Capability Statement

Company Snapshot - who we are

2pi Software was formed in 2012 by Carsten Eckelmann and Liam O'Duibhir (refer Bios in Appendix I).

The company headquarters are located on the Sapphire Coast (Bega and Merimbula), and with over 20 years of IT experience across software development, website construction and business continuity (maintaining IT systems and networks), the founders have created a unique business and technology consulting programme.

2pi Software strongly believes in a collaborative culture and openly shares knowledge and information with partners and like-minded organisations and individuals. It is a firm belief of the company founders that solutions are best developed by involving 'many brains' and forging a true working team spirit.

Both company founders are very active in IntoIT Sapphire Coast (www.intoitsapphirecoast.com), a regional group promoting technology, business and entrepreneurship.

They also the team behind the CoWS Near The Coast Digital Co-Working Space (cowsnearthecoast.com.au) at 209 Carp St. Bega. As well as providing a space for 'work from anywhere' professionals to use on a frequent basis, CoWS hosts ongoing technical and startup activities such as Coding Night, Women in Technology and regular creativity-focussed workshops and educational events.

2pi Software, in conjunction with a number of other tech companies, is at the heart of the drive to transform the Bega Valley into a digital hub. These initiatives are strongly supported by the Bega Valley Shire Council in its recently revamped Economic Development Strategy.

Core Competencies

At its core, 2pi Software is a software engineering company. Our problem-solving and solution development capabilities are well-honed over many years, and the company passionately pursues excellence in the software engineering craft, and applies the intellectual rigour needed to build long-lasting, supportable and well-documented systems.

In summary, our skills and experience cover :-

- High-end software engineering - this is the 2pi Software 'DNA'
- Specialist areas
  - ERP/CRM and practise management software including
    - workflow
    - task/time tracking
    - invoice/quote auto-generation
    - sales pipeline management
    - data dashboard
    - project management
    - API Integration
    - full-suite Reporting
  - Productivity, Salesforce and Workflow Automation
  - Document Management
- Promotion and adoption of Open Source and Open Standards
- Cloud System implementation and interconnectivity
  - Amazon AWS, cPanel, Linux and Windows VPS
- B2B communication and automation
- Interconnectivity of disparate systems - we provide the 'glue' between systems

Company Divisions - Software Engineering/Web and Mobile/Systems

2pi Software offers services in 3 key areas - Software Engineering, Web Design and Mobile App Development, and Systems support and maintenance.

Software Engineering Division

In our Software Engineering division, the company has specialist expertise and experience in the following toolsets.

- Programming in PHP, Javascript
- Database management and report writing in SQL, MySQL
- Cmfive - open source ERP-friendly framework. Visit cmfive.com
- Cloud technology
  - Asset Management
  - Custom practice management solution
  - Internal HelpDesk Solution
- LDAP, Web Services
- Mobile App Development - Native (iOS or Android) or Cross-platform
- System Integration/API development (Real-time inter-system connectivity, automated bulk export/import)

The 2pi Software team has experience of many other technology products and can flexibly explore working with a wide range of other modern and legacy systems on request.

Web Design and Development Division

In our Web division, the company has expertise and experience in the following toolsets :

- HTML5/Javascript/JQuery
- Wordpress Specialist Capabilities - Design, Plugin Development, System Integration
- E-Commerce - Magento, WooCommerce, Bespoke
- PHP/MySQL/Javascript
- Full Service Managed Hosting (Amazon AWS and Sydney Datacenter - Windows/Linux))

Systems Division

In our Systems division, the company has expertise and experience in the following toolsets :

- Windows Server 2012/2008/2003
- Linux - Ubuntu, Red Hat
- Security
- NAS-based Data Recovery/Full Backup Solutions
- VOIP (Cloud and Hosted) - mVoice, iPECs
- Windows Desktop rollout, maintenance, support
- Alfresco Enterprise Document Management
- MS Exchange migration to Google Apps (Mail, Intranet, Documentation)

Products - 2piCRM and Cmfive

2pi Software provides off-the-shelf solutions which are proving popular with a number of small and medium-sized organisations :-

2piCRM

2piCRM is a feature-rich readily customisable CRM solution for service-based businesses that need end to end fine-grained management of professionals delivering on-site and remote customer service. The system automates tracking of everything, from first initial customer contact, through to quote and job sheet creation, and includes final invoicing and updating of accounts. 2piCRM includes comprehensive customisable report facilities, and being optimised for mobile devices, empowers staff spending time on the road.

2piCRM is constructed using the Cmfive framework (see next).

