



Merry Christmas & a Happy New Year from The Technology Forge!



We would like to wish everyone a Merry Christmas & all the best for 2008!

Mark's Foreword

It has been another good year for all of us at The Technology Forge. A recent highlight was the User Group meeting held in London in October. It was the best and most well attended event to date and it was really gratifying to see so many of the people that have worked with us for many years and who have become friends as well as colleagues. We were also very happy to welcome a number of new customers to their first User Group day and hope that in the years to come we will develop similar partnerships with them as well.

It has been very interesting this year to see the number of tenders that we have received from Authorities that are looking to replace existing systems. It really is gratifying to get positive feedback and orders from customers with a clear idea of the requirements for Asset Management and to hear the positive things that they have to say about us and our software.

I would like to extend my congratulations to Dave Phipps who recently completed the New York Marathon and raised a significant amount of money for Cancer Relief. It was a great effort and I know Dave would like to thank all of you who sponsored his run and contributed to his successful fund raising.

Finally, I would like to wish you all a very Happy Christmas and a healthy and prosperous New Year in 2008.

Mark Wardman, MD



Autumn at The Technology Forge

Features:

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Capital Accounting – 2007 SORP — Colin McKeown

In 2007 CIPFA announced significant changes in the accounting requirements for fixed assets. The next major release of tf. facility will include enhancements to the Valuations module to accommodate these changes. The key elements of the module will include:

- The ability to record and maintain Historic Cost of assets in parallel with Current Value
- The ability to establish initial Historic Cost values based on current year opening book values
- Automatic updating of Historic Cost via existing transactions (e.g. Impairment)
- Flexibility in defining depreciation policies for each transaction type
- Recording of Depreciation History
- New Fixed Asset Register Reports
- Reporting of depreciation charges by cost centre
- Retention of Notional Interest calculation for local information
- Basis for producing year end journals

Software Developments

tf. facility version 3.1 — Ian Bond

The Technology Forge is committed to continually developing and enhancing our integrated product suite to keep up to date with the latest technology and clients' evolving requirements. We are delighted to announce the release of tf. facility version 3.1, which contains enhancements to many modules including Estates, Rural Estates, GIS integration, CAD synchronisation, Hazard handheld, along with a number of minor enhancements. The many improvements to the different modules include:

Estates

- Apportionments - apportionment calculations now include both hybrid and annual methods of calculation.
- Late Penalty fields - it is now possible to store information about late payments including interest rates, minimum interest rates, the type of interest and the grace period for late rents and reviews.
- Rental Invoice Printing - rental invoices can now be printed using a customisable template.

CAD syncing

We have extended support in tf. facility for cad syncing to cover AutoCAD DWG drawings formatted with smart zones which are used to synchronise with Tribal's Evolut1on AMP system.

Rural Estates

There are now a number of new Rural Estates reports including Rural Estates Summary, Holding Details, Land Parcel Schedule, Tenancy Report, Tenancy Overdue Payment, Tenancy Rent Forecast by Budget Centre, Tenant Fixtures, Landlord Fixtures, Planned Maintenance by Holding, Planned Maintenance by Area Code, Milk Quota, Tenant Address for Rural Leases, Holding Rents by Existing Use, Aged Debt report and Holding Sufficiency details.

Hazard Handheld has now been converted to .NET 2.0, which means better support for the latest handheld devices.

A new **GIS plug-in** will make upgrading facility and in particular the GIS integration modules (CADCorpSIS, MapInfo, ArcIMS etc) a much more streamlined process.

A full set of release notes will be provided with your version.

Enterprise Integration Toolkit — Ian Bond

The Technology Forge is pleased to announce the release of our **Enterprise Integration Toolkit**.

The **Enterprise Integration Toolkit** is a set of products & tools which can be used to facilitate the integration of tf. facility data into other systems (such as SAP or Oracle Financials). The **Enterprise Integration Toolkit** uses validated and safe mechanisms for importing and exporting data from tf. facility, which means that links to other systems in your business workflow can be created and managed in-house. Generally all that is required is the transformation of the XML formats to and from the 3rd Party System formats, e.g. CSV or alternatively structured XML.

