

RSS

You keep seeing the letters - what do they mean?

RSSB

On the right lines for safety

New home

Celebrating six years with new premises

Help the Aged

Charity begins with property

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The Summer 2006 newsletter of
Enable Software and Enable Infomatrix

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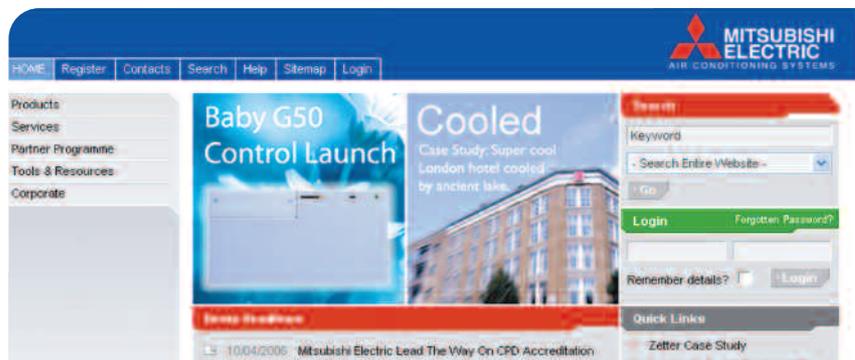
A breath of fresh air for Mitsubishi

Across the country, over 2,000 air conditioning installers are hungry for updated information, spare parts and technical support from Mitsubishi UK. The challenge for the air conditioning specialist was to find an easy way to support this network of companies without drowning them in a sea of paperwork.

Enable Software had the answer. Working in tandem with Mitsubishi throughout the process, we researched, designed and built a user-friendly website that gives the numerous installer companies instant access to everything they need. All at their fingertips.

They can browse product information and a comprehensive technical documentation library, generating PDFs of product data sheets as and when they're needed. They can instantly check stock levels or order spare parts. They can even update account details or book employees onto the latest training courses.

As the most sophisticated website in the industry, it makes the link between Mitsubishi and the installers really straightforward. And to ensure it remains



fully up-to-date, our project team provided Content Fusion, Enable's user-friendly content management system (an essential facility with new products and initiatives appearing all the time).

The site was also integrated into Mitsubishi's existing systems including the CRM database called System 42, to allow the installer a seamless view of information that's held on different systems. Mitsubishi, who use SAP as their enterprise system, now have a fast and user-friendly link with their growing installer network.

So whether using the model selector facility, viewing previous logged quotations, checking credit details, requesting a site visit or searching past documentation, it's all ready and waiting on the site. As the installers will confirm, this is one site that users warm to in an instant.

Take it for a test drive

If you want to see how user-friendly it is, take a look - just don't order any air conditioning spare parts that you don't really want.

www.mitsubishi-aircon.co.uk

Did you know? Enable Software provides tailored business solutions based on proven software for over 200 clients globally

New premises, new opportunities

Keep 'em coming back for more. This philosophy of delivering more than clients expect has ensured that Enable has kept on growing year after year. Now, after six years of attracting clients as diverse as Sainsbury's, the NHS and Sage Software, we've expanded into new premises.

One huge advantage of our expansion is now being able to provide even better facilities for our team. We have always been a company that lives the idea that we are our people. Their energy, their insight and their sparks of genius are what make us such an asset to our clients. So to be able to offer our team space in which to thrive is great news for us. And great news for our clients.

So will you have trouble finding us? Not if you know our existing premises. We've simply expanded on the same site taking over 5,600sqm of extra space.

If you haven't visited us yet, please feel free to pop in. Just call to make an appointment so that we can show you round and discuss how we can help you in the near future. After all, it's the reason we're here.



The orange logo that's a red hot opportunity



Click on any major news organisation's homepage. From the BBC to Times Online. A bright orange RSS logo will almost

certainly be lurking. Next time you see one, give it a click. It offers fresh opportunity for your business.

