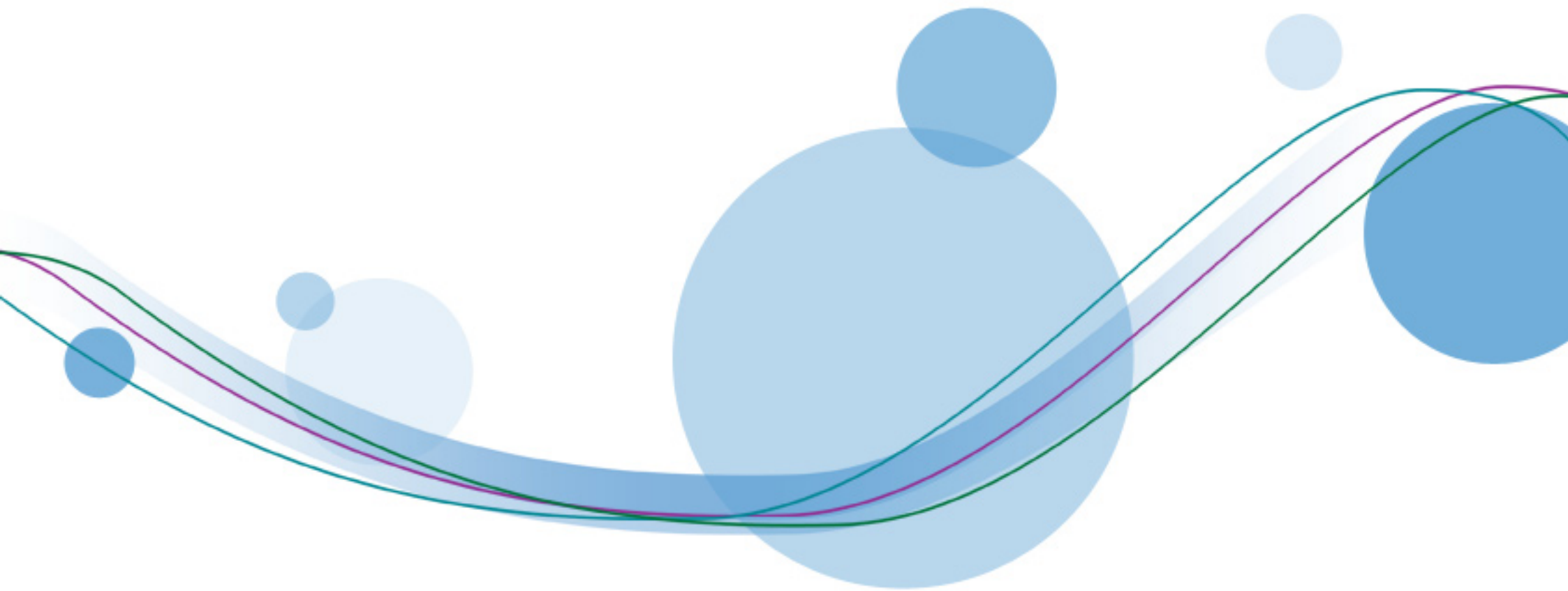


bluegem
software

COMPANY OVERVIEW



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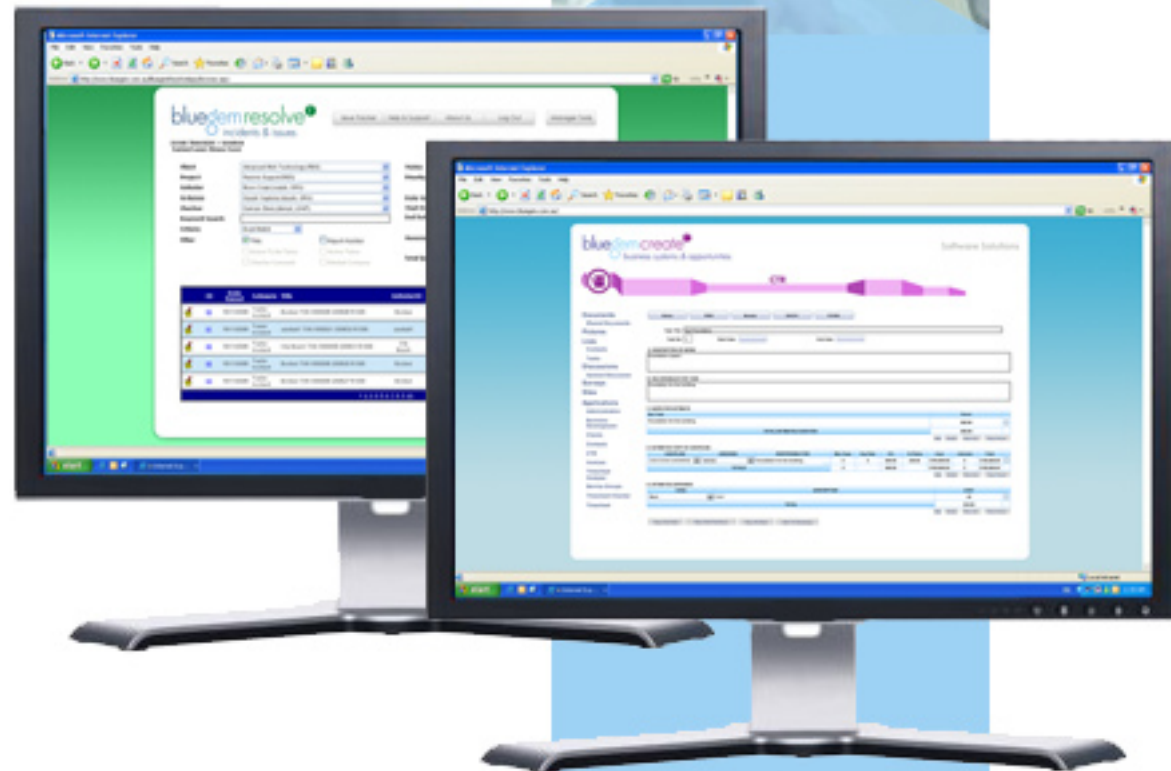
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What do we do?

- We improve businesses performance through the design, development and integration of innovative software solutions
- We design the right custom or 'off-the-shelf' solution for our clients by taking time to understand their business processes and goals
- We improve efficiency and ROI by integrating new and existing Microsoft, MYOB, Bluegem and other software applications into coherent solutions
- We minimise project cost and risk through comprehensive Business Process Analysis workshops, detailed reports and consultation
- We provide high quality website, graphic and multimedia design capabilities
- We improve communication, data exchange and management through value added Enterprise Portal solutions
- We make IT procurement easier by offering 'end-to-end' solutions through alliance partners where necessary



Why Choose us as a partner?

- **EXPERIENCE**

Bluegem Software has been designing, developing and implementing business software, learning applications and websites across a wide range of sectors since 1996. We offer proven expertise and a wide industry perspective on finding innovative and cost effective solutions for real business needs

- **COMMERCIAL EMPATHY**

Our aim is simple; to focus on developing strong relationships with our clients to ensure that we provide cost effective solutions aligned with their needs, goals and budget. This philosophy allows us to understand their needs and contribute to their continued success through the implementation of appropriate software systems

- **BUSINESS ANALYSIS**

We are committed to helping our clients make better decisions and improve performance. Our comprehensive Business Analysis Scoping Workshops focus on understanding the various roles and responsibilities within an organisation – allowing us to provide consultative and fully costed proposals that meet identified requirements and help to save time, money and wasted effort

