



The Four S's of enterprise software

Creators of Enquire™

CONSULT | CONFIGURE | COLLABORATE

Tactiv's product Enquire delivers a COTS secure, configurable and feature rich solution for:

Enquire[™]

 **GRANTCYCLE MANAGEMENT**

 **CONTRACT MANAGEMENT**

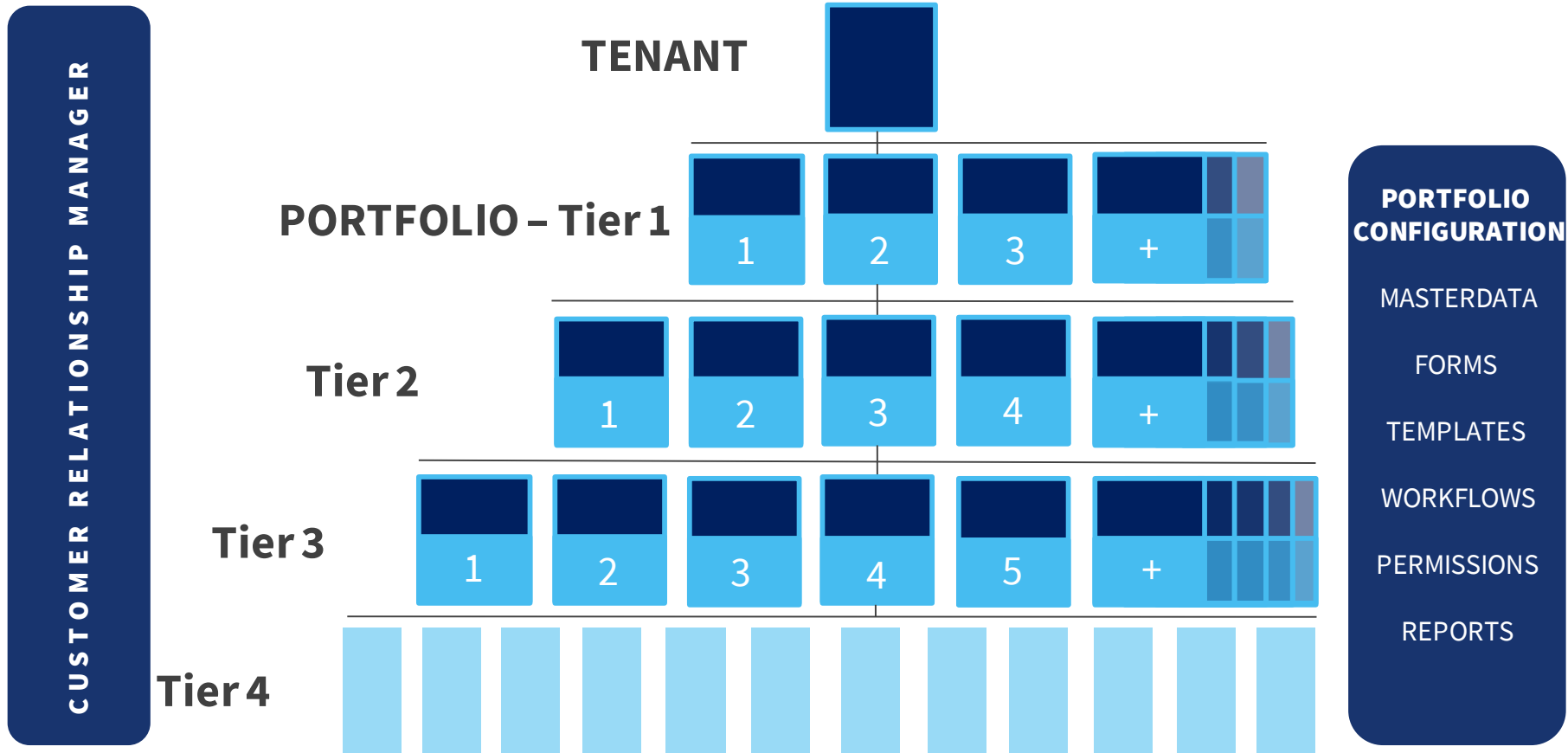
 **PROJECT PORTFOLIO MANAGEMENT (PPM)**

 **PROCUREMENT AND SUPPLIER MANAGEMENT**

 **RELATIONSHIP MANAGEMENT (CRM)**

The Enquire Solutions integrate the following functional modules that can be configured for a range of business requirements:





