

frontline apps

by frontline resourcing



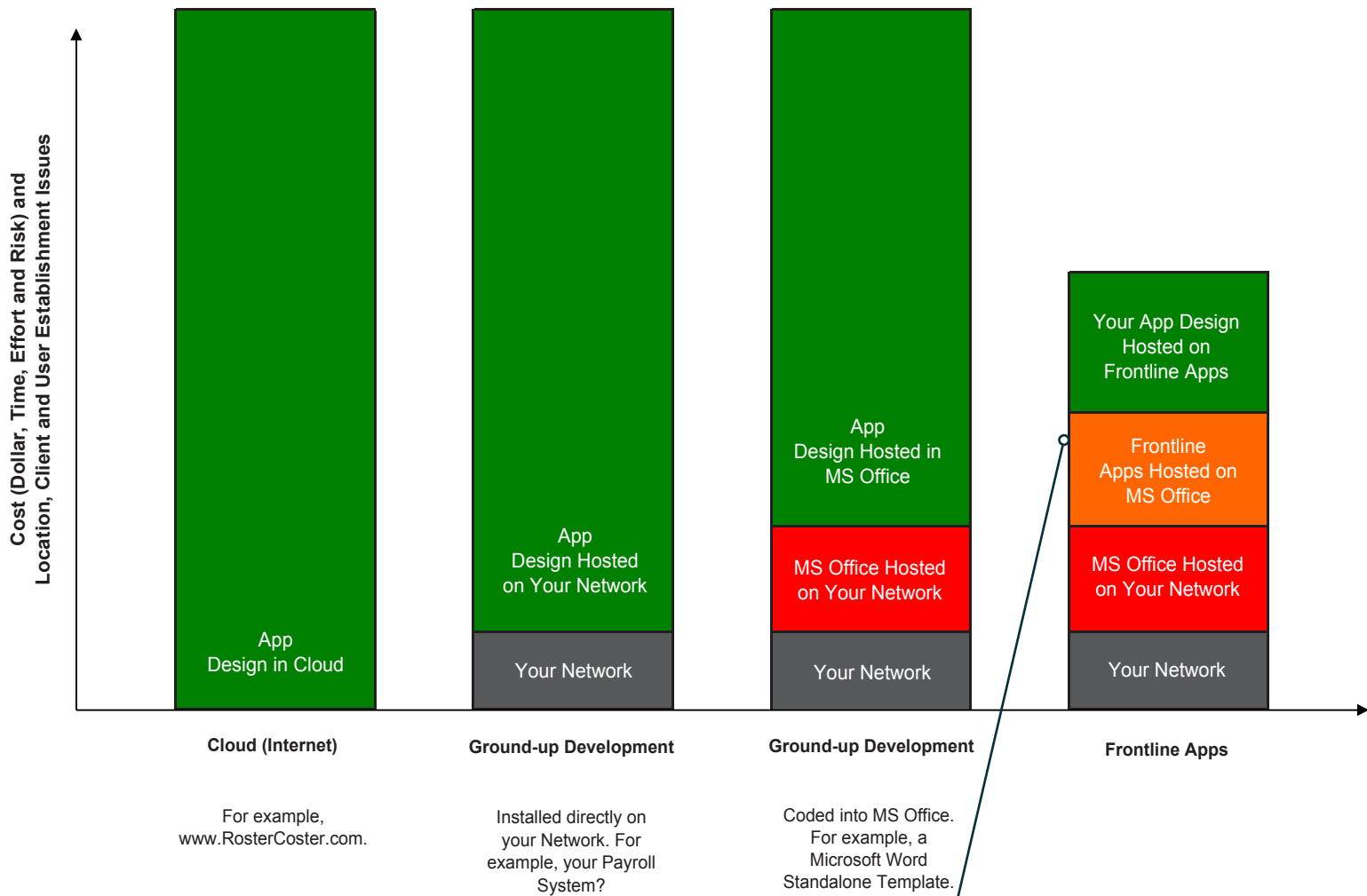
Frontline Apps is an app-hosting platform. A lot like a smart phone, except it is coded into Microsoft Office, with some components in the cloud¹.

