

## TESTIMONIAL – KAREN HARRIS

### Introduction

I've been working with the Alesco product since 1992, this is while we were still using DOS and the Alesco screens were character based. I've seen the product evolve to GUI then to the web, going through numerous upgrades of Alesco, Oracle versions and the underlying operating systems. Besides the core product evolving with technology, it has also evolved with functionality, adding on modules such as Web Self Serve, End User Layer, and Key Performance Investigator.

My own role has been as a System Administrator and an IT Business Analyst (Project Managing Alesco upgrades as well as providing other technical support).

### Benefits Experienced as a User Group Member:

- ❖ Being a long time member, I've also been a long time active participant (roles as State Representative, Vice President, and President of the User Group). Over time I've been very impressed with the actual influence the Talent 2 User Group has with Talent 2 and the ongoing development of the Alesco product. There have also been many members that have not held a formal role but still actively participate, whether by giving the time to present at the Annual Conference or by sharing at a local meeting or through networking.
- ❖ The benefit of networking with other customers, locally, nationally and internationally can't be overstated. Some of us that have been long time users of Alesco might be considered the gurus, but the new customers can be very innovative, they help to reopen our eyes to ways of better utilising this software in our own organisations.
- ❖ Between the local meetings, the use of the T2UG forum for questions on various topics, the annual conference, and the working relationship with Talent 2, I've been able to offer benefit back to my own organisation. Whether to more quickly solve a problem, get an idea of a better way to use some functionality, to reassess or change our own business procedures to better utilise Alesco, or to improve the quality and efficiency of our Alesco software upgrades. I've been greatly helped by being a member of the Talent 2 User Group and the willingness of other members to share both their successes and hardships.
- ❖ I'm sure my own job would have been very difficult without access to the resources available to me through the Talent 2 User Group and I would hope the User Group continues to evolve right along with Talent 2 Alesco.

## TESTIMONIAL – CARMEL CATHIE

St John of God Health Care began the implementation of Concept with our first hospital on the database in June 1994, and continued to implement each hospital over a period of years.

I commenced working with the Alesco product when it was Concept V7.10.28 in 1998 when the screens were character based. We then moved onto the GUI based product in V8.03 in 1999 and then onto the web based product with e806 in 2003. During this time we consolidated three separate databases into the one database and now have all sites operating on Alesco.

During this period I have found the T2 User Group to be invaluable both from a local perspective and a national perspective. Meetings are held every two months with the local branch of WAT2UG and these have proved an asset to be kept up to date with what is happening in the broader WA Alesco community. These meetings are a good opportunity to network with other users and discuss methods, procedures, perceived problems and custom work. It is very helpful to find what other companies are doing and this sometimes circumvents the need to raise issues with Talent2 Works. At these local meetings, Talent2 also have an input with discussing what the company has progressed, and they sometimes present an overhead display on the latest Patch or updates to the product.

The Annual T2UG Conference is a tremendous asset also from a networking point of view with a broader international client base. The conference lends itself to networking with ample breaks throughout the two days and two social evenings where participants can discuss business or social happenings. The conference itself hosts speakers from within the Talent2 Users, Talent2 Vendor, external motivational speakers and promoters from various products suitable for use with the Alesco and other Talent2 products. Information from these speakers is up to date and there is a choice of which stream would suit the user. I have found them to be most informative and always return from a Conference to the workplace with renewed vigour.

The T2UG also host a web forum where users can post queries relating to specific areas of concern where other registered users can reply. This forum and the Annual Conference makes it easier to communicate with other users throughout Australia and overseas.

Without the T2UG I would most likely find that I am not as well informed as I currently am. Help is only a message or a phone call away, or if the matter is not urgent I know I can generally discuss issues with users at the next local meeting. I have gained benefits from both the local T2UG and the national T2UG by introducing smart tips and techniques on using the product to the workplace; gained support from other users concerning an enhancement to the Alesco product; solved minor problems with best practices and offered tips to others to assist.

I recommend all Talent2 Works Users to be a member of the Talent2 User Group.

October 2009

## **TESTIMONIAL – TALENT2**

The Talent2 User Group was formed in 1997 with the objective of providing: -

- ❖ The ability to join with the other members in sharing and working together with Talent2
- ❖ Access to news via a dedicated email group
- ❖ Access to a Talent2 User Group Members' Forum
- ❖ Special interest groups
- ❖ State User Group meetings
- ❖ User Group Conferences
- ❖ Direct input to the Product Board

Clearly Talent2 clients benefit significantly from the existence of this active and proactive user group community. However - they are not the only ones to benefit. Talent2 is also a major beneficiary of the work of the user group – this at a local, national and international level. In essence, the Talent2 User Group works proactively and supports Talent2 in: -

- ❖ The provision of a vehicle for open and effective communication between Talent2 and all client members
- ❖ The co-ordination of special interest group
- ❖ The support of the Product Board to enhance the Talent2 HRIS from both a micro and macro perspective
- ❖ The initiation and support of the highly successful Talent2 HRIS Beta program
- ❖ The promotion of Talent2 in the market place
- ❖ Ensuring Talent2 remain informed of current and future client challenges from both a business and technical perspective

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