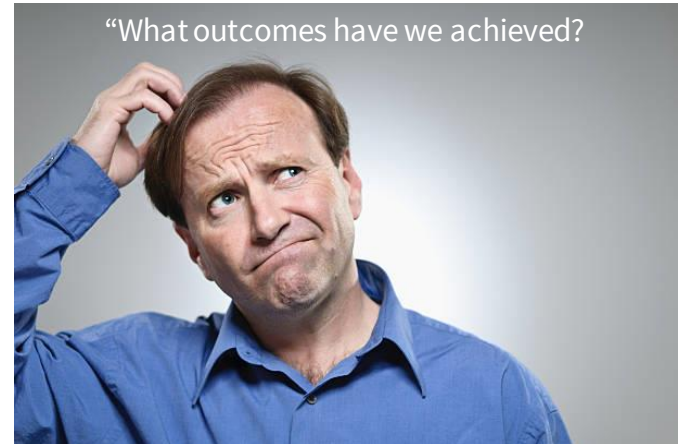
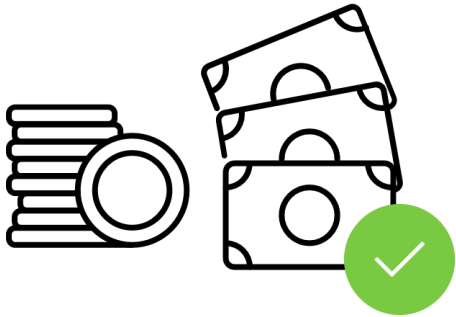


“ That European settlement has resulted in the introduction of many practices that have radically altered and degraded much of the Australian landscape ”

Around the same time and partially off the back of the sale of Telstra sale John Howard & the at time AG implemented two natural resource management (NRM) programs.



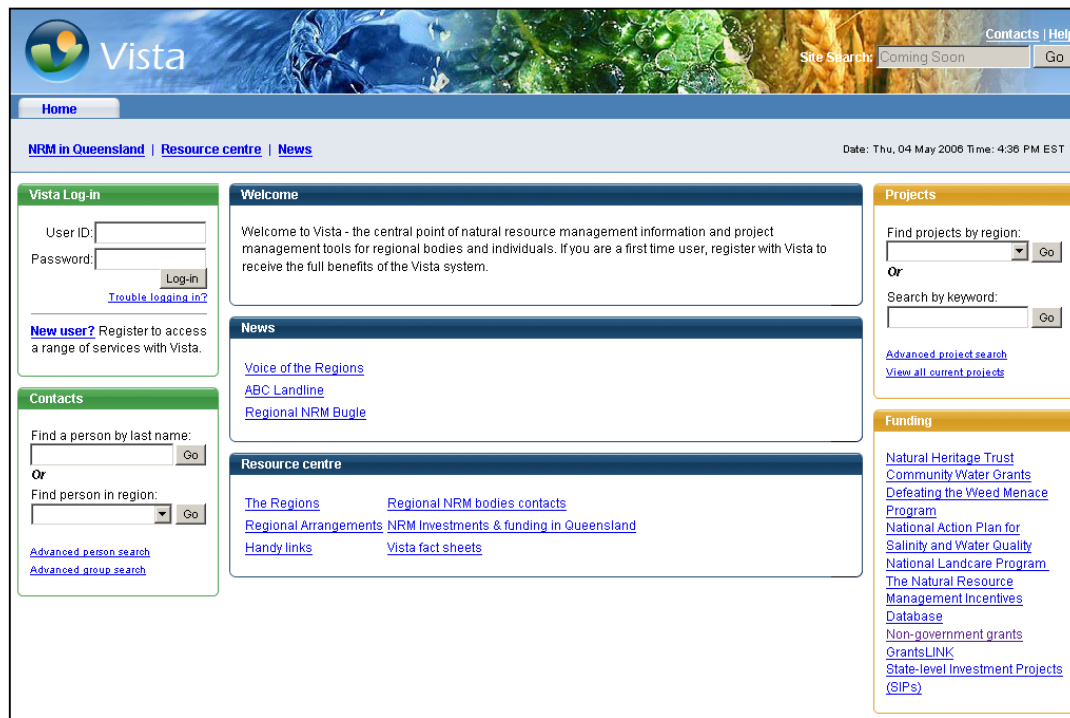
The first phase from 97 - 02 allocated \$1.5 billion to natural resource management (NRM) and environmental activities.



The problem was that whilst a lot of money was being distributed, the **impact of this investment** was **not understood**.

Next programs were investing around \$4B – what outcomes are we achieving for our investment?

Part of the solution was Enquire – a software platform developed by Tactiv



Vista Contacts | Help

Site Search:

Home

[NRM in Queensland](#) | [Resource centre](#) | [News](#) Date: Thu, 04 May 2006 Time: 4:36 PM EST

Vista Log-in

User ID:

Password:

[Trouble logging in?](#)

New user? Register to access a range of services with Vista.

Welcome

Welcome to Vista - the central point of natural resource management information and project management tools for regional bodies and individuals. If you are a first time user, register with Vista to receive the full benefits of the Vista system.