RSS stands for Really Simple Syndication. The reason nearly all news organisations highlight RSS is that it helps people stay in touch with stories of particular interest. Rather than having to surf around or keep coming back to websites for news, the viewer can be 'fed' links to relevant stories as and when they appear. The headline appears like an email in a special window (your RSS reader), or as a bookmark in your browser (if supported) so that you can choose to click on it for the full story or come back to it later when it suits you.

How is this of interest to me?

Wouldn't you like to keep customers and prospects better informed? Using this exciting new RSS technology, you can 'feed' your news to customers or prospects. Once they express an interest in a subject or product, you can keep them updated without relying on them remembering to revisit your website. And as you know they have a genuine interest in the subject, they'll be very interested in the information you supply.

>> fastfacts

- RSS is currently used by nearly every news website
- Allows requested 'news' or events to be brought to someone's attention
- Potential for every kind of business
- Start of a new electronic opportunity
- Can be used on computers, mobile phones or PDAs

How Enable Software can help make the most of the opportunity.

Using RSS couldn't be easier - many modern browsers such as Firefox, Safari and IE7 support RSS feeds out of the box, or alternatively web surfers can install RSS reader software. It can be very simple or offer varying degrees of sophistication. Enable Software has the ability to design it to suit your needs. For example, we can make them work for Java-equipped mobile phones or PDAs. The potential is immense. Let Enable help you exploit it.



New Products Quality and Compliance Management and Case Collaborator, contact us to find out more

Help the property manager

Imagine this for a workload. Your team has 700 properties to manage. Spread across the length and breadth of the land all with landlord and tenant problems, insurance, maintenance and 101 other considerations that can't be neglected. Welcome to the world of Glenn Miller, Head of Property for Help the Aged.

Thankfully for Glenn and his team, after much searching and evaluation of products on the market they found Enable

HELPTHEAGED WE WILL™

Infomatrix who had a flexible ready-made solution. Property Tracker is a web-based

software product that helps anyone manage every aspect of a property portfolio. And, in common with all Enable software, it couldn't be simpler to use. Easily configured to suit any needs, it certainly fitted the bill for Glenn.

Property Tracker allows overview information to be gained to help with strategic decisions. Plus, you can file supporting information and documentation against any individual properties. Photographs, insurance policies or asbestos reports can all be viewed. In fact, you name it, Property Tracker allows you to attach it for future reference. Use it to alert you of key dates via email.

Unlike the other software Glenn reviewed, once purchased it can be used by any number of users at no extra cost and restricted access can be given to external parties - builders, for example, who need specific information to ensure trouble free completion of works.

As well as being on top of managing your portfolio, Property Tracker offers significant time savings. And as you'll be up-to-date with everything from leases to insurance, there's more chance of minimising costs and freeing up time rather than spending time trying to analyse disparate information.

Certainly Glenn would agree.

>> fastfacts

- We help manage over 700 outlets
- Help the Aged know at a glance the status of all their property information
- Can be configured to replicate specific needs
- User-friendly, corporate branded time saving reports
- Unlimited users
- Access from anywhere online

Data Management goes DIY

A new development from Enable offers complete control over the way you gather and assess information. With Info Tracker, you get the most user-friendly and flexible toolkit to help you get more from the data relating to any process or aspect of your business.

The easy-to-use toolkit allows you to design (and keep designing) electronic forms and processes to whatever format suits your business. You can build in as many levels of data entry as required. Either keep it simple or build multi-level tabs that offer the opportunity to cover every question or option relevant to the subject. You can even associate information or documents at any level or layer. It's entirely within your control. We give your administrator full instructions. From that point onwards, you can develop the system to suit any need. Alternatively, you can simply hand the project to us and we'll configure the solution to your brief.

Anyone drawing data will find it easy to navigate. The user interface makes everything so accessible. For example, opt to show key information on a headline screen with deeper levels of knowledge available in subsequent layers. As all of your forms or processes will benefit from a consistent look, anyone can quickly find the data they need.