- **REDUCED RISK**

Using Microsoft's latest .NET technology, Bluegem has developed a library of Software Modules that can be easily integrated and customised to form unique, larger solutions alongside other applications. This flexible approach minimises risk, producing tailored solutions within reduced project timeframes. It also means that you can feel confident that our solutions will remain supportable for as long as possible

- **QUALITY ASSURANCE**

Our commitment to quality is emphasised by our status as a Microsoft Certified Partner, ISV Software Solutions and MYOB Development Partner. Bluegem Software is Austrade and Government Certified and maintains standards by recruiting and encouraging high-calibre computer professionals to ensure that you can feel confident in choosing Bluegem

Each Bluegem solution benefits from:

- An Account Manager with responsibility for the overall customer relationship and continued communication throughout the project phase and beyond
- A detailed Scoping and System Design process (including any agreed Pilot Phase) with Bluegem's Business Analyst leading to a fully costed proposal
- A named Project Manager who oversees every stage of the design, development and delivery process and provides a reassuring link between Bluegem and the client
- A software Test Engineer to ensure QA compliance
- Comprehensive documentation and training options to help with implementation
- A minimum 30 day Customer Acceptance Test phase before project handover and various support options, ensuring complete satisfaction with the solution
- Bluegem provides a range of local Support and Maintenance options under a contract or ad-hoc basis:
 - » Telephone Helpdesk (office hours)
 - » Email incident logging and tracking facilities
 - » Software Updates
 - » Bug Fixes
 - » Training and User Manuals
- Escrow facility on request - Escrow of software source code and associated materials to provide additional protection and reassurance to our customers