News

[Voice of the Regions](#)
[ABC Landline](#)
[Regional NRM Bugle](#)

Resource centre

[The Regions](#) [Regional NRM bodies contacts](#)
[Regional Arrangements](#) [NRM Investments & funding in Queensland](#)
[Handy links](#) [Vista fact sheets](#)

Projects

Find projects by region:

Or

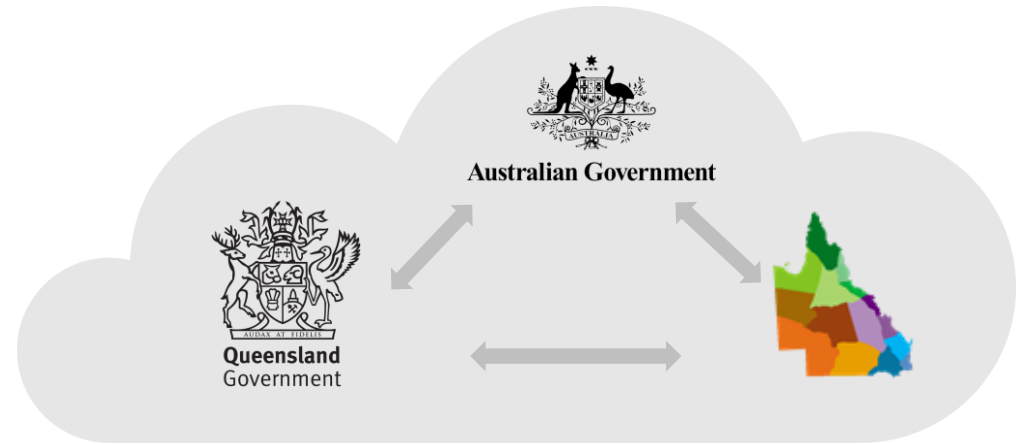
Search by keyword:

[Advanced project search](#)
[View all current projects](#)

Funding

[Natural Heritage Trust](#)
[Community Water Grants](#)
[Defeating the Weed Menace Program](#)
[National Action Plan for Salinity and Water Quality](#)
[National Landcare Program](#)
[The Natural Resource Management Incentives Database](#)
[Non-government grants](#)
[GrantsLINK](#)
[State-level Investment Projects \(SIPs\)](#)

- Web based solution
- Multi-stakeholders
- Multi-tiered
- Multi-Tenanted
- User roles & profiles
- Financial management information
- Performance & KPI data
- Enterprise system



The **quality** and **quantity** of reporting has been **significantly enhanced** by the use of a purpose built web-based system (Enquire) to consistently manage information and performance monitoring about NRM activities in Queensland. The Enquire system has **improved efficiency** of reporting at a regional, state and national level.

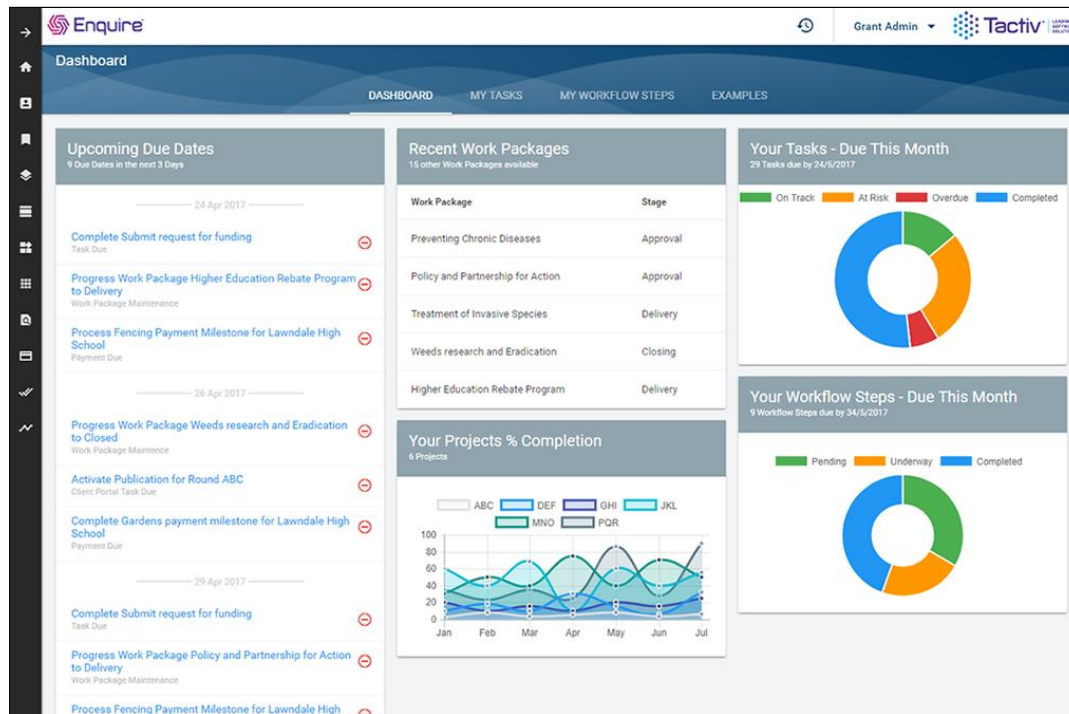
2005

2008

2010

2014

2017



We are presented with the same impact investment and program management challenges but a new set of technology challenges very much underpinned but we are all hearing – digital transformation.

