

What has BMS been up to?



CINTELLATE

Issue 1 August 2008

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Birth of CINTELLATE

SiteSafe was BMS Solutions' flagship product for almost 12 years. However, the world is ever changing and BMS recognized the opportunity to evolve with times and to provide something more. This is how CINTELLATE came about. It represents a new generation of software developed to foster a culture of continuous improvement across a broader range of operational activities or business processes.

CINTELLATE is an abbreviation for Collective Intelligence Technology. The conceptualization of the Collective Intelligence philosophy dates back to 1911 when William M. Wheeler, an entomologist, observed the collaboration process at work in ants, which act as a single entity with a collective mind set. Individually, each ant appears lost and ineffective, whereas collectively, they demonstrate a clear purpose and are capable of astonishing feats. It is a philosophy that is ingrained within CINTELLATE, encouraging individuals within an organization to tackle activities in a structured manner and capitalizing on the benefits of working holistically, rather than in silos.

CINTELLATE has been designed so that tasks can be completed in a series of manageable and simple stages. The input at each stage can also be viewed in context of the full task and the data collected can be processed and distributed automatically to promote greater understanding of actual performance relative to KPI targets. This collaboration between CINTELLATE software and the people using it optimizes knowledge sharing and action to ensure congruence in vision, values, goals, processes and tools to achieve desired outcomes. Or simply put, it helps harness the Collective Intelligence of your organization.

And what about our new logo...

Rolf Harris would say, "Can you see what it is yet?"

Take a step back, or rather imagine you are looking downward from up high. The logo is a play on perspective of three people standing in a circle having a conversation.

The overall concept is challenging us to open our minds to different perspectives and to embrace a collaborative work environment to promote Collective Intelligence.



A whitepaper on the Collective Intelligence Management Concept is available for download from the [CINTELLATE website](#). Access the whitepaper now by simply clicking on [WHITEPAPER](#).

Project Epsilon

BMS Solutions have a strong R&D focus. We are motivated by the need for continuous improvement and the evolution of our product suite is driven by 3 factors namely, market needs (as identified by our clients and prospective clients), market trends (as identified by market research) and technology improvements which broadens the range of functional possibilities on a continuous basis.

For the past four years, the focus of our R&D activities has been Project Epsilon. The key project objective was to introduce a new technological platform that is capable of supporting an integrated, holistic management approach across an expanded scope of operational activities. In November 2005, the innovative nature of Project Epsilon was formally recognised by the Federal Government through the Commercial Ready program and the launch of CINTELLATE in March 2007 introduced the first fruits of the project to the marketplace.

Improvements to ease of use, intuitiveness, accessibility and system performance were all targeted for the initial introduction of CINTELLATE. Enhancements to reporting and the addition of Dashboard functionality have since been included. By the end of 2008 Web-based Filtering and Configuration Tools will have been introduced, further improving the value the BMS and System Administrators can provide to the End Users within your business. Beyond that, enhanced workflow and improved communication with other systems will be targeted.

Standard Configuration

Stay tuned for exciting times ahead!



Flexibility has long been one of the key differentiators of BMS software, with Client Administrators and BMS Professional Services Consultants being able to make changes to the data collected, system workflows, forms, reports etc. through the Designer Tools incorporated within the system. User Configuration is the generic term we often use in relation to this ability to modify the characteristics of the system without making source code changes. The term can be used to describe both the activity (e.g. John undertook configuration of the Person Component) and the outcome of the activity (e.g. the Person Component Configuration includes the fields "Family Name", "Given Name" and "Date of Birth").

Each Business Process (or module) supported by the CINTELLATE suite of software has what we refer to as a Standard Configuration, developed with input from international standards, regulatory bodies, industry experts and most importantly, feedback from our clients. The Standard Configuration forms the starting point of all sales and implementation activities and encapsulates best practice thinking as well as illustrates the mechanisms that can be modified to meet your specific needs now and in the future.

Since the launch of CINTELLATE in March 2007, we have worked hard to enhance the Standard Configuration for the Business Processes that has a presence with our earlier products. However, the technology that underpins CINTELLATE will enable our clients to manage a much broader scope of activities. As we add more modules to the system, we envisage significant benefits for our clients, who can adopt a more integrated, holistic approach to managing the risk-driven activities through the common software approach platform provided by CINTELLATE.



Case Study: Key Success Factors for Deployment

COSOL is a leading provider of technology based services and solutions for the global mining and mineral processing industry. COSOL offers industry specific expertise in the definition, analysis, design, implementation, optimization and support of products and commercial systems within a tailored and flexible delivery framework.

Over the past two years, COSOL has been actively involved in defining and delivering the IT infrastructure for a major iron ore organization based in Western Australia. As part of this program, COSOL had worked to support their requirements in the selection and deployment of a Health, Safety, Environment (HSE) and Risk Management software.

CINTELLATE was selected by the client, a major iron ore organization, due to its extensive range of business processes, flexibility of user configuration and BMS's proven implementation process.

