

2016 User Group Conference Agenda

ROMA, ROCKY, CAIRNS, WAGGA, DUBBO and COFFS (1.5days)



| Day 1 | | | | |
|---|-------|----|--|---|
| 8:30 | 9:00 | 1 | REGISTRATION & WELCOME | Welcome & Introduction - Asset Edge Update - Annual User Survey |
| 9:00 | 10:00 | 2 | Reflect | Reflect Windows - Enhancements and Changes over the last 12 months |
| 10:00 | 10:30 | 3 | Reflect | Reflect Android - Enhancements and Changes over the last 12 months |
| | | | Morning Tea | Provided by Asset Edge |
| 11:00 | 11:30 | 4 | Reflect | Reflect Web and the UMC - Enhancements and Changes over the last 12 months |
| 11:30 | 12:00 | 5 | Reflect | Search function and the Advanced filtering –windows, web & android |
| 12:00 | 12:30 | 6 | Reflect | Integration – Navman Import, Paveliner integration, Accounting Integration |
| | | | Lunch | Provided by Asset Edge |
| 13:15 | 13:30 | 7 | Reflect | Hardware - Whats out there and what's around the corner? |
| 13:30 | 14:2 | 8 | Recover | What's in Recover Web and Android. What's happening in your State? |
| 14:15 | 14:30 | 9 | Reflect | Electronic Forms - Calculations and other uses |
| 14:30 | 14:45 | 10 | Signum | A full run down an all the great new features in Signum - Sign Management Solution |
| | | | Afternoon Tea | |
| 15:00 | 15:30 | 11 | Reflect | Council Case Studies from around the country - Five of the best |
| 15:30 | 16:00 | 12 | Control | A full run down and all the new features in Control - Job Management Solution |
| 16:00 | 16:30 | 13 | Reflect | Prestart Forms |
| 16:30 | 17:00 | | Review Whiteboard and Questions | Opportunity to address items raised through the sessions and introduce new discussion with the Asset Edge Representatives |
| ASSET EDGE ANNUAL CONFERENCE DINNER COMMENCING 7.00pm. Meals and Refreshments provided by Asset Edge | | | | |
| Day 2 | | | | |
| From | To | | REGISTRATION | |
| 8:30 | 9:30 | 14 | Reflect | Reflect and RMCC and RMPC - what is being done and what you need to know |
| 9:30 | 10:00 | 15 | Reflect | Survey Results, Training Options for 2016. NSW Amalgamations |
| 10:00 | 10:15 | 16 | Reflect | New Travel Journal and Real Time Tracking - what is it? - does my council need it? Practical examples given on the day |
| 10:15 | 10:45 | | Morning Tea Break | |
| 10:45 | 11:30 | 17 | Reflect | Building a Database in Reflect - Step by Step – What you need to consider - Apply this process to any asset class |
| 11:30 | 12:00 | | Review Whiteboard and Questions | Opportunity to address items raised through the sessions and introduce new discussion with the Asset Edge Representatives |

2016 User Group Conference Agenda

Melbourne (1 day only)



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SESSION 1 - Conference welcome

Welcome to the 2016 User Group Conferences

Welcome to those councils attending the Asset Edge User Group Conference for the first time and hello again to all of the regulars. A special thanks to those who have partaken in the conferences over the last decade.

In the last 12 months we have seen Reflect Android become the first choice for most new and existing sites when increasing device numbers in the field. A major reason is the addition of Electronic Forms and the affordability of the powerful and compact units. Reflect Web use is growing steadily and we have added ability to Create New Requests from the Web platform. Windows version continually develops with some exciting changes to occur in the near future.

Since Recover was also made free to all councils, it is now Australia's leading Natural Disaster management solution with nearly 50 sites ready for the next event. The Vigil Surveillance Software is now used in Queensland and also by RMS in NSW. Signum (PRO) was released with chainage and configurable setup and reporting, will soon be released with some new features. Control and Nemus are purposed built solution that are in daily use at a number of sites.

Over the next couple of days we will provide information on the rapid development of the software applications. This includes all the recent additions and what is just around the corner. Please ask plenty of questions and get to know others in who are attending this year.

- **Conference Token of Appreciation**

ae Golf Umbrella

ae Coffee Mug



- **Agenda and Delivery**

- Short informative sessions and will do our best to stay on time.
- Please try to leave your questions until the end of each session
- We also encourage you talk to Asset Edge presenters during breaks
- You don't have to attend all sessions. Please however enter /leave in between sessions.

- **Session Slides** *Electronic version will be available on request following final conference in NSW*

- **Conference Survey - complete one per council and hand in Day 1**

- **Check the Contacts Register Folder**

- **Dinner at 7.00pm – who's coming?** *Happy Hour 6:00pm to 7:00pm*

- **ALL MOBILE PHONES ON SILENT - THANKYOU**

SESSION 2 - Reflect Windows — Enhancements and Changes over the last 12 months

Session Introduction

With the Windows version of Reflect changing on an almost weekly basis, it is important to understand some of the major changes made over the last twelve months.