What does the future of enterprise software look like?

@Tactiv to inform our design decisions and our application development

The 4 “S’s” of Enterprise Software

1 **Secure**

Data & infrastructure security

- ✓ Firewalls & network structure
- ✓ Mitigate vectors of attack



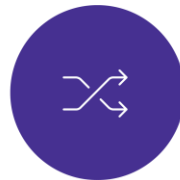
Process security within the application itself



Roles



Permissions



Workflows



Delegations



Approvals

Who can see what data when? Who can execute on a function.

Queensland Government | My Applicant

Review of Existing Education Programs and Material
Purpose Case Infrastructure Upgrade

Ready to Start

Mark as Complete

Who can set a milestone as complete

Enquire | Board Approval

Workflow Step Comments

Workflow Details

Response

Approve

Reject

Who can approve a workflow step

Queensland Government | My Applicant

Draft

Request Payment

Who can request a payment

Enquire | Invoice 322320

Draft

Comments

Approve

Who can approve a payment request

“We need to provide you and your organisations a highly configurable & tailored user experience whilst mitigate the risk of fraud.”

@Tactiv we redefined our security & data model & built capabilities around it.



Role A - Read/Write Access



Role B – Read Only Access

IDENTITY +	EMAIL +
Name Mr John Citizen Preferred Name John Citizen Position Title Chief Financial Officer	Work ● j.citizen@gcp.net Personal ●★ John85@gmail.com Emergency Contact ● s.smith@gcp.net
ADDRESSES +	CHANNEL GROUP ✏️
Work ● GCP 86 GCP Road Brisbane Queensland 4000 Australia	Channel Group Public Sector Channel Type Community Grants Channel Detail GCP provide grant funding for leading community safety improvements

IDENTITY	EMAIL
Name Mr John Citizen Preferred Name John Citizen Position Title Chief Financial Officer	Work ● j.citizen@gcp.net Personal ●★ John85@gmail.com Emergency Contact ● s.smith@gcp.net
ADDRESSES	CHANNEL GROUP
Work ● GCP 86 GCP Road Brisbane Queensland 4000 Australia	Channel Group Public Sector Channel Type Community Grants Channel Detail GCP provide grant funding for leading community safety improvements

Roles and processes are entirely driven by customer requirements
This is configured, not hard coded.



