
Registration Date: 14/01/2001
Reference Code: CADZTPL

Qualifications
- Bachelor of Mathematical Science, University of Adelaide (completed 2000, 2002)
- Bachelor of Underwater Welding, Flinders University (completed 1999)

Memberships
- Law Society of SA
- National Speakers Association of Australia

Languages
- French
- German

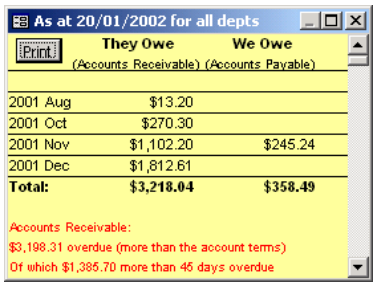
Awards
- Wonderful Person of the Year - Runner Up 2000, 2002

Community Involvement
- Bone Club (Bone Club)

References
- John Smith 8410 5311

Description
Wonderful person. Wonderful person. Wonderful person.

Hint: Accounts Receivable/Payable Balances



An organisation's account balance can be displayed wherever you see the Owing button (such as during invoicing or receipting).

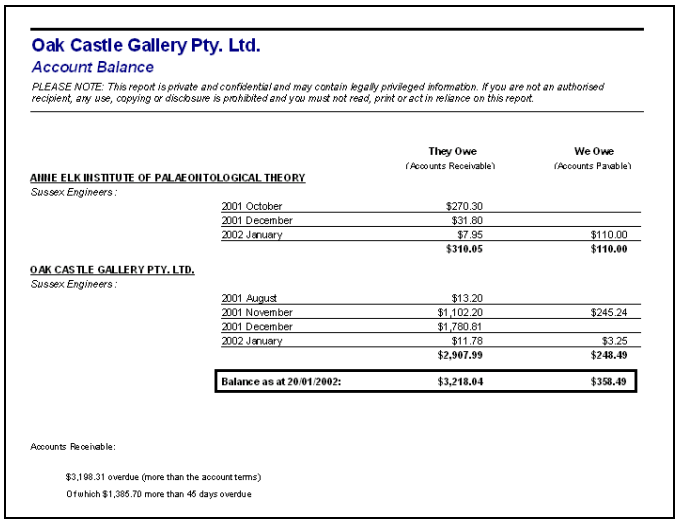
The account balance can also be shown automatically during invoicing.

The box shows amounts owing for Accounts Receivable ("they owe") and Accounts Payable ("we owe"), by month.

When displaying the yellow OWING box, there is a new option to print the balance details. The following example shows an organisation that has been sold to and purchased from under different departments:

Advanced tip for keyboard shortcut lovers: to quickly find the account balance of a particular organization:

- *F6 (to load organization search).*
- *Type the organization code then ALT 1 (so that it only searches code, hence a lot faster). Now that organisation's setup should be displayed.*
- *ALT B (to show the balance).*



Oak Castle Gallery Pty. Ltd.

Account Balance

PLEASE NOTE: This report is private and confidential and may contain legally privileged information. If you are not an authorised recipient, any use, copying or disclosure is prohibited and you must not read, print or act in reliance on this report.

		They Owe (Accounts Receivable)	We Owe (Accounts Payable)
AIME ELK INSTITUTE OF PALAEONTOLOGICAL THEORY			
Sussex Engineers :			
	2001 October	$270.30	
	2001 December	$31.80	
	2002 January	$7.95	$110.00
		$310.05	**$110.00**
OAK CASTLE GALLERY PTY. LTD.			
Sussex Engineers :			
	2001 August	$13.20	
	2001 November	$1,102.20	$245.24
	2001 December	$1,780.81	
	2002 January	$11.78	$3.25
		$2,907.99	**$248.49**
	Balance as at 20/01/2002:	**$3,218.04**	**$358.49**

