

Q4

2009

RAMM Newsletter



IN THIS ISSUE

P2
Inventory UDTs
Product Managers

P3
Touch Screen Netbooks
for Pocket RAMM

RAMM WebEx Seminars

P4
RAMM People
2010 Training Courses

PLUS
RAMM Spotlight
RAMM Tips

CJN Signs with ARRB

RAMM is Heading to Western Australia.

CJN Technologies Ltd have signed a contract with ARRB Group to supply RAMM software to the 141 members of Western Australian Local Government Association (WALGA) for their ROMAN II project.

This is excellent news for all RAMM users as this will more than double the RAMM user base. So the normal benefits of having a greater number of software users will accrue to all current RAMM users.

Benefits to be Shared by All RAMM Users

CJN Technologies Ltd will be making enhancements to the RAMM suite of products to add functions required by WALGA. These enhancements will become available to all current users at no extra cost through the RAMM upgrade programme. CJN Technologies Ltd has also taken on additional development staff to deliver the enhancements and to maintain the RAMM programme of continuous improvement.

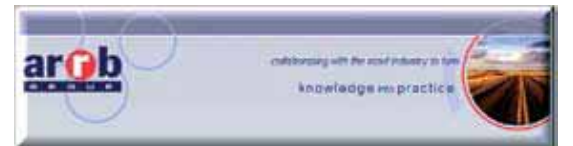
Support to be Managed by ARRB Group

Training and support for the members of WALGA will be based in Australia and supplied by ARRB Group. So NZ RAMM users will notice no lessening of support available as a result of this contract. In fact a new support person has been added to the team as part of our commitment to our New Zealand clients.

WALGA Contract Signed



Campbell Newman (back row, fifth from the left) was in Perth recently to witness ARRB Group sign the ROMAN II contract with the Western Australian Local Government Association (WALGA). This contract is for the replacement of the current Western Australian local government asset management software, named ROMAN, with RAMM. ROMAN is the road inventory, condition assessment and deterioration modelling tool used by local government in Western Australia since 1994.



Who are ARRB Group

ARRB Group is Australasia's leading provider of value-added research, consulting and technology for addressing transport problems.



Who are WALGA

WALGA represents the 141 Local Governments in Western Australia.



Excellence in Asset Management

RAMM SPOTLIGHT

Online RAMM Videos

Ever wanted to quickly see how to do something in **RAMM** or **Pocket RAMM**?

Well, now you can. The RAMM Support Team are creating short videos to give step-by-step demonstrations showing how to perform specific tasks in RAMM.

The first videos planned are:

- Pocket RAMM Rule No 1 which shows how handy the button is in Pocket RAMM and
- RAMM Contractor Month End which shows what to do in RAMM Contractor at the end of the month, or other Programme Period, to close one Claim Header and open another.

CJN Web Site or YouTube

The videos will be available from the CJN Technologies Ltd web site (<http://www.cjntech.co.nz>) and also from You Tube.

We Do Requests

If there is something you always wanted to know how to do but had nobody to show you, please send in a request to us at support@cjntech.co.nz and we will do our best to meet your request.

Sign of the Times



Inventory UDTs

User Defined Tables (UDTs) are RAMM tables defined by a RAMM user to manage those of their Assets which are not in the default RAMM Asset set. They are particularly good for managing fixed Assets such as bus shelters and rubbish bins.

They were introduced in RAMM 2005 and have been remarkably popular - so much so that their usefulness has been extended. The latest innovation is Inventory UDTs.

Inventory UDTs

You can now set up User Defined Tables (UDTs) as Inventory Assets.

So you can not only create a new Asset Type, but you can set up Sites where the Assets are kept, create States for the Assets and Reasons for actions taken with the Assets. As with Signs, Street Lights and Traffic Signals, you can keep Inventory records including extensive Audit records so that you can check, for instance, where Assets have been moved, when and by whom.



When to Use the New Features?

