

On the **e**edge

LATEST NEWS

2017 User Group Conferences - You need to register now



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Asset Edge makes CIO Outlook Top 10 Field Service Providers list!

February's edition of APAC CIO Outlook magazine listed Asset Edge as one of the leaders in the Asia Pacific for Field Mobility solutions.

"Asset Inspection & Maintenance of road infrastructure within Australia remains underfunded with most capital resourcing allocated to those shinier construction projects creating a need for authorities to efficiently allocate the funds. And to ensure that, it is crucial to have defined standards and guidelines to be followed for maintenance. Asset Edge have been instrumental in both assisting with the definition of these standards and supporting them through the provision of modern software systems to be used in the field. The company works closely with the State Government bodies in a cooperative manner, to help establish and maintain standards for asset inspection and maintenance. Asset Edge have developed standards for the inspection and maintenance of a large variety of asset classes."



Happy Easter to all. I hope you all have a great break and are more than careful on the roads this Easter. We have been gearing up for the AUGC's this year and have an absolute ton of stuff to go through with you. It will be a jam packed couple of days that provides a great opportunity to catch up on all the software improvements and who is doing what around the traps. We focus very heavily on the outcomes of each AUGC we host. It's your opportunity to gain a lot, and to help shape the future of your tools. Come along and be part of the team.



From all the Team
@ asset edge
Easter 2017

On the edge

User Group Conferences 2017



Have YOU Registered Yet?

Seems only yesterday we were having Christmas, Easter is now upon us and soon we'll be gathering for the 2017 **Asset Edge User Group conferences!**

'They say time flies when you are having fun....'



Again this year our program will be a full first day followed by an early start on the second day to allow for a lunchtime finish, enabling people to travel back to their areas where possible.

We have a few new things we'd like to showcase to you and there will certainly be tremendous learning and upskilling benefits for everyone in attendance. It's also a great time to for YOU to ask questions and to join in the forum discussion about our future direction with our products....*what niceties and functions would you like see added?*

The Conference Dinner on day one is included within the registration price for all conference attendees. This provides an opportunity to mingle with each other and the Asset Edge team members in a more social and informal environment.

To join us - click this link to download your registration form [DOWNLOAD FORM](#)

2017 USER GROUP CONFERENCES:

LOCATION	VENUE	WHEN
Townsville QLD	Mercure Resort	27th - 28th April 2017
Maroochydore QLD	Maroochydore RSL	2nd - 3rd May 2017
Emerald QLD	Emerald Explorers Inn	4th - 5th May 2017
Wagga Wagga NSW	Wagga Wagga RSL	9th - 10th May 2017
Dubbo NSW	Dubbo Memorial RSL	11th - 12th May 2017
Bendigo VIC	Bendigo District RSL	16th - 17th May 2017
Coffs Harbour NSW	Novotel Pacific Bay Resort	23rd - 24th May 2017



On the edge

Recover

Port Stephens Council – Recover Training



With our new version release of Recover in February 2017 - Port Stephens Council were the first NSW council to have 'new version' training undertaken in our Heatherbrae training room. Three sessions were undertaken on 29th March, with 24 staff attending one of the 2 android sessions and 7 staff attending the web session.

Port Stephens Council is one of our high end users of Reflect, so the familiarity of Reflect and Recover apps provided the Reflect android users an advantage over the staff not actively using android applications for council. The few attendees that received their first induction into the Android app world did so with an eagerness to learn and with great success. The attendees were all attentive and supportive of each other in each session, providing both Brett and myself a long but enjoyable day showcasing our latest version of Recover.

Should your council require training or a refresher in Recover – please contact Donna on 0408 704 911 or email dhurst@assetedge.com.au



Donna Hurst - Asset Edge

RECOVER - what does it cost?