Some of the important things you may need to know

- New Filter Wizard & Advanced Filtering
- Accomplishment & the Travel Journal for Location Zones, Planned Works & Inspections
- Pre Start Job Documentation
- Field Chooser for Lookups



Some of the main changes are listed below:

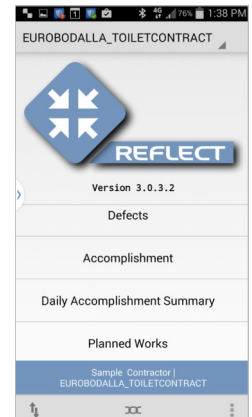
| Enhancement / Change description | Will use? (Y/N) | More info req (Y/N) |
|--|--------------------|------------------------|
| • Electronic Form Numbers & Form Prefix | | |
| • NavMan Import | | |
| • Paveliner Integration | | |
| • Electronic Form 'smart fields' | | |
| • Finance System Integration | | |
| • Timesheets | | |
| • History | | |
| • Search | | |
| • Image Metadata | | |
| • Activities with up to four units of measure | | |
| • Resources can be assigned to Defects | | |
| • Lock & UNLock Feature | | |
| • Find Column (F12) | | |
| • Shortcut Keys—F1 | | |
| • Database Tasks | | |
| • Info now shows database size and images size | | |
| • Search Distance now in Configuration Settings | | |
| • Defect Response Time editing now in Configuration Settings | | |
| • | | |

SESSION 3 - Reflect Android — Enhancements and Changes over the last 12 months

Session Introduction

Android is now the “go to” choice for mobile data recording with Reflect. The interface is very simple and provides users in the field with controls to view, analyse, record and send information on a small, powerful and inexpensive piece of equipment.

Reflect Android has brought about significant changes in how Reflect can be used. The adaptation of Electronic Forms, Works Orders and Planned Works and soon Notifications and User Tracking makes Reflect Android the leader in mobile maintenance technology.



Some important things you need to know

- Live Tracking is undergoing testing and will be available very soon for those councils requiring this additional functionality
- Instant Alerts or Notifications is also close to release — a very powerful communications tool
- VIGIL Surveillance Software is now on the Android platform
- Electronic Forms are operating on Android — you can do just about anything with these
- Auto Completion of Inspection/Planned Works under development
- A new Filter Wizard has been implemented across Windows, Web & Android
- User Defined Lists are on the way as well as Pre & Post Job Documentation (SWMS, MSDS etc)

Some of the main changes in the Android version are listed below:

| Enhancement / Change description | Will use? (Y/N) | More info req (Y/N) |
|--|--------------------|---------------------------|
| • Image Stamping | | |
| • Work Orders Added | | |
| • Chainages to Electronic Forms | | |
| • Inspections Added | | |
| • Generate Accomplishment from Inspections | | |
| • Incidents Added | | |
| • Incident Resources Added | | |
| • Main Menu items can be user hidden | | |
| • Accomplishment Summary Added—start of timesheets | | |
| • Planned Works can now be created | | |
| • Swapping Databases made easier | | |
| • Chainage Window now customisable | | |
| • Default Resource Quantities based upon Charge Type | | |

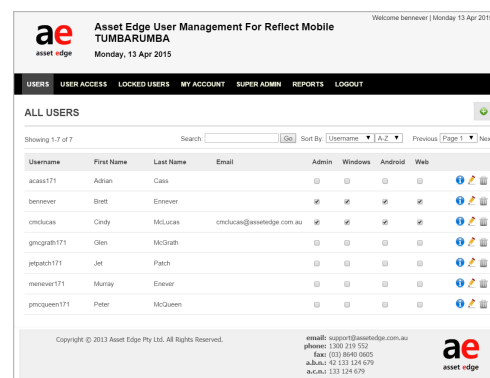
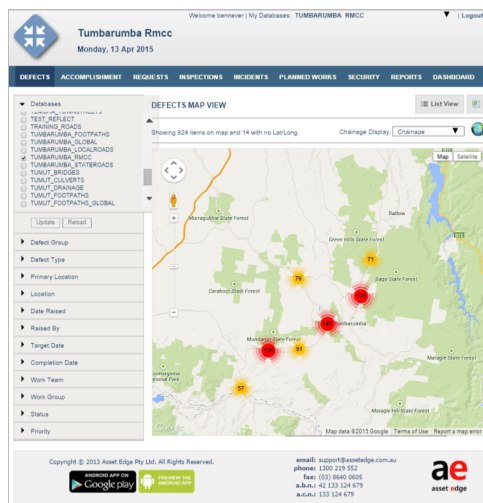
SESSION 4 - Reflect Web and the UMC— Enhancements and Changes in last 12 months

Session Introduction

Last year we took our first look at the Web version of Reflect and now it is in use by many of the councils for reporting and user management. Asset Edge will gradually introduce more of the current Windows functions onto Reflect Web; these enhancements will be driven by requests from councils and also rapid changes in technology.

Some important things you need to know

- The User Management Console (UMC) is only available through the Web
- Live Tracking is only available to view, query and report through the Web
- The Web interface remains read only—this will change however
- Requests soon to become a major reason for a Web interface
- 'GLOBAL' databases are being removed and replaced with access to this data via the Web



Some of the main changes are listed below:

| Enhancement / Change description | Will use? (Y/N) | More info req (Y/N) |
|--|--------------------|---------------------------|
| • Incidents Added | | |
| • Show Chainage Points AND Turn on and off Chainage Points | | |
| • Google Search Added to Maps | | |
| • Query Multiple Databases | | |
| • Added Calendar View to Inspections | | |
| • Incidents Added | | |
| • Planned Works Added | | |
| • Added Calendar View to Planned Works | | |
| • History Added as databases are upgraded | | |