Being in Microsoft Office (a “platform on a platform”), Frontline Apps is not software you need to install. You most likely already have Microsoft Office installed in your organisation.

1. User manuals and our help desk, for example, are more convenient if they are placed in the cloud, for example, on platforms such as Microsoft SharePoint and Microsoft .Net. Frontline Apps is fluid across many platforms.



To visualise the benefits of placing an app on Frontline Apps with us, consider how much lower the Cost (Dollar, Time, Effort and Risk) and Location, Client and User Establishment Issues are if you go with the Frontline Apps model below, for many types of App Design.



For many business functions, inserting Frontline Apps into your development will dramatically shrink the Effort, Timelines and Cost associated with getting new ideas up and running for you. Because we have largely pre-coded your ideas before you've even approached us with it. Suddenly, we suggest, the idea of purchasing a licence to our App Creator, and configuring your App Design into that, starts to look very attractive.

About Apps @ Frontline Apps

An app is what we call your App Design (for example, a template you may have created in MS Word or MS Excel) configured into our App Creator, and hosted ongoing @ Frontline Apps. Once an app is configured, our App Creator loses its generic functionality, look and feel, and takes on yours. Usually, the user barely notices the difference between your old template, and your new app. Especially if you don't change whatever brand name you've always given it.

SOME TIPS:

First, you may find our App Design Companion (available by request) a handy reference.

Also, you may wish to create a logo for your new app – this tends to give your app a fresh feel.

For example, as shown below:

eTimesheet for Pay Period 26 (11/6/12 to 24/6/12)
 Staff Details: Doe; Mary, Employee No. TBA, Classification
 Cost Centre Details: Piper 1, 1 Piper Street

Date	Posted Roster					Actual Roster					Variation			Recall Hrs	Kms	Comments		
	Shift 1 Start	Shift 1 Stop	Shift 2 Start	Shift 2 Stop	SO	Posted Hrs	Shift 1 Start	Shift 1 Stop	Shift 2 Start	Shift 2 Stop	SO	Actual Hrs	Reason				Net Hrs	
Sun 24/1																		
Mon 25/1																		
Tue 26/1																		
Wed 27/1																		
Thu 28/1																		
Fri 29/1																		
Sat 30/1																		
Sun 31/1																		
Mon 1/2																		
Tue 2/2																		
Wed 3/2																		
Thu 4/2																		
Fri 5/2																		
Sat 6/2																		
Posted Roster Totals					0	0.00	Actual Roster Totals					0	0.00	Variation Total	0.00	0.00	0.00	

Examples of apps and tools in widespread use, all of which are heavily configured into Frontline Apps, are a large range of RosterCoster modules, various OHS and WorkCover apps, the Client Funds Management App, the Communication Book App and the Residential Statement App².

Our Pricing Model

New apps and enhancements to pre-existing apps alike are usually quoted in three parts:

1. A licence fee (or, in the case of an app enhancement, a licence fee increase) for the component of the app that is our IP, such as the software, hosting and support. Broadly speaking, the orange section in the diagram on page 2.
2. A one-off startup fee equivalent to one year of licence as seen above for the component of the app that is our IP.
3. Configuration of your app design into our App Creator and any implementation support you may request.

² We note that many of these pre-existing apps are available to you as a straight purchase, where the owner of the App Design (most likely, an organisation just like yours) and we as the owner of the App Creator (the software) together decided to allow these apps to be released into the sector for general use. As to whether you will ever want to do that with your own app design, and what your terms might be for that, that's your call.

■ Features and Benefits

We have a tried and tested process for converting design ideas and standalone templates into apps hosted at Frontline Apps.

Data sharing

Cost centres, staff and client names and other fields that most apps like to share with each other (and other systems too, like your payroll system) are not located inside your app. They are drop down out of the Frontline Apps platform, and your new app or tool inherits the full suite of Frontline Apps permissions (password free: these run on a user's login name) and other features.

