



Customised Solutions to FIT your needs

Focussed Integration Training

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Capability Statement



Company Background

Our Organisation

Focused Integration Training (**fit**) was founded in 2005 when the Company developed expertise in the electronic Document and Records Management (eDRMS) arena. The marketplace is supplying organisations with a range of software solutions to ensure organisations meet the legislative requirements of the Public Records Act 2002, of which State Archives is the governing body.

Whilst each organisation operates differently resulting in training solutions being customised, **fit** has built a suite of training programs around electronic Document and Records Management software including DataWorks, Hummingbird (OpenText eDOCS), TRIM, Objective, RecFind and Knowledgeone. Alongside the functionality of the software, we maintain an essential management skills focus which provides practical, effective and immediate solutions to productivity issues in organisations.

We maintain that we are independent of software. **fit** provides the same processes and methodologies to managing information irrespective of the tool chosen by the client. It is **fit's** aim to assist organisations in organisational change management initiatives surrounding the implementation of the software solutions of their choice or to maximise the use and productivity outcomes in the software already being utilised. Alongside specialising in electronic document and records management projects, our team has experience in other software and organisational change management initiatives to ensure we can cater to our clients' requirements.

fit and its team have provided consultancy and customised training solutions to many organisations including Federal, State and Local Government, Government Owned Corporations, private sector organisations in a range of industries including mining, electricity, construction, natural resources, manufacturing, gaming and health.

fit provides its services within Australasia and has access to an established infrastructure with two businesses in New Zealand, and one in each state of Australia.



What We Do

Training Solutions

Customised Solutions fit has built a range of *Effective Integration* programs that support software such as DataWorks, Hummingbird (OpenText EDOCS) TRIM, Objective, Recfind and Knowledgeone.

So how do we customise?

With a proven framework (*Effective Integration programs*) and from the knowledge and experience our consulting team has, alongside our prudent consultative process to remain flexible, we ensure that a training solution is provided to fit your organisation.

Format:

For many reasons such as organisational change management effectiveness and economies of scale, we train groups of up to 15 in each session for half a day, covering modules such as:

- A clear understanding of why?,
- Fundamentals,
- The basics of create and save,
- The basics of retrieval e-mail integration,
- Searching,
- Managing your documents and capturing options .

This is then supported by floor walking or one-on-one support (*See Consolidating Training Gains later in this document*) to ensure transfer of knowledge from the training.

We have seen greater outcomes when we then provide another half day back to back with Information Management sessions that integrate e-mail software such as Microsoft Outlook, Lotus Notes or Novell GroupWise. E-mail is where staff interact with a high volume of business transactions everyday, therefore, assisting them in managing email not only provides the best outcomes for your organisation in relation to electronic document and records management and also provides measured productivity gains.

We are able to assist in sourcing venues in all locations and we are also able can provide mobile training facilities to assist in the delivery of training to all staff.

Organisational Change Management & Consulting Services

Together our team has over 30 years experience in assisting organisations with electronic document and records management and a variety of other organisational change initiatives. Our aim is to remain as flexible as possible to deliver the best solution for our clients.

The elements of our organisational change management strategies include:

- **Clear Objectives:** An identification of the goals that management is trying to achieve. This may sound obvious, but employers all too often find themselves unable to provide satisfactory answers when asked: *What is the purpose of this change?* It is better to test the reasons for a particular change at the outset and to ensure that those reasons can be supported in the change initiative to determine the success measures.
- **Communication:** A communication strategy comprising of various mediums such as hard copy, electronic and face-to-face will ensure consistency in the delivery of the company's message through selected channels. Effective change management is best driven by people in the organisation undergoing the change - the owners of the particular business process - supported where necessary by hands-on specialist practitioners at critical junctures. Our approach to change management is resource driven.



- **Planning:** Contingency planning and an appropriate risk management strategies are always considered to ensure time frames are met.

Below are examples of how our team has assisted organisations:

Business Process Re-engineering
Policy and Procedures development
Testing, Implementation & Data Conversion
Product Selection and Verification
Designing, Building and Configuring software

Strategic Records Implementation Plans
Operational Records Implementation Plans
Business Classification Schemes
Retention/Disposal Schedules

What Makes Us Different?

fit provides, as all reputable providers of training should provide, quality training programs, knowledgeable and experienced facilitators, high quality materials and training facilities and on-line training options. There are however some key differences to other training providers:

Project Management Methodology

Our team holds in high regard for our quality and professionalism. In order to ensure we maintain this, we operate with a strong project management methodology that enables us to meet our clients every requirement.