SESSION 5 - Search Function and Advanced Filtering—Windows, Web and Android

Session Introduction

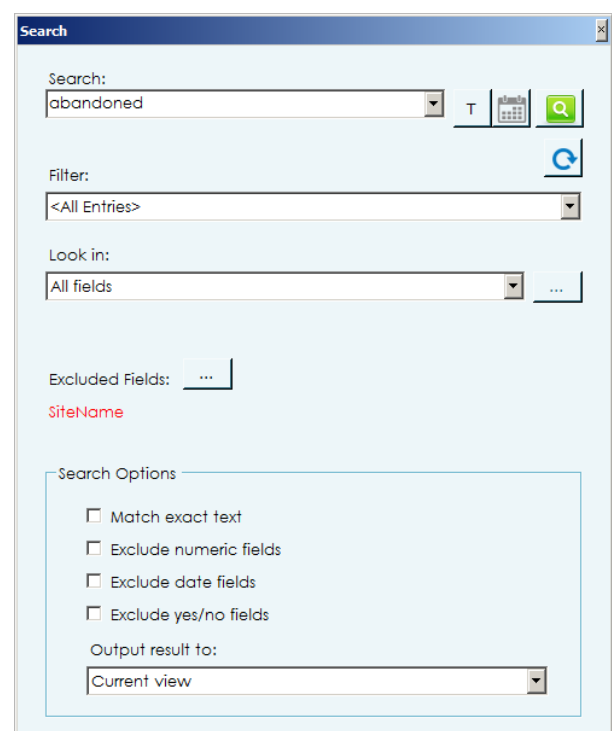
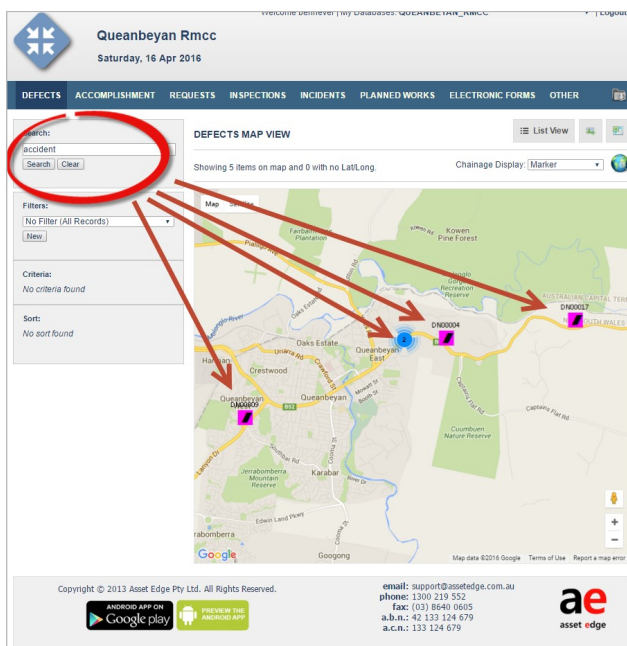
Every day the amount of data in each Reflect database grows rapidly. This makes it increasingly difficult to locate information recorded last week, last month or even years ago. Up until recently the only two methods of finding a data record was to go to Explore view and use the filter bar or to develop your own filters in Reflect specific to what you are looking for. The new Search function in Windows and Web will assist users when looking for historical information.

Search Function

Windows Version Search (CTRL+F or F10)

Will filter all entries to show those with ANY field that contains the search criteria:

Web Version - Similar to Windows but not with advanced features

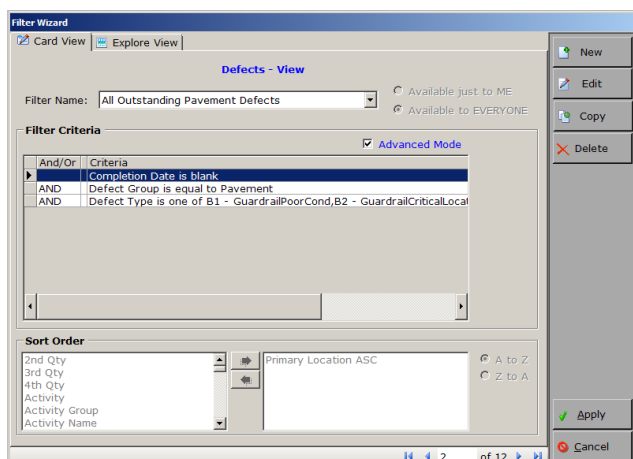


Advanced Filtering

Provides the ability to perform complex filtering the simple filter wizard cannot:

All filters created using the advanced utility will work as normal for all users in the three platforms.

It is highly recommended that only experienced Reflect Users and those familiar with Boolean Search Syntax experience use and modify filters in this area.



SESSION 6 - Integrating Reflect

Session Introduction

The capabilities of Reflect for inspection maintenance management are well known and extensively used by more than 130 councils across Australia. As the use of Reflect increases, so does the amount of the collected information that in some instances is required by other sections of council. This sharing of data is commonly referred to as "integration" and is often misunderstood.



ASSET EDGE - REFLECT SOFTWARE



INTEGRATION PROCESSES, PROCEDURES &
REQUIREMENTS



For more information contact Asset Edge on 1300 219 552

Page 1 of 8

All Reflect data is stored in a central SQL Server Database on an Asset Edge Server. Your organisation's database can be accessed directly for the purposes of reporting, analysis and the distribution of the data to various other systems within council. Accessing the data can be performed in a variety of ways, each with their advantages and disadvantages.

- **Finance Systems**
- **Customer Requests**
- **GIS - ESRI and Mapinfo**
- **Asset Management Systems**
- **Emails and Alerts**

Live Connectivity vs Scheduled Data Dumps

Generally, the purpose for the link to the SQL Server Reflect database determines what sort of link is created. If data within the Reflect database needs to be inserted or updated (such as with linking a Customer Request Management System (CRMS) to Reflect) then a Linked Server supports this best. If data needs only to be read from the SQL Server Reflect database then either a linked server or ODBC connection will suffice.

Accessing the Reflect database tables directly through either a linked server or ODBC connection can suffer from poor response times. Therefore if large numbers of records within the database are required to be accessed, a 'nightly dump' methodology should be utilised.

SESSION 7 - Hardware - What's out there and what's around the corner?

Session Introduction

A common question to the Asset Edge support desk is "What type of Hardware should I buy for my Inspectors and Work teams? Unfortunately the answer is "there is no one device that suits all users".

