

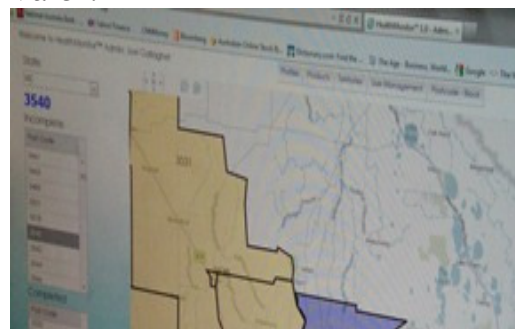
## 2012 - The Year of the Contract!

### Rob's Desk - Managing Director

For all helpdesk and support call (+613) 9532-0392

We hope you all had a great holiday over Christmas. POL was hard at work throughout all of December & January. Even though our offices were formally closed, work continued unabated! Our development team has never been so busy with new modules & enhancements so we will all be hoping for a longer rest at Easter. Our joint venture with HealthCo in Sydney has been accelerating during this period & we held 3 information seminars before Christmas to the Natural Health & Complementary Medicine Industry attended by more than 100 firms. Reaction to the Cloud based reporting service has been greater than we anticipated so we are now working harder than ever to meet our deadlines. One task we did not anticipate having to

accomplish was the mapping of every postcode in the country to enable the thematic mapping of sales and activity data. Commercially available postcode map objects are too data heavy and result in slow rendering of maps. Hence, the need to create our own. Now, there are 16,753 postcodes in Australia and with an average 'draw' time of around 45 seconds, well you do the Maths! Fortunately we have an army of people on the job and have written a special programme to complete it in double quick time, so we will be ready for the launch in March.



### Mary's Desk - General Manager (POLA)

Welcome to 2012 everyone! Isn't it amazing how the holiday season comes and goes so quickly? Even more reason for you all to dust off your laptops and prepare yourselves for more training and mentoring!

PulseContract training is being rolled out this month along with PulseTender following in its tracks. I have been flat out wearing one of my many hats and producing technical and training documents for the new modules. Internal staff training is also continuing with

Venkat, our Software Development Manager, continuing to implement ITIL to his staff. First cabs off the rank were Service Request Management processes and Release Management processes. I also released the Training Management documentation process maps for all training.

Lastly, I'd like to ask you all to consider including Change Management procedures in any new rollout. Training is always more successful if it is included as part of a Change Management process.

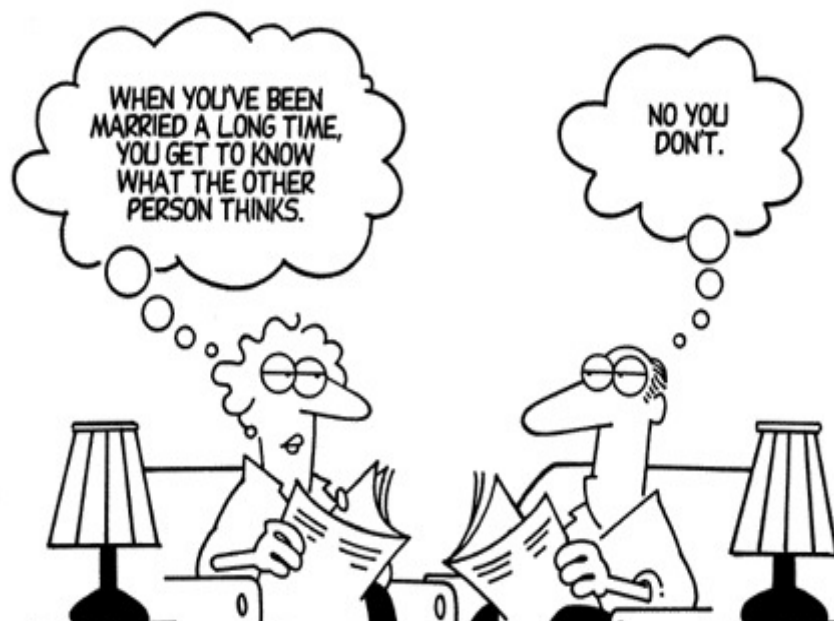
I look forward to working with you all again this year!

## News for the month

Primed Online's staff is all back from holidays and ready to 'rock and roll'. Apart from a health and fitness regime that we have all started (to eliminate the 'bulges' of the festive eating!) we are also in the process of employing new staff! We seem to be bursting at the seams at the moment, metaphorically of course! On that note we would like to welcome Lakshmi Kasarla to the Development Team as our new Quality Assurance Analyst. We are all very excited to have someone of her experience and qualifications with us here at Primed Online and she also balances out the 'genders' a bit more equally!

There also seems to be a 'Wedding Fever' epidemic going on at Head Office. Three of our Senior Developers took the plunge and were married over the holiday period. Congratulations to Joel, Daniel and Dinith!

Don't forget to check our new 'YouTube' channel. We will be posting loads of video's for you all! If there are any special requests or items you would like to hear/see Rob or Mary talk about please let us know.



We're on the Web!

See us at:

[www.primedonline.com](http://www.primedonline.com)

Final Thoughts...

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