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Issue 1 August 2007

Big changes with new MapInfo software release

More user friendliness and direct access to a greater range of regular companion formats makes the MapInfo Pro version 9 a real winner... and it's available this month.

As upgrades go, this new version of MapInfo Pro is pretty big! The newest release in the MapInfo stable, v9.0 has some impressive new features:

- Direct read of ESRI formats – great if you use both ESRI and MapInfo, since MapInfo Professional is generally considered more user-friendly than ArcView

- Direct read of CAD formats – great if you use CAD packages such as AutoCAD and MicroStation
- On-the-fly-indexing – Find and geocode functions now work with both indexed and non-indexed fields, when working with both TAB files and remote labels. This feature will be especially appreciated by users accessing data from remote databases live
- Curved labeling
- Emergency management fonts – standard fonts depicting incidents, such as crimes, fires, natural disasters etc.
- Print templates
- Support for time and date / time data

The new release will be ready for shipping in New Zealand later this month. In the interim, should you have any queries, your Account Manager is your best first port of call.

Emergency pairing a world first

Knowing where stuff is in an emergency is important in Wellington, a city recognised for its high exposure to risk should the big one strike. A recent exercise involving two Wellington enterprises showed that collaboration could be a major lifesaver.

New Zealand's vulnerability to emergency situations has been the catalyst for the effective pairing of two computer systems and two Wellington companies in what may be a world first.

The two systems, WebEOC® from the United States and New Zealand's Readynet, were put to the test recently by the Ministry of Health in the largest ever emergency management exercise in this country. "Exercise Cruickshank" was designed to test systems and organisations for their readiness to respond to an outbreak of Bird Flu. Every hospital, District Health Board,



government department and council in New Zealand was involved in the exercise, with several hundred people taking part.

While the formal review of Exercise Cruickshank is still some way off, it was clear that the pairing of these two systems worked to great effect, providing a continuous link and information sharing system for all key stakeholders. WebEOC® played a critical role in keeping all participating DHB's informed, briefed and focused. By providing details of "infection rates and trends", as well as regular regional and national "situation reports", participants remained

informed and connected to the event as it unfolded.

Readynet's contribution was highlighted by the simulated infection of people at two schools and a play centre in the Wellington region, coming to light at 3.30pm when class had finished. The

Readynet system was able to report on the number of pupils potentially exposed to this infection as well as after-hours contact details for the staff at the school located in the Readynet user zone – the Hutt Valley.

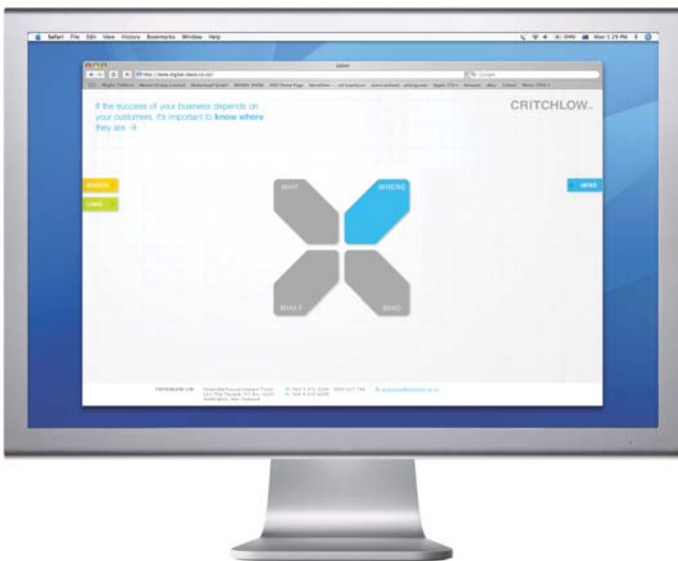
The reason why this pairing works so well is linked to the individual strengths of each system. WebEOC® provides real-time information to emergency responders via the internet – it is secure, user-friendly, customisable, offers remote access, can be integrated with other systems and is ideal for simulations like Cruickshank.

Readynet has been in operation since 1997 and assembles and shares emergency information about schools, motels, rest homes, Neighbourhood Support Groups and workplaces, again via the internet. Hutt Valley District Health Board was the pilot site for health sector use of this service. The simplest way to differentiate between each system is that Readynet focuses on data from the community whereas WebEOC® specialises in data exchange between the agencies managing the event.

Representatives from both Critchlow and Readynet providers, Emergency Management Associates, recently attended a conference in Texas to further develop conversations around taking this initiative offshore, especially relevant in Export Year 2007.

Finding stuff on-line more intuitive, thanks to new web design

Being able to find stuff easily is pretty much what Critchlow is all about. So we decided it was time for our Web site to get an extreme makeover.



