



November 2018 - iFerret Update

Introduction

Welcome to the November 2018 edition of the iFerret Update. iFerret continues to spark the interest of organisations wanting to give their staff efficient and simple access to corporate information thus enabling better service to their customers.

iFerret is now installed at 44 councils and that number continues to grow. These councils are benefiting from improved access to corporate information resulting in better decision making and faster response times.

In this edition we cover new customers, a customer case study, recent events, usage update, the new iFerret release, and training and education opportunities. We hope you enjoy the iFerret Update.

New Customers

iPLATINUM would like to welcome the following new iFerret customers since the last edition of the iFerret update.

- Strathfield Council
- Northern Beaches Council
- Mid Coast Council
- Lismore City Council
- Queanbeyan Palerang Regional Council
- Gwydir Shire Council
- Port Stephens Council
- Blayney Shire Council
- Wodonga City Council
- Baw Baw Shire Council

Customer Case Study—Yarra Ranges Council

Yarra Ranges Council engaged iPLATINUM to provide a turnkey solution for its enterprise search requirements including the iFerret software and a dedicated search server.

Yarra Ranges' enterprise systems business analyst, Michelle Harris explains "we had an overwhelming need to find information for FOI requests, our email archive was very large and information was stored in various locations in network drives, rather than the corporate document management system.

"Each system we use - ECM, Pathway and Email Archive - has its own searching capabilities but we were after a single means of searching and collecting documentation and data in the one place," she said. This approach means that nothing can fall through the gaps when performing searches for FOI information requests, insurance discovery, governance, compliance or customer service.

"Feedback from users has been very positive," Ms Harris said. "They love it. Our FOI discovery process has reduced previous search times by at least 50 percent."

The turnkey solution, including hardware and software, has not only exceeded Yarra Ranges search performance needs but makes the implementation and ongoing up-keep of the solution seamless from the Council's perspective.



Recent Events

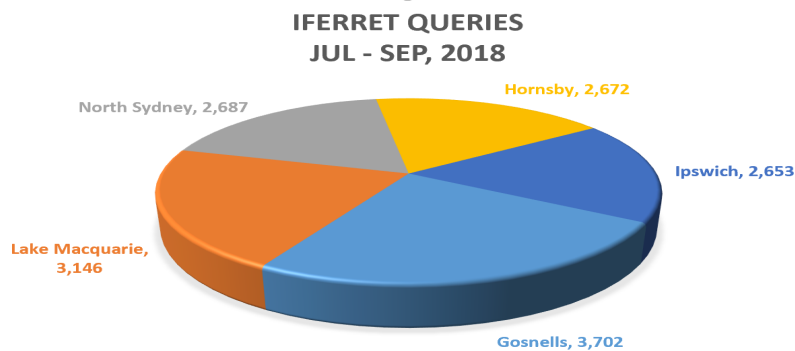
Thanks to all the people who visited the iPLATINUM stand at the following recent events:

- Infor Public Sector User Forum - Melbourne
- Records and Information Management Professionals Australasia - Hobart
- National Local Government Customer Service Summit - Brisbane

Top iFerret Customers

Many of our customers now run competitions internally to promote iFerret and reward the top iFerret inquirers. We are now publishing the top users of iFerret on our website each quarter and would be happy to make Ferrets available as prizes for the top users. If you would like some Ferrets for your council please let us know.

The top iFerreters for the July to September 2018 quarter were:



iFerret Version 3.0

We are busy working on the next release of iFerret which will include a raft of new features/enhancements, new connectors and most importantly a new user interface. Some of the new prototype interface screens are provided below.

Advanced Search

Smart Search

Contains any of

Filters

10/09/2018

Modified on or after

Sort by

Show unknowns

Disable synonyms

Admin search

Super user mode

God mode

DATA SOURCES

METADATA FILTERS

Filters

Show unknowns

Disable synonyms

Admin mode

Super user mode

God mode

TIME PERIOD

Past 24 hours

Past Week

Past Month

Past Year

Custom

Page 1 of 148 results

Proposed Advert Structure - Salt Pan Crk.doc

MEMO TO ALL DIRECTORS RE PROPOSED ADVERTISING STRUCTURE AT SALT PAN CREEK

You will recall that this project recently had a change of direction when we discovered that the Department of Land Water Conservation wouldn't recommend the proposed lease to the Minister for approval under the Crown Lands Act. The new approach is for a floodlighting tower structure to be constructed by...

Proposed Advert Structure - Salt Pan Crk.doc

ECM Documents - MS Word - 76.00 Kb - 20/12/2000 16:26:56 - Show Audit Trail

Salt Pan Creek Resident Database.xls

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*S-16-9 P16, S-16-1 P17 [0] "Enquiries: [Gary Jenkins]"

Direct | 0789 9352 |

Phone |

Direct | 9787 2703 |

Fax |

The Manager
Commercial & Industrial Customer Services
Wastewater Source Control
Sydney Water Corporation
P O BOX 1055
CHATSWOOD NSW 2057

Attention: Mr E Pasik

Dear Sir

[Subject: Track Waste Agreement 2656 - Salt Pan Creek]

We wish to advise that from 23 August 2005 we intend to transport leachate from Waggoner Oval to be treated and disposed of through the treatment plant at Salt Pan Creek.

We have received approval from the Department of Environment & Conservation for this procedure. A copy of the letter of approval is attached for your information.

Finally, if you would like iPLATINUM to help you learn how you can get more out of iFerret and increase usage across your organisation please contact Mike Preedy on 0405 102 500 or mikep@iplatinum.com.au to discuss. This is provided as a FREE service to our customers.

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