



DOCUMENT Management

Ever lost an important document or communication? Did it impact your business? Could it impact your business?

All organisations have an infinite amount of valuable knowledge, experience and expertise, the challenge is the effective storage and utilisation of all this "knowledge".

An effective integrated document management system is a key part of any organisations knowledge management strategy.

ST Synergy offers just such a powerful, integrated solution.

ST Synergy supports the creation and storage of all types of documents including both 'physical' and 'electronic' representations.

Users are able to create, locate, view, manage, finalise and dispatch documents from one location within the system.

A 'document' can take many forms including:

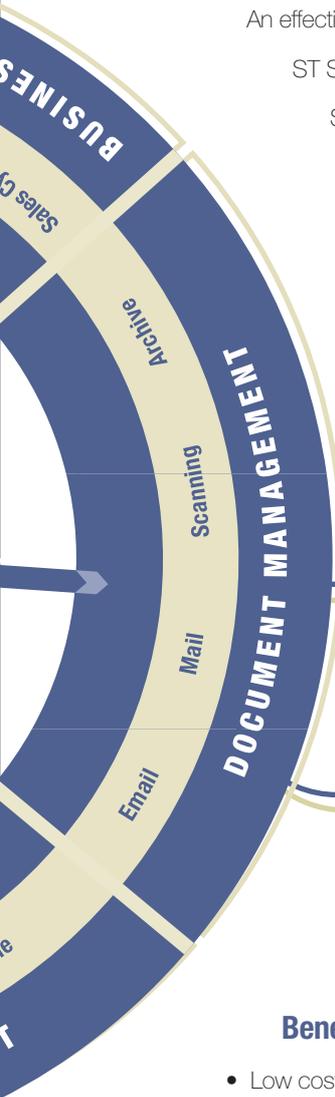
- Spreadsheets
- Images
- Voice files
- E-mail messages
- Text formats

Features

- Fully customised document categorisation.
- Automatic reference number generation.
- Electronic or paper media supported.
- Secure check in – check out process.
- All Microsoft formats supported.
- Supports Universal Naming Convention.
- Provides full mail and dispatch management.
- Powerful search functions.
- Supports full document template processes.
- Facilitates remote document access.
- Integrates seamlessly with corporate Intranets.
- Supports "intelligent" documents that can include "business rules".

Benefits

- Low cost implementation by support of industry standard databases.
- Reduced downtime and cost of implementation by conversion of existing document databases if required.
- Reduced operating costs by ensuring company business rules are adhered to.
- Never lose a document, correspondence, note, email ever again.
- Always secure in the knowledge that users/customers have the latest version of an agreement, contracts etc.
- Speedy retrieval and storage of all media.
- Secure control over all media.
- Reduce operating costs by reclaiming expensive wasted floor space currently used by filing cabinets etc.
- Increase staff efficiency and management.
- Increase customer satisfaction by always being in control.





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ST SYNERGY

ST Synergy was established in 1993 and listed on the Australian Stock Exchange in 2001. Since 1995 the system has been deployed in many organisations throughout Australia across a variety of industry sectors. ST Synergy is multi award winning, featuring highly in Microsoft Windows and other industry awards.

"ST Synergy has reached a level of excellence that sets it apart from the norm and is a tribute to the leadership position it has established."

Bill Gates

Ongoing research and development ensures the continued growth of an already highly successful enterprise management system.

ST Synergy's unique offering operates seamlessly across the 4 key areas of today's business hot spots:

- Customer Relationship Management
- Workflow and Project Management
- Document Management
- Business Intelligence

Open System Architecture

ST Synergy is an object oriented, multi user, 32 bit Windows based application that supports Windows 95/98/XP and Windows NT 4.0/2000 operating systems.

It is a fully scalable client-server application that allows the enterprise to select a database backend that is best suited to the clients particular specifications.

Database integration is provided for:

- Microsoft Access (Suggested Use 1-5 users)
- Microsoft SQL Server (Suggested use 5 - 200 users)
- ORACLE (Suggested use 40+ users)

Integration

The system offers seamless integration with industry standard applications such as Microsoft Office 2000.

Advanced email integration allows for linking to Outlook 2000/Exchange Server and Novell Groupwise.

Other Services

- Certified Training.
- Business Process Review.
- Project Management.

CLIENT COMMENTS

"It is fair to say that Synergy has had a significant impact on the way our business is managed. Our knowledge base is an extremely important aspect of our business - we are now able to manage and access it in ways which often "knocks the socks off" our customers."

Dan Colgan, GTSA Engineering



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WORKFLOW Management

Is your organisation over spending on operational costs?

In the ever changing and unpredictable environment, workflow management is critically important to the ongoing financial health of an organisation.

Workflow allows you to streamline and automate your work processes.

Miss a deadline – lose a customer!

Miss an important step - lose a customer or end up in litigation!

Everybody knows "idle resources impact heavily on your bottom line"!

Are you efficient and in control of your resource management?

ST Synergy allows you to define and manage your organisational workflow at the enterprise level and enable each of your staff members to manage their workloads individually.

ST Synergy also allows managers to obtain a "holistic" view of all jobs, tasks and projects in a comprehensive manner.



Features



- Libraries of repeatable jobs and tasks can be created and allocated at the click of a mouse.
- Effectively plan all resource usage.
- Allocate jobs and tasks to relevant resources.
- View and search all tasks with a customer centric view.
- View and search all tasks allocated to a particular resource.
- View all overdue or missed tasks or jobs.
- View all current documents relevant to particular tasks or jobs.
- View all communications relevant to particular tasks or jobs.
- View all active and inactive tasks or jobs.
- View staff calendars.
- Manage staff calendars.
- Automatic timesheet function.