Ensuring that you can easily find information when you need it – be that our contact details or more detailed information around one of our products or services – is key to our service delivery. The most visible way we feel we can do this is via critchlow.co.nz.

We'd be the first to admit however that, although there is lots of useful information on our website, it's time for us to revisit how we present that information.

We have quite a bit of work to do and it will take us a couple of months to get to where we want to be, but this is just a heads-up to say that our new re-designed website is not that far away and will make your interactions with Critchlow more productive and profitable. We'll even have some innovative competitions and prizes on offer so watch out for further news on this.

MUGNZ makes tracks for Wellington

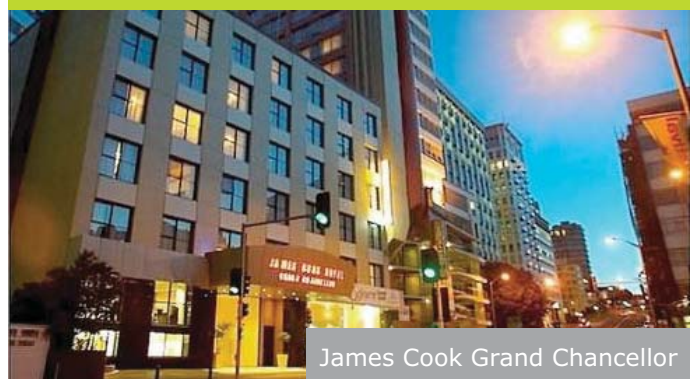
New Zealand has its own MapInfo Users Group – or MUGNZ, for short. Their next conference is set for the capital and if you're new to the game or simply want to rub shoulders with the who's who in the business Mapping world, you might want to be there.

MUGNZ is run by a committed group of volunteers and offers a forum for like-minded MapInfo users to share ideas, solve problems and learn about MapInfo and how they can then use those experiences in their professional – and sometimes personal – lives.

As part of MUGNZ's annual schedule, there is a user conference run over a couple of days for interested MapInfo users to get together, develop new learnings and have some fun. This year the conference takes place on Monday and Tuesday, September 17 & 18, at the James Cook Hotel Grand Chancellor in sunny Wellington.

The event itself features a wealth of useful information on MapInfo, there'll be a number of presentations from a broad range of users and organisations as well as the opportunity for 1 lucky attendee to win a trip to the corresponding MapInfo user conference in the United States.

For further information please visit www.mugnz.co.nz.



James Cook Grand Chancellor

Know where the training is

Comprehensive training is the way to go if you want to be right up to speed with Critchlow products. The programmes have been a great success, but in our quest for constant improvement, we'd like you to tell us how to make them even better.

It could be that you really don't like training courses that run at the start of the week, or you have had training previously and have some more specific feedback. We'd be keen to hear your views so we can better meet your needs.

Although this is your opportunity to have training on-site at our office in Wellington, we may be able to accommodate special requests outside our established programme.

Just contact Beth-Anne on 0800 627 746 or email beth-anne.martin@critchlow.co.nz.

Following the MUGNZ conference on September 17 and 18, we intend to offer the following courses if there is sufficient demand:

MAPINFO INTRODUCTORY

MAPINFO ADVANCED

MAPBASIC

VERTICAL MAPPER

EXPONARE ADMINISTRATOR

Should you be interested in one of the above courses please contact Beth-Anne as above.

Satisfaction rates high – especially for the winners!

The results of our recent survey show us, once again, that we're doing a lot of things right. And just in case you're wondering, the winners were not the ones who were most complimentary – it was a genuine draw!

Recently we distributed a customer satisfaction survey to find out how we were doing. The results are in and we'd like to thank those customers who responded for taking the time to help us improve our service to you.

We had an incentive for those of you who were brave enough to tell us your views as well as your name and the resulting draw has produced 2 winners!

Winning a \$250 Dick Smith Electronics voucher is Te Ohu Kaimoana whilst Scanpower picked up \$1,000 worth of Critchlow business solutions.

Again, thanks to everyone who participated in this survey – and look out for the next one, coming later in the year, when we will again have a couple of fantastic prizes on offer for your feedback!

New look newsletter – have your say

It's a new look and a new name – but it's really much more than that. We want our newsletter to be more interesting and useful, so we redesigned it, improved the layout and tried to make the information more interesting. We think it's working well, but what really matters is how it works for you.

Some feedback we have received recently is that we have not done as good a job at communicating with you as you would have liked. So, we have taken that on-board and will now issue our on-line newsletter on a quarterly basis. However, we do want to ensure we have got content for you that is relevant, informative and interesting. If you'd like to make your views known on this newsletter and any improvements you'd like to see made, just send an E-mail to richard.kelly@critchlow.co.nz and we'll do our best to incorporate them.

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