Cmfive - Open Source ERP/CRM 'building blocks' framework (cmfive.com)

Building on 2pi Software's ERP and workflow expertise and experience, the Cmfive framework was evolved to support a whole range of widely used features including reporting, database encapsulation, task management, form generation, account and contact handling, templating, job scheduling, user and role management and workflow control. Cmfive supports a number of key 2pi Software internal and client systems, and will continue to grow and develop as it extends its community support base.

Industry Sectors, Companies Served, Solutions Delivered

2pi Software has had the privilege to deliver solutions to companies operating in a diverse range of industry sectors :

- Local Government
  - Bega Valley Shire Council (BVSC)
    - Timesheet solution (integrated with the core ERP 'Authority' system)
    - Business Intelligence Dashboard
    - GPS-based Audio Tour App ('Phonic Path')
- Manufacturing/Production
  - De Bortoli Wines (Griffith)
    - Compliance Solution
    - Incident Reporting
  - Steeline Roofing (Pambula)
    - JobCards Workflow (to mobile devices on factory floor)
    - Roofit eCommerce solution
- Entertainment/Event Management
  - Artifax Australia - Integration partner
    - API development - multi-system finance integration (Cairns Council)
    - Report customisations (Cairns Council, Warrnambool City Council)
  - Magic Mountain
- Legal
  - Atkinson Vinden (Sydney)
  - Clark Rideaux (Bega)
- Telecommunications
  - IN Telephony (Albury)
- Logistics/Transport
  - Sapphire Coast Buslines (Pambula)
- Health / Social Services
  - Sapphire Support Services (Bega)
  - SEWACS - South East Women and Children's Centre (Bega)

- Real Estate/Property Services
    - Caddey Searl & Jarman Surveyors (Bega / Merimbula)
    - Merimbula Realty (Merimbula)
    - Eden Realty (Eden)
- Retail
    - Birdsnest (Cooma)
    - Merimbula Jewellers (Merimbula)

Resources

2pi Software has been operating in the Bega Valley since 2012 and has put together a team of dedicated technology and management professionals to build first-rate software solutions and service the ongoing systems and web needs of clients.

All personnel working for 2pi Software are either Bega Valley-based, or have strong historic and/or family connections to the region. Many of those involved in the company are 'Skilled SeaChangers' who have moved to the area for lifestyle and family reasons, and formed ties with the organisation through events organised by IntoIT Sapphire Coast.

Currently, the 2pi Software tech team comprises :
- 7 software developers
- 4 web and mobile app development and maintenance personnel
- 3 systems administrators
- 1 Certified Project Manager, PRINCE, SCRUM

Highlight Projects

Timesheets Application (for Bega Valley Shire Council)
- The solution operates a range of processes for the creation and processing of over 250 fixed cost staff timesheets. Built on a PHP/MySQL platform, the system integrates with the single sign-on capability of the Windows networking environment, and accesses the Council's Authority System (i.e. ERP). The solutions provides payroll processing that is more consistent, efficient and supportable than the previous system it replaced. A planned extension of the solution to cater for Variable Cost staff is scheduled to commence in 2016.

Steeline JobCards ERP(Micronet) to Mobile Device integration
- Steeline needed to replace a printout based system that involved managers and admin staff physically shuttling between the office and the factory floor to provide work orders to staff. This approach had greater potential for costly production errors, printouts could get lost or damaged, and there was no means of deriving reports on productivity. The solution provided by 2pi Software involved data extraction from the Micronet ERP system and auto-ingestion by a custom web-based JobCards system where the data could be automatically parsed and re-presented on a number of ruggedised low-cost

Android WiFi-enabled tablets to factory floor staff. The resulting process is instantaneous and streamlined, the staff have warmly welcomed the new system, and a series of reports are now available to allow senior management to observe productivity trends and identify any matters of concern in the workflow.

Steeline Online Tank Calculator (steelinetanks.com.au)

- Steeline Tanks - this features a standard corporate website design, low-key in its pitch to the market, but with a highly attractive, and unique online tank 'design and buy' visualisation tool feature (please click through the links and try to design one). This site makes great use of our Wordpress, PHP, HTML5, Javascript and MySQL capabilities.