The **Enterprise Integration Toolkit** greatly improves the efficiency and consistency of interface development and is used in all of The Technology Forge's interface development. We have now also made the toolkit available to our customers, providing the flexibility to create and manage their own interfaces. This is particularly useful where an interface is likely to change over time or where there are a number of different interfaces to be implemented.

The main benefits of the toolkit are the reduction in development time and associated cost, along with the flexibility of customers being able to write their own interfaces and the advantage of having one central mechanism for controlling interfaces.

The **Enterprise Integration Toolkit** can be purchased in component parts and comes with comprehensive documentation and 2 days consultancy to get your process started. The Toolkit is fully maintained and ensures consistency at every release.

So far, the Enterprise Integration Toolkit has been used to develop interfaces for several customers including HBS Lincolnshire, Worcester City Council, Hertfordshire County Council, Flintshire County Council and Gloucestershire County Council.

This Enterprise Integration Toolkit should be of interest to any of our clients looking to integrate tf. facility to other key business systems.

... Stop Press ... Recent Successes ...

Shropshire County Council chooses The Technology Forge

"It was the only solution which fully met all of our business requirements."

Following a highly competitive, rigid tender selection process, Shropshire County Council has awarded The Technology Forge a six figure, five year contract to replace its existing Corporate Asset Management System with tf. facility.

Ian Pugh, Senior Property Information Officer at Shropshire County Council, explains why they decided to replace the council's existing Tribal system with tf. facility: *"Our existing system wasn't allowing us to meet all our requirements. Therefore, it was decided to look for a replacement system which would meet all our current needs, and allow officers to produce high level reports in order to manage the authority's property portfolio more efficiently and effectively."*

Shropshire County Council has chosen to complement the web enabled tf. facility module with a range of integrated modules including Condition Survey, Estates Management, Suitability, Sufficiency, Accommodation Modelling, Utility Register, Valuations and Capital Accounting, Planned Maintenance, Reactive Maintenance, Finance, Disability Access Audit and Project Management.

Adam Watson, Sales Director at The Technology Forge, remarks, *"We at The Technology Forge are very much looking forward to working with Shropshire County Council. They are an enormous asset to The Technology Forge with their enthusiasm for asset management and their aspirations for the future. It is extremely encouraging that after nine years The Technology Forge has grown to become recognised as the most comprehensive asset management solution to local authorities."*

When asked about their new contract with The Technology Forge, Ian Pugh commented *"I am extremely delighted that Technology Forge have been awarded the contract to replace Shropshire County Council's current property management database. The TF software will enable the Authority to enhance and develop its current level of property information further, and in addition will allow the Authority to manage its property portfolio even more efficiently and effectively."*

The Technology Forge is looking forward to forming a strong working relationship with Shropshire County Council through and beyond this project.

... and finally ...

In addition to welcoming 12 new clients to the Technology Forge family in 2007, we are equally confident in announcing at least the same number of new clients in 2008. More news to follow in the next newsletter distributed by March 2008.

Where we've been...

Technology Forge User Group 2007

The Technology Forge's annual User Group took place on the 4 October at The Imperial Hotel, London. It was the largest User Group to date, with 90 delegates representing over 30 organisations. Mark Wardman, MD, opened the day with an update from TF and outlined company strategy for 2008. Ian Bond spoke about improvements to the discussion forum, which will help users contribute and collaborate on topics of common interest. Mark Whitaker gave a presentation on the future of the web and technology, looking at the possible future of Internet technologies including a dip into the virtual reality world, Second Life. Adam Watson gave a presentation on the modules and enhancements to tf. facility since the last User Group. Following customer feedback, there was an extended lunch break allowing plenty of opportunity for the delegates to network.



The afternoon commenced with the results of the recent Customer Satisfaction Survey, including what TF had learnt from the comments and how this would shape the way the company would interact with clients going forward. Delegates had a choice of two workshops: New Product Developments and Web Future Development, both workshops allowed the opportunity for participation in active discussion.