High features / low cost

Low cost and even free (think Gmail) often means the best features, and vice versa. The simplest apps inherit a decade plus of R&D purpose-built into Frontline Apps.

A policy of “ask not what you can do for the software, but what the software can do for you”.

Frontline Apps adapts to what the user is familiar with, and needs, rather than the idea of asking the user to adapt to a vendor's look and feel. The latter provides no automatic user acceptance, and most likely, triggers training and other change management issues that can carry on for years. While we can get a user going in say, weeks or months, depending on the complexity.

Quick turnaround

For existing users of Frontline Apps, inside a week, a simple template, workflow or report is loaded into our App Creator (or accesses other modules at Frontline Apps, depending on the business purpose) and becomes fully networked.

Minimising change

Our rule of thumb for change management is that “a change for the better is a change for the worse”. Users are desperate for familiarity year after year, above all else. We recommend put apps in front of users that look like the templates they had before³.

Linking in with our competitors

The user (and / or the data) can and should, we recommend, be moved fluidly across multiple platforms “horses for courses” style, with each vendor focusing on what it is best at. This already happens. Some CSOs are not trying to choose between us and our competitors: they are choosing both, and getting us to work together Myer Briggs style, with an eye on the user perceiving an organisation-specific One System. A good thing. Shades of the way we exchange data with payroll systems such as SAP and Meridian, or even simple things like the way we have, from time to time, had a “useful link” on our Home Page to redirect users across to RIDS.

■ Risk management

In addition to a proven track record (it has been hosting apps safely for DHS and beyond since 2002) Frontline Apps had the benefit of key audits in 2010, one by DHS IM&T and the other by Deloitte, and the invaluable learnings from these were rolled into Frontline Apps during 2011 to allow Frontline Apps to tick all known project and risk management boxes.



³ Or, if it is better for user acceptance, go with the design of our benchmark app, Matthew Casey's OHS user experience. A change from a pre-existing standalone template to this OHS layout does not necessarily trigger a “change”, because our users are as familiar with the latter as the former.

■ Innovation and Doing Business Better

We make a very strong claim to offering one of the most innovative platforms available. This accrues from a highly practical methodology that has been tried, tested and fine-tuned by us in the human services sector ("our sector") since 1999.

It also accrues heavily from the fact that we are human services professionals first, software developers second, and while coding of course happens back in our labs before being packaged up (our Frontline Apps Install Packages) for customers, we have evolved Frontline Apps and RosterCoster in a purpose-built way by immersing ourselves in our sector on a daily basis at the coal face. As a direct analogy, a purpose-built community residential unit is so much easier to work with than a generic house.

As such, Frontline Apps is able to quickly adapt to learn how to do things your way, and put that in front of your users. Compare this to the approach offered by most of our competitors, who would force you change your practices to fit their software, triggering unnecessary change management and expensive training programs. (Our rule of thumb is that if training is required, there is something wrong with the software.)

Finally, we are strong on the idea of Frontline Apps and RosterCoster data slotting into the gaps in your local network of systems and data sharing with other applications you have purchased. This approach recognises that no vendor can possibly meet all your needs as a total service system, and that various vendors should concentrate on what they do best, rather than try being all things for all people. Rather, vendors should be encouraged to work together Myer-Briggs style to allow your users to perceive that total, seamless service system that every organisation needs.



■ System Requirements

Microsoft Office 2003 or higher. For all versions 2003 and later, we are compatible with 64 bit Windows, but not with 64 bit MS Office.

Frontline Apps works best if you have a consistent setup of MS Windows and MS Office across the PCs on your network.



■ Protecting your Intellectual Property

A key to the Frontline Apps Model is that an organisation may elect to have its own IP, in the form of an app design, imported into our App Creator. Please ask us about our Terms & Conditions, which aim to provide a good balance between protecting both our and your IP.



Put our services to the test,
contact us for a free consultation today.

frontlineresourcing.com.au

