

Press Release

FOR IMMEDIATE RELEASE

Merit Protection Boards Victoria Finds Resolve

MELBOURNE – 20 September 2010

Merit Protection Boards Victoria (MPB) – which hears appeals and grievances for employees of the state’s Department of Education and Early Childhood Development and associated agencies – has selected Melbourne-based software developer Resolve to provide an appeals and grievance management solution. Well established in the ICT industry, Resolve provides solutions in case management, incident management, complaints management, and other similar applications.

MPB, which hears about 200 appeals and grievances a year, previously used a Microsoft Access database. The Resolve system will provide automation for letter generation, better reporting capabilities, and the use of workflow to formalise and keep track of cases handled. Using Resolve as its primary business system, the MPB will be able to reduce the time it takes to administer appeals and grievances, as well as create a standardised and repeatable user experience.

ABOUT RESOLVE: Established in 1994, Resolve is a Melbourne-based global provider of workflow management solutions – be that case management, feedback, complaints, membership, and other similar applications. Resolve is a flexible and powerful application that has captured the attention of a wide user base including utilities, FMCG, automotive, health and transport industries, and is used as core business system by numerous Government Departments and Ombudsman Offices across Australia and abroad. Resolve has a single purpose to deliver flexible software that meet its customers wishes.

(www.resolvesoftware.com.au)

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