

Welcome to the Communicat Chat newsletter! This newsletter will focus on current news, trends, tips and much more to inform you.

Current News

Arrow/Tencia

Arrow Research Corporation was awarded the Consensus software award for its flagship accounting and Enterprise Resource Planning (ERP) solution 'Tencia'.

The Awards were presented in Sydney by The Hon Malcolm Turnbull, Shadow Minister for Communications & Broadband. The three key criteria for the awards were Innovation, market potential and performance.

Major new Features and Enhancements 2012.4:

Print Profit and Loss by Quarter [Enhancement]

A new report, Print Profit & Loss by Quarter, has been added for the general ledger module.

Print Profit and Loss Report by Date Range [Enhancement]

A new report, Print Profit & Loss by Date Range, has been added for the general ledger module.

Communicat Service Teams

Communicat has recently expanded it's ERP team with the addition of new staff members who bring years of hands on experience of SME Products and working with Business processes.



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What we do....

Business & Accounting Software

- **Arrow/Tencia**

CRM development

eCommerce

System Development & Tailoring

Cloud Services & Hosting

IT Infrastructure

- Hardware
- Network
- Internet Connectivity

Report Design

Training

Web Hosting

Web Design

In This Issue

- Current News
- EOFY Tips
- Computer Managed Services
- Overview of the ERP Team



Communicat ERP Support Team

Preparing for EOFY

As the End of Financial Year (EOFY) fast approaches, we encourage business owners to get their financials in order and review them well before tax-time to avoid unnecessary headaches.

Past experience indicate businesses that take action prior to July 1 put themselves strides ahead of their competitors and allow them to take a proactive approach to the year ahead.

Our Consultants have come up with their Top 5 tips:

1. Review and understand how to make changes for Superannuation Guarantee from 9% to 9.25%.
2. Ensure you have reportable FBT amounts entered into your system before the end of Payroll Year.
3. Review your stocktake procedures prior to year end if you are conducting a stocktake.
4. Download the latest Electronic Commerce Interface (ECI) from <http://eci.ato.gov.au/> to check your payment summaries.
5. Make sure you have a separate and secure data backup that has been independently checked.

Stocktake

We identified that that stocktake procedures cause a lot of headaches for our clients when it comes to this time of the year. They pointed out, every year hurdles come up when businesses go through the stocktake procedure. The best way to avoid such hurdles is to ask yourself some important questions.

1. Have you arranged to freeze deliveries during your stocktake count?
2. Do you have a holding area to house new stock while you conduct a stocktake?
3. Will you continue to invoice during your stocktake count?
4. Do you have enough staff on hand to do your stock count?
5. Have you considered automating this procedure to streamline this process in the future?

As the Financial Year End approaches our consultants already have bookings for June and July. If you require assistance in reconciliations, maintenance of your accounts, Software Updates and/or help with your Payroll End of Year, please contact Communicat or use online booking form located under 'Book Now'.

Client Satisfaction

Communicat would like to inform it's clients that in the upcoming weeks they may receive a survey. Our objective is to continue making your support experience with Communicat outstanding and to help us deliver such an experience we seek feedback from our clients.

We encourage you to complete this survey.

Did you know?

On 1 July, 2013 Superannuation Guarantee rate will change from 9% to 9.25%

Pressing **Shift + F2** on your keyboard will allow you to Delete.

Important Dates

21 June 2013 - Reporting payments to contractors in the building & construction industry

21 June 2013 - Final date for lodgement and payment of May 2013 monthly Activity statements

Book Now

Online EOFY Booking Form

<http://eofy.communicat.com.au/arrow/>



Are you ready for EOFY 2013?

