

SUMMARY OF T2UG HISTORY AND BENEFITS

The Talent2 User Group Inc was formed at the inaugural conference held in Brisbane in March 1997. There were over 125 delegates present who agreed to the formation of the Talent2 User Group to represent users in the Asia Pacific Region.

Local User Groups have been established in the states and territories of Australia and New Zealand. These Local User Group Meetings give members an opportunity to network with other users who are willing to share their experiences and solutions covering topics such as software upgrades, best practices plus reviewing new products and services from Talent2 and their Business Partners.

The purpose of the User Group is to:

- ❖ Facilitate exchange of information and experience between Talent2 customers
- ❖ Provide information useful to Talent2 customers in their implementation projects and production operations
- ❖ Be an influential voice to Talent2 on behalf of the membership

The Talent2 User Group is professionally managed independently from the vendor by Martin Lack & Associates (ML&A). In this role ML&A minute the regular management teleconferences, handle membership issues, manage the T2UG website and organise the annual conference. The annual membership fee covers the administration costs relating to the operation of the Secretariat.

The highly successful annual conference offers another network opportunity for information exchange with a wider community and is held in a different state each year with an average attendance of 170+.

The T2UG Mission

The purpose of the association is to assist Talent2 customers to make best use of their investment in the Talent2 software. The association will foster an environment that provides mutual benefit for the Talent2 user community and Talent2, the company, by encouraging active communication among users and between users and the company

The association will add value to the members' investment in Talent2 software by promoting better use of the products, by influencing the development direction of the Talent2 products and services, and by encouraging Talent2's R&D initiatives.

T2UG Achievements

Communication

The initial focus of T2UG was to establish communication between T2UG members to exchange knowledge and information readily. In the early years a group email facility was used but this has since been replaced by the establishment of a member only Forum service connected to the Talent2 User Group website.

Talent2 User Group Website (www.t2ug.com)

The user group established its own website in 2007 where information can be found on the Business Plan, Constitution, Mission and Objectives, Membership and Annual Conferences. Members have access to the Management, AGM and regional minutes, Product Board outcomes, Delegate and Member Survey results plus the Forum topics.

Working with Talent2

The next area of focus for the User Group was to increase communication between itself and Talent2, and to develop a formal process for T2UG to have input into the development of the Alesco product. Initially this was successfully achieved with T2UG representation on Talent2's **Product Panel** that met via teleconference regularly and the **Product Steering Committee** that met every six months.

The **Product Panel** reviewed Business Requirement Specifications submitted by customers and the results of the Product Panel decisions (and progress of items) was formally processed and distributed to all customers

The purpose of the **Product Steering Committee** was to develop a higher level strategic direction focus for the Alesco product. T2UG Regional Representatives solicited information from local customers prior to the meetings with the results published and presented at the Talent 2 User Group Annual Conference.

After five years of operating the highly successful **Product Panel** and **Product Steering Committee** structure, both Talent2 and the T2UG Executive came to the conclusion that a single democratic decision making body was now required. To this end, the *PRODUCT BOARD* (see page 4) was established rendering the **Product Panel** and **Product Steering Committee** superseded from 1st July 2007.

The consultative process has been responsible for several initiatives, one being the two formal Alesco Minor Release upgrades each year and the timing of these releases. This has helped Talent2 to better schedule development and helped the customers to plan resources required for upgrade implementations as well as improved communication of what will be included in the upgrade.

Over the years the Talent 2 User Group has developed a very positive relationship with Talent 2 to the extent that at the 2005 conference the following comment was made by a third party:

I was surprised to discover the level of positive and loyal user group support to a vendor. I have not seen that level of satisfaction with any previous user group I have been involved with or aware of. Talent2 are definitely on the right formula in meeting their clients' needs.

Product Board

The Product Board meets face-to-face twice a year following the process outlined below. These meetings are jointly funded by Talent2 and T2UG.



T2UG Structure

The annual membership fee is A\$385 for Australian members (including GST) and A\$350 for overseas members, with the financial year running from 1st March to 28th February.

A management committee is elected at the AGM which is held in conjunction with the annual conference:

Executive

- President
- Vice President (optional)
- Treasurer
- Secretariat

Regional Representatives

- A representative from each region
(WA, SA, VIC, NSW, Qld, PNG, NZ)

The management committee meets via teleconference every six weeks to eight weeks, more frequently leading up to the annual conference.

Regional meetings take place regularly, the frequency dictated by the region but ranging from monthly to bimonthly.

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