The day concluded with a feedback session. The Technology Forge is incredibly pleased to announce that 93% of delegates felt that the User Group was extremely beneficial.

Where we've been...



COPROP October 2007

The Technology Forge were pleased to exhibit at the annual COPROP (The Association of Chief Corporate Property Officers in Local Government) Conference at The Nottingham Gateway Hotel in October. The focus of this years conference was Property Matters and examined where property can make a valuable and long lasting contribution. Climatic changes were also considered with the aim of developing sustainable communities. The annual conference dinner provided an excellent opportunity for networking between COPROP members and property professionals.



TF's Adam Watson at COPROP

Technology Forge Scottish Seminar 2007

The 5th Scottish Seminar was held at Gean House, Stirling. As usual, the seminar was open to both Users and Non Users of Technology Forge software and provided an excellent opportunity for networking. There were four presentations throughout the day, each followed by a dedicated question and answer session.



Gean House, Stirling

The morning session commenced with a presentation from Adam Watson of The Technology Forge on the success factors involved in implementing a new AMP system. This was followed by a presentation from Bernard McKeown from CADmeleon who presented on the importance of good CAD foundations. This was followed by a lunch break sponsored by CADmeleon. The afternoon session started with a presentation from Olly Freedman of KEL Computing on the benefits of valuation, appraisal and analysis software to local government. The day concluded with a presentation from Catherine Tallis of Mace covering the implementation of an integrated asset management system from a Project Managers perspective focusing on Hertfordshire County Council.

Feedback from delegates showed that 92% of attendees found the presentations to be either extremely relevant or relevant to them. If you would like further details on any of the presentations above then please email louise.smales@technologyforge.com

EBD OG Conference Harrogate November 2007

The Technology Forge continued their commitment to EBD OG by supporting the biannual EBD OG (Education Building and Development Officers Group) Conference at The Majestic Hotel in Harrogate, organised by Yorkshire & Humberside Senior Education Officers Authorities. The conference looked at Sustainability, Trust Schools, Primary Capital and Off Site Construction. As usual the two day conference was well attended. The next EBD OG Conference is taking place in Kent in May 2008.

EBDOG

GovNet London Creating Value through Public Sector Asset Management

The Technology Forge enjoyed attending the GovNet Conference at the QEII on 20 November 2007. The conference focused on Creating Value through Public Sector Asset Management and provided delegates with practical insights into asset management strategy implementation. The day comprised of five seminars, including a joint seminar ran by Adam Watson of The Technology Forge and Olly Freedman of KEL Computing, which discussed how software tools can help with strategic property management covering sustainability, integration with GIS & CAD, property performance indicators & benchmarking, income & investment, acquisitions and disposal analysis, investment forecast and scenario modelling. The seminar also looked at a variety of public sector case studies.

GOVNET
COMMUNICATIONS

PSPE Scotland 28 November 2007

The Technology Forge were pleased to attend the PSPE (Public Sector Property and Estates) Scotland Conference at the Scottish Exhibition and Conference Centre in Glasgow run in association with The Scottish Government.

The conference was a focus point for all those involved in managing public sector estates in Scotland. Delegates could choose from a wide choice of seminars, including a joint presentation by Adam Watson of The Technology Forge & Olly Freedman of KEL Computing on how investing in asset management and valuation software can benefit strategic property management.

public service partnership

Where we're going . . .

PSPE London 5 February 2008

We are looking forward to attending the forthcoming PSPE—Public Sector Property & Estates on February 5 2008 at The QEII Conference Centre, London. We look forward to seeing you there!

Pillar Regional User Groups January 2008

The Technology Forge will be sponsoring Pillar's Regional Group meetings in January 2008 on behalf of the School Building Network. Further information is available at www.pillarconsultancy.com/amp.htm.

Further events will be announced in the next newsletter.