Static Assets such as rubbish bins and bus shelters can be managed using the existing UDT functions. However, if you have Assets such as movable road signs for traffic management, transportable cameras and trailers for carrying the same, you can use the new features to keep track of:

- where the Assets are
- whether they are in usable condition or being maintained in the workshop
- which Roads they have been used on
- who shifted the Assets
- why the Assets were moved.

Standard Features

Once a UDT has been set up for your Inventory Assets, you manage them in their own Grid and Detail screens. They become available for other RAMM applications such as RAMM Asset Valuation and RAMM Contractor. Dispatches can be entered for work to be done on them. They can be viewed on Maps.



Welcome Charmaine

Please join us in welcoming our new Support person, Charmaine Okros, to the CJN Team.

Charmaine will be answering your calls and helping you with your problems. She comes to us from one of our clients where she was a RAMM Contractor user and a Pocket RAMM advisor.

You will recognise her instantly when she answers the phone by her charming South African accent.



Product Managers

CJN Technologies Ltd has appointed two Product Managers to oversee the future direction of the RAMM suite of products. One will deal with Contract Management and so will oversee the development of RAMM Contractor and Pocket RAMM. The other will manage RAMM Assets and in particular, Inventory and Assessment throughout the RAMM suite of products.

The Old Days

Companies like CJN Technologies Ltd start as a small intimate group where everyone fits into one small room. Everyone can do every one else's job. Everyone knows what everyone else is doing as they are all so close to each other.

As a company progresses, it metamorphoses into a large sophisticated organisation with specialised teams and groups. In larger organisations it is more efficient to have specialists with clearly defined roles and duties. Systems need to be introduced to ensure that the job focus is prioritised for the maximum benefit of RAMM users.

Today

As more and more demands are made of the RAMM suite of products to perform more and more tasks, it is vital that somebody manages the changes. Any changes must be consistent with the core product purpose. When there are competing requirements for enhancements and bug fixes, it is not necessarily in everyone's best interests to perform these on a first come first served basis, or to react to whoever makes the most fuss.

The Product Managers will prioritise development so that those fixes or enhancements which will benefit the greatest number of users will be performed and released first.



Touch Screen Netbooks for Pocket RAMM

Traditionally Pocket RAMM has been used on a handheld device known as a Personal Digital Assistant (PDA) in combination with a GPS positioning device. There is now a cheaper and more robust option.

Cheaper and More Robust

Netbooks are small, light and inexpensive laptop computers suited for general computing and accessing web-based applications such as Pocket RAMM. They are like a small laptop with the normal capabilities of the laptop but lighter.

Some manufacturers are producing Netbooks with touch screens.

Touch Screen

Netbook touch screens are much larger than the equivalent PDA screen. The screen is touched with your finger instead of a stylus. So it is much easier to use than a PDA.

WiFi, Camera and SD Card

The models suitable for Pocket RAMM are WiFi-capable, have an in-built camera and a slot for an SD Card if more disk space is required.

They access the RAMM Hosting Service and synchronise using WiFi, or when in the office, a broadband cable can be used. They use WiFi or a cable because they are not telephone devices.

Not a Telephone

Netbooks have most of the PDA functions other than the telephone. Now that Pocket RAMM Offline is fast becoming the preferred method of operation for Pocket RAMM users, the value of operating Pocket RAMM on a device such as a PDA which is also a telephone is reduced.

Use WiFi and Save

There are sound financial reasons for working Offline. Pocket RAMM users who only ever work Offline and synchronise using WiFi only, have no need for data exchange using Telecom or Vodafone. So they have no need to sign up for a mobile Data Exchange plan. When working Offline in Pocket RAMM, no RAMM Hosting Service fees are incurred. Nor are RAMM Hosting Service fees incurred for merely synchronising. It is only when you work Online that the RAMM Hosting Service fees become payable.

So if a user only ever works Offline, there are no RAMM Hosting Service usage fees.



RAMM WebEx Seminars

Want more RAMM training? Too busy to leave the office? Good news. The RAMM Support team has started using WebEx for online seminars. These are sometimes referred to as Webinars.