We can however point you in the right direction. With many fast and cheaper devices in both Windows and Android entering the market in 2016 it is always worth getting in touch with Asset Edge prior to purchase. We can also purchase and setup the devices and mail out to you for minimal cost if needed.

Asset Edge continues to have confidence in the Samsung devices . The choice of hardware should be dictated by the needs of the operator. There is no "perfect device". Factors that should be considered are listed below in no particular order.

- Is Vehicle Mounting required?
- Does the device need 3g/4g or Wi-Fi?
- Does the device need a rugged case?
- Does the device have a dedicated GPS chip?
- Does the device receive GLONASS satellites?
- What battery life is required for each user?
- Are the specs sufficient for council dataset ?
- Does user rely on Mapinfo or Esri layer info?
- Does the device have managed access to apps?
- Do you need to print from the device?



** Galaxy S7 is a great upgrade which is still packed full of new features and upgrades. Image credit: Samsung*



What about Windows devices?

There will always be a need for some users to run Windows devices in the field. There are many reasons including running other applications like emails, GIS and traffic counting software. Also the Windows version of Reflect is required for creating Work Orders , Filters and Reports. This has made the Motion Tablet range very popular. Other rugged mobile options include Getac, Panasonic and now Dell has entered this market. The Windows Surface Pro may also be suitable for some conditions.

SESSION 8 - Recover - Natural Disaster Management Software

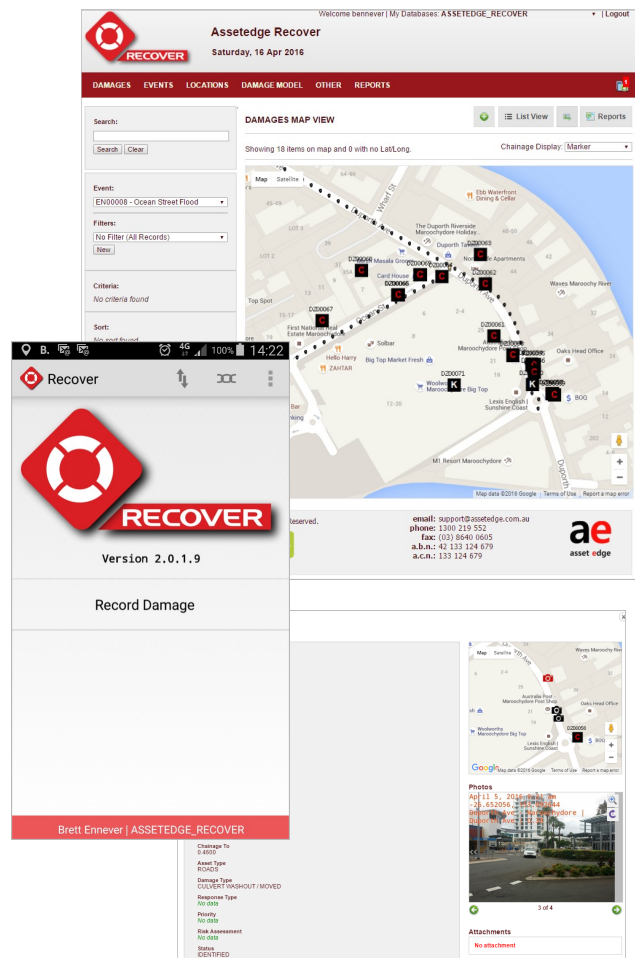
Session Introduction

Two years ago Recover was released to Local Government across Australia under a new pricing arrangement that enables all councils to use the software, receive upgrades and help desk support at no cost with payment only required on a declared natural disaster event.

There are now 40 councils with signed Recover agreements and renewals are 1st November each year. Asset Edge anticipates that around 100 sites will take advantage of Recover in next 12 month period.

Main benefits of Recover

- Simple Web and Android Interface
- Damage collected in standard format and uses mandatory fields
- Complies with NDRRA and State Authorities
- All photos retain image metadata which is required by determining authorities in some states. Photo points plotted for each damage.
- Information is stored and retrieved from a central database. There is minimal data input and photo uploading required.
- Mobile version allows for estimates of damage to be performed onsite using resource rates or agreed Treatment Type rates.
- Web version controls User access and setup
- Location model including chainages can be quickly setup for new Recover sites



| Item | Description | Cost (excl GST) |
|----------------------------|---|-----------------|
| Recover Licence | The enterprise Licence is for unlimited users and devices for Android and Web version of Recover software for the duration of the agreement | No fee |
| Recover Upgrades and fixes | All releases for Android /Web versions. Form Updates as required by State Authorities | No fee |
| Recover Help Desk Support | Phone support business hours 9am-5pm | No fee |
| Recover Data Hosting | All damage data information in images resides on AE dedicated servers | No fee |
| Recover Event Fee | Fixed Price per activated/declared event added into Recover Database | \$5000 |
| Recover Training | (optional) training for office and field staff - Be prepared | \$1500 |
| Recover Database Setup | (optional) Setup as required by council . All location data to be provided by council | Quote |

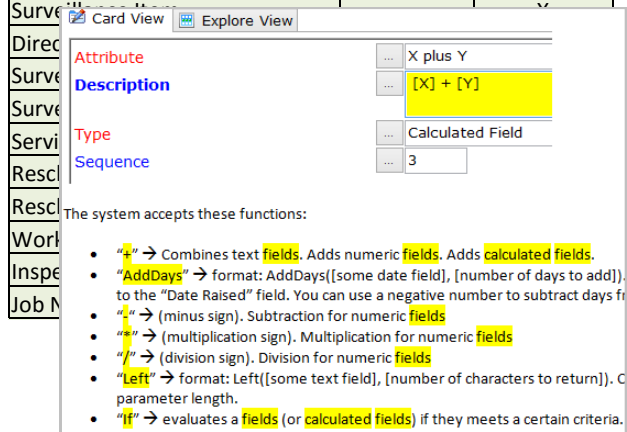
SESSION 9 - Electronic Forms

Session Introduction

The take-up and use of electronic forms in Reflect and now Control has been remarkable. Around half of the Reflect sites are using Electronic forms to some extent and it is likely that all councils and State Authorities will take advantage of this new form of Electronic Data Collection by this time next year.