Analytical capability

To help you gain real insights from the data gathered, user-friendly analytical tools are built-in. You can set-up your own range of search criteria. Then whenever you want to assess if a particular pattern of behaviour is occurring, simply click the report button. You can view findings in a variety of ways; including easy-to-assess tables, bar charts or calendar views. Whatever suits the information you're assessing. And at any time, you also have the ability to convert the data into different formats (from tables to bar charts for example).

New Info Tracker. It's the ultimate DIY data management toolkit.

>> fastfacts

Example applications

- Project management data
- Audits or non-conformance reports
- Monitoring SLAs
- Vendor rating and performance
- Site inspection processes
- Knowledge management

Did you know? Enable International Limited was ranked 50th in the Sunday Times Microsoft Tech Track 100

Get online for consistent quality

Processes. Every organisation needs them. Yet the fact that they're prone to constant change puts quality and efficiency at risk. Unless, of course, you make all of your processes and documents available via a user-friendly portal.

Thanks to Enable's new Quality and Compliance Management software, you can ensure everyone in your organisation has immediate access to fully up-to-date process maps for everything that happens at all of your locations. Our modular-based system can accommodate any individual need. It's easy to set-up. Easy to use.

And easy to manage - no matter how many times you need to update it. In addition to the web-based quality manual that's at the heart of the system, you have many extra options. The Document Management module allows you to put anything from holiday forms to multimedia files at the fingertips of staff, suppliers or customers. With Process Management, you can generate process flows through which forms are submitted - so you follow the progress of any project. Finally, Performance and Compliance Management allows you to assess the relevant performance and adherence of set groups using a wide range of criteria.

>>fastfacts

Ideally suited to help with:

- Document management
- Issue & action tracking
- Product launches
- Change management
- Organisation charts

As it stands, just one change to an essential process demands reprinting and issuing every department in every location with more new paperwork or manuals. With Enable's flexible new Quality and Compliance Management software, that's all about to end.

On the right lines for safety

More than ever, safety in the rail industry is under the microscope. With this in mind, the Rail Safety Standards Board (RSSB) commissioned Greenstreet Berman and Enable Infomatrix to help them gain an honest insight into the industry's safety culture.

One bespoke product later and the RSSB has the solution. Our web-based Safety Culture Toolkit.

Essentially, it's a carefully constructed questionnaire that gives people working in the industry an anonymous 'tell-it-how-it-is' opportunity.

Although on face value this mass assessment tool simply asks questions, it actually allows deeper levels of understanding to be gained. Even though the respondent is anonymous as an



individual, the rail sector organisation can still see if a wider picture is building. For example, that train drivers for a particular operating company all reply negatively to a specific question. As trends are spotted, they can then be tackled.

Depending on the answers given, recommendations and advice can also be fed back to the management team (prompts can suggest training or management input). It also helps to boost morale as everyone can see that safety is being monitored.

Developed jointly with safety consultants Greenstreet

Berman, the system features include latest news, best practice section and cross-sector benchmarking.

As with so many Enable solutions, the flexibility of this system

>>fastfacts

- Bespoke safety culture assessment tool
- Web-based questionnaire that helps identify any trends
- Encompasses assessments and educational aspects
- Adapts to work as a satisfaction survey

provides opportunities for anyone looking for a mass assessment toolkit (or survey).

It can easily be adapted to assess customer, workforce or supplier satisfaction. In fact, feedback or opinions can be gained from any audience.



Rail Safety & Standards Board

Got five minutes? Need some quick advice? Got an idea you need to bounce off someone? Have a problem you have half an idea we might be able to help with? Or just fancy a chat? Then give us a call. We'll be delighted to help

Call Andrew at Enable Software or Dominic at Enable Infomatrix. Tel: 01789 208080 hello@enable.eu www.enable.eu