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**Europ Assistance Integrates Avaya With ICE**

**Businesses around the world rely on Avaya to provide a complete telephone management system. However, in most businesses the telephone management system functions independently from other business tools. Europ Assistance recently approached business solution provider QBCon to develop a web-based management system to act as an Avaya interface tool. QBCon was tasked with integrating a custom-developed service system called ICE with Avaya. [Read more...](#)**

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**Your Laboratory...**

- Wants to apply for SANAS accreditation [Read more](#)
- Does not have a LIMS integrated with BI [Read more](#)
- Needs more capacity, but cannot find good staff [Read more](#)
- Needs more accountability from its technicians [Read more](#)
- Needs to accurately track samples in the laboratory [Read more](#)
- Does not understand how beneficial a customised LIMS is [Read more](#)
- Spends more time on admin than testing [Read more](#)
- Is not sure about the hidden costs when buying a LIMS [Read more](#)

## QBCon Presented At MECSA

QBCon's computerised maintenance management system (CMMS) expert and Q-CMMS project manager Winston Connor presented a paper on root cause analysis at the 18<sup>th</sup> Annual Maintenance Engineering Conference South Africa (MECSA). The paper, entitled *Today's Terms, Schools of Thought and Models with the focus on Root Cause Analysis* contained valuable insights into modern plant maintenance.

MECSA is a leading body in the engineering maintenance field. MECSA invited business solution provider and industry leader QBCon to present its thoughts on the future of maintenance. Connor was selected as spokesman based on his experience working with QBCon's plant maintenance solution, Q-CMMS. QBCon's contribution was well received by the audience that consisted of engineers and managers.

[Click here](#) to download the presentation.

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### QBCon Forum

The QBCon forum provides a platform to discuss the pros and cons of a host of business solutions, ranging from plant maintenance systems to business management tools like enterprise resource planning systems.

[Click here](#) to register to take part in these forums.

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### QBCon Blogs

QBCon wish to invite you to visit our blog page on the QBCon website. We have created the following blogs, **Computerised Maintenance Management Systems (CMMS)**, **Business Intelligence (BI) tool EasyAsk**, **Laboratory Information Management System (LIMS)** and **Enterprise Resource Planning (ERP)**. We feel that by creating these blog, we provide the perfect resource to provoke the necessary discussions that will help you make business decisions.



### 25 Questions Before Investing In a CMMS

Before investing in a computerised maintenance management system (CMMS), it is important to familiarise yourself with every aspect of CMMS by asking these 25 questions.

Please sign in or register to answer the questions for our **25 Questions Before Investing In A CMMS** survey.

### LIMS Survey

The QBCon LIMS Survey provides laboratories with a clear view on nearly every aspect of LIMS. After the completion of this survey laboratories will realise the importance of how a laboratory need to perform.

Please sign in or register to answer the questions of our **Questions to Ask Yourself before Investing in LIMS** survey.

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