This methodology is imperative in relation to organisational change management. The planning for a major programme of change is crucial to its success. Workplace change is far less likely to be disruptive to business and far more likely to be palatable to employees if the strategies necessary to positively effect change can be planned in advance. Our robust planning process can be applied to any clients' internal tools and allow the consideration of all possible risks and their ramifications to a proposed initiative, the development of a plan for information and re-education, and a map for ongoing monitoring of the new environment.

Measuring Effectiveness

The results of successful organisation change management can be easily measured, in the satisfaction of customers and seamless delivery of a particular action or service.

- **Return on Investment** **fit** has proven and valid systems to measure training effectiveness in dollars, and supplies full reports to clients.
- **Pre- and Post-Program analysis** These tools evaluate and report to clients on the skills and effectiveness of individuals and teams before and after training programs.

Consolidating Training Gains

Most training programs fail because people rapidly lose the benefit of training when they return to their desk. **fit** insists on extensive follow-up of major programs to ensure quality outcomes with techniques including:

- **Coaching and facilitation** Many programs include one-on-one coaching sessions/floor walking support
- **Support and Refreshers** All graduates of our programs are entitled to free telephone, email or web support, and economical refresher courses are available.
- **Satisfaction guarantee** Any organisation who is not satisfied with the training will be provided with a free training session (one-on-one session, where group session is not available).



Capabilities

Values

<i>Our Customers</i>	We are nothing without our customers; we will give them outstanding service and build extraordinary relationships with them.
<i>Our People</i>	Our employees are our team; we will reward them, guide them, keep them safe and have fun.
<i>Our Quality</i>	Everything we do will be of the highest quality and professionalism and we will seek improvements everyday.

Our Team

*(For any enquiries, please do not hesitate to contact our Account Manager Kai Drescher.
E-mail: kai@focussedintegrationtraining.com or Phone: (07) 3844 4344)*

Jason Schmalkuche

Role: Managing Director
Qualifications: Bachelor of Business
TRIM Accredited with TOWER software

Experience:

Jason is the Managing Director of Focussed Integration Training. Prior to this position Jason has over 10 years management experience in organisations such as Queensland Transport, Commonwealth Bank, Macquarie Bank and the National Bank. In these roles, Jason gained experience in areas including strategic planning and initiatives, staff management, business analysis, process redesign, project management, organisational change management and relationship management.

Kai Drescher

Role: Account Manager
Qualifications: Master of Marketing
Bachelor of Business

Experience:

Prior to joining **fit**, Kai completed a Master of Marketing degree in Australia and gained expertise in strategic marketing, strategic brand management, advanced consumer decision making and services marketing. Kai has worked for such organizations as 3M and gained experience in business development, purchasing, consultancy and sales & marketing.

Quoc Vo

Role: Management Consultant
Qualifications: Master of Business Administration
Master of Information Technology
Bachelor of Information Technology (Honors)

Experience:

Quoc has over 13 years experience in the Information Technology (IT) industry, focussing on IT-related business transformation and assisting clients to make the best use of their systems and IT to meet business needs. Quoc's consulting experience spreads across both the private and public sectors, with key skills in project management, organisational change management, solution design and implementation, and business process improvement. With a background in systems engineering, Quoc has significant experience in the full life-cycle of implementing corporate systems from requirements definition through to assessment, selection, implementation and hand-over. Quoc has been involved as Project Manager and Change Manager on a number of eDRMS implementation projects to large organisations.



Paul De Martin

Role: Trainer/Coach
Qualifications: Diploma in Counseling and Communications
Certificate IV Life Coaching
Certificate IV Workplace Trainer & Assessor
TRIM Accredited with TOWER software

Experience:

As a Senior Training Officer / Facilitator with 15 years experience, Paul has established an accomplished career founded on successfully delivering training in highly competitive groups. Paul is an exceptional communicator with a consultative sales style, strong negotiating skills, exceptional problem solving abilities and a keen client needs assessment aptitude. Paul uses his skills to work the room, understand participant's issues, address areas of conflict, bring both participant and facilitator understandings together and build strong and lasting relationships with our clients.

