

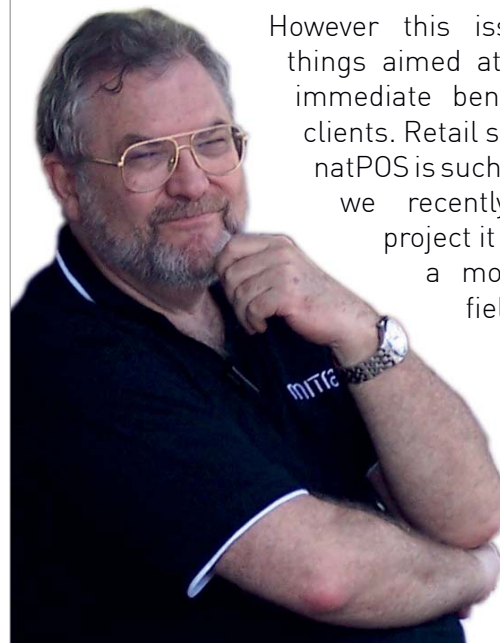


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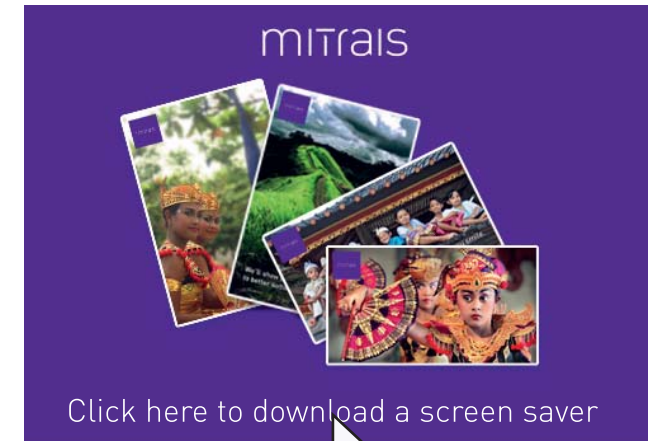
Building to grow

As Mitrais rapidly heads toward its 10th anniversary it is fitting that we will eventually all find ourselves in the one location at our new headquarters in Sanur. The first building in that complex was the subject of an opening ceremony recently, details of which are in this newsletter.



However this issue focuses on things aimed at achieving more immediate benefits for Mitrais clients. Retail systems specialist natPOS is such a client for whom we recently completed a project it hopes will create a more level playing field for smaller Australian food and grocery retailers.

We publish a blog by a leading Microsoft executive of



which our development staff can be justly proud.

And we write about the newly created position of competency system development advisor, responsible for training and improving the framework of Mitrais competency systems. I welcome you to this issue of the Mitrais software development newsletter and invite you to read on.

David Magson
CEO

Two year fixed price project delivers system to help Australian retailers compete in fresh foods and groceries

NATIONAL POS SYSTEMS

A comprehensive new information system offering real time multi-store management is set to revolutionise Australia's fresh food and grocery sector, providing independent and small operators with the tools to compete against the major supermarket chains.

In a two year fixed priced project, Mitrais undertook the design and development for long-established Sydney retail systems specialist, National POS Systems.

Sales director of National POS Systems, Ray Mallos, said because natPOS was designed and written 'from scratch, we are able to incorporate functions aimed at revolutionizing how smaller retailers can operate.

"Mitrais undertook the entire development project. The new applications will enable us to expand our systems in four different areas of retailing. The

discipline and professionalism of Mitrais staff ensured that natPOS was well designed even before it was written," Mr.Mallos said.

National POS Systems considered other methods and resources for developing the new applications including the use of in-house staff, developers in Australia and developers in other offshore locations but all had shortcomings said Mr. Mallos.

"We chose to outsource the development of the software for the new system, because of Mitrais expertise and its affordability. Any reservations we may have had about using an offshore development resource were dispelled by the research we did on Mitrais and by the company's approach to the project.

"As the project progressed we became increasing confident that Mitrais would deliver a well written system. The patience of its staff, while we were deliberating, showed strength.

"And we had no reservations about a fixed price project methodology, even for a project of this size - it had to be nailed from the beginning.

"Any large project can present unforeseen obstacles but overall the Mitrais team worked hard and long to deliver. The technical skills and methodologies followed were great and reporting was always timely."

Mitrais CEO David Magson said this was one of the bigger fixed price projects Mitrais has undertaken.

"Fixed price projects are both most challenging and rewarding. We are gaining considerable satisfaction as each natPOS application goes into production," he said.



Two year fixed price project delivers system to help Australian retailers compete in fresh foods and groceries (continued)



Spearheading the launch of the new .NET based system in the retail sector is natPOS Grocer for fruit and vegetable shops and grocers. The application includes advanced point of sale functionality and a comprehensive suite of back office functions for the real-time management of accounting and inventory.

It is being joined by natPOS Fresh, for delicatessens and fish markets, natPOS a la carte for the hospitality industry and natPOS Retail which will target the broader retailing sector.

The development also ushers in a new era in which National POS Systems internal software resources will, if required, be backed up by Mitrais to support users of the system.

natPOS Grocer combines powerful back-office functionality, multi-store management capability and support for multi-media kiosks.

It can simultaneously manage multiple physical stores at different locations allowing retailers to quickly transfer stock from one outlet to another to meet demand. This represents a huge advance in the capability of information systems to support independent and smaller retailers of fresh fruit and vegetables by potentially ensuring stock can be shipped to where it can be sold and also reduce spoilage.

