

15 October 2003

**: Excerpt from Phil Barr's Presentation to SPUN Conference**

To our customers,

As a new comer to the library industry, I thought I would begin by recounting my early observations. I am truly astounded at how incredibly sophisticated library management software is compared to the telecommunications and banking industries that I have been used to. It occurs to me that much of this sophistication lies in the software's simplicity – or ease of use. I am also aware that the rate of functional change is increasing in line with the needs of the market, yet libraries the world over are faced with ever decreasing funding.

More with less is a true dilemma. It means that it is crucial for the Spydus team and our customers to collaborate much more over the coming years to ensure that we all maximise our desired outcomes. Our business relationships need to be truly two-way, and I believe improved communication is the key to achieving a win-win situation.

The challenge for Civica this year has been huge. We have:

- ◆ Rebuilt our culture
- ◆ Modified our structure
- ◆ Grown the business
- ◆ Improved our customer service
- ◆ Re-invented the product
- ◆ Provided a strategic foundation for our future

In tangible terms we have achieved:

- ◆ 59 upgrades to 6.5
- ◆ 13 new customers signed
- ◆ 10 new customer implementations
- ◆ 2568 person days of training delivered
- ◆ 4 major product releases
- ◆ 3 new staff
- ◆ Service Requests for the period:
  - 3400 SR's raised (15 per day)
  - 2526 SR's closed (11 per day)
- ◆ Service Requests since the September 1<sup>st</sup> launch of the new help desk system
  - 346 SR's raised in September (19 per day)
  - 535 SR's closed in September (29 per day)

As you can see, we've had a busy year – made exciting by the knowledge of having provided so many of our customers with a world class, we think the world's best, integrated library management system, that is only at the beginning of its growth potential. It's sure to be even busier next year.

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