

# Press Release

FOR IMMEDIATE RELEASE

## Queensland's Department of Education and Training is Learning Resolve

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Queensland's Department of Education and Training has followed the lead of numerous other Queensland Government departments by selecting Melbourne-based software developer Resolve to implement a case management solution within its Legal and Administrative Law Branch (LALB).

Responsible for the management of all Legal, Right to Information and Compliance services, the LALB processes over 1,000 information release requests, 140 litigation matters and 1,000 requests for advice each year.

Initiated to streamline complex processes and better manage Right to Information requests, the LALB case management project will automate the department's information and knowledge management practices. Resolve's solution will improve process efficiencies, consistency, and accuracy; ensure data integrity; and provide the ability to report.

With the LALB system in the process of being implemented, the Department of Education and Training is already looking to implement Resolve into other areas of the Department.

ABOUT RESOLVE: Established in 1994, Resolve is an Australian owned and operated global provider of workflow management solutions – be that case management, complaints, feedback, 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's Offices across Australia and abroad. Resolve has a single purpose to deliver flexible solutions that meet its customers' requirements.

([www.resolvesoftware.com.au](http://www.resolvesoftware.com.au))

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