TF Customer Satisfaction Survey

98% of customers would highly recommend TF to another organisation

In September we invited customers to complete The Technology Forge Customer Satisfaction Survey, with the added incentive of been entered into a prize draw for an iPod nano. The response rate was 10 times higher than the typical survey response rate. The high number of responses enabled us to gain a clear insight into what matters most to our customers, what we're currently doing well and where we need to improve. So here are the results . . .

Customers liked the ease of use of tf. facility the most, followed by the benefit of having one system which holds all property information.

It became clear that our customer's asset management needs are maturing, and therefore their demands of tf. software are also changing. Customers pointed out that they would like The Technology Forge to focus on creating more flexibility in report writing and improving follow up from the helpdesk.

Survey participants were also asked to rate their experience of the Helpdesk Service, Training Service, Development Service and Project Management Service. We are pleased to reveal that all services were rated as either 'good' or 'very good', with some very constructive suggestions for improvement.

What do customers like the most about tf. facility?

1. 39% Ease of Use
2. 23% One system holding all property information
3. 13% Ability to export data to MS Excel
4. 9% Clarity of information

"Easy to navigate, a lot of useful modules, has a lot of user defined fields"

"TF know their product well."



Prize draw winner Andrea Chilvers with Technology Forge's Adam Watson.

The top four improvements required for tf. facility were identified as:

1. 27% Better support and understanding of reports
2. 13% Ability to add multiple new rooms in single transaction
3. 9% Estates data to be available at all levels
4. 9% Ability to keep view list after sort

What happens next?

The next step of the survey was for The Technology Forge to look at how the survey results would impact the company's interaction with clients.

Focus Group

It was decided that Focus Groups would be organised to review the selected areas of the system. Interested users would have the opportunity to meet with Developers to gain a common understanding of what improvements are needed from the module.

Help Desk Manager

A new Lead Help Desk Analyst has been appointed who will provide better administration of the Help Desk and provide regular progress reports.

Survey Follow-Up

Respondents who have identified problems specific to their organisation will be telephoned to discuss what needs to be done to improve the service. The Customer Satisfaction Survey will become an annual survey, allowing The Technology Forge and it's customers to measure where improvement has been made and to identify areas where further improvement is required.

And finally . . . Congratulations to Andrea Chilvers who won an iPod nano in the Customer Satisfaction Survey prize draw.

Introducing the Team

New Recruits

Ray Collyer has joined The Technology Forge as Business Development Manager. "My role of Business Development Manager involves selling our market leading range of Asset Management software and services to new clients in the U.K. I am looking forward to continued success working for a great company that is dedicated to the Asset and Property management software and services market."



New recruits Victoria Wright and Ray Collyer

Victoria Wright joined The Technology Forge in October 2007 as Lead Help Desk Analyst. "My role of Lead Helpdesk Analyst involves providing customer support on The Technology Forge suite of products, and coordinating other parts of the business to assist in this. Another objective is to manage and improve the support processes and communication to customers about new releases, changes and updates to the software."

The Technology Forge would like to thank Doug Whincup and Kevin Clarke for their contributions to the company and wish them every success for their future plans.

Darren Fitzgibbon – Lead Technical Developer

How long have you worked for TF?

"I started working for The Technology Forge in September 2000 as a Developer; my job included developing software and maintaining the networks. I am now a Lead Technical Developer which involves supporting Developers, Customers and Staff along with general development tasks."

How has TF developed whilst you've been here?

"TF has grown and become much more focused."

What does working at TF mean to you?

"I enjoy working at TF, the office always has a friendly, welcoming atmosphere and everyone has a positive attitude. TF has given me the opportunity to enhance my career, since working here I have obtained my MCSD (Microsoft Certified Solution Developer) and I am currently studying for my MCDBA (Microsoft Certified Database Administrator)."

What does your typical work day include?

"No two days are the same! Everyday is different depending on the needs of Customers and Developers. This year I have spent a large amount of time supporting the improvements in how the helpdesk has been managed."

What do you like to do outside work?

"I used to be a regular competitive canoeist competing at Club International Level and I was also the Chairman of Leeds Canoe Club. These days my time is devoted to my 1 year old son and house renovation projects."



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