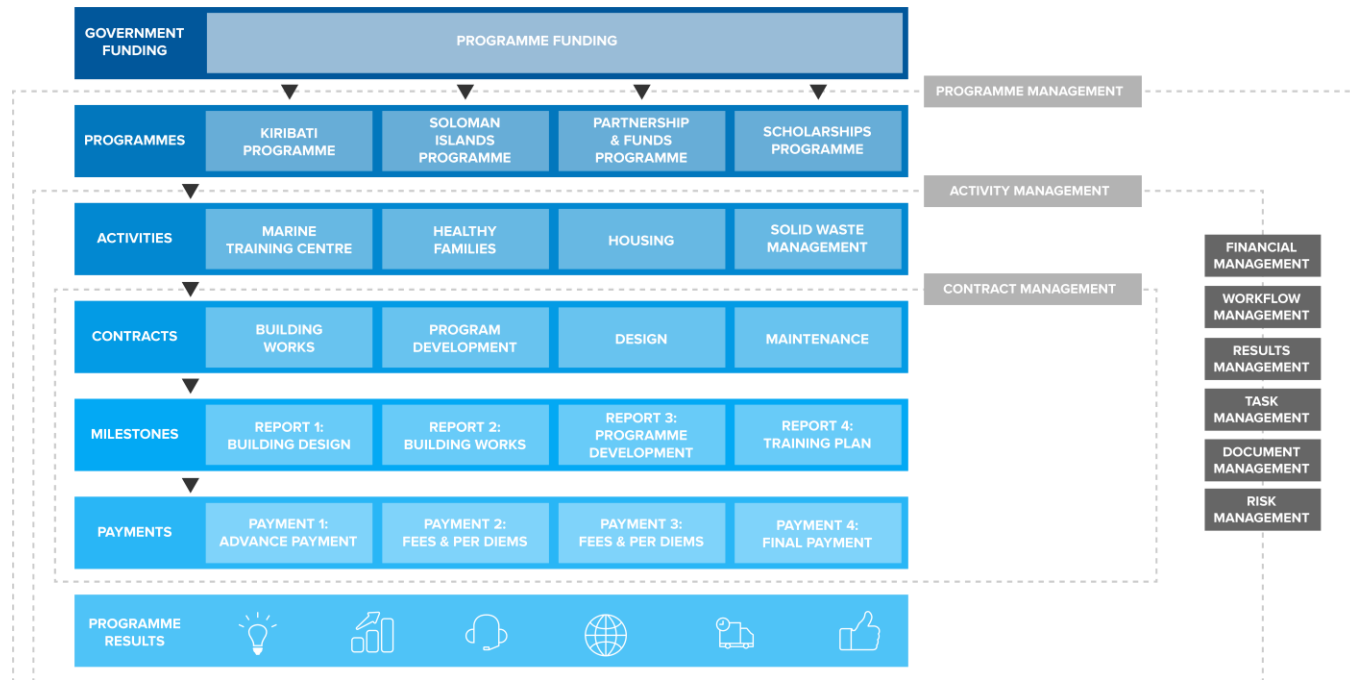
NEW ZEALAND FOREIGN AFFAIRS & TRADE

Delivery Snapshot

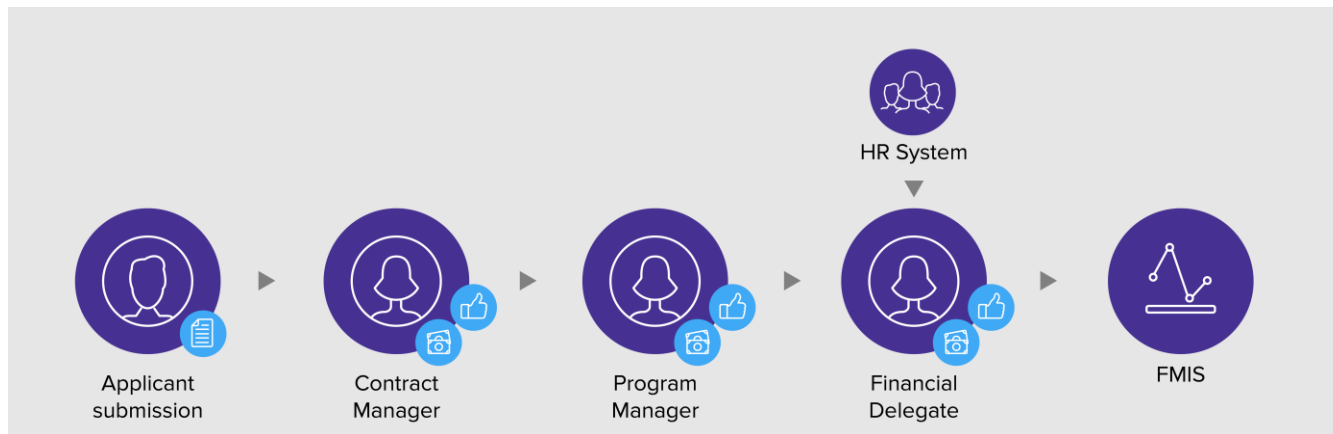
- \$600M Annual Program
- 20 Office Sites Across The Globe
- 500 major Activities
- 4,000+ Contracts

User Base

- 200 Staff



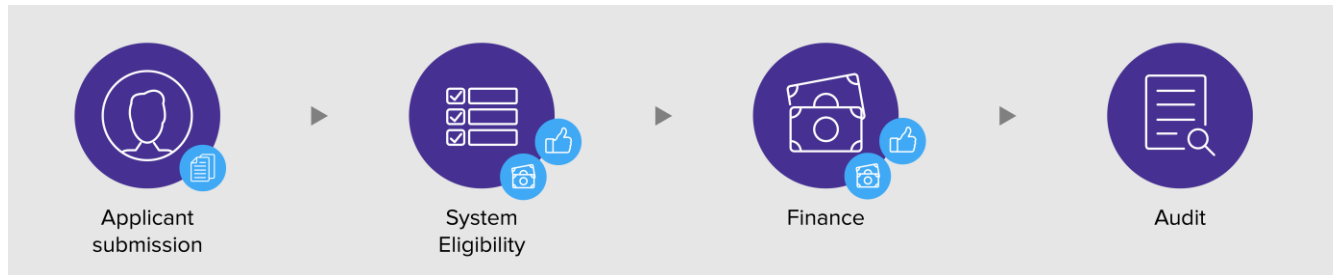
The large multi-year projects needed a robust business process mitigate the risk of fraud.



Other programs that deal with high volume low value grants

The risk profile with the two programs was very different so the same payment approval workflow would not suit.

High volume low value grant need a process with minimal overheads and low transaction cost.



Both scenario's are provided within the 1 tenancy via configuration. Full CRUD & Audit logs captured, yet provided the enterprise agility for flexibility between programs

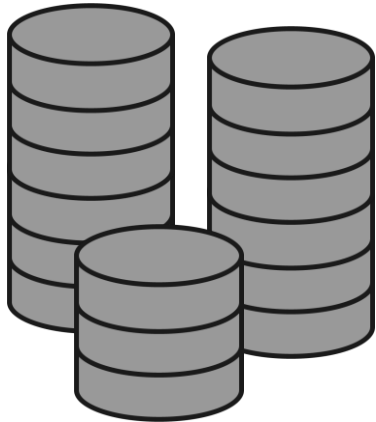
2 Stable

Delivering applications that are reliable and robust



What we mean here is moving away from a monolithic architecture

And deliver solutions based on a micro-service architecture. Allowing different parts of the application to respond independently to end user demand.



