

Press Release

FOR IMMEDIATE RELEASE

Resolve Completes the Set with Ombudsman NT

MELBOURNE – 09 November 2011

Resolve has completed its set of Ombudsmen Offices with the Ombudsman for the Northern Territory (Ombudsman NT) signing Resolve to develop their new Case Management System. This latest deal marks a significant milestone for the Australian software development company, having now secured all eight State and Territory Ombudsmen, as well as the Commonwealth Ombudsman. Several industry Ombudsmen also use Resolve.

Resolve's Case Management solution will handle all types of complaints received by the Ombudsman NT, including general Ombudsman complaints (complaints made about any decision, recommendation, action or inaction by a government department, statutory authorities or councils), police complaints (complaints concerning the conduct of members of the Northern Territory Police), and prisoner complaints (complaints about the actions and decisions of the Northern Territory Correctional Services).

In the 2010/2011 financial year, the Ombudsman NT received 1768 enquiries of which 264 were progressed into cases for investigation. The system used to manage these complaints, an out-of-date and unsupported Lotus Notes solution, was no longer meeting the Ombudsman NT's needs. The system had become difficult to maintain, was not flexible to allow change, and was restrictive with its reporting functionality.

Resolve's experience and expertise in the field of Ombudsman complaints meant it was identified as the best-fit solution to support the current requirements, and evolve with the organisation into the future. The new solution will provide the Ombudsman NT with a system that is industry tailored, fully flexible, easy to maintain, and has comprehensive reporting capabilities. It will also improve their handling of complaint information by moving more towards the electronically handling of this information.

With implementation currently underway, the new Resolve system is planned to launch in early 2012.

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)

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For further information contact

Kate McKenzie | Marketing Executive
(03) 8831 8905 | kate.mckenzie@resolvesoftware.com.au