

Microsoft Partner

Silver Application Development

MineStream

 VersaDev Software Solutions

Providing administration and group function software to the mining sector for over 15 years

Why VersaDev

By bringing together skills in business analysis, project management, web development, database and user interface design, we can ensure that you don't have to compromise. We pride ourselves in our ability to listen, comprehend and subsequently implement value-added solutions for our customers, to specification and on time.



Listen



Build



Optimise

Who We Are and How We Help

Our **philosophy** is to deliver our customers with excellence ...

... on Time, On Budget

Integration:

- Telephony
- Active Directory
- CRM
- Assets
- SharePoint
- Remote Desktop




- 15+ Years Experience
- In-House Consultants
- In-House Developers

- 6000+ Registered Implementations
- 172 Reports
- 15 Years in Market

“VersaDev are big enough to deliver, and small enough to care”

 6000+ Registered Implementations

 Diverse users across industries

Best Practice
ITIL, PRINCE2, Agile

Microsoft Technology Stack
Including .NET, MS Azure, MS SQL

Scalable & Flexible
Enterprise architecture

Microsoft **Silver** Partner
Australian ISV Since 2003



MineStream Solution Overview

Customers think of MineStream as a framework due to its highly customisable architecture.



Drives Processes
Improves Workflow
HR Case Management
Financial Services
Vendors and Contracts



Ensures Organisation
Continuity
Invoice Processing
Supply and Procurement
Asset Management



Define, Manage,
Report & Refine
IT Service Management
Project Management
Analytics & Reporting



A Company-Wide
Solution

Manage

Manage business processes with over 20 modules

- Enquiries & Requests
- Approvals
- Business Process Automation
- Opportunities & Prospects
- Service & Procurement
- Assets & Inventory
- Documents & Knowledge



Define

Bring Governance & Transparency

- Map business processes
- Create standard workflows
- Centralise Communications
- Create Branded Templates
 - Instant Deployment

Track

Gives visibility back to your business

- Workloads & Volumes
- KPIs & SLAs
- Live Dashboard Reporting
- Real Time Escalations
- Customer & Staff Satisfaction

Refine

Implement continual improvement

- Review
- Re-Assess
- Re-Design
- Improve
- Implement

What to Listen Out For ...

No Governance

Our CRM Won't Do That

Lack of workflow

No way to know what the team are doing

Working in a Shared Mailbox

No way to escalate issues

No Visibility or Ownership

Everything is manually processed

Nothing is Standardised

Moving to ITIL

Can't Run Reports on SLAs

No shared knowledge

No audit compliance

Communications aren't centralised

Unmanaged Requests

Poor Customer Service & Supplier Relationship Visibility

MineStream Benefits

Improve workflow between your company, your customers and your employees.

Centralised Collaboration

Drive and strengthen business processes
Continuity

Ensure consistent branding and service
Governance & Visibility

Satisfy SOX and Audit compliance and identify gaps

Continual Improvement

Define, Manage, Report & Refine

Transforming Business Workflows



Keys to Success

MineStream was developed to assist businesses streamline & improve workflow.

Built For Business

- Australian Made & Supported
- Cost Effective
- Reliable & Intuitive
- Scalable & Adaptable
- On-Premise, Cloud or Hybrid

Optimise & Grow

- Drive Process With Defined Outcomes
- Efficiency & Transparency
- Create Collaboration
- Ensure Business Continuity

Continual Improvement

- Best Practice – ITIL Aligned
- Define & Refine Workflow
- Priorities & Escalations
- KPIs & SLAs

Proven Minimal Support

The below statistics are taken for one global customer. The support incident refers to the number of support issues raised regarding VersaDev Software Solutions.

- 2.5m Work Requests in 5 years
- 461,642 Work Requests per year
- 38,470 Work Requests per month
- 49,143 Employees
- 173 versaSRS Users
- 1 Support Incident per month

We launched as a global HR Case Management system in 2010 for a world leading resources company.

Our Software delivers clear business defined HR processes to facilitate the administration of critical tasks for employees that fall outside the core ERP application.

Integration



SQL Azure



Apps, Azure Services & Web Jobs



Azure Active Directory



ERP Connectors



 SharePoint

 Exchange
Online

 Power BI

 Office 365



Contact Us

MineStream@versadev.com

+61 8 8463 1914

Visit Us

MineStream.com.au

VersaDev.com