From Enquire's perspective this this means our reporting services and document services can be under heavy load, yet we have mitigated any impact on end users transacting with the system and persisting data.

CUSTOMER APPLICATIONS

ADMIN PORTAL

MANAGEMENT PORTAL

CLIENT PORTAL

GATEWAY API

ENQUIRE API

BUSINESS SERVICES

DOCUMENT SERVICES

SEARCH

WORKFLOW SERVICES

FINANCIAL SERVICES

REPORTING SERVICES

CRM SERVICES

SECURITY SERVICES

WORK MANAGEMENT

RESULTS & KPI's

GEO LOCATION

TEMPLATES & FORMS

MESSAGING & MAIL

DATA & CORE SERVICES

DATA SERVICES

PERSISTENT DATASTORE

DOCUMENT STORAGE

ELASTIC SEARCH

BI & REPORTING

SERVICE DISCOVERY

CONFIGURATION SERVICES

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3 Simple

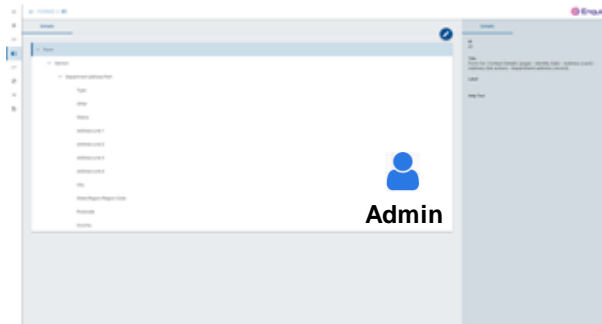


Configuration over hard coding

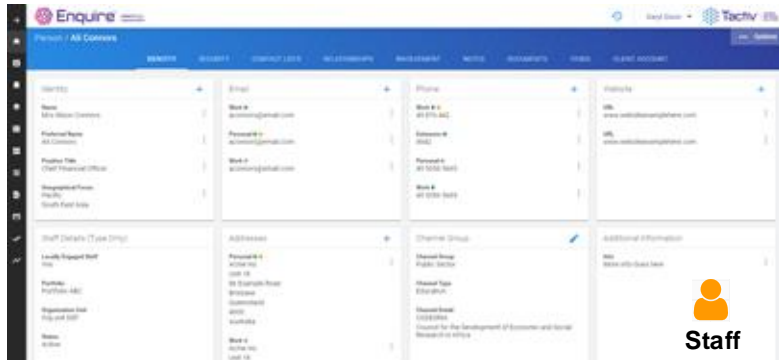
Technical teams need to focus on developing capabilities

Tactiv consultants, our partners and even business based system administrators can configure the system through our admin portal.