Item	Description	Cost (excl GST)
Recover Licence	The enterprise license 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 software releases for Android and Web versions. NDRRA Form Updates as required by State Authorities/Agencies	No fee
Recover Help Desk Support	Phone support business hours 9am-5pm AEDST	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, when damage added into Recover Database to manage damages and for preparation for NDRRA claim process	\$5000
Recover Training	New councils receive half day introduction to Recover. Refresher training for existing councils available—quote can be provided	No fee
Recover Database Setup	Setup as required by council for Roads and Infrastructure. All data to be provided by council in requested format.	No fee



Need to know more about our Disaster Management Solution - Recover?

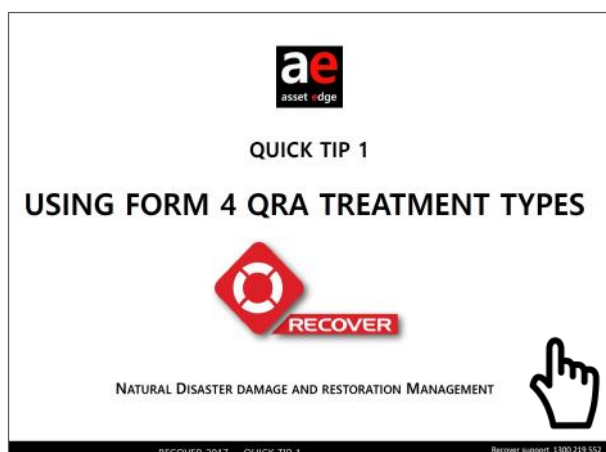
Email support support@assetedge.com.au requesting us contact your organisation!

On the edge

Recover - Natural Disaster Damage Solution NEWS



That is the conclusion reached by the rollout of Recover 2017 to more than 50 sites using the NDRRA software across Australia. Moving to the new Microsoft Servers and rolling out a new Android and Web platform was no mean feat! We are now well positioned to provide Australian councils with a state of the art mobile and compliant Disaster Damage Collection and Restoration Work solution. Click the release notes below for info. Form 4 treatment types applicable to QLD councils.



The new Restoration Work module allows the council or contractors to record and photograph restoration works on the identified and approved Damage locations. The work can be recorded in two ways.

1. Daily Records—the work along with the resources or treatment types can be logged so that daily costing can be managed. Simply do not check the damage rectification as complete on the mobile device.
2. Full Job Duration—simply record and From Date and To Date Range and check the completion

It costs nothing to be disaster ready!

On the **e**edge

Reflect

Shoalhaven City Council takes up Reflect

The Shoalhaven City Council recently elected to move to Reflect for Inspection and Maintenance on Council Assets. Training in the basics of the Windows Desktop and also Reflect Android Mobile was undertaken over two days on the 27th and 28th March. The Council has its main Northern Operations based out of Nowra and Bomaderry and after considering software available made the choice to go with Asset Edge after visiting neighbouring Reflect sites. Initially Reflect will be utilised on the Road and Footpaths networks and then move to flood mitigation and open spaces.



The Reflect setup takes into account policy and procedure to manage Risk and Maintenance Planning. David Paisley-Topp and Melissa Dunn have been instrumental with selection and rollout of Reflect. All field staff have taken a liking to the mobile application and have chosen Samsung Tablets for field recording. Asset Edge is looking forward to "growing" Reflect at the southern NSW council and looks forward to challenges such as the MERIT CRM integration and finance integration as required.

Brett Ennever - Asset Edge

Fraser Coast Regional Council Implementation

On Thursday & Friday 2nd/3rd Feb Fraser Coast Regional Council received their RMPC implementation training. It was a small and knowledgeable group,

Wendy was very familiar with the claim process and picked up the Reflect system very quickly as did Craig and David regarding the defect collection. All the data required for the TMR defect model had been previously collected but now they have system that allows this information to be reported and shared. Craig and David during the field portion of the training took a liking to the android version very quickly and comments on the ease of operation and taking great photos. This was one of the more enjoyable implementations for me, we achieved a great deal in a short period of time.



Doug Beal - Asset Edge



Safe travels to all those on our roads over the Easter break, take it easy - don't take ANY risks. Remember to chill out, laugh a lot and enjoy the time with your loved ones.

