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Progress Software Award for QBCon

Quality Business Consultants (QBCon) is the winner of the Progress Software New Technology Adoption/Innovation Award. The award was presented by Rick Parry, MD of Progress Software SA and Peter Jansen from the Progress UK office. QBCon's Gustav Piater accepted the award. Progress Software presents the award annually to the Progress business partner it recognises as the fastest to adapt new technology. [Read more...](#)

The Business Intelligence Irony

One of the ironies of business intelligence is that those who need information the most have the least access to it. In practical terms, this means that the CEO, sales director or CFO need an IT person to design a report before they can make sense of the company database. In effect, the IT department regulates decision-making and access to data for everyone from customers to management. The downside of this is the cost involved and the time taken to get a result.. Reports take between 24 hours and three weeks to produce. By the time the report is finished, the requested report could well be useless. [Read more...](#)

News



Efficient Engineering: A current QBCon client. They have signed off the URS for the integration of their current Job Costing System into Pastel Accounting.

Green Gain: QBCon is busy with a URS for Green Gain to include an incidents module as a formal added functionality to the existing Digilex 2.0 system.

Europ Assistance: They have signed off the user requirements specification for an Incident Claim Management System as specified by the Call Assist, Medical and Legal Division.

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QBCon EasyAsk Breakfast

The first QBCon EasyAsk Breakfast Session for the year of 2008 was held on 20 February at Emperor's Palace with guest speakers Rouxle van Molendorff and Corey Springett.

The session started with Rouxle van Molendorff from Europ Assistance, illustrating how leading companies such as Europ Assistance South Africa are optimising EasyAsk to help simplify and enhance their call centre's effectiveness.

Industry expert, Corey Springett, from the EasyAsk Division delivered a presentation on the evolution of Operational Business Intelligence (BI). He concluded that unlike any other BI system, EasyAsk is an "internet search engine on steroids".

At the end of the presentations everyone enjoyed a divine breakfast while discussing and acknowledging the importance of EasyAsk. Some attendees had more technical questions about EasyAsk and the QBCon team and speakers were more than happy to go around and answer those questions.

