

Huefner MANAGEMENT SYSTEMS

Service through Technology

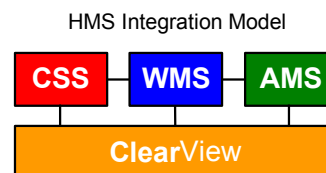


The Company

Since 1986, **Huefner MANAGEMENT SYSTEMS (HMS)** has exclusively developed and serviced Customer Service, Asset Management and Work Management software for Local Governments infrastructure. The focus for **HMS** is to provide world class business management tools and solutions to enable organisations to optimise the deliverance of service to their customers.

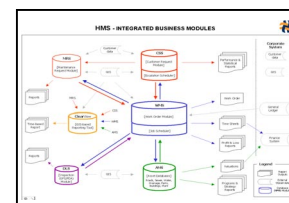
Product

HMS has an extensive suite of management systems able to operate as *separate* applications or *together* as a unique and powerful *integrated* system. The ability to share related data between applications is what makes the **HMS** suite different - each application is tailored to an organisational role.



Customer Service System (CSS) is designed to record details of defects, deficiencies or situations that require resolution. Requests may be *asset-specific* or entirely *general* in nature; they may be rate payer or internally driven. Each Request is assigned to a relevant resource (ie staff member, contractor etc) for further action and is tracked against definable performance criteria.

Work Management System (WMS) is a discipline-based Work Order creation and tracking system, principally designed to be operated by asset owners/custodians. The principal purpose is to create a record of work carried out on an asset and to define *activities* required to resolve the defect reported in the **CSS**.



Asset Management Systems (AMS) are discipline-based Asset Management Systems that supply live asset information to **WMS**. This, in turn, allows for customer service contacts to be related to individual assets via **WMS** information.

ClearView : A window to information stored within Geographical and Textual databases. **ClearView** *dynamically* presents data geographically, graphically and textually. Designed to be a complete reporting package, historical comparisons can be made, statistics viewed and trends analysed.

GIS+Link : This application provides seamless, dynamic integration between **HMS AMS** and popular GIS product from providers such as MapInfo, ESRI and GenaMap.

Note : **AMS** and **WMS** applications are available for road, sewer (wastewater), water, drainage (stormwater), gas, park and building assets

Licensing : **HMS** product is available via licensing or leasing on a concurrent user basis.

Support Services

Service Subscription : Service Subscription (maintenance / support) provides technical support via phone, fax or e-mail. This service includes the provision of FREE improvements and enhancements to current version products during the subscription period.

Training : All **HMS** products are supplied with training, either on-site or at **HMS** offices.

Consultation : Huefner Management Systems offers analysis of data, preparation of reports, asset management advice including creation of specific user functionalities.

Outsourcing : Taking the consultation service one step further, **HMS** offers outsourcing services to our customers. Services include : data pick up and validation, data translation, policy development, strategy determination, valuations/AAS27 reports and Asset Management Plans.

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