



## Newsletter - Issue 13

### Mark's Foreword

Welcome to the latest edition of The Technology Forge newsletter. 2008 was a great year for TF and the start to 2009 has been equally positive.

At the User Group last October we showcased our exciting and innovative plans for tf. web. I am delighted that the new software is starting to ship as planned but even more pleased with the response from the people that matter our clients.

The feedback from the recent review meetings in Otley has been fantastic and I know that there is a queue of customers that are keen to get going with their upgrades. Thanks again for your continued support and commitment to TF.

**Mark Wardman, MD**



The next generation tf. web

### Features:

- Recent Successes...
- Further Successes...
- Where we've been...
- Where we'll be...
- The Reactive Team
- Introducing the team

## ••• Stop Press ••• Recent Successes •••

### Dorset County Council procure tf. facility for Corporate Property Database

*"tf. facility will improve both efficiency and data quality."*



The Technology Forge is proud to announce that following a strict and highly competitive tender process Dorset County Council has chosen to implement tf. facility as their Corporate Property Database System. The recently awarded contract will provide Dorset County Council with an accessible corporate property asset management database enabling an integrated approach to data and giving a transparent understanding of their property thus improving service delivery.

David Mitchell, ICT Project Manager at Dorset County Council, comments *"As a result of an exhaustive procurement process tf. facility best meets Dorset County Council's requirements. Also, The Technology Forge is the brand leader in this market place and tf. facility is used by many councils. The system will bring together many varied databases related to property; this will enable accurate assessment of the property portfolio. The fact that the existing Corporate Property Database involves a number of systems leads to inefficiencies including duplication of effort and inconsistency of data in different systems. tf. facility will improve both efficiency and data quality."*

Dorset County Council has chosen to complement the web enabled tf. facility with a range of integrated modules including Estates Management, Valuations with Capital Accounting, Rural Estates, Suitability Survey, Sufficiency Survey, Condition Survey, Disability Access Audit, Hazard, Planned Preventative Maintenance and Help Desk modules, along with integration to CAD and GIS.

Adam Watson, Sales Director at The Technology Forge, comments *"We're very proud to be selected by Dorset County Council to help them deliver real savings and benefits to service delivery. Dorset County Council is undergoing significant change and it's an exciting environment in which to implement the market leading strategic asset management solution. The Technology Forge throughout is very much looking forward to sharing in the successes of this project."*

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

## ••• Further Successes •••

The Technology Forge is delighted to announce a fantastic end to 2008, our best year ever. This has continued into 2009 with four new clients joining the family! We are also finalising details on a number of other contracts which we will be announcing shortly.

### **North Devon District Council chooses tf. facility lite**

The Technology Forge is delighted to announce that following a thorough assessment North Devon District Council has selected tf. facility lite as their integrated Estates and Asset Management Software System. Key to the decision was The Technology Forge's ability to deliver a capital accounting module integrated into a comprehensive Asset management system to support North Devon in their year-end processes.



Ben Wright, Network Manager, North Devon District Council, was pleased to say *"The install for tf. facility was the easiest install I have ever been involved with. It is nice to work with a supplier who has prepared an install properly."*

Alastair Kinnear, Sales Executive at The Technology Forge comments *"North Devon District Council carefully examined the suppliers in this marketplace and we are delighted to be awarded this contract. Key to the decision was the strength of our Capital Accounting module and its integration into our comprehensive Asset Management system tf. facility. We are looking forward to working with North Devon to help realise the efficiencies and improvements in service delivery."*

### **Wessex Water—TF rises to the top**

*"Having assessed a number of market leading property management Systems, The Technology Forge came out on top."*



We are delighted to announce that following a thorough marketplace evaluation Wessex Water has selected tf. facility as their new Estates Management Software System.

Wessex Water has a unique property portfolio with excess of 5,500 properties, ranging from a 3m<sup>2</sup> tank through to sewage treatment works and office buildings to a 600 hectare block of agricultural land or a reservoir. Their existing in-house DOS based application needed replacing with a best of breed package capable of carrying forward the existing data in an environment compatible with various key corporate business systems. A number of property management systems were assessed and The Technology Forge came out on top. A major factor influencing the decision was the flexibility of tf. facility's structure which fitted with the data currently held and the integration with key corporate software including ESRI GIS and Agresso.