On the **e**edge

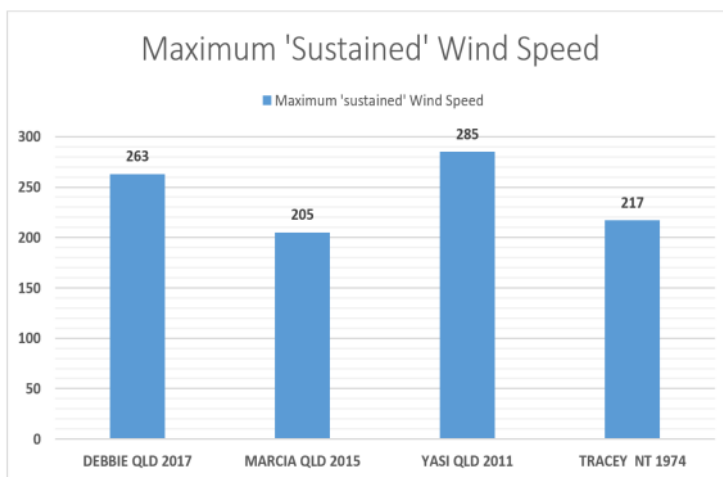
Around Australia March 2017

Cyclone Debbie – March 2017

Late March saw much of the upper eastern coastline areas and some inner regions of Australia hit by the devastating wrath of Cyclone Debbie. Undoubtedly its prolonged and sluggish slow movement caused some areas to be whipped and lashed with high winds and torrential heavy rains for what must have seemed an eternity for those faced with the horror. Homes, lives and whole communities – gone.

Australia's cyclone season generally runs from November 1 to April 30 each year with an average of 4 cyclones crossing onto land. Some cross onto our great land and fizzle out fast but others ravage our land and its inhabitants to the extreme. Debbie although not as potent as Yasi with sustained wind speed, seems to have invaded a much wider land area with both the cyclone event and torrential rains.

Sustained wind speed is the average **speed** of the **wind** over a 10-minute period at a height of 10 metres above the surface.



Debbie has left our shores but regions are still under threat with rising waters. For these regions and its residents the recovery process will take years.

Most of us will never experience such an event – but for those that have - **'our thoughts are with you all'**.

*Donna Hurst
Solutions Consultant*

NEW HARDWARE - Samsung

SAMSUNG
Galaxy S8+

- 4G LTE Capable
- 6.2" (full rectangle) / 6.1" (rounded corners) Quad HD+ Super AMOLED Display
- 12MP Dual Pixel Main Camera
- 8MP Front Facing Camera
- IP68 Dust and Water-resistant
- Iris Scanner
- Secured by Samsung Knox
- 64GB Memory with Support for External microSD™ Card (Sold Separately)
- 4GB RAM
- Samsung Pay
- Wireless Charging (Charging Pad Required, Sold Separately)
- Android™ Operating System
- Earphones tuned by AKG

The Samsung Galaxy S8 Plus is now available for Pre—order arrive until late March; however, the details about the [device](#)'s hardware have been made available

