



Open Training Dates for June – September 09

Fundamentals

Jun 16th
Jul 14th
Aug 11th
Sep 15th

Further features for Performance Manager

June 17th
Jul 15th
Aug 12th
Sep 16th

Customisation, Integration & Deployment

Jun 18th
Jul 16th
Aug 13th
Sep 17th

Web Server Design

Jun 19th
Jul 17th
Aug 14th
Sep 18th

Further Features for Risk Manager

Sep 22nd

For more information on these events contact Cathy Harris on 01327 811199



HITEC (LABORATORIES) LTD.

www.hiteclabs.com

Hitec (Laboratories) Limited

UK & EMEA:

Slough:

Tel: +44 (0)1628 600900

Towcester:

Tel: +44 (0)1327 811199

Welcome

Welcome to the first edition of **Bulleten**, our new quarterly newsletter for the Ten User community. The aim of **Bulleten** is to provide you, our clients, with the latest news on our company, product information, updates, training, new initiatives, hints, tips and client news.

The past twelve months have been very challenging both for us as a company and you our clients. Budgets as ever are limited and all spending has to be robustly justified. Despite this we are delighted to report that we have grown our client base in line with expectations and that many of you have taken advantage of our Account Management programme.

New Customers for Ten

This past year has been exceptional for our Risk and Performance Manager solutions with many new customers now experiencing the benefits that these solutions can bring to their business processes. We would like to welcome the following new customers into our community:

- Grand Union Housing
- Synergy Housing
- Gentoo Housing
- North Yorkshire County Council
- South Derbyshire District Council
- Bracknell Forest Council
- South Somerset District Council
- Maldon LSP
- Wyre LSP

Branching Out

Risk and Performance Manager has traditionally been promoted in the Public Sector environment but with Hitec's roots planted deeply in the world's banking and finance sector, a cross selling programme has been developed and we are now actively promoting Ten within these high profile areas with a number of large banks exploring the Risk Manager opportunities. More news will follow in the October issue.

We hope that you find this first issue of **Bulleten** useful, future publications will be sent out as pdf attachments to an email. The next issue will be in your inboxes on 1st October 09. Have a great summer!

Forthcoming Events



Alarm Annual Conference 2009

Bournemouth International Centre
21st - 23rd June 2009

CIPFA Annual Conference & Exhibition

Manchester Central (formerly GMEX)
23rd - 25th June 2009

For more information on these events contact Cathy Harris on 01327 811199

Hints and Tips for Ten Risk Manager

Did you know that Risk Manager can:

- Identify high level risks at a departmental level and automatically escalate them to a corporate level risk to ensure they are visible and are dealt with?
- Manage risks for any tier of Local Authorities, Housing Associations, Financial and Insurance Companies, Police/Fire/Ambulance Service amongst others?
- Automatically email the responsible person, reminding them to complete their risk matrix and escalate to management if not completed according to your rules?