In session 11 we will take a look at some examples of the use of Electronic forms. Several additional enhancements including electronic signatures will be available in coming weeks.

| Field Name | Hard-coded field | Inherited Common |
|-------------------------|------------------|------------------|
| Primary Location | X | |
| Location | X | |
| Sub Location | X | |
| Comments | X | |
| Asset | X | |
| Asset Class | X | |
| Entered By | X | |
| External Reference | X | |
| Request Number | | |
| Risk Assessment | | |
| Defect | | |
| Location Zone | | X |
| Work Team | | X |
| Shift Code | | X |
| Activity | | X |
| Work Group | | X |
| Unit of Measure | | X |
| Second UOM | | X |
| Second Unit of Measure | | X |
| Third Unit of Measure | | X |
| Fourth Unit of Measure | | X |
| Lane Code | | X |
| Work Type | | X |
| Payment Type | | X |
| Carriageway Number | | X |
| Priority | | X |
| Surveillance Item Code | | X |
| Surveillance Item Group | | X |
| Surveillance Item Type | | X |



The system accepts these functions:

- ++ → Combines text fields. Adds numeric fields. Adds calculated fields.
- AddDays → format: AddDays([some date field], [number of days to add]), to the "Date Raised" field. You can use a negative number to subtract days from the "Date Raised" field.
- → (minus sign). Subtraction for numeric fields
- * → (multiplication sign). Multiplication for numeric fields
- / → (division sign). Division for numeric fields
- Left → format: Left([some text field], [number of characters to return]). C parameter length.
- If → evaluates a field (or calculated fields) if they meets a certain criteria.

Creating Forms

All forms are created in the Windows version. The forms will be available in the database that it was created only, however if you would like the form in all of the council databases just give Asset Edge a call 1300 219 552.

Only Reflect Administrators can create and edit a form. There is a video on form creating in the Asset Edge website.

Accessing Forms

Forms can be accessed in all three platforms to view and reported on. Currently there is no method of restricting the access of forms to certain users.

Inherited Lookups and Smart Fields

These fields can be added to your new form and will display as lookups on the interface that display the related data in the lookup tables.

Other fields like Chainage From and Chainage To will work as with the hard coded windows and also include the Refresh feature.

Calculated Fields

Reflect forms can also include Calculated Fields that are the result of defined mathematical and logical functions. These are commonly used in volume calculation and also determining risk or condition scoring.

SESSION 10 - SIGNUM - Sign Management Software Update

Session Introduction

The Signum software was developed after councils across Australia were asking for a solution to recording the placement and removal of Temporary Road Signs.

Recently improvements include Chainage Display for the Android and Web versions of Signum.

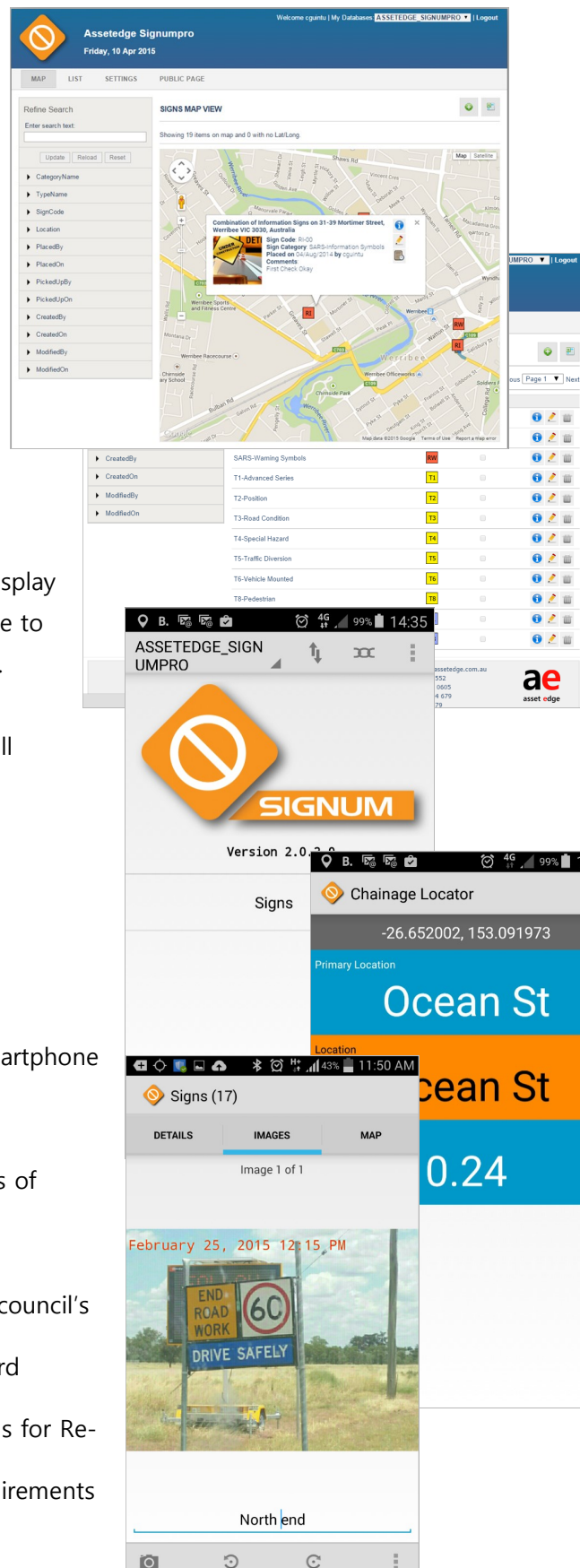
Signum is customisable to suit the needs of council and Signum administrators can add attributes that can be captured against signs.