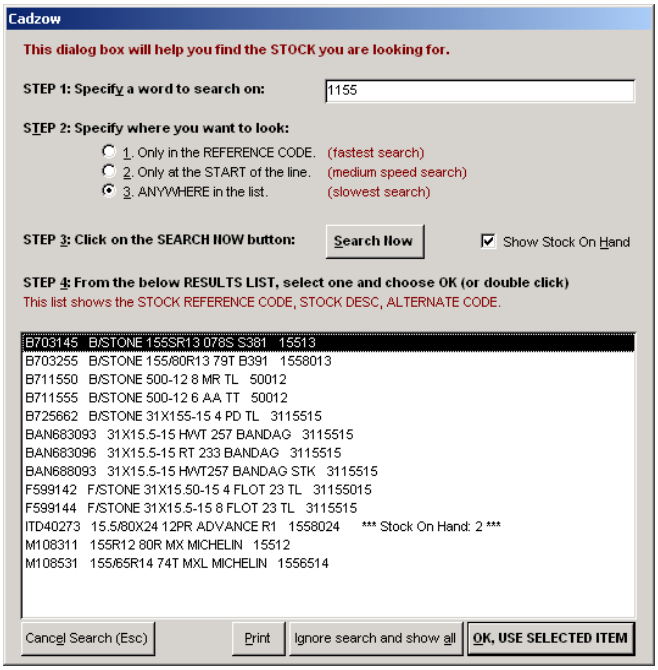
Accounts Receivable:

$3,198.31 overdue (more than the account terms)

Of which $1,385.70 more than 45 days overdue

New Feature: Cadzow Stock Control

When searching for stock using F3 there is now an option to include the stock on hand for each item in the search. This is useful where you need to quickly see what stock is available.



Adelaide Institute of TAFE & Cadzow

The implementation of Cadzow 2000 has resulted in increased efficiency throughout the Adelaide Institute of TAFE. It was part of a major accounting upgrade, designed to expand the accounts receivable features available to the Institute's 40 departments.

The innovation is the way the Institute and Cadzow TECH implemented the solution to empower the departments to enter their own data and generate their own reports. In many organisations Accounts Receivable is handled centrally, with departments sending invoice and reporting requests. In AIT, as each department is somewhat autonomous, these bottlenecks would be unacceptably onerous.

Naturally safeguards are in place. Users can create new debtors, but they must be approved by Finance before being used in a transaction, and can create invoices, but only Finance can enter credits and payments. Users only view transactions for their department(s), not the entire Institute.

Now the Finance department can devote its time to higher level processes, debt collection, reporting and policy.

The restrictions placed on users provides them with fewer choices, making it easy for them to achieve their normal work, while minimising mistakes that are costly to fix. In a large organisation such as the Institute, it is important that accounts receivable are as concise and accurate as possible.

John Pederick, former Finance Manager (now at the Department for Correctional Services), explains:

> *"In my position as Finance Manager of Adelaide Institute of TAFE I was closely involved with the Cadzow software at the Institute. For the past six years Adelaide TAFE has been using the earlier Cadzow software for its accounts receivable requirements. I chose to move the Institute to their new Windows software in late 1999 to improve control over the Institute's accounts receivable.*
>
> *"Within Adelaide TAFE over 40 departments and 80 users now use the Cadzow software, with the Finance Department processing higher level procedures and monitoring its use. The software was modified to meet TAFE's particular needs. It is easy to use and intuitive, as demonstrated by the evaluations received from the training sessions.*
>
> *"From a finance manager's viewpoint, I particularly liked the ability to set user permissions to such an extent that errors by users were minimised. Additional features beyond the initial scope were promptly added by the Cadzow developers. Cadzow and the AIT finance staff together made the GST changeover easy for both users and management.*
>
> *"The implementation was on time and within budget. The Cadzow team, in particular Melissa Cadzow and Geoff Vass, worked closely with AIT staff to ensure the change over was smooth. Cadzow handled the project management, software modifications, development of customised training manuals, delivery of the training courses and initial installation, as well as ongoing support."*
>
> *"The ultimate success of the project could be attributed to the close relationship between Cadzow and AIT. There was no unscheduled downtime and no major hiccups, with most helpdesk questions being from new users. The Cadzow team did not simply introduce the solution into TAFE and then leave, they were always available for on-going assistance and consultation".*

The Adelaide Institute of TAFE is one of the largest of the South Australian TAFE Institutes.