Benefits

- Staffing levels managed through efficient resource allocation.
- Reduced operating costs through managed task allocation.
- Reduced cost through automation of administration tasks.
- Reduce payroll costs by the use of unskilled staff.
- Improved speed of communication.
- Communicate with your customers in a more controlled environment.
- Simple to implement.
- Simple to change and update.
- Reduced training time for new staff.
- Eliminate data duplication.





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Other Services

- Certified Training.
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CLIENT COMMENTS

"Overall ST Synergy has increased work flow and efficiency, as well as our value, without the need for" extensive and continuous training."

Maurice Lowe, De Neefe Signs WA



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CUSTOMER RELATIONSHIP Management

Do you really understand what your customers want now... and in the future?

The new buzz word in business today is CRM.

We have many definitions of this term from "retain or increase your current customer base" to "monitor the most profitable customers and ensure maximum leverage from this base".

The cold hard facts are that in most markets these days, the technology war being waged has resulted in many organisations offerings being pretty much the same.

The reason people will chose your offering over another similar organisation or product may well come down to how they enjoy the experience of dealing with you.

Customer satisfaction is now paramount! Our revolutionary holistic design has a unique perspective on the definition and management of a client.

You must leverage your information to provide a more accurate understanding of your current and future customer needs.

ST Synergy provides your company with the ability to "change the experience".

ST Synergy's CRM module also provides a powerful Contact Management Facility.

This facility allows coordinated control of not just sales staff but all resources within your organisation.

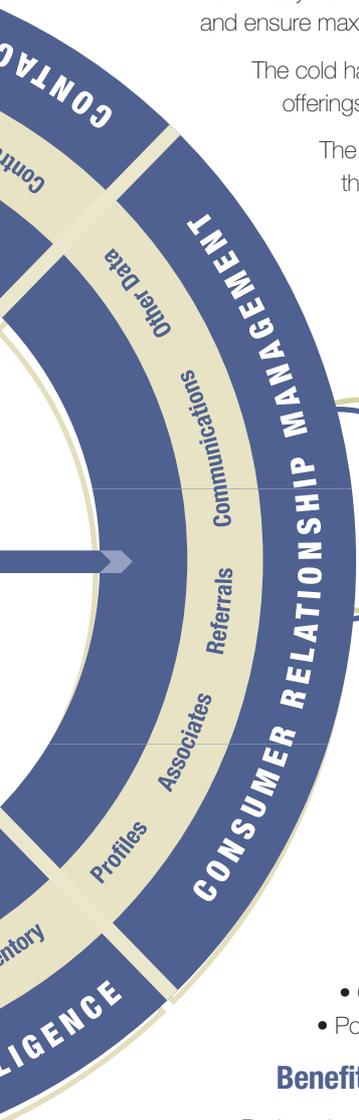
It allows the integrated generation and recording of all communications and documents and provides a fully referenced history of all communications by all staff members.

Features

- Customer centric view of your organisation.
- Automate business processes with your CRM module.
- Efficient capturing of key demographic and statistical data.
- View financial information within your CRM module.
- Analysis of your suppliers as well as your customers.
- View all profiles, references, associates from a single point of reference.
- One-to-one and one-to-many relationships recorded.
- Powerful data analysis and reporting available via Seagate Crystal Reporting.

Benefits

- Reduced operating costs due to intelligent analysis.
- Increased efficiency through automation.
- Informative response to customer enquiries.
- In depth understanding of customers.
- More efficient sales pipeline management.
- Increase your marketing and selling opportunities
- Easily identify your most profitable customers.
- Manage your customer feedback to develop new and improved products or services.
- Obtain information that can be shared and leveraged with external business partners.
- Faster response to all customer inquiries.
- Full control of all sales processes.





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Other Services

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CLIENT COMMENTS

"Prior to the software installation it was a nightmare keeping track of what was being sent out to our customers and potential customers."

Ian Marshall, BSF Australia



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BUSINESS Intelligence

Do you need a holistic view of your financial status at the click of a button?

In order for businesses to remain competitive you need to have all available information within the enterprise at your fingertips, particularly financial data and indicators.

Typically an organisation has an accounting, payroll and other systems managing specific parts of the business.

Management require appropriate information in order to make informed decisions, they do not want to search three or four separate databases to get that information.

ST Synergy can be configured to provide live or batch access to your internal accounting systems.

It allows staff to view and retrieve such critical information without leaving the system and provides easy access for non-account skilled staff.

Sales Managers can check customers' financial status directly and easily view sales and purchase cycles.

Purchase clerks need to keep a close eye on budgetary expenditure.

Sales staff are always interested in commission status.

The information within the organisations accounting system can also be utilised with other facets of the ST Synergy system including CRM, Contact Management and Document Management. These modules allows you to harness the organisations knowledge base in working with customers and suppliers.

Features

- ODBC enabled to interface to many proprietary financial packages.
- Interfaces to Great Plains, JIWA, SYBIZ Vision and others.
- Provides seamless integration of accounting and financial system database.
- Non financial staff can now have access to relevant financial information.
- Individual customer financial status available.
- Allows consistent view of accounting, payroll and other financial systems.
- Purchasing histories available at your finger tips.

Benefits

- Consistent financial view for all sectors of your organisation.
- Integrate your current financial system into an enterprise wide solution.
- No need to purchase a new financial package.
- Minimum training required.
- Easy to track payment pipeline.
- Easily establish position on creditors and debtors.
- Sales pipeline easily analysed.
- Purchase cycles easily analysed.
- Corporate wide view of current financial status easily viewed.





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Other Services

- Certified Training.
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CLIENT COMMENTS

"ST Synergy's ability to be easily tailored to suit our business needs has allowed us to track job, customer and accounting information effectively and efficiently."

Nina Wilkins, Fabcon Construction



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