Any captured details can be optionally marked for display on a publicly accessible Web site—making it a breeze to keep the local residents informed of road conditions.

How much? \$2500 per annum—UNLIMITED users, full access to Android and Web

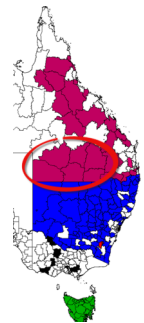
Signum provides the following benefits:

- Strong legal defence
- Collects all information in seconds on your smartphone
- Logs GPS Location, images and date/time
- Efficient deployment and collection of all types of temporary signs
- Easily locate signs on the road network using council's Signum website with secure login and password
- Also manage Permanent Signs and SARS (Signs for Remote Supervision) to comply with insurer requirements



SESSION 11 - Reflect Case Studies**Session Introduction**

The power and versatility of the Reflect software has provided organisations to use the software in ways would not have been thought of a few years ago. Electronic Forms and System Integration capability are enabling more and more to be done both in the office and field. Five examples have been included for presentation at this years conference

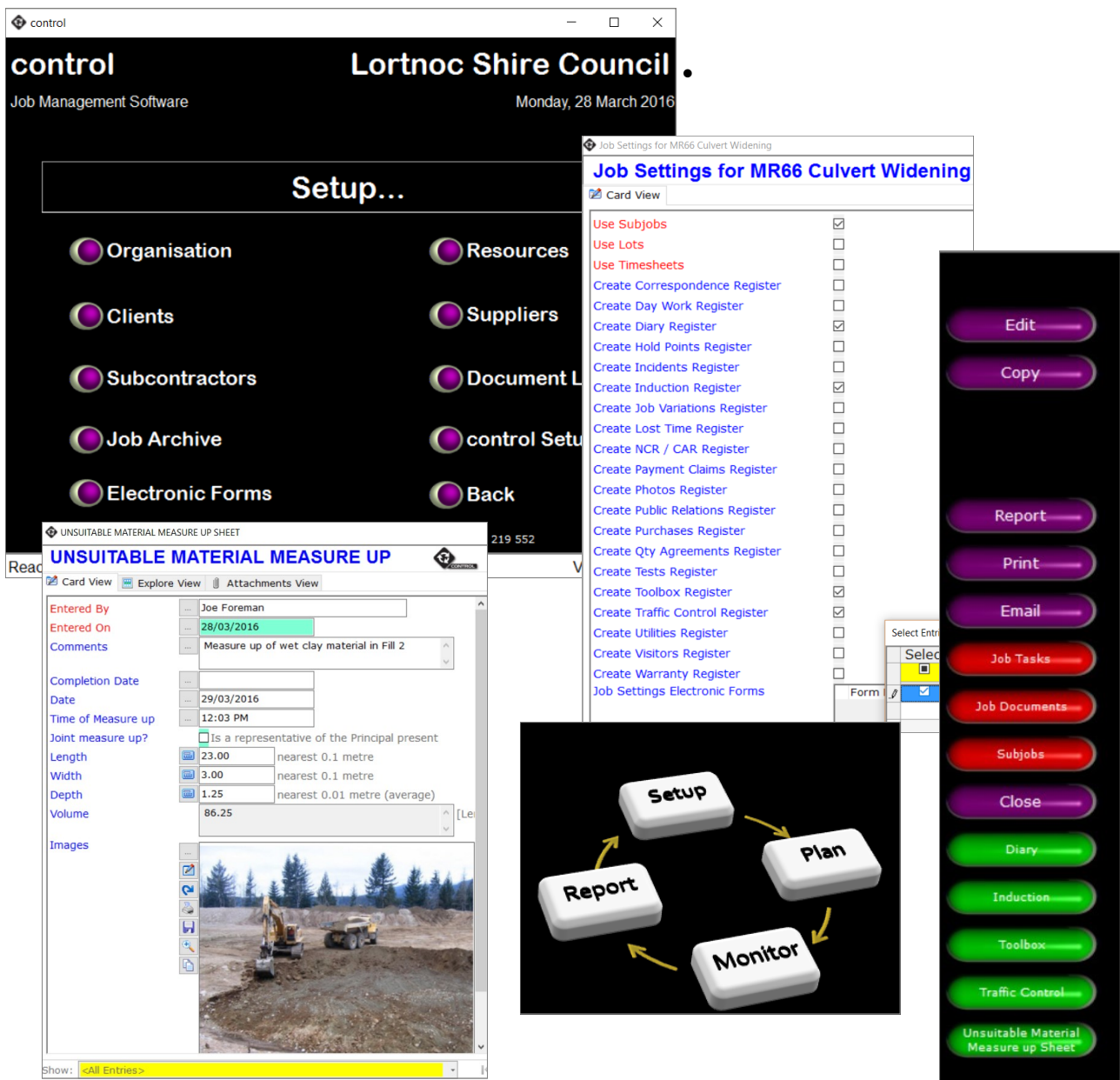
**Stategrowth (TAS) Incident Reporting – LIST Kmls****South West Councils (QLD) - TMR Culverts Data Collection****Gladstone (QLD) - Footpaths****Dubbo (NSW) Electronic Forms—Organic Bin Distribution****Eurobodalla (NSW) - Toilets Facility Contracted Cleaning****Port Stephens (NSW) Buildings Inspection and Maintenance****Swan Hill (VIC) - Request Management**

SESSION 12 – Control Job Management Software

Session Introduction

Control is a complete software solution for those organisations responsible for carrying out both minor and major projects or annual works programs. The use of control improves overall job management methods and ensure consistency in the way staff plan, estimate, record information and report on the works being carried out.

