

Beethoven in tune with customers at annual Resolve User Conference

Beethoven, the Australian developer of customer care software, Resolve, will play host to over 50 clients at its fifth annual Resolve User Conference being held in Melbourne on October 23-24.

In the past year, the Melbourne-based software company has experienced significant growth, driven by the successful acquisition of a number of new customers and contracts.

Since our last User Conference, weve been growing steadily, says Ross Allardyce, CEO, Beethoven Computer Services. Our team has expanded with a number of new staff and were looking to grow even more over the coming months, while our customer base has increased commensurately.

New customers for 2006 include Nissan New Zealand, the Victorian Department of Infrastructure (Public Transport Division), Victorian Taxi and Tow Truck Directorate, Consumer Affairs Victoria, the Commonwealth Department of Immigration and Multicultural Affairs and Moreland City Council. Two major tenders have also been won in Victoria and Queensland for which contracts are still under negotiation.

Remarkably, Beethoven has paved a path into the United States, winning the contract to install Resolve at the Hawaiian Ombudsman office. In addition to these new contracts, the company has also implemented new functionality into a number of existing customers, such as Disability Services Queensland, who implemented employee Criminal History Checks through Resolve.

While we deal closely with our customers on a daily basis, the Conference gives us a dedicated two days with them to ensure Resolve continues to meet their needs, Mr Allardyce says. Its imperative we keep developing Resolve in line with our customers requirements and the Conference gives us a foundation on which to work towards the future.

Among others, this years attendees will hear from the Commonwealth Ombudsman office on how the introduction of Resolve has allowed the organisation to implement and enforce new investigative procedures and guidelines. V-Line, Victorias regional rail network operator, will demonstrate how Resolve is now managing internal, non-customer care applications in addition to customer feedback, while the Queensland Department of Disability Services will show how the software is managing criminal history checks for current and potential employees.

The Conference is not only a chance for customers to learn about the latest enhancements to Resolve, but also to hear how the technology is being applied in real life and the challenges it can help overcome both in and outside the customer care area, Mr Allardyce explains.

Developed in Australia by Beethoven, Resolve offers specialised customer care solutions for government and corporate organisations.

About Beethoven Computer Services

Australian software development company Beethoven Computer Services has been helping clients improve their customer service since 1994. Resolve, its customer care software platform and flagship product, allows Australian businesses and government agencies to better manage customer interactions from initial contact through to completion. Beethovens customers sit in a range of industries that includes government, automotive, transport, hospitality and finance.

Resolve is a registered trademark of Beethoven Computer Services Ltd.

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