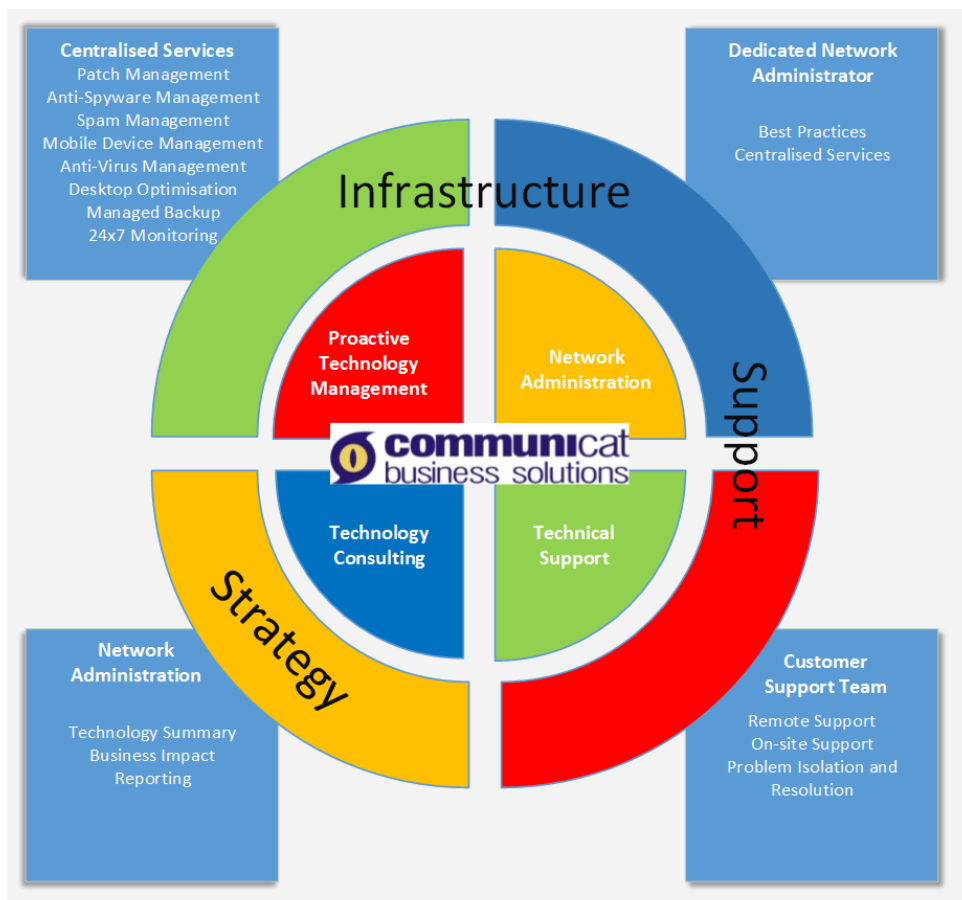
“We are very proud to announce that our dedicated Technical team won the N-able Managed Service Provider (MSP) Award of the Year for Australia & New Zealand recently in Sydney...”

- Malcolm White

“The hard work of our team made this award possible. We will continue to deliver the latest & best technology to our clients to ensure they meet their business objectives.”

- Graham May

Technical Manager



Managed Service Provider

What is Managed Service Provider?

A Managed Service Provider (MSP) is an Information Technology (IT) services provider that manages and assumes responsibility for providing network-based services, applications and equipment to businesses as a strategic method for improving operations.

Managed Service is a cutting edge approach towards IT infrastructure management. MSP provides an insurance policy against business interruptions, hassle and cost that typically occur when some element of your IT infrastructure fails.

The Communicat Net2 service provides comprehensive support at a fraction of the cost of employing in-house IT staff. Our program gives Small Businesses access to resources, infrastructure and applications that is normally only accessible to larger corporations. It is a proactive approach as opposed to waiting for things to break, allowing you to focus on your business. We focus on device security, patch management and weekly maintenance to ensure client systems are running at their best. Our technical team is able to offer a broad range of IT services ranging from Hosting/cloud services, backup, network security, infrastructure (planning, implementing and maintaining), help desk, messaging, internet connectivity, disaster recovery and more.

Our sales team is closely integrated with the technical team to ensure they are current with the latest technologies and solutions. When meeting with our clients their discussions are orientated on how IT can assist their business needs.

Senior Consultants



Frank Neo

Frank is a member of CPA Australia and Institute of Certified Public Accountants of Singapore, ICPAS. He started his career as an auditor at KPMG Singapore before pursuing his Masters Degree at University of Melbourne.