Paul Rasmussen

Role: Trainer/Coach
Qualifications: PhD Ethics
Bachelor of Arts Philosophy (Honours)
Certificate IV Assessment and Workplace Training
TRIM Accredited with TOWER software

Experience:

Dr Rasmussen is a highly experienced trainer and teacher with over 10 years experience in university and corporate environments. From this, Paul has gained knowledge in understanding organisations and the staff within them. Recently, as an extension to the training delivered in Priority Management, Paul has developed and delivered training in eDRMS software to private and government sector clients and delivers a blend of training solutions up to executive management.

Michael Janz

Role: Trainer/Coach/Content and Instructional Designer
Qualifications: Bachelor of Education (B.C.A.E)
Diploma Education (NBCAE)
Certificate IV Assessment and Workplace Training

Experience:

Michael is a highly experienced trainer and teacher with 24 years experience in Education Queensland and ten years in corporate training in management effectiveness. Michael has also developed and continues to deliver corporate training to end users (including executive management) in many software platforms including eDRMS software. A critical strength is his ability to develop training materials of international standards for organisations and their staff.

Melinda Stephen

Role: Trainer/Coach
Qualifications: Certificate IV in Workplace Training and Assessment

Experience:

Mel has worked in Local Government for over 10 years and has been involved in the roll-out of a number of corporate software applications, including DataWorks. She continues her training in DataWorks and Microsoft Office programs with a number of Councils both local and inter-state. Mel's passion for training and working with members of Local Government ensures her sessions are lively and innovative.



Derek Patey

Role: Trainer/Coach
Qualifications: Bachelor of Teaching (Further Education and Training)
Graduate Diploma in Business Management
Certificate IV in Assessment and Workplace Training

Experience:

Derek has significant experience across a number of industries including Retail, Hospitality and Tourism. In taking his skills to the training arena, Derek has amassed 17 years VET industry experience covering such topics as Retail, Customer Service, Communication, Personal Development and Career Guidance. In later years he switched focus to the delivery of professional development for management and team leaders resulting in significant experience in strategic planning, program and project management, recruitment and selection, staff induction, performance management, communications, coaching and time management.

Lisa Ferguson

Role: Trainer/Coach
Qualifications: Bachelor of Education
Bachelor of Applied Science
Certificate IV in Assessment and Workplace Training

Experience:

Lisa is an experienced trainer and teacher with over 10 years experience in Education Queensland. Lisa has a diverse background in delivering a range of topics in private and Government sectors including edrms. Lisa also speaks Japanese and this has resulted in international training experience. As a highly enthusiastic, committed and dedicated professional, Lisa seeks to make a positive difference to staff. Lisa aims to build supporting partnerships, provide excellent, valid and relevant learning experiences.

Raelene Gunner

Role: Trainer/Coach
Qualifications: Advanced Diploma of Business Management
Diploma of Vocational Education and Training
Diploma of Business Administration
Advanced Certificate in Information Technology
Certificate IV in Assessment and Workplace Training

Experience:

Raelene has strong and intuitive training and computer skills and has over 15 years experience as an IT trainer. Prior to joining fit, Raelene has worked in both Government and Private industry ranging in roles as a trainer to learning and development manager. Having an excellent sense of humour, communication and interpersonal skills enables her to build positive relationships. Being committed to continuous improvement, flexibility and adaptability, Raelene compliments fit's values extremely well.

Training Facilities

The *fit Learning Centre* is located on Montague Road, West End, Brisbane. The centre contains extensive training rooms and includes a full computer workshop which can accommodate 16 people. Ample car parking is available onsite and the centre is easily and rapidly accessible from the Brisbane CBD by taxi, ferry or bus. The learning centre is fully equipped with state of the art training materials and visual aids, and full catering is provided for courses lasting a full day or more.

fit provides its services throughout Australasia at any location that is required for our clients. For example in Queensland, we have an infrastructure to support our clients where we deliver our services to locations such as Cairns, Townsville, Mackay, Emerald, Rockhampton, Hervey Bay, Bundaberg, Toowoomba, Gladstone Mount Isa, and Darwin on a regular basis.



Recent Clients



Announcements (in no particular order)

- **fit** has been appointed on the CorporateLink HR Consultancy Services Panel Arrangement
- **fit** is a Business Partner with TOWER software
- **fit** is a Business Partner with AlphaWest, providing services for TRIM and Hummingbird
- **fit** is a Business Partner with Objective to provide services for Objective
- **fit** is a Business Partner with Knowledgeone Corporation to provide services for Recfind and Knowledgeone