Our Products



bluegem create[®] business systems & opportunities

- Helps businesses by connecting activities, making management easier, reducing administration costs and improving profitability. Staff members and managers can access information relevant to their work from one central location and business opportunities can be progressed from sale through to CTRs, Project Management, Accounting and Management Reporting



bluegem resolve[®] incidents & issues

- Enables organizations and individuals to raise, manage and close-out incidents and issues. Easy-to-use web-based forms enable authorized users to raise incidents and issues, carry out corrective actions, track issues and incidents, generate reports and demonstrate accountability

MICROSOFT LICENSING

- As a Microsoft Certified Partner, Bluegem can provide the full range of Microsoft products as part of our solutions or as individual boxed products



bluegem explore[®] learn & share knowledge

- A range of customisable modules that combine a powerful knowledge capture, management and delivery system with more traditional training management functionality to cover the full range of knowledge and training requirements. BluegemEXPLORE[®] allows organisations to capture, store and make effective use of the collective learning and experience in their company while building an invaluable knowledge asset and training delivery system that can be used to continuously improve their business performance

ENTERPRISE PORTAL

- Improves communication, collaboration and document/knowledge management by providing a centralised window on your business world with secure, rights based access to data and applications from anywhere via the internet. Using the power of Microsoft Sharepoint, our tailored installations and value added modules help to remove the frustration of accessing resources from multiple locations or sharing information effectively

Services and Solutions

- **BUSINESS ANALYSIS CONSULTING**

Bluegem's MD, Bruno Cozzi, has many years of international corporate experience in the UK, Australia, Canada, USA, Finland, and Korea. His Business Analysis and software development expertise helps to shape, define and document project scope and costs; providing a vital basis for company planning, gaining investment and delivering the right business and software solution

- **CUSTOM DESIGN**

Bluegem has a wide range of experience in the custom design, development and implementation of software applications across a number of industry sectors. From simple web-based applications and multimedia to complex integrated systems, Bluegem's expertise and consultative development process can help transform ideas into productive, functioning realities

- **MICROSOFT FINANCE**

As a Microsoft Certified Partner, Bluegem can offer Microsoft Finance at competitive rates, helping you get a complete solution that matches your needs and budget

- **APPLICATION INTEGRATION**

Bluegem's expertise in creating coherent systems from new and legacy applications protects existing software investment, ensures that business systems are properly integrated and increases efficiency and ROI. We have particular expertise in Microsoft and MYOB as well as experience across other applications

- **WEBSITE DESIGN**

From simple template based sites to complex animated, e-commerce and content managed solutions, Bluegem's comprehensive website design service helps you get the right web presence for your business profile or helps to integrate your website more fully with existing applications

- **GRAPHICS AND MULTIMEDIA**

We provide high quality graphic and multimedia design and consulting services to help organisations add a professional gloss to websites, flash animations/ demonstrations and company branding or logos – whatever your multimedia needs, Bluegem can provide the answer quickly and cost effectively

What do Our Customers Say?

“Our relationship with Bluegem was very good throughout the project. [They] have always been available and understood our needs very well. We would certainly recommend Bluegem to other organisations as a result of their very professional approach.”

Marie-Francoise Scott,
Baraka Petroleum Limited

“Partnering with Bluegem was an invaluable step in our process of migrating from an expensive and inefficient paper based system to a highly professional online solution. Cost-Time-Resource estimation integrated with easy-to-use time-writing are key activities of our business. We found Bluegem staff were professional, proactive, and innovative throughout the project. They quickly grasped our requirements, and engineered excellent solutions resulting in a system that all our staff have been delighted to adopt.”

Dominic Bruehwiler,
Director, Advanced Well Technologies,
Australia

“I have found dealing with Bluegem a rewarding and pleasant experience and they have been able to successfully through their scoping work shops, extract exactly what we have needed to make our company’s expanded growth opportunities come to life. All parties are fully aware of their obligations, roles and costings in bringing on line the new ideas and concepts within our every changing financial services environment. An experienced and pleasant team to deal with at all times.”

Jeff Mazzini
Managing Director
F Fin, FTIA, FPNA, GAICD, AMIAA, CFP