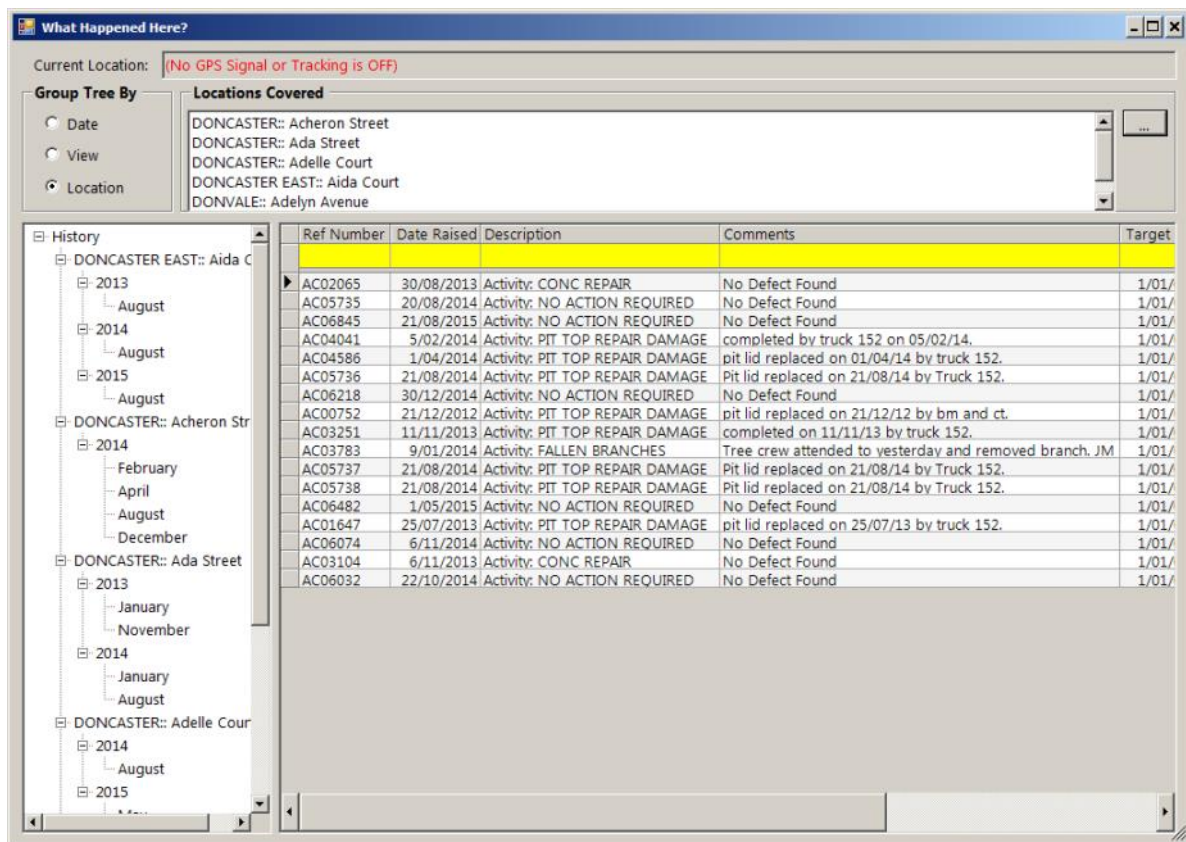


On the edge

Asset Edge Development News

Location History (or What Happened Here?)

Possibly one of the greatest additions to the Reflect System of late is the new 'What Happened Here?' or Location History feature. This new feature allows single or multiple locations to be selected (card view, explore view or even lassoing on the map view) and then ALL Requests, Inspections, Planned Works, Defects & Accomplishment is collated and presented in a variety of ways using user enabled options.



Ref Number	Date Raised	Description	Comments	Target
AC02065	30/08/2013	Activity: CONC REPAIR	No Defect Found	1/01/
AC05735	20/08/2014	Activity: NO ACTION REQUIRED	No Defect Found	1/01/
AC06845	21/08/2015	Activity: NO ACTION REQUIRED	No Defect Found	1/01/
AC04041	5/02/2014	Activity: PIT TOP REPAIR DAMAGE	completed by truck 152 on 05/02/14.	1/01/
AC04586	1/04/2014	Activity: PIT TOP REPAIR DAMAGE	pit lid replaced on 01/04/14 by truck 152.	1/01/
AC05736	21/08/2014	Activity: PIT TOP REPAIR DAMAGE	Pit lid replaced on 21/08/14 by Truck 152.	1/01/
AC06218	30/12/2014	Activity: NO ACTION REQUIRED	No Defect Found	1/01/
AC00752	21/12/2012	Activity: PIT TOP REPAIR DAMAGE	pit lid replaced on 21/12/12 by bm and ct.	1/01/
AC03251	11/11/2013	Activity: PIT TOP REPAIR DAMAGE	completed on 11/11/13 by truck 152.	1/01/
AC03783	9/01/2014	Activity: FALLEN BRANCHES	Tree crew attended to yesterday and removed branch. JM	1/01/
AC05737	21/08/2014	Activity: PIT TOP REPAIR DAMAGE	Pit lid replaced on 21/08/14 by Truck 152.	1/01/
AC05738	21/08/2014	Activity: PIT TOP REPAIR DAMAGE	Pit lid replaced on 21/08/14 by Truck 152.	1/01/
AC06482	1/05/2015	Activity: NO ACTION REQUIRED	No Defect Found	1/01/
AC01647	25/07/2013	Activity: PIT TOP REPAIR DAMAGE	pit lid replaced on 25/07/13 by truck 152.	1/01/
AC06074	6/11/2014	Activity: NO ACTION REQUIRED	No Defect Found	1/01/
AC03104	6/11/2013	Activity: CONC REPAIR	No Defect Found	1/01/
AC06032	22/10/2014	Activity: NO ACTION REQUIRED	No Defect Found	1/01/