In the last 12 months the control software was totally rewritten to allow even greater functionality and integration with other Asset Edge applications. Electronic Forms are now available in Control to compliment the preloaded job registers. We are now looking forward to move to mobile and web versions if there is sufficient demand



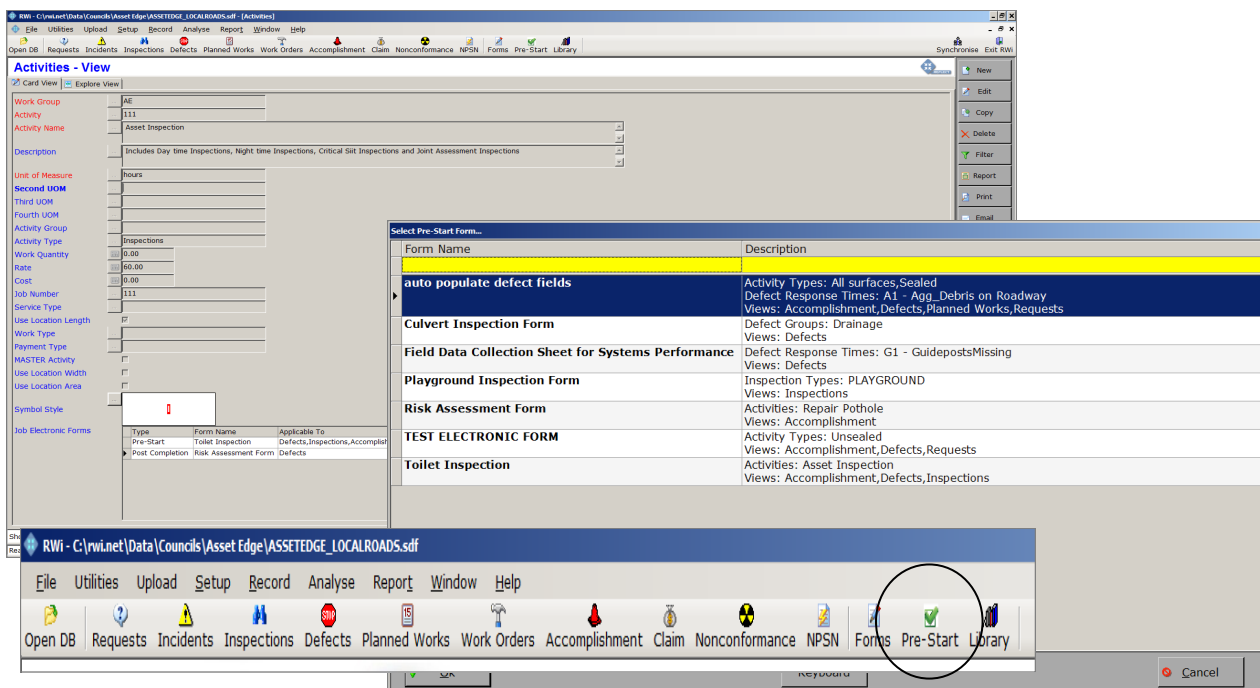
The screenshot displays the Control Job Management Software interface for Lortnoc Shire Council. The main window shows a 'Setup...' screen with options for Organisation, Resources, Clients, Suppliers, Subcontractors, Document L, Job Archive, control Setu, Electronic Forms, and Back. A 'Job Settings for MR66 Culvert Widening' window is open, listing various registers and settings with checkboxes. A 'UNSUITABLE MATERIAL MEASURE UP SHEET' form is also visible, containing fields for Entered By, Entered On, Comments, Completion Date, Date, Time of Measure up, Joint measure up?, Length, Width, Depth, Volume, and Images. A vertical sidebar on the right contains buttons for Edit, Copy, Report, Print, Email, Job Tasks, Job Documents, Subjobs, Close, Diary, Induction, Toolbox, Traffic Control, and Unsuitable Material Measure up Sheet*. A diagram at the bottom center illustrates the workflow: Setup → Plan → Monitor → Report → Setup.

SESSION 13 - Prestart & Post-Completion Forms

Prestart Forms

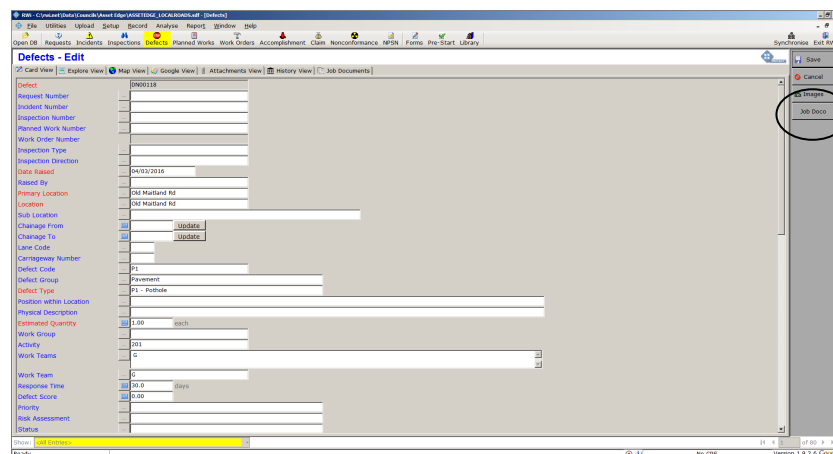
Electronic Forms created within Reflect are assigned to Activities, Activity Types, Inspection Types, Defect Groups, Defect Types (Defect Response Times), and Planned Work Types. They must be 'filled in' BEFORE an Inspection, Defect, Planned Work or Accomplishment is entered and they can then be linked to the Inspection, Defect, Planned Work or Accomplishment.