Nick Routh, Estates Manager at Wessex Water, comments *"We chose tf. facility as a replacement to our existing system because of the way in which information is recorded, retrieved and shared with other software systems. The flexibility of tf. facility was also a significant benefit to us and not apparent in other systems we considered. We anticipate the integration of tf. facility with our GIS, financial and in-house asset management software will provide for a management approach that is holistic in its outlook but detailed in its content. We are very grateful for Adam Watson's time and look forward to working with The Technology Forge."*

Adam Watson, Sales Director at The Technology Forge, comments *"This is a very exciting contract to be awarded and is particularly satisfying following such a thorough evaluation. The aspirations of Wessex Water mirror those of Technology Forge in continuous improvement and innovation and we're proud to be selected."*

# The Reactive Team

The Technology Forge has a dedicated Reactive Team that enjoys supporting clients in maximising the benefits of their investment in TF products and saving time and money. In the past few months alone the Reactive Team has helped clients with the following:

## **tf. web customisation:**

The look and feel of a website is vital to its effectiveness and the overall look of tf. web may reflect the authority's corporate image.

- Recently, Hertfordshire County Council, Lincolnshire County Council and Middlesbrough Council have all benefited from this customisation service that means their tf. web property portal looks more like a part of their corporate website.

## **tf. facility configuration:**

"Time poor" is a phrase we're all familiar with these days. So the Reactive Team pride themselves on providing solutions that help you do more with the time you have.

- West Dorset Council has benefited from the more rapid configuration of the Finance module to help manage budgetary control of work sooner.

## **Bespoke Supporting Utilities:**

Manipulating data manually is not only lengthy but also error prone so why not benefit from a utility designed just for you! It'll save you time not only now but each time you use it.

- South Ayrshire Council is benefitting from the design of a Hazard Utility that reduces the time and effort required for updating their hazard records.
- All new customers will benefit from our GIS File Update Utility that populates the empty database with the GIS File used by the system for referencing property and estates data.
- Merging properties (in particular schools) can be a headache at the best of times but its made that little bit easier with our new Property Move Utility. Here the user may move a property from one branch to another and the utility will move all attached and associated data, e.g. surveys.

## **Reporting:**

The integrated nature of tf. facility means holistic reports that summarise property data across a wide range of activities is within your reach!

- City of York Council, Rhondda Cynon Taf and Sheffield Homes wanted their own unique cross module reports. Of course they could have generated these themselves but probably had other more important things to be getting on with. Not only can we produce them more quickly but we also support the reports through new releases of the product. Another way in which TF saves you time and effort.

### **Did you know . . . the Reactive Team can also offer remote view support?**

This is like having your own TF support sat next to you! The benefits of this "invite only" technology are that it allows us to see exactly how you are using the system and spot anything you may be missing. It speeds up fault diagnosis as we can see exactly when and how the issues occur and also allows us to provide ad-hoc training to help you gain the most from the system. Next time you speak to the Help Desk or Reactive Team why not ask about it?

Call on 01943 855050 or email [helpdesk@technologyforge.com](mailto:helpdesk@technologyforge.com).

# Introducing the Team

## New Recruits

We are pleased to welcome two new recruits to the TF family.

Julian Pickard joined TF in October as a Reactive Developer. Julian's role includes working on software developments and issues arising from the Help Desk, as well as providing proactive enhancements to our product suite. In addition Julian helps with the second line support when the Help Desk is busy.

Henrietta Karwaszewski joined TF in January as an Administrator. Henrietta's role includes being a first point of contact for customers and suppliers both by telephone and face to face, greeting visitors and providing vital support to a variety of functions, meaning we're able to spend more time dealing with clients.



*New recruits: Henrietta Karwaszewski and Julian Pickard*

## Staff Profile: Paul Edmondson, Developer

### How long have you worked for TF?

I started working for TF in 1999 for a year as a work placement student. After my work placement finished I returned to University to complete my Software Engineering degree. Once I had graduated I came back to TF and have been here ever since.

### How do you feel TF developed whilst you've been here?

TF has significantly grown in size, we have expanded from one small office to a suite of offices. We are now much more organised as a company compared to when we first started. We now have structures and processes in place so all work is carefully researched before the developers become involved.

### What does working at TF mean to you?

I enjoy putting my development skills to good use. I like the challenge of complex development tasks and the opportunity of using new technologies.

### What does your typical work day include?

At the moment the team is working on the new tf. web due for release shortly. I am often working on different tasks and solving problems each day. I research new technologies and the benefits that these can bring to the company and the software we develop.

### What do you like to do outside work?

I have been an avid Tenpin Bowler since I was 14. I enjoy spending time with my daughter, programming, gaming and watching movies.



*Paul Edmondson, TF employee number 4*

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Our Lead Help Desk Analyst, Victoria Wright, will be going on maternity leave for the birth of her first child. As pleased as you are with Vicki's news I'm sure you're equally comforted to hear that Ian Smith will be providing Help Desk cover in Vicki's absence. Ian has a wealth of experience including previously providing help desk support for Northgate Information Solutions. Ian is currently working alongside Vicki so you may have spoken to him already!



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