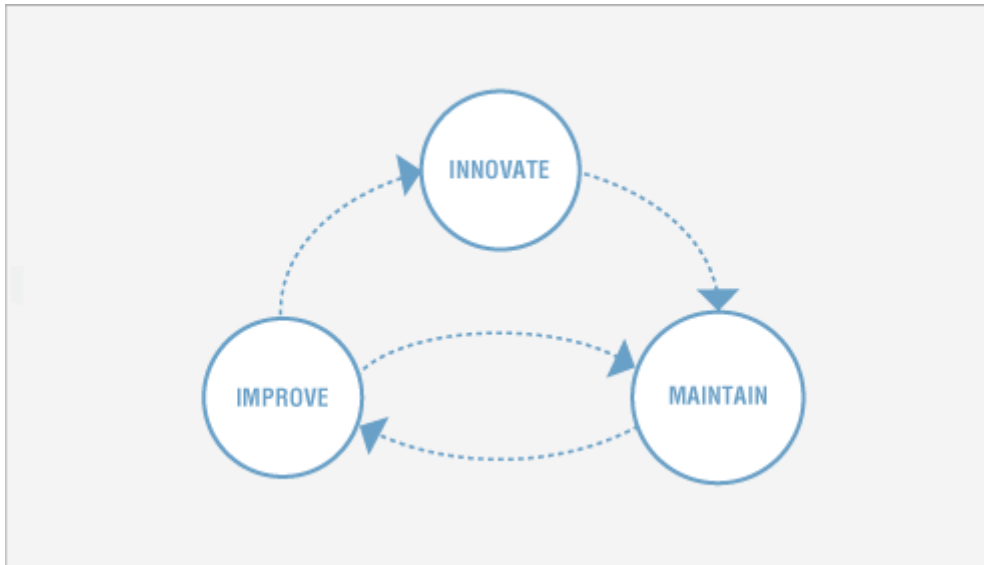


Dynamic Information Management

Companies publish internal documents in order to "get things done". Generally these documents are hard copy memos, procedures etc circulated and stored in folders or manuals at the point of use. These systems are difficult and costly to maintain and at the point of use it is difficult to find information quickly. As a result users tend to ignore vital information.

A new dimension has been added to the document handling process following the introduction of international standards for Quality, Health and Safety and Environmental management. In order to obtain and maintain certification documents must be part of a management process. SMS works with customers to create dynamic electronic information systems that provide the controls and fast access to the information necessary for achieving business results. Whether it is "getting it right first time" , providing a "safe work place" or "going green" companies need information systems that are flexible and responsive to continuous change and improvement.



FEATURES AND BENEFITS

1. Cost Factors

The system is a web application that provides a complete solution for the creation, delivery, and continuous updating of information. The internet is a powerful distribution channel with the added benefit that it is very cost effective. Information is delivered using the standard internet browser available on 95% of personal computers at no extra cost. Thus roll out costs and ongoing operating costs are extremely low. In most organisations there will be obvious administration and logistical cost benefits when replacing paper as the medium for distributing information.

2. Management Control

Using document tagging and metadata SMS information systems are designed to integrate Quality, Health and Safety, and Environmental management systems. This feature enables companies to eliminate Bureaucracy, Conflict, Confusion, Duplication, and Inefficiency. Similar benefits can be achieved using an internet application to standardise procedures where group companies or depots are performing the same activities. Systems can be administered centrally and the temptation for "empire building" and "doing it my way" can be avoided.

3. User interface

The key to getting things done in a prescribed way is to make it easy for users to access information when needed. An online real time system delivers current information that is searchable using keywords. This presents results quickly and is much preferred than the alternative of; choose correct manual (will probably take at least 2 attempts); leaf through content pages or indexes; and then speculate if the latest update has been correctly filed. This is the kind of experience that drives users to take short cuts and ultimately leads to non fulfilment of quality, safety and environmental objectives.

4. Security

SMS systems allow a customisable level of security that can model organisation structures and adapt to changing requirements. The security architecture enables information to be protected to only allow access to selected users and groups. Apart from the obvious security benefits, this provides a clear audit trail allowing changes to be tracked to show when and where they were made.

5. Flexibility

The structure of SMS systems can be redefined FAST. During the build process customers are given access to a website to be involved and fine tune their requirements as the structure develops. After the build is completed and organisations change the same rapid response is available to update the system.

6. Resources

SMS provides a complete infrastructure for managing customer information systems. Web hosting is offered complying with industry best practice for security and up time. The creation and changing of document content is an online process consisting of submissions, processing, approval, and release of documents to the live system. SMS provides the resource for processing the documents which ensures a consistent approach to the look and feel of documents.