CINTELLATE's HSE and Risk Management software is a convenient one-stop solution which addresses not only fundamental incident and risk modules, but also business-related processes such as Meetings and Action Management. These modules or processes are able to be stacked and integrated whilst being supported by a common platform. This coupled with the versatility of CINTELLATE in meeting the unique client requirements and needs proved a key advantage in the deployment of the solution.

BMS has established a proven implementation methodology and process. This is based on years of deployment and implementation experience across diverse client segments and a project management team who is dedicated to driving the process.

From our collaboration to implement CINTELLATE, the key success factors identified for deployment are:

- Internal marketing of the new software solution.
- Ensuring a change management process is in place.
- On-time delivery.
- Training in place for roll-out.
- Promoting user engagement by assigning internal team champions.
- Continuously updating staff on progress and project news.

The key experiences captured from implementation are:

- Pre-preparation is critical such as mapping workflows security or permission and list requirements that may arise from workflow prior to attending BMS workshops.
- Assigning an appropriate client stakeholder, the system owner, in the project team to effectively drive implementation and who is senior enough to make decisions but also exposed to the frontline, hence understands the processes or workflows and ideally possesses subject matter knowledge.
- Ensure that there is a change management process in place for trained system administrator to make alterations in a systematic manner and inform users of the modifications accordingly.

Co-authors: Joe Spirito, Gary Douglas and Dara Conlan from COSOL

New Clients

We would like to extend a warm welcome to some of our new clients worldwide.



Sandvik Mining and Construction is a world-leading provider of equipment and solutions for mineral exploration, underground mining in hard and soft formations, surface mining and bulk materials handling and specific areas of the construction industry. They have over 15,000 people with major presence in over 40 countries around the world.

"CINTELLATE's flexibility in configuration and modules that are stackable and easily integrated in a staged manner meet our functional needs. Additionally another critical aspect of CINTELLATE is its track record and ability to operate widely – across geographical locations both country and site level and a comprehensive suite of HSE and risk management processes or modules." Stuart Evans, Global Environment, Health & Safety Director.



Horizon Power is the state-owned energy company created to meet the needs of residential and commercial customers and resource developments in regional Western Australia. Horizon Power is an agile and innovative business focused on delivering energy solutions to meet the individual needs of its diverse customer base, from small remote communities to large resource customers.

"Grey Wolf is committed to provide an environment in which NO ONE GETS HURT. To do that we must be able to objectively see where we have been, what caused us to be there, and what got us to where we are now. Most importantly, we must be able to continuously improve. After extensive review and analysis, Grey Wolf chose to adopt CINTELLATE for its ability to make that continuous improvement a reality." Drew Davis, HSE Manager



CB&I combines proven process technology with global capabilities in engineering, procurement and construction to deliver comprehensive solutions to customers in the energy and natural resource industries. Drawing upon the global expertise and local knowledge of approximately 17,000 employees in more than 80 locations, CB&I safely and reliably executes projects worldwide.

PETRONAS (Peroliam Nasional Berhad) is an oil and gas company wholly owned by the Malaysian government. It is ranked among Fortune Global 500's largest corporations in the world. The Group is engaged in a wide spectrum of petroleum activities such as upstream exploration; production of oil and gas; downstream oil refining; marketing and distribution of petroleum products; trading; gas processing and liquefaction; gas transmission pipeline network operations; marketing liquefied natural gas; petrochemical manufacturing and marketing; shipping; automotive engineering; and property investment.



Feature Staff from Help Desk

Angelo Laurence, Technical Consultant and Trainer

I am originally from Seychelles, an archipelago of over 100 islands in the Indian Ocean, some 1.500 kilometres east of mainland Africa and Northeast of the island of Madagascar. I spent most of my childhood on a small island name Silhouette where the entire primary school had just over 30 students at any point in time. Those were my great childhood memories.

I always had a passion for IT and not surprisingly, have been in this profession for over a decade. I started off as a junior programmer and worked my way up the ladder across different areas in the IT industry, including hardware and software support, trainer and information systems manager, before moving to Australia in 2006.



The Help Desk role provides me with the opportunity to share my knowledge and skills for a wide variety of challenges from simple to complex. It is always rewarding when I can present a solution to clients' problems right away or deliver the task at hand in less time than was originally estimated.

To me, BMS Help Desk team has one of the most exciting roles in the company. We are in touch with our clients on a daily basis and assist them with support issues that arise. We only know the voice of majority of our clients and it makes the experience of meeting in person ever more interesting. It sometimes feels like I've known someone for years without even having met them. So for those whom I've not met yet, now you can place a face to a voice from my pic.

Feedback Request

We welcome any feedback or ideas you may have regarding our newsletter. Let us know what might tickle your senses with regards to content for the next issue.

Knowledge Sharing

We would like to invite you to share your knowledge in the area of HSE with us. Sharing knowledge can be in the form of an interview with you, developing a case study, sending in an article, recommending a blog or helpful reading materials etc.

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