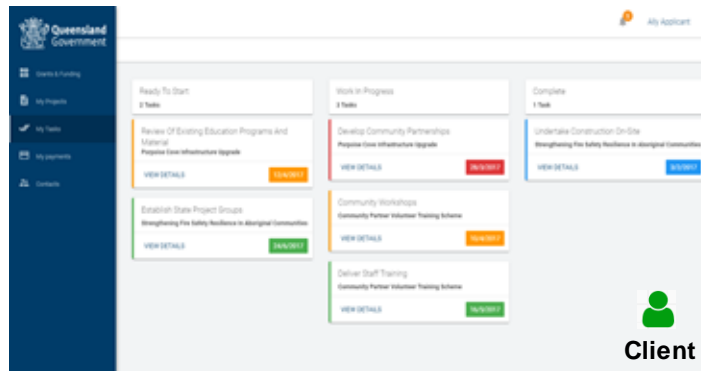
ADMIN PORTAL – SYSTEM ADMINISTRATORS

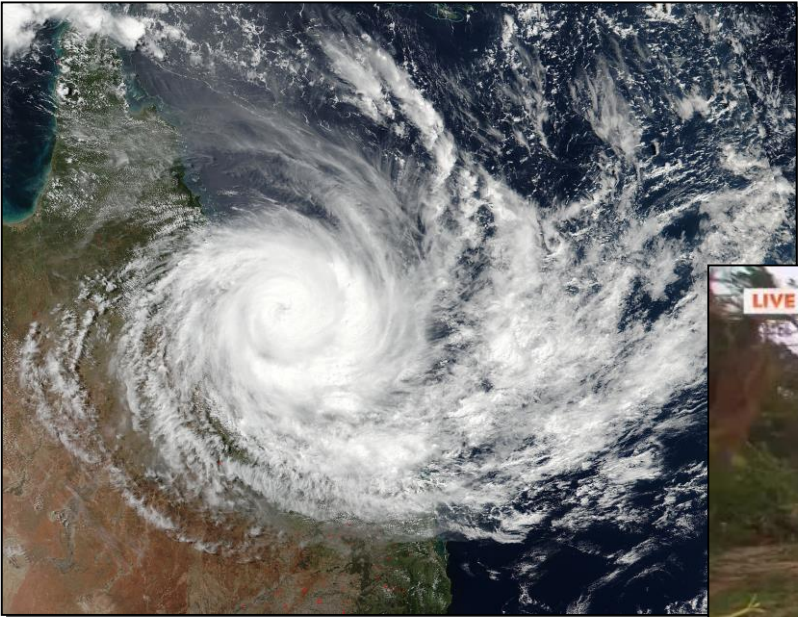


MANAGEMENT PORTAL – INTERNAL USERS



SUPPLIER PORTAL – EXTERNAL USERS





Cyclone Debbie caused widespread damage in 2017



Region: Queensland
Category: State Government

Delivery Snapshot

- 31 Programs
- Regional Delivery Model across 8 regions
- Members of the public
- Organisation & Clubs

User Base

- 150 Staff
- 20,000+ Public



Media release

Minister for Housing and Public Works and Minister for Sport
The Honourable Mick de Brenni

\$12 million prioritised for disaster affected sports clubs

Sport and recreation clubs in areas affected by Tropical Cyclone Debbie and its aftermath will have access to immediate assistance and priority assessment for upcoming sports infrastructure funds.

Inspecting damage at the MAD Mountain Bike Club in Mackay, Sports Minister Mick de Brenni announced the availability of \$1 million in a special disaster recovery program to assist with immediate needs.

Under the disaster recovery program clubs can apply for grants of up to \$5,000 to assist with urgent needs such as replacing equipment or making repairs to clubhouses or grounds.

"This will assist sports clubs with repairing or reconnecting damaged electrical equipment, repairing plumbing, and cleaning facilities to bring them up to scratch for immediate use," Mr de Brenni said.

"In addition, today I have directed Queensland's Sport and Recreation Services to amend the guidelines and expedite the assessment process for Queensland's upcoming sports infrastructure funding round.

"I will be remaking the official guidelines for this \$11 million program so as to prioritise funding towards clubs and organisations in areas affected by Cyclone Debbie and its aftermath.

"The updated guidelines will shortly be published on the department's website.

"Under our sports infrastructure grants program grants of up to \$100,000 are available for clubs to upgrade, replace or build new infrastructure.

"We've seen the damage that has been done by Cyclone Debbie and the floods across so much of the state, and a lot of sports clubs have felt the full force of its fury.

"Sports clubs across Queensland are run by volunteers, and volunteers in disaster areas already have enough on their hands with their own homes and businesses.

"Local clubs are dear to the heart of our communities, especially in regional areas, and we want to make sure that we give as much support as possible to help the community move on from these events.

"I encourage every club in the disaster affected areas, no matter how big or small, to get in touch with Sport and Recreation Services."

Member for Mackay Julieanne Gilbert said local clubs across Mackay and the Whitsundays have seen significant damage.

"The MAD Mountain Bike Club here in Mackay has been gearing up to host the State Championships in October this year," Ms Gilbert said.

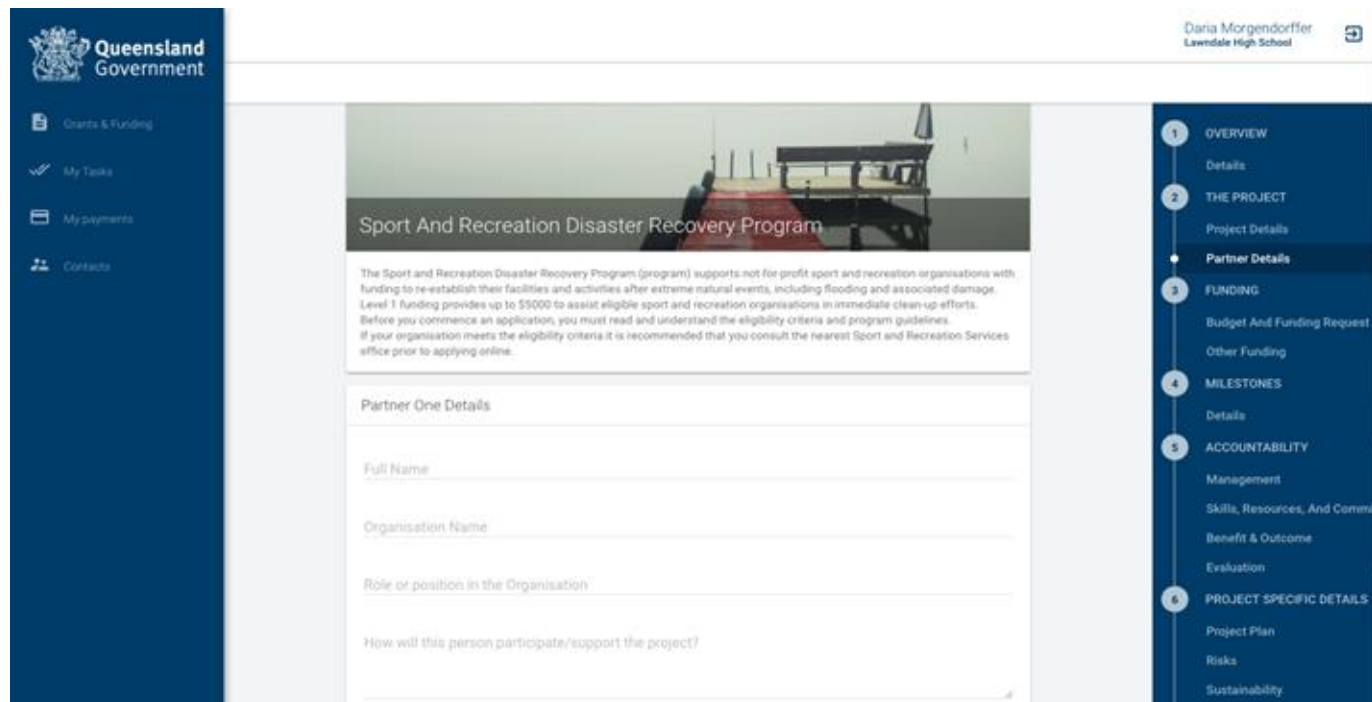
"This funding will help clubs like this get back up and running so that we can continue to run top level events here in North Queensland."

