

Contec Group International Ltd



Company Profile

Contec Group Offices

New Zealand : Christchurch and Auckland

Representative Offices

Australia : Brisbane
USA – Maryland
Switzerland
Hong Kong
Tokyo

October 2005

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Company History

Contec was established in New Zealand in 1974 as Control Technology Ltd to provide technology-based systems. Over the next ten years, the company developed two separate divisions, one electronics and one software. The company was re-organised in 1985, and the electronics division sold off. The software division was retained to develop further software products. These fall into two major groups: one associated with the Dairy Industry and the other being Library and Information Management.

In 1974 Contec installed New Zealand's first automated library circulation systems in two New Zealand public libraries, and now has some 30 years experience in the implementation and support of computer automated library systems in public, academic, corporate, schools and other libraries.

Based on this library system experience, the company identified a market for a fully integrated library management system suitable for public and polytechnic libraries, and in 1985, the company began development of software for its CataList library system. CataList is currently still installed in over 200 sites including many New Zealand libraries; there are or were also installed sites of CataList in Singapore, Papua New Guinea and Fiji, most of which have been replaced by CGI's first Windows based library system, **C2**, or our latest system, **.eLM**.

Experience with the CataList product demonstrated that a market existed for a system designed for special libraries, and for government and corporate information resource centres. This led to the development in 1989 of a further library system, Image II, which was installed in over 100 sites in Australia, New Zealand, Singapore and Hong Kong.

For the dairy industry, Contec produced the first version of MADCAP (Milk Analysis Data Capture and Processing), a milk testing and milk quality software system in 1974. **madcap** very quickly became a New Zealand dairy industry standard system. Today, **madcap V** in its fifth version, which includes Supplier Payments and other facilities, is installed at almost every major dairy product manufacturing company in Australia and New Zealand (including Fonterra, Australian Dairy Farmers, Bonlac, Nestle, Lactos).

Overseas Expansion

In 1991, the company made a decision to embark on a market expansion program to regionalise its operations, and to initially target Asia-Pacific. In 1992, the company established a sales office in Australia, and then a regional office in Singapore to serve the Far East market.

From late 1993, the company began to probe the American and British markets in an attempt to determine the potential of these countries for future expansion.

Corporate Structure

The company was purchased in early 2000 by Asian Pacific Partners Ltd, and operates under the name of Contec Group International Ltd (**CGI**). This has enabled us not only to enhance

focus on the company's two core products: those related to the Dairy Industry and Library & Information Management software systems, but also develop a complete CRM system, including call centre, job management and asset management for our Company's own in-house use. This latest system software family, ABC, ABC/FootPrint and FootPrint, proved so effective that it has been purchased by many companies including some of New Zealand's largest.

Product Information

CGI has developed products for specific industry areas, the Information Management Industry and the Dairy Industry.

Information Management Software Systems

The software for this industry sector comprised or comprises -

- Image II** an information management software system specially developed to cater to the needs of corporate and special libraries. Image II was installed in over 100 sites in New Zealand, Australia, Singapore, Hong Kong and Vietnam.
- CataList** a library management software system designed to meet the requirements of small to medium sized public libraries as well as polytechnics and school libraries. CataList is still used in over 200 sites, and is being replaced by CGI's new system, *.eLM*.

The **C2** Library and Information System

C2 is multilingual, portable and scalable. It runs under the Windows operating system. It is a client server system, but it can be run in traditional multi-user environments as well for small installations. **C2** is installed in many sites around the world. A good example of a very large **C2** operation is the TAFE Organisation in Queensland, Australia. This comprises 16 Institutes, each with their own main campus library and many branch libraries – a total of 64 libraries, all networked together in a co-operative fashion.

The *.eLM* Library and Resource Management System

The *.eLM* generation is Windows-based, fully MARC compliant, with a MARC cataloguer's input view that is completely unique; it can operate in MARC or non-visible MARC mode at will.

For organisations with multiple sites *.eLM* offers an **integrated thin client facility** from one central server and with access from all other sites via a LAN, WAN or Internet connection. This is very efficient in terms of network resource and requires **no third party software** at all to provide full system functionality at remote sites.

The **Web OPAC** makes the catalogue, borrower enquiries, reserve requests, facilities bookings and other information available to anyone with a normal Web browser.

The system is completely multilingual, being available in UNICODE, with languages other than English available as required. No software changes or different versions are necessary for other languages.

.eLM can be used in schools, academic, public or corporate environments and can be configured with no re-programming to suit the organisation.

Please see www.contecds.com

CRM software

CRM software (Customer Relationship Management) promises new customers, more value from existing customers, improved marketing, sales, and service; in other words, providing your customers with better experiences when dealing with your company. CRM can give you a Contact Management database that offers product optimization, cost reductions, increased sales and "happy customer" loyalty. We offer three flavours of this software:

ABC, ABC-Footprint and Footprint

ABC

ABC is an off-the-shelf software package designed for 1-5 users, based on client – server technology. When you purchase ABC you receive the complete CRM package, developed using a fully integrated modern Windows development environment. ABC is easy to maintain and extremely robust. It can also be accessed and run from a PDA connecting via the Internet to your server hosting your company's ABC database.

ABC Footprint

If your company needs that bit extra, ABC Footprint is an off-the-shelf software package that includes a 20 user licence with the ability to add limitless users, with additional functionality – including Help Desk, Job Logging, Asset Management, Security System, multiple databases.

FootPrint

FootPrint is the ultimate in CRM packages for large organizations. It is a fully-featured customisable system which does not require any third party Software.

Footprint covers all the main areas of customer relationship management including contact management, help desk, job logging, project management, workflow and asset management for multi-department and multi-location companies.

Dairy Industry Software

The software for this industry sector comprises -

MADCAP a milk analysis data capture and processing software system that interfaces with automatic milk analysers and other laboratory instruments to provide data capture and validation, variance checks for test results, collection and storage of all information pertaining to quality and milk supply to dairy companies. The product is currently on version 5, *madcap V*.

Milk Payments System a comprehensive system to cater for the complex process of paying farmers for milk supplied to dairy companies. This system can be used by itself or in conjunction with *madcap V*.

ADVANS This Notification System may be used to issue milk producer information - such as poor milk quality results, or changes to tanker schedules - using an automated telephone system (supplied with the package) or via the Internet. This may also be used for automatic and secure handling of enquiries from milk producers via the Web-based interface.

The following module is used in conjunction with Milk Payments:

Share Register for companies (such as co-operatives) that have share-holding producers, this module maintains data relating to the allocation of shares.

madcap V

New Zealand is viewed as leading the world in sophistication and technology in dairy products manufacturing. With the GATT and APEC Agreements in place, **CGI** foresees the gradual dismantling of barriers in trading in dairy products. Smaller farms are merging to form larger farms and dairy companies are consolidating their operations. More sophisticated automation processes are being introduced. It is envisaged that ***madcap V*** will be even more widely adopted internationally.

As for the **C2** System, ***madcap V*** is portable and scalable. Non-English versions will also be produced. ***madcap V*** has an open architecture making it easy to integrate with other systems in the dairy plant. It will run under Windows 95, Windows NT or Windows 2000.

Staff

The group employs approximately 30 staff in New Zealand, Australia and Switzerland of whom about half are IT professionals. The staff also includes various professionally qualified librarians.

CGI has its head office in Christchurch New Zealand and has a branch office in Auckland. Representative offices are in Brisbane, the USA, Switzerland, Hong Kong and Tokyo.

Awards

CGI has won various awards for its Library and Dairy Industry software products.

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