

Register your preferred venue at www.greatplains.com.au/sms.htm,
email sms@greatplains.com.au or Fax back +61 2 9954 7700

Yes: I would like to attend

Tue 17 August North Sydney Harbourview Hotel - 17 Blues St. **North Sydney**

Wed 18 August Grand Hyatt - 123 Collins St. **Melbourne**

Fri 20 August Rydges Hotel - cnr Federal & Kingston St. **Auckland**

I cannot attend can you please send me further information

From 8 - 10 a.m.

Name _____

City _____ Postcode _____

Company Name _____

Tel _____

Position _____

Fax _____

Address _____

Email _____

Nature of Business _____

Additional Attendees

If undelivered return to:
Great Plains Software Pty Ltd
PO Box 375
NORTH SYDNEY NSW 2059
AUSTRALIA

GREAT PLAINS



POSTAGE
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INVITATION

Service Management Profitability

**Do You Know Where
Your Dollars Are?**



GREAT PLAINS and IBM announce the official launch of ...



Be amongst the first in Australia and New Zealand to be a part of this exciting event

Let knowledge be your guide

Admit it. Your **service management** system isn't something you want to think about very often, much less change. You just want it to work. Most businesses expect their systems to last at least five to ten years, minimum. That's because changing from one system to another can be costly, time consuming and yes, painful.

How can you be sure the system you have in place now will be able to take advantage of important new technologies in the future?

The answer of course, is **knowledge**. The more you know about what is available today, and where service management technology and service industry trends are headed in the future, the better.

That's why attending this event is so important. If you are considering a new system or even if you feel the solution you have in place is satisfactory for now, you need to clearly understand what your options are in the next few years. Then, when its time to select a new solution, you'll be prepared to **make the right choice for your growing business**.



What you'll see:

We know your time is valuable, so we've packed a lot into **two short hours**. You'll see how this powerful new solution from GREAT PLAINS can **extend your service and financial systems** into a complete business management solution, **increasing your profitability AND your customer satisfaction level**. Among the topics to be discussed and demonstrated:

- Service Industry Trends
- Software Systems for Service Organisations
- Openness/Integration
- Data Access
- customisation
- Reporting Flexibility
- Internet Functionality for Service Organisations
- The Year 2000 "problem"
- IBM and IT Partnership



Who Should Attend

If you rely on information systems technology for field service dispatch, call centre management, decision support, benefit from access to information, or are responsible for creating and maintaining support and information delivery systems, these seminars will provide you with the information you need to make the right choices for your growing service business.

- | | | |
|------------------|-------------------|-------------------|
| Business Owners | General Managers | MIS Managers |
| Service Managers | IS Directors | Controllers |
| Support Managers | CEO, CFO, CIO | Staff Accountants |
| Executive VPs | Dispatch Managers | |

Your **service management organisation** is **GROWING**.

The **market** is **CHANGING**.

Do You Know Where Your Dollars Are?

Register **now!**