They are selected to be 'filled in' using the 'Pre-Start' main window menu button. They are linked via the 'Job Doco' facility button.



Post-Completion Forms

Electronic Forms assigned to Activities, Activity Types, Inspection Types, Defect Groups, Defect Types (Defect Response Times), and Planned Work Types. They are then linked to the Inspection, Defect, Planned Work or Accomplishment. The Electronic Form is automatically presented when the Inspection, Defect, Planned Work or Accomplishment is saved and must be 'filled in'.



SESSION 14 - RMCC/RMPC UPDATE

Session Introduction

Reflect Software is used for Highway Inspection and Maintenance Management in NSW, QLD and TAS. Defect and Activity models along with Report outputs are customised to the needs of each State Authority. The use of Reflect by contracted service providers (councils) provides consistent and methodical recording data and producing the required reporting for the payment of services.



RMCC (NSW)

Reflect is now used in 77 of the 78 council service provider sites with the Young Shire undertaking their implementation and training in March 2016

Comment from Daz for status of RMS RMCC contract and possibly MMO if it gets up before printing
- Donna please add

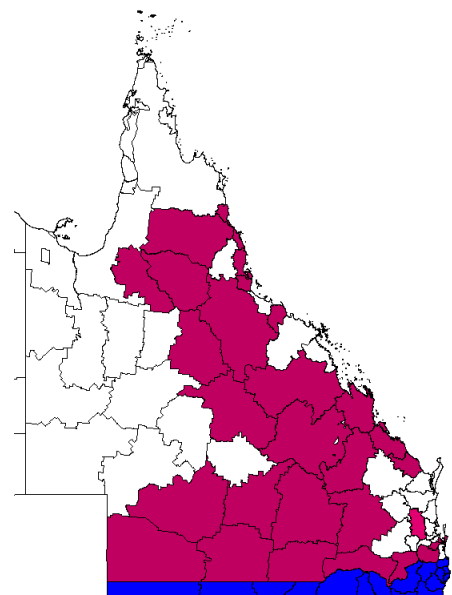
Department of Transport and Main Roads

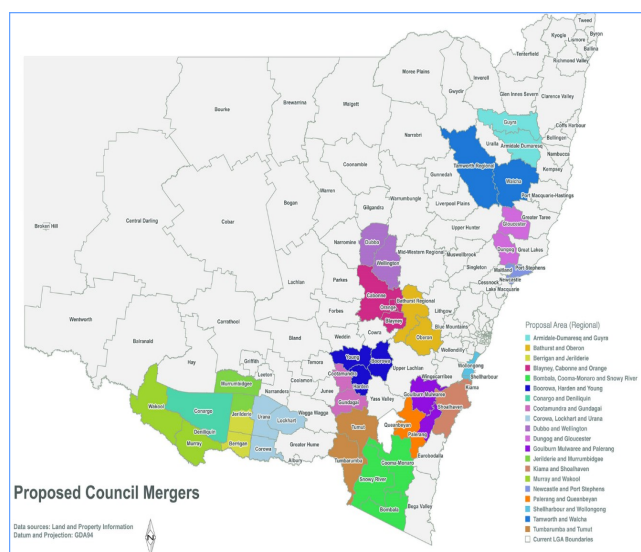
RMPC (QLD)

At the time of the 2016 conference 32 RMPC councils in Queensland are using Reflect to manage the RMPC. All these councils are using the new Defect IL/RT model and specification. Of major interest now will be the release of the Maintenance Activity Guidelines which are to be rolled into the 16/17 contract year.

The major RMPC specific enhancements over the last 12 months ;

- Chainage data now being managed with updates from TMR
- Claim Lock Function
- Work Order Job Cost Generator (GET function)
- Increased utilisation of Electronic Forms
- New JMRA identified work recording in
- Seamless integration to Vigil (Surveillance Solution)





Assetedge Localroads

Tuesday, 29 Mar 2016

✕

Cancel

✓

Save

DEFACTS
ACCOMPLISHMENT
REQUESTS
INSPECTIONS
INCIDENTS
PLANNED WORKS
ELECTRONIC FORMS
OTHER

Search:

Filters:

Brott
▼

Criteria:

UserName is equal to bennever

Sort:

No sort found

LIVE TRACKING

Interval: 15 mins ▼

Radius: 500m ▼

BE

bennever

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a.b.n.: 42 133 124 679

a.c.n.: 133 124 679

SESSION 17 - Building a new Asset Class database in Reflect

Session Introduction

Reflect is used across Australia to manage the inspection and maintenance of any Asset Class. The databases are highly configurable and the customisation to suit the needs of any organisation is only limited by the imagination and effort applied. Like with most things in life careful planning will produce the best outcome. Some of the important decisions to be made in the initial period are;

- Do I need a new database?
- Have I got the information needed?
- Do I have the resources to implement and then continue the use of the database?



If YES is the answer to all of the above you should be able to have things up and running in a very short amount of time.

Reflect Database Examples

Highways *
 Local and Regional Roads*
 Footpaths*
 Open Spaces*
 Bridges*
 Utilities - Water and Sewer*
 Levee Systems
 Marine Infrastructure
 Aerodromes
 Plant
 Noxious Weed and Vegetation
 Buildings and Facilities
 Kerb and Gutter
 Stormwater
 Waste and Illegal Dumping
 Graffiti Management
 Lighting Infrastructure
 Bus Stops and Carparks

(* Defect and Activity models available)

