

'Software as a Service'• **DATABASE PACKAGES**

GEMS4NAC
GEMS-GTR
JOBMAX PLUS

• **IT SOLUTIONS and SERVICES**

Systems Consultancy
On-Site Services
IBM Hardware
IBM Tivoli software
Managed Servers
Microsoft Dynamics CRM 3.0
Voice Over IP (VOIP)

• **SOFTWARE DEVELOPMENT**

Dot Net and SQL
Portals and B2B
Visual FoxPro VFP9
Custom built packages

• **HOSTED SOLUTIONS**

Microsoft CRM 3.0
Hosted MS Exchange
Voice Over IP (VOIP)

• **TRAINING CENTRE**

Conference Room
Hi-tech facilities
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Microsoft CRM

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February 13, 2008

The Hon. Brendan O'Conner MP
Minister for Employment Participation
Parliament House
CANBERRA ACT 2600

Email: MinisterEmploymentParticipation@deewr.gov.au
Cc: Michael.manthorpe@deewr.gov.au

Dear Minister

Thank you for your invitation to all employment service providers and other interested stakeholders, to contribute ideas on the current employment services model.

We are an interested stakeholder – our company has designed, developed and deployed database packages such as JOBMAX for the employment network since 1997, without a break.

As you are aware, service providers are contractually obliged to enter 'transactions' such as placements and claims etc into EA3000. DEEWR subsequently provide downloadable files of these transactions which we amalgamate into our user-friendly management and financial control "information" system.

We count a large number of providers as our customers and whilst they are happy with their JOBMAX system, they have (without exception) been unhappy with and critical of DEEWR's EA3000 system.

Their criticism appears to be mainly on the grounds of "difficult to use" and "hard to get useful information for management". The EA3000 is seen by IT managers as a cumbersome, resource hungry system. Moreover, the EA3000 'help' desk is considered to be neither helpful nor knowledgeable in terms of 'coal-face' knowledge of the contract and the industry.

Providers have little faith in EA3000; a key indicator is that every provider keeps their own spreadsheet(s), duplicating EA3000 information, cross-checking claims, copying and keeping hard copies of file notes etc. This is not only a major drain on productivity and cost but also an unfortunate source of anxiety and stress contributing to the unusually high rate of staff attrition in this industry.

The previous Government had been spending many millions of dollars on this system, which apart from its deficiencies in the eyes of its users, also attracted criticism from the ANAO

Our view is that DEEWR should heed the core policy imperatives of the new Rudd Government and re-invent their Department to work with PAGES in a non-adversarial i.e. collegiate manner. DEEWR staff should focus on helping the PAGES getting the most disadvantaged into work, not try to run an IT shop.

The simple fact is that outsourcing the IT operation and contracting private companies for new application development, maintenance and support will provide your Government with an opportunity to reduce costs, save public service head-count and provide improved customer service.



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At a very minimum, re-introduction of the "two-way interface" between EA3000 and third party packages such as JobMax will restore some measure of efficiency and staff productivity amongst the Provider community.

This two-way interface was favoured by Senator Wong and we were looking forward to its re-introduction.

As a further measure, the Hel Desk function could be outsourced to an organisation which could provide (a) a high level of industry knowledge and (b) extended hours of support especially for Western Australia which is currently disadvantaged.

I would be happy to address questions and/or participate in further discussion if you are interested in exploring these concepts.

With regards

Sunny P Chandra
Managing Director

