

Welcome

Welcome to our final issue of Future Vision for 2007. Fraame has continued to enjoy considerable growth across all our programmes in 2007 and in particular, Fraame has been delighted to develop a number of key business partnerships in both Australia and New Zealand during the year.

In this issue, we profile Fraame's partnership with the Eagle Technology Group in New Zealand and also review an interesting implementation of the FileVision solution in the United States.

I would like to pass on special thanks to our clients, partners and suppliers for making 2007 our most successful year to date and we look forward to the continued evolution of our programmes in 2008.



Gavin Wright
Chief Executive
Fraame Solutions



What's Happening in New Zealand? Streamline Strategy

The saying that "one sharpens another" often holds true for certain business alliances. A relatively recent partnership formed between Fraame Solutions Ltd and Eagle Technology Group will undoubtedly be synergistic. The complementary contexts in which each company operates lend themselves to talk about developing new industry verticals. Fraame's FileVision IT package is at the centre of the partnering programme. With Eagle Technology's emphasis on implementing IT systems to do everything possible in helping clients maintain competitive advantage, FileVision will be another cutting edge infrastructural tool.

Fraame's focus in terms of FileVision to date has been with IT applications and software mainly in international and Australasian health and social care sectors. But the system will dovetail ideally with Eagle's focus on infrastructural business systems and professional services.



Having recently installed and developed the scope of FileVision for themselves, Eagle Technology staff have an ideal platform for introducing others to its capture of key information, its sophisticated security, and ease of retrieval to an existing broad customer base. This includes central and local government, most major finance and banking institutions, and many of New Zealand's largest corporations across a diverse mix of industry sectors.

Warren Tait, Eagle Technology's Manager of Enterprise Solutions, personally welcomes this step forward into electronic document management. He's witness to a universal need for sophisticated centralised knowledge systems which select and retrieve only the correct pieces of information at the right times. "Government agencies, both central and regional, are forever seeking to control an ever-expanding plethora of information, hand in hand with ongoing quests to simplify staff access to this, and to reduce costs," Tait says.

In this respect both he and Fraame's Chief Executive, Gavin Wright, see great potential to expand FileVision's business applications beyond the health sector, into mainstream computing. "Many New Zealand companies could use the simplicity and flexibility, not least pricing flexibility, inherent in this clever software system," says Tait. Other plusses Tait sees are the location-friendly web-based nature of FileVision, and its security features enabling the control of file movements, as well as document version control. "A crucial factor is that this system comes with its own

data-base, which for many is going to be a saving on software licenses. And because the database is built in, there's fast retrieval from potentially vast stores of documents.

It's simple access to relevant information which results in the synergistic approach that's most needed in industry," Tait adds. Wright agrees that the underlying relationship management which follows on from storing and retrieving key correspondence and information correctly will help any number of organisations to capture valuable knowledge about prospective and existing clients.

As both companies are key partners of Hewlett Packard, Wright says Eagle and Fraame are naturally complementary. Wright sees this partnering with Eagle Technology as a tremendous way to increase the breadth of FileVision participation within the New Zealand marketplace.

- **Interestingly, 2007 has been dubbed 'The Year of the Partner,' according to Eagle Technology's Warren Tait.**

A Perspective on Health Mind the Gap

Information - correct, timely information - is the key to an effective and efficient health delivery system. Never before has this held truer than for the Australasian health care sector that we see today.

British social commentator and psychologist Oliver James recently found our Australian and New Zealand societies to be some of the most individualistic in the world. We possess a healthy amount of initiative and assertiveness. The downside of this from a governmental, economic perspective could be that we're not shy of becoming litigious.

In fact representatives of the Medical Protection Society, New Zealand's primary medical indemnity organisation based in the UK, were recently reported as seeing the New Zealand environment as one of the most "hostile" practising environments for doctors in the world. And in Australia, some specialists are



opting to give up practice rather than pay the huge indemnity insurance sums now required.

Patients are finding that costs of 'procedures,' care, and pharmaceuticals are soaring. For many people, optimal timely healthcare has become a luxury, rather than a given. This has built pressure to a point at which we're seeing an important transition. If health care is not a divine right or totally free, which it is patently not, clients will inevitably see it as a consumable.

Right now what we're witnessing represents a monumental shift in attitude to health; a dawning era of power to the consumer. New computer-savvy generations are requiring a return on their health investment dollar. Why now? Widespread use of the internet has meant that health-care clients are prepared to find answers for their own symptoms, conditions, and treatments. The upshot of-course is they're demanding certain actions and drugs to fit particular diagnoses and scenarios. In effect they're doing international research in a bid to render their expenditure effective.

