

Press Release

FOR IMMEDIATE RELEASE

Resolve Comes to the Rescue at Fire and Rescue NSW

MELBOURNE – 03 August 2011

Fire and Rescue NSW (FRNSW) has chosen Australian software developer Resolve to implement its new Case Management solution managing the investigation of employee misconduct cases, as well as the drug and alcohol tests and monitoring processes.

Replacing an existing system of inefficient spreadsheets, Resolve will greatly improve FRNSW's case tracking process and meet the increasing demand for complex reporting. The system has been designed to cater for the various types of cases FRNSW manages, and tailored workflows will facilitate the case assessments ensuring that the correct investigation and approval processes are met in a timely fashion.

Workplace Standards is the first department within FRNSW to roll out Resolve, and it is envisaged additional departments will follow suit in the near future. The implementation at FRNSW further extends Resolve's footprint in Australia's emergency services organisations. Already used within the Professional Standards and Conduct, Death and Disability, and Health and Wellness units within the Ambulance Service of NSW, Resolve has a strong understanding of the unique requirements of the emergency services industry, spanning employee misconduct, employee care and ethical standards management. Resolve is actively pursuing new business opportunities in emergency services within other states.

The FRNSW is one of the world's largest urban fire and rescue services and is the busiest in Australia, with a network of 338 fire stations across the State, more than 6,900 firefighters, approximately 6,000 community fire unit members, and 418 administrative and trades staff. FRNSW manages fire emergencies in NSW's major cities and towns, and responds to rescues, hazardous materials incidents and possible terrorist activities across the State.

ABOUT RESOLVE: Established in 1994, Resolve is an Australian owned and operated global provider of Dynamic Case Management Solutions – be that cases, complaints, incidents, feedback, membership, or other similar applications. Resolve is a flexible and powerful application that has captured the attention of a wide user base including utilities, FMCG, emergency services, 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)

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