BIG Databases

The windows database used by the Reflect System is a Microsoft SQL Compact Edition Version 3.5 database. It has a maximum size limit of 1 GByte. Many sites are now taking numerous photos (which is excellent practice) and database sizes are creeping up at a rapid pace. A number of sites are now pushing the windows database maximum size to this limit. As the maximum size limit is approached we are automatically

From: <support@assetedge.com.au>
 Date: 5 April 2017 at 08:49
 Subject: Reflect System - Large Database
 To: support@assetedge.com.au

The Database C:\Asset Edge\Reflect\database\CHARTERSTOWERS_LOCALROADS.sdf is now 863 Mbytes

The Username is bstevens

informed and we will contact you to 'limit' what is held in the windows database. This includes only showing images for outstanding and not completed Defects. Compromises may have to be made but it must be kept in mind ALL your data is always available from the Reflect web interface (and still at no cost).

On the edge

Reflect Integration - Merit Technology's CRM



Integration continues to be the hot topic over the last twelve months. As a result, we have been involved in a number of integration projects. One of these success stories is the integration of the Reflect System with the Merit Customer Request Management System.

This has been achieved at Nambucca Shire Council in NSW and also at Loddon Shire Council in Victoria. The integration between the two systems is bi-directional. This allows Customer Requests to flow into the Reflect System, have actions recorded against them and then this information flow back into the CRM closing it out appropriately. Request screen customization is also part of the process to ensure the Requests within Reflect contain the same data in the same format as within the CRM. Specific business rules dictating close out triggers are also included. Want integration? Emails us now with details of the systems

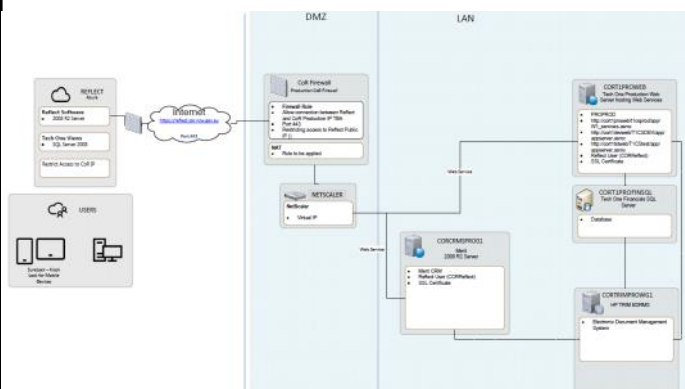


you would like to integrate with and we will only be too glad to help map out a plan to make this happen.



Reflect Integration - Technology One

Again on the topic of integration, Asset Edge has recently joined forces with Ryde City Council in Sydney to develop the integration between the Reflect System and the Work Orders and Work Tasks within Technology One. This will be the first instance of such an integration and is an exciting addition to the capabilities of the Reflect System. Ryde City Council have been determined from the start to implement the 'best of breed' technology systems that are fully integrated. This not only includes integration between Technology One and the Reflect System but also with Reflect and the Merit Customer



Request Management System. Stay tuned for further news on this exciting new development. Want integration? Emails us now with details of the systems you would like to integrate with and we will only be too glad to help map out a plan to make this happen.