Webinars are live meetings, trainings, or presentations via the Internet. Each participant sits at his or her own computer and is connected to other participants via the internet.

WebEx is a tool for online meetings, web conferencing and video conferencing. It is used as a learning platform and online classroom.

RAMM users, from the comfort of their own offices, may now access training from our Consultants on a variety of topics such as the new Traffic Counting functions.

Use of a tool such as Webex offers real time collaboration using an interactive whiteboard, chat, and VOIP technology. This enables audio and video sharing.

See the CJN Technologies Ltd web site for details of upcoming WebEx online seminars.

Introduction to WebEx
Start using WebEx today, it's fast and easy.



RAMM Tip Speed up Your Performance


Do you ever find the performance of your computer degrades when you are adding a number of Assets into RAMM using the Detail screen for the Asset?

Ever wondered what you can do to prevent this?

It is likely that the reason that the more Assets you add, the slower your computer performs, is because you have the Asset Grid screen open. As you are adding the Assets, the Grid screen will be using up memory and chip performance as it deals with the sorting and display issues for all the new Assets.

So close the Grid screen when you are adding Assets in the Detail screen.

Detail Screen Shortcut

Standard behaviour in RAMM when you press Show Toolbar Menu  is that the Asset Grid screen will open when you select an Asset from the Asset Type drop-down list which becomes available.

You might not know that you can open the Detail screen without opening the Grid screen first. This is very useful if, as in the above tip, you are going to be adding a number of Assets through the Detail screen and do not want the potential performance hindered by having the Asset Grid screen open as you do this.

To open the Detail screen without opening the Grid screen first you press Show Toolbar Menu and right-click on the Asset whose Detail screen you want to open. In the example below, this is the Benkleman Beam Detail screen.



RAMM People

BRETT HAMILTON – THE TALLEST MAN IN THE WORLD

Brett joined CJN in 2006. He is our system administrator responsible for CJN Software delivery platforms and our internal systems.

His principal working focus is to ensure a strong, stable platform for the RAMM software. This way he ensures continuous service for RAMM users whether at 4 am on a Sunday morning or on an ordinary week day.

He came to New Zealand 5 years ago after working in the financial and technology fields for South African companies. He has over 15 years IT experience and has expertise in virtually all hardware and software technologies. These range from the old green screens (remember them?) to the multi-display technology of today, and from OS2 to Windows 7.

Brett's interests, rather unsurprisingly, include computer hardware and software with particular focus on web designs and trends. He and his family love the great NZ outdoors and particularly enjoy its lack of dangerous wildlife. He is a keen player of Indoor Cricket and Netball. He plays the occasional game of golf.

Brett's Favourite Quote

Any sufficiently advanced technology is indistinguishable from magic (Arthur C Clarke)



Brett seen standing next to the man on stilts

If you have a query or a problem that you would like to talk to us about, feel free to contact us on 0800 256 832 (CJNTECH)

For more information or to arrange a demonstration contact:

David Newman
Ph 64 (09) 415 3749
Email: Davidn@cjntech.co.nz

CJN Technologies Ltd
P O Box 302 278
North Harbour
Auckland
New Zealand

www.cjntech.co.nz

2010 TRAINING COURSES

Getting More Out of RAMM

Christchurch 16-17/02/2010
Auckland 18-19/03/2010

RAMM Assessment

Christchurch 26/01/2010

RAMM Asset Valuation

Christchurch 27/01/2010

RAMM Condition Rating (Sealed Roads)

Palmerston North 22/02/2010
Christchurch 25/02/2010
Auckland 01/03/2010

RAMM Contractor

Auckland 09/03/2010

RAMM Forward Work Programme

Auckland 10/03/2010
Wellington 13/04/2010

RAMM Inventory Management

Wellington 03-04/02/2010
Auckland 28-29/04/2010

Using RAMM

Christchurch 15/02/2010
Auckland 17/03/2010



Excellence in Asset Management