Each year over 16,000 students enrol with the Institute in a wide range of vocational courses which are delivered both on and off-campus.

The Institute is also involved in a substantial range of fee-for-service, consulting and sales of educational materials activities. AIT's annual turnover is close to $40m.

Therefore a cost effective and efficient accounts receivable system providing a high degree of risk management was essential. The software solution was developed and implemented by Cadzow TECH Pty. Ltd.

Continued…
Adelaide Institute of TAFE

Changes in client expectations, business practices and the law mean that software needs to be updated regularly. The changeover to GST was so straight-forward that no training was required for the departments. Cadzow has introduced many new ways to increasing efficiency; it was estimated that one particular monthly report would save several days work a month!

A major success has been to keep the users "on side", from the beginning with orientation sessions before the software was even installed, to detailed training on implementation then follow-up training and consulting. Users need to be part of the process and their particular circumstances must be taken into account for overall success.

It is a story of continuous improvement. Earlier this year, through discussions with the Institute's new Finance Manager, Joanne Curtis, the monthly procedures were streamlined to cut the monthly procedure for each department in half.

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Users need to be part of the process and their particular circumstances must be taken into account.

Cadzow 2000 streamlined the debtor management process for both Adelaide TAFE and their clients by increasing efficiency, using less paper and less time, while increasing the accuracy and usefulness of the information provided. It allowed 40 departments with differing needs to use a common system, entering their own invoices and allowing them to generate their own reports, which in turn means that the Finance department can manage all the Institute's debtors in one system rather than many.

The users in each department have been empowered to do the work, but they are protected from making mistakes of procedure, saving both them and the Finance department time and money. Business processes have been streamlined. Management have more reports generated faster. Users found the technology to be "user-friendly" and the training courses straightforward.

Microsoft SQL Server is the back-end database used by Cadzow 2000. This means that the data is available for all types of additional future applications should the need arise, such as e-commerce and data warehousing. It also means that the system can scale as more users require access.

A pivotal role was undertaken by Alna DeSavi in the Finance Department, having been involved in the project from the beginning. She is the main person staff turn to with policy and procedural questions. Many of her suggestions have resulted in new software features. A key success factor has been the AIT staff's involvement, in particular the Finance staff and David Farrar in the Computer Services Unit.

The Institute now has one solution for all its accounts receivable needs with increased efficiency across its many departments.

Over two years' experience has shown the implementation was on time, on budget, with happy users, IT department and management (a rare combination).

Like what you see? Please let us know!

Thanks for all your suggestions and testimonials for Cadzow 2000 products. Please keep them coming! We're always pleased to receive feedback from our customers and share that information with those interested in the Cadzow commitment to innovation, quality, and service.

We are sometimes asked to provide case studies for various proposals and publications. If you are interested in showing off your work, getting some free publicity, and demonstrating how Cadzow helped you solve real world problems, please let us know.

How to discover new features

Modifications are made regularly to our software packages. We list the modifications that we believe would be of interest to our users in a document called the "Version History". This list is not necessarily exhaustive. It has been created to allow you to view comments made by our programming team in relation to those modifications. To open this document, in the Cadzow folder, double click on the Version History icon. The most recent changes are shown at the top of the list:

Want to streamline your Help Desk?

(or track jobs in your organisation?)

We have released a new software package – The Cadzow Help Desk Manager. It has been developed to track jobs (issues, wishes and modifications etc) associated with projects. This product can be used internally within an organisation by their Help Desk (such as computer support, maintenance department) or can be used to track calls logged by external clients.

Yes, it can be integrated with our time and accounting packages!
Call for more information.