On the edge

Asset Edge Training Services

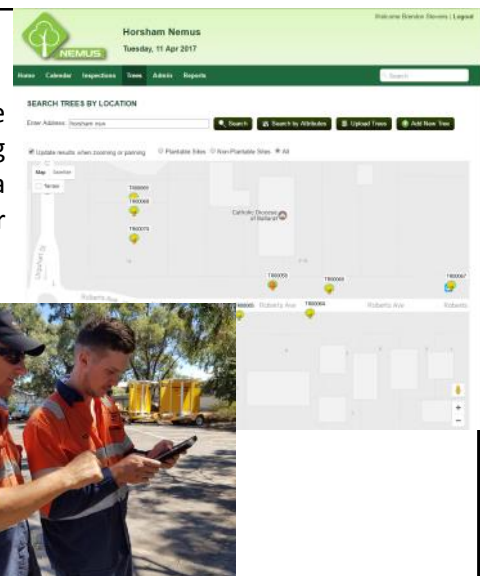
RMCC - Broken Hill and Central Darling Councils

Two of NSW furthest western councils were able to take advantage of a combined RMCC (Stateroad) Reflect training session at Broken Hill in March. One of the participants had to travel 4 hours to attend the training such is the remoteness of the area. Each of the councils have adopted the use of Android tablets for Inspection and Accomplishment recording but learnt not only best practice in the use of the software on android but gained knowledge and a consistent message into managing the maintenance for the State Road contract.



NEMUS @ Horsham Rural City Council

In February Horsham Rural City Council in Victoria took on the NEMUS Tree Management System. A quick one day training course and the system was ready to go. They have captured a number of trees within the system and continue to refine their Tree Model and the Inspection Model to suit their specific needs.



Etheridge Shire Council - RMPC

Three days of training was completed in February at Etheridge Shire Council. Outdoor staff attended a refresher on Android, with an overview of Reflects systems use for the RMPC. Work orders and the completion of the defects and planned works on the tablets was explained to enhance their understanding of the RMPC claim process.



On the edge

2017 User Group Conference Agenda (1.5days)



Day 1	(Full Day)			
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	Vigil	Vigil - Surveillance Software how it works and how it may impact your council
12:00	12:30	6	Reflect	Analytics - RMPC and RMCC. Do councils need these for their own data?
			Lunch	Provided by Asset Edge
13:15	13:30	7	Reflect	Web based reporting - KML and New Report Wizard
13:30	14:30	8	Recover	What's in Recover Web and Android. Our latest release now includes Restoration Works
14:30	14:45	9	Signum	A full run down on all the great new features in Signum - Sign Management Solution
			Afternoon Tea	Provided by Asset Edge
15:00	15:30	10	Reflect	Council Case Studies from around the country - six of the best!
15:30	15:45	11	Nemus	A full run down on Nemus - our complete Tree Management Solution
15:45	16:00	12	Reflect	Planned Work and Work Orders – there's a lot you need to know!
16:00	16:30		Review Whiteboard and Questions	Opportunity to address items raised during the sessions and introduce new discussion with Asset Edge Representatives
ASSET EDGE ANNUAL CONFERENCE DINNER COMMENCING 7.00pm. Meals and Refreshments provided by Asset Edge.				
Day 2	(Half Day)			
From	To		REGISTRATION	
8:30	9:30	13	Reflect	NSW > Reflect and RMCC - update and what's coming this year QLD > Reflect and RMPC - update and what's coming this year VIC, TAS > VICROADS reporting + Requests and Notifications
9:30	9:45	14	Reflect	Survey Results, Training Options for 2017 for you and your council
9:45	10:00	15	Reflect	Data Accuracy and Checking. Is your Reflect data in good health? Ways you can quickly check
10:00	10:15	16	Reflect	Hardware—what's everyone using now?
			Morning Tea Break	
10:45	11:30	17	Reflect	Electronic Forms—Hints and Tips, Formulas, Signatures and more
11:30	12:00		Review Whiteboard and Questions	Opportunity to address items raised through the sessions and introduce new discussion with Asset Edge Representatives

On the edge

Cyclone Names

For those interested.....the Australian Bureau of Meteorology website provides information about the naming protocol for cyclones and the list of approved names.