He has been with Communicat for the last ten years implementing ERP solutions for SMEs. Frank is a Senior ERP and BI Consultant who has won numerous awards for his software implementations.

He is also a great mentor to new consultants joining Communicat. Sharing his wealth of experience and knowledge gained from over fifteen years has proven to be invaluable in meeting our clients' business needs and guiding them to successful business software implementations.



Vanessa May

Vanessa has been with Communicat since 1999, coming from a strong accounting background gained from experience in both a large chartered accounting firm as well as in commerce as finance and production manager in a manufacturing company. Vanessa is on the management team at Communicat and jointly leads the ERP consulting team with Frank Neo. Her main areas of interest are payroll, core finance, and business intelligence.

Academic Qualifications: B. Bus (Accounting), Grad. Dip. Psych., MBA, Master of Information Management & Systems (Business Intelligence). Professional Qualifications: CPA, Project Management Professional (PMP), Senior Certified Professional with Australian Computer Society, Registered Tax Agent.

Sales & Client Service Manager



Margaret Hennessy

Margaret has been working in the ERP industry for over 30 years working as an ERP consultant, Support Manager, Sales Director and Operations Manager. Since moving back to Melbourne Margaret has been employed at Communicat for the past nine years in Sales and Client Service Management for the ERP Team.

Margaret says that working with a happy, talented and professional group of people at Communicat makes it easy to manage the strong relationships that we have with our clients.

Would you like some help?....

Reconciling

- Stock
- Job Costing
- Cash book
- Debtors
- Creditors
- GL
- Payroll

Stock-take

End of Payroll Year

End of Financial Year

Maintenance & more

...We're here to help you!!

Training

Tencia Foundation Training

13-15 August 2013

8-10 October 2013

10-12 December 2013

6 x Training sessions per course - each session \$200 inc. GST. For further details please call T: +61 3 9320 0000

Communicat Business Solutions

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boundless business



Communicat ERP Team



Chad Tiet

Having worked at an importer/wholesaler for four years provided Chad insight into business flows and processes critical to the efficiency and success of an Australian Business. This experience has provided Chad the ability to analyse and simplify internal business processes with close attention to detail.

Transitioning into a technical support role at a leading Accounting Software company, Chad embraced the challenges of applying information and accounting principles to Australian Business owners. He developed firm understanding which enabled him to support colleagues as a product specialist, product trainer and leadership in the four years of employment there.

Continuing the Accounting journey, Chad worked as an internal Accounts Bookkeeper for a year before reconnecting with the technical accounting and software implementation support which he missed during his time. He now leads a team at Communicat.

Ilesh has acquired over eight years of hands on experience within various IT business environments. He graduated with Masters in IT from Swinburne University in 2003. He worked in IT sales, directly dealing with latest technologies and software for growing business. Enjoying client interaction he moved into a support role dealing with SME businesses. After working for a major SME software developer for five years Ilesh moved to Communicat ERP where for the past year he has been implementing and training our clients on Arrow and Tencia.

He brings a vast array of knowledge to Communicat such as understanding database structures, maintenance and third-party integration which gives him an edge in designing business needs and helping clients find the right solution for themselves.



Ilesh Patel



Ash Fong

After completing his tertiary education at Monash University, Ash joined MYOB in 2006 where he supported a whole range of MYOB products. He worked closely with AU and NZ clients as a Product Specialist, later becoming a Trainer and Mentor for new staff. He gained valuable experience over six years with various clients and understanding challenges of business needs before joining Communicat. He is passionate about client experience and understands critical business processes. He has implemented a number of Arrow and Tencia projects.



Abid Khan

Abid comes to Communicat with more than six years of Business solutions experience and has worked with SME products for five years. Over the years he has trained staff and clients as well as implementing POS software solutions. The wealth of industry knowledge and experience enables Abid to connect with companies to source better outcomes for their business needs when transitioning from introductory level SME products to SQL based software.

Contact Us

Give us a call for more information about our services and products

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