Meet Geoff Vass B.Sc. (Technical Manager)

Geoff contributes to the development of Cadzow 2000 and is responsible for its design and architecture, as well as post-sales support and training. He is also the primary contact for clients with non-Cadzow support issues, such as hardware, operating system and infrastructure queries.

Geoff graduated from the University of Adelaide in 1991 with a Bachelor of Science in Mathematics. While studying, he wrote manuals for the suite of Cadzow Accounting Software packages for MS-DOS. Since finishing his degree he has worked full time at Cadzow becoming a senior member of the software team.

He has over ten years' experience programming in high-level languages, has conducted training courses in the Cadzow Training Centre and has many years' experience in pre- and post-sales and training for the suite of Cadzow Accounting Software Packages for MS-DOS and Windows software.

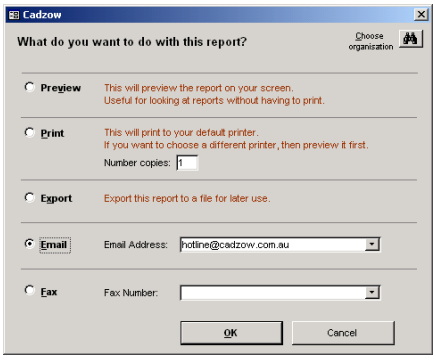
His hobbies include buying old LPs and not listening to them and is pictured here looking the wrong way at Parliament House.

Hotline / Help Desk

Support calls can be logged with Cadzow via email, web, voicemail, fax and telephone.

However, if your need is urgent, please call our Help Desk on (08) 8357 7122 so that it may be immediately logged by a Cadzow team member. Calls logged by other methods are not necessarily immediately actioned. Email, for example, is a relatively slow way to communicate.

Email is preferred for non urgent hotline issues or log it via the web at http://www.cadzow.com.au/hotline.htm



Emailing Reports

Reports can be emailed directly from Cadzow 2000 (if you have Microsoft Outlook) as a "Snapshot". This enables the recipient to read and print the reports without needing access to your data or licence Cadzow 2000. Using report snapshots can save considerable time and money. Instead of posting or faxing printed reports, they can distributed via email.

All that is required to view snapshots is the (free) Microsoft Snapshot Viewer. It can be downloaded from http://www.microsoft.com/accessdev/articles/snapshot.htm and it is included with Microsoft Office 2000 and XP.

Joke time...

Signs technology has taken over your life...

- ☺ The first thing you notice when walking into a shop is their computer … and you offer advice on how you would change it.
- ☺ Your co-workers have to email you about the fire alarm to get you out of the building.
- ☺ Your computer is worth more than your car.
- ☺ You think domain names like www.dot.com are hilarious.
- ☺ You check your email and get "No new messages" so you check again.

Competition time...

Want to win the book "Complete Idiot's Guide to Windows XP"? Send us details of a topic you would like covered in a future newsletter OR send us a joke. Email webguru@cadzow.com.au with your topic/joke with the email subject being "I want to win" (or fax us on (08) 8357 7122). An entry will be drawn on August 27th.

Join our email list

On a regular basis, the Cadzow team gathers together some topics that may prove useful to our clients and colleagues.

To subscribe/unsubscribe to this newsletter, send email to: news@cadzow.com.au

SOFTWARE SOLUTIONS INCLUDE:

- Cadzow Contact Manager
- Cadzow Time Manager
- Cadzow Training Manager
- Cadzow Call Stats Manager
- Cadzow Booking Manager
- Cadzow Help Desk Manager
- Cadzow Accounts Receivable
- Cadzow Accounts Payable
- Cadzow Stock Control
- Cadzow Weblink

Cadzow continues to grow by referrals from our clients.
Thank you for referring us.

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Cadzow **TECH** *Pty. Ltd.*

A.B.N. 15 050 167 550
P.O. Box 517, Glenside, S.A. 5065
Telephone (08) 8357 7122
Facsimile (08) 8357 7133
Email cadzow@cadzow.com.au
Web http://www.cadzow.com.au