So, if a cyclone forms within another countries zone of responsibility – the name assigned to that cyclone by that country will be retained should it cross into Australian territory. Cyclones formed in Australia's responsible region will have a name selected (in sequence) from a list of 104 names which are pre-approved by the World Meteorology Organisation Regional Tropical Cyclone Committee for South East Pacific. Once all names on the list have been assigned – they begin again, back at the top of the list.

The previous Cyclone Debbie formed late December 2003 in the Arafura Sea, 250kms off the northern Australian coast. She crossed the coast between Goulburn Island and Maningrida. Then continued her way south-westwards. <http://www.bom.gov.au/cyclone/about/names.shtml>

Donna Hurst - Solutions Consultant



The LONGEST straight road - without any turns in Australia stretches for 146.6 kilometres between Balladonia and Caiguna in Western Australia.

The Engine Room



If you did not already know - the Asset Edge programmers **are absolute legends.**

The team of developers in the Melbourne office are the engine room of Asset Edge. Without them nothing works, nothing gets fixed and nothing gets better.

On the right is just some of the release work by **Angelo B.**

So if your wanting something done just be aware so do 140 other councils and 3 State Authorities.

Version: 2017.1.0.1
Release Date: Friday 20th January 2017

- At History View, highlight in yellow individual cells that have differences
- At History View, added a "Next Difference" button to go to next cell with a difference.

Version: 2017.1.0.2
Release Date: Wednesday 25th January 2017

- At EF Setup, clicking "Copy" now also copies the EF Attribute Lookup List
- Placed tooltips on New, Edit, Save and Copy buttons about shortcut keys
- Pressing F12 on Lookup Forms also launches the "Go To Column" functionality

Version: 2017.2.0.1
Release Date: Thursday 2nd February 2017

Version: 2017.2.0.2
Release Date: Monday 6th February 2017

- History entry now generated on every new record created
- After editing Defects, Accomplishment etc. a history entry is created with the record's current data

Version: 2017.2.0.3
Release Date: Thursday 9th February 2017

- Removed retrieving the Work Group Location's "Primary Location Description" at Locations table if it does not exist on the WGL table.

Version: 2017.2.0.4
Release Date: Monday 20th February 2017

- Added code to call a View's PostSave method after the Related Data grid row has been updated
- At the EF setup, made the Sequence column the 2nd column on the grid for easier visibility when renumbering

Version: 2017.2.0.5
Release Date: Tuesday 21st February 2017

- Fixed issue with display of records to process prompt when doing Edit All on EF Entry or Assets

Version: 2017.2.0.6
Release Date: Wednesday 22nd February 2017

- REF-117 Allow up to 100 Images and Captions in a Word PRINT Template

Version: 2017.2.0.7
Release Date: Thursday 23rd February 2017

- Fixed Word PRINT Template image caption for Images #11 and above

Version: 2017.2.0.8
Release Date: Thursday 23rd February 2017

- Added support for Work Order Status automated filter enabled update rules

Version: 2017.2.0.9
Release Date: Tuesday 28th February 2017

- "Wild card" searching at Lookup grid
- Fixed Work Group's WGL grid's Add button not loading when there are too many location records.

On the edge

Signum—Your complete Temporary Sign Management Solution



Signum provides the following benefits:

- Strong legal defence
- Collect all information in seconds on your smartphone
- Paperless system that 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



A Signum licence will cost \$1750 (excl GST) per annum and includes the use of unlimited number of devices in the field for recording signs. Also access to your council's secure Signum webpage where information on the signs can be viewed, analysed and reported.

For more information or a free Signum demo,
E-mail: support@assetedge.com.au
Web: www.assetedge.com.au



APAC CIO Outlook 10 Most Promising FIELD SERVICES SOLUTION PROVIDERS - 2017

ASSET EDGE TEAM MEMBERS -SOME CONTACTS TO KEEP HANDY www.assetedge.com.au

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Angelo Bonifacio	abonifacio@assetedge.com.au	Windows Developer—Customer Support