Simultaneous with this new consumer-savvy assertiveness, governments are busy investing in keeping patients out of hospitals. A procedure which used to put a patient under wraps in a hospital ward for three days is now often no more than an overnight stay. The modern reliance on community-

based and non-governmental care is increasing the level of in-home care undertaken by domiciliary nurses. It follows that important drugs are necessarily being administered in domestic settings. So, in our prevailing environment of demand for increased medical accountability, there's a very real need for comprehensive, accurate record keeping on the part of care staff. Nevertheless more paper shuffling is definitely not the ideal solution.

Health information technology must fill the gap. Any "holes" in health records could easily result in legally induced losses. Technology – one of the key causes of these attitudinal changes, actually presents the healthcare sector with the ideal mitigating factor. Infrastructural IT systems capability now exists to the required sophisticated levels, to ensure any risks can be negated. In fact accurate health-care records via health information systems technology should be regarded an economic necessity in stemming a potential tide of expensive litigation. They will save staff time along with diluting any loop-hole risks to health care providers, should care practices or prescriptive levels be called into question at a later date.

The correct, most user-friendly healthcare technology by the bedside has become nothing short of vital, now and in the future. Both the client and the healthcare provider stand to benefit.



Out and About



ITAC Melbourne

The inaugural national ITAC (Information Technology Aged Care) 2007 was designed to provide focused information for executives and managers working in Aged Care. From broad business and strategic issues through to hints and techniques this conference will help you implement IT enabled improvement to the efficiency and quality of aged care services.

This year Fraame co-shared a stand with Leading Solutions Australia one of the largest IT players in Australia.

Product demonstration presentations by the 40 exhibitors included a 10 minute FileVision overview and following on from this was Hewlett Packard Australia who presented on behalf of Leading Solutions.

Visit: www.agedcareassociation.com.au

Healthcare Providers New Zealand

Celebrating Aged Care in New Zealand. The Conference for 2007 was held in Rotorua with 290 delegates.



Keynote speakers included, Dame Susan Devoy, Rod Oram, John Keys, Winston Peters and Tim Shadbolt. This year along with the FileVision solution Fraame also promoted their web design and build services.

Visit: www.hcpnz.org.nz

HINZ



With the increasing presence of Fraame and the FileVision programme in the New Zealand market, Fraame attended the national Health Informatics New Zealand conference in Rotorua during October. Fraame received some tremendous feedback, particularly in the context of the forthcoming requirements under the Public Records Act 2005, that will materially effect the public health sector in New Zealand.

Visit: www.archives.govt.nz

What's Happening Internationally?

FileVision is just what the doctor ordered for InHealth

Customer Profile

In business for more than 25 years, InHealth is a national sales organisation that distributes record-keeping solutions and services to the healthcare industry. Headquartered in Atlanta, Georgia, InHealth has 360 employees with nine divisions delivering everything a healthcare practice needs to document a patient visit from the time the patient makes an appointment to the time they are billed for the service.

InHealth was looking for a document management and imaging system to help them get their arms around the massive amounts of paper generated by medical billing and human resources.

InHealth human resources department receives hundreds of resumés per month. The company has a strict hiring process with policies and procedures that must be followed. For instance, resumés must be kept for one year before they can be discarded.

Business Case

InHealth searched for a document management and imaging system that did not require them to change existing processes but rather would help them improve the efficiency of their processes.

Human resources needed a system that would allow them to keep track of the numerous files and documents associated with the recruitment of new employees. Often they wanted to know why individuals failed the hiring process, which meant they needed a system that allowed them to easily find and track related interview documents such as resumés, phone skill sheets and other tests given during the hiring process. In addition, they needed to run reports and pull statistics related to how many

recruits actually fail and at what point in the process they failed. This type of analysis helps the human resources team easily determine when or if the interview process needs to be updated to be more effective.

Finally, they looked for a system that would help keep their information secure and in compliance with company regulations for employee information.



Solution and Benefits

InHealth chose FileVision USA Relationship Centric Document Management system to address the company's human resources practices. The human resources department uses FileVision to keep track of the tremendous paperwork generated during the recruitment of new employees. From the first phone interview to initial meetings, suitability testing, to making an offer, a significant amount of paperwork is generated for a new hire. That information must be kept for one year whether InHealth hires the individual or not. With FileVision, InHealth keeps track of all new hire information electronically, which cuts down significantly on paper shuffling and storage, allows them to easily retrieve information and run reports on potential recruits and hires. Also, FileVision helps them keep employee information secure and in compliance with company regulations.

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