Website Design

Marlo Hotel (http://marlohotel.com.au/)
- This mobile-friendly website site features a series of strong images capturing the famous surf culture of Marlo, and the inviting social scene at the hotel. The site integrates with the Little Hotelier online booking system which has seen a significant spike in the hotels booking revenues, and an events calendar that greatly facilitates the promotion of music and other fun nights at the hotel

South East Arts (https://southeastarts.org.au/)
- This website features a simple use of the attractive and popular Storybook-theme which was selected by the client themselves. Being an arts-based organisation, the group took on responsibility for their own design. This worked very successfully, and once the basic system was in place, to achieve a high degree of time-saving efficiencies, SEA commissioned the following plugin extensions and custom development features - User-generated content for Events, an easily managed moderation queue, a tailored enhancement of the Theme listing feature. These features eliminated the onus on SEA staff to update the events page freeing up valuable time for other matters

Other websites built by 2pi Software are featured here - http://2pisoftware.com/portfolio/

Mobile App Development

Eden Trail (audio driving tour) (Appstore)
- This app delivers an enriched tourism experience detailing the fascinating story of the whales of Eden, and the impact that this compelling story has had on the local region. Using sophisticated mobile phone GPS technology, the system capitalises on the convenience of in-car bluetooth to provide an exciting audio narrative 'as you pass' the key sites along the famous trail from Eden to Ben Boyd Tower, with many highlights along the way.

Safe Around Me Mobile Phone App ([AppStore](#) and [Google Play](#))

- After the publication of their popular Safe Around Me booklet, South East Women and Children Services were looking for a new way for people to access the same information. 2pi Software created a highly functional and attractive multi-platform (iOS and Android) mobile app which delivered this outcome capitalising on a range of free open source tools such as Wordpress for convenient and familiar content capture, the Foundation mobile class library, and Cordova, a tool for multi-platform mobile app generation.

SkillBot Mobile Phone App ([AppStore](#) and [Google Play](#))

- Youth Education Mobile Phone App (iPhone and Android) - this app contains information and advice to assist young people navigating life's ups and downs.

Access4All Mobile Phone App (not yet published)

- Services directory for visitors (and residents) of the Far South Coast with special needs, eg. wheelchair access, etc.
- This is a development for Sapphire Support Services.
- The app has been developed with special focus on accessibility
- The content is maintained via a specialised web based database (implement with cmfive)

Appendix I - Founder Bios

Liam O'Duibhir, Director

Liam O'Duibhir is a software engineer who never gets to write code anymore. His passion is to build a unique software development team on the Far South Coast of NSW that matches and exceeds the capabilities of any comparable metropolitan-based companies. Allied to this goal is a strong commitment to increase the number of knowledge service-based businesses operating in the region. Liam sees that being at the heart of this regional business network with reduced reliance on traditional industries is key to the growth of 2pi Software.

In 2009, he moved with his family from Sydney to Merimbula in Far South Coast NSW. Previously he had been the Open Source Programme Manager at Fujitsu Australia Software Technology (FAST). He has over 23 years of experience in the IT industry spanning roles in senior technical, sales and managerial capacities with leading companies throughout Europe and Australia (including Fujitsu, Motorola, NEC and Schlumberger). As a survivor of a number of Dot Com trainwrecks, in 2006 he launched his own web-powered venture, SoccerFit, with the sole purpose of teaching Australia the incredible health benefits of the World's most popular game. Applying the same high energy approach, in 2010 he co-founded IntoIT Sapphire Coast, a network that links up the increasing numbers of tech-skilled sea-changers enjoying the lifestyle dividend of Far South Coast NSW. From this group a number of promising tech-focussed companies are emerging which take advantage of the new cloud computing paradigm, and rewrite the rules of regional capability. The network sponsors a range of business and entrepreneurial initiatives including Start Up camps, a Web Guild, an annual Hackathon and a regular series of community tech exchanges.

Carsten Eckelmann, Director

Carsten has been using computers since 1984 and still hasn't gotten sick of them. With a Masters degree in Computer Science and 20 years professional experience in software development and consulting in a multitude of industries, he is able to find a software solution to almost any problem. His last employment as the IT Manager of a company with more than 60 staff in 3 locations let him deal with a multitude of software and hardware issues. In everything he does, his focus is on the users of technology, striving to make systems work for people and not vice versa. He moved with his family from Berlin, Germany to Sydney in 2003, survived and finally managed to escape the Sydney hassle, moved to the Bega Valley in 2008, built an ecologically sustainable Strawbale House and has never looked back since.

Carsten's full resume is on LinkedIn: http://au.linkedin.com/in/carsteneckelmann

Appendix II - Industry Alliances and Affiliations

IntoITSapphireCoast - http://www.intoitsapphirecoast.com

Bega Valley Innovation Week - http://begainnovation.com.au

CoWS Near the Coast Digital Co-Working Space - cowsnearthecoast.com.au