The key features are in the detail of the operation but notably are its web based Back Office & the natPOS Mobility suite. This is a hand held back office application which operates in real time with Back Office.

The system also supports multi-media kiosks located in each retail outlet. Customers can use these kiosks to highlight specials, access recipes and monitor their membership of retailer loyalty schemes.

www.natpos.com.au

Software provider makes smart move to new website

smartsoftware

Perth-headquartered Smartsoftware has commissioned Mitrais to develop a new website to showcase its range of software and service solutions.

Utilising Microsoft's new Silverlight - a cross-browser, cross-platform plug-in - the website has a unique 3-D design and navigation system that allows users to 'zoom in' to all of the website's content right from the home page.

Smartsoftware's general manager, Mark Hansen, said the concept for the website was driven by what would appeal to their target audience.

"We wanted to step away from the traditional IT perspective and create something fresh and original that would resonate with design professionals," he said.

Software provider makes smart move to new website (continued)



Smartsoftware specialises in solutions for the engineering, architecture and professional services industries.

Their powerful solutions incorporate critical business functions including project management, resource planning and business development. Most importantly, they allow users to streamline workforce processes, improve business performance, maximise resource potential and increase productivity.

www.smartsoftware.com.au

New appointment to strengthen competency

Jaci Thompson has been appointed to the newly created position of competency system development advisor, responsible for training and improving the framework of Mitrais competency systems.

She joins the company's Bali head office staff from Rio Tinto Shared Services where she has fulfilled roles as business systems training analyst, technical writer and training consultant.



Jaci Thompson
Competency System Development Advisor

A highly qualified and experienced training and consultancy manager/team leader, Jaci began her IT career with companies providing systems and consulting to the rural sector in West Australia before assuming IT consulting roles in public sector with Western Power and the state's Department of Agriculture and Food.

She has extensive experience creating and delivering outstanding technical and non technical training programs and materials which are accessible to all end users.

Educated to a Masters level in business computing at Perth's Edith Cowan University, Jaci also has professional development qualifications in Prince 2, ITIL Version 3 and Change Management.

"Kick-butt developer community inside Mitrais"

So reads the headline on the recent blog authored by a senior executive of Microsoft Indonesia. Norman Sasono says the internal developer community at Mitrais is an excellent example of a 'very cool' group.

The developer advisor in Developer and Platform Group of Microsoft Indonesia has written some very complimentary things about Mitrais' internal developer group, MACO, and suggests that other companies should follow suit.

Norman says he has "just found out they (Mitrais) have an internal developer community that is very active & agile. They do internal knowledge sharing

sessions on regular basis - which to me is VERY COOL. I don't know whether developers in other companies are actively doing it too.

"I strongly urge you to start something similar in your own company if your company hasn't got one already. Not just software companies - any companies that have developers can start such initiative.

"For example, if your company is an automotive company and it happens to have 60 developers, you can start one too."

Likewise he nominates organisations in many

other industries and activities and encourages readers of his blog to take the lead and initiate such a group.

MACO includes 150 .NET developers, 40 Java developers and 30 COBOL developers, all employees of the company. However, even the company's alumni are very welcome to join.

Norman encourages readers to look at the [MACO website](#) and asks "can you imagine the cool things they do inside the company. Bring back the fun of being developers," he says.



New headquarters to prove a winner for Australian companies



Shawn Thompson of Mincom set the trend for what Mitrais hopes other Australian companies will also achieve. He was a big winner from among the 250 people who recently attended the opening of the first stage of Mitrais' new headquarters in Bali.

Not content with just winning a lucky door prize, Shawn took out another prize in the day's festivi-

ties for his impersonation of Superman.

He was a guest at the event that saw the opening of the first building in the new Mitrais headquarters complex at Sanur.

Mitrais CEO, David Magson, said the decision to build new headquarters to house the developers working in Bali was based on the growth predicted

in the Australian market for outsourced software development services.

Sixty six percent of Mitrais' business comes from software development projects undertaken for Australian companies and the balance from Indonesia.

Playing both rock and pop music, a band of Mitrais

mitrais
continuous commitment

UPDATES

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New headquarters to prove a winner for Australian companies (continued)

staff members opened proceedings at the new three story building which will accommodate about 160 Mitrais staff. Company executives got into the spirit of the day, participating in various team building games before releasing balloons and a banner in Mitrais new purple livery and then attending a luncheon.

The new complex is situated on 4,400 square metres of land near Ngurah Rai International Airport and close to Sanur and Kuta beaches and the city of Denpasar.

And, if you want to know more about us...

You can now do so through looking us up on Wikipedia. Just go to <http://en.wikipedia.org/wiki/Mitrais>. Or, you can download a Google Gadget of one of the lovely scenes or smiling people of Bali. Just go to http://www.gmodules.com/ig/creator?synd=open&hl=en&url=http://www.mitrais.com/gadget/mitrais_image_gallery.xml

About Mitrais

Mitrais was established in 2000 to develop excellence in software development using Indonesia as a base of operations. Its objective is to be a leading near shore provider to Australian software developers and a major force in the Indonesia domestic market. Mitrais is a Microsoft Gold Certified developer, an Oracle Partner and has also certified products in SAP NetWeaver. In 2004 the company entered the health industry, developing a proprietary hospital management information system which it sells globally. In 2007 it absorbed Mincom Indoservices to extend its operations into the sale and support of mining software (in particular from Mincom) in Indonesia. With offices in Bali, Jakarta and Singapore, Mitrais has more than 80 clients and employs more than 300 staff. For further information visit www.mitrais.com