Application forms are available from local Sport and Recreation Services Offices or online at www.nprsr.qld.gov.au. For further information or assistance, phone [1300 656 191](tel:1300656191).

Within 3 days of disaster recovery funding announcement:

The client configured themselves:

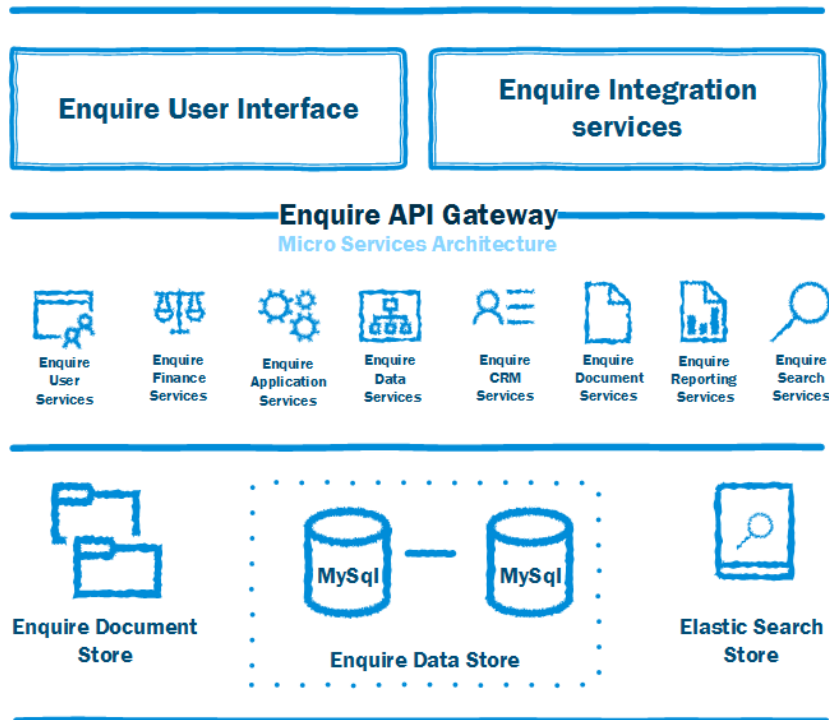
- Entire new funding program
- New application forms
- New assessment forms
- New business process
- Received Departmental sign-off
- Was receiving applications from the public



The screenshot displays the Tactiv portal interface for the Queensland Government. The top right corner shows the user's name, Daria Morgendorffer, and the organization, Lawndale High School. The left sidebar contains navigation options: Grants & Funding, My Tasks, My Payments, and Contacts. The main content area features a header for the "Sport And Recreation Disaster Recovery Program" with a background image of a boat. Below the header is a detailed description of the program, followed by a "Partner One Details" form with fields for Full Name, Organisation Name, Role or position in the Organisation, and How will this person participate/support the project?. The right sidebar shows a navigation menu with six main sections: 1 OVERVIEW, 2 THE PROJECT, 3 FUNDING (which is currently selected), 4 MILESTONES, 5 ACCOUNTABILITY, and 6 PROJECT SPECIFIC DETAILS. Each section has sub-items, and the "Partner Details" sub-item under FUNDING is highlighted.

4 Social

API centric approach to our design



Enquire™



FMIS



Single Sign On



MS Office



Data and BI



GIS Mapping

The future of enterprise software



Secure



Stable



Simple



Social

Outcomes

- ✓ Fast track digital modernisation
- ✓ Interface with existing legacy systems
- ✓ A modular approach that de-risk systems migration
- ✓ Provides a great user experience