

MUTUAL VISIONS

Your newsletter from Mutual Vision Technologies

Issue 2

October 2008

It's Mutual!!

Success as a provider of IT services depends on aligning yourself with your customers. At MVT, we like to listen as well as talk, that way our solutions are appropriate.

When our customers found the competition's lead management software expensive, we developed PALM. When they found the transaction monitoring solutions over-engineered, we developed MITRE. When they told us the competition's Managed Service options were rigid, we developed our unique menu of service facilities, which allows you to select exactly what you need - which isn't to be forced down an "all or nothing" path!

This commercially pragmatic approach is reflected in all that we do. We benefit, our customers benefit; it's mutual.

Vernon ProVision Implementation: On Schedule, On Budget.

At MVT, we pride ourselves on our implementation record and are delighted that the Vernon Building Society transfer is progressing to schedule and within budget.

The Society has been warmly welcomed into the MVT customer group and is already making a great contribution in the form of new and innovative software development initiatives.



“Working in partnership and really understanding the customer’s point of view and business needs” is identified by MVT’s Pete Selwyn as central to the successful implementation of any new system and this approach has been fully embraced by VBS.

Service Development Initiatives: Focussing on Customer Needs



Tailored Services... 'Menu, Sir?'

Costs are always under the spotlight, even more so in these difficult economic times. At MVT, we believe each customer is unique and has the right to decide their own internal structure and organisation. That means, we don't insist that either we manage all your IT system or that you do! Instead, we offer a Managed Service Menu so that you can select the ingredients according to your individual business requirements. From simply managing rate changes and day start/ends through to server hosting and management, our customers keep control of their business.

Steve Blinston says: 'MVT works hard to provide tailored solutions. We can manage every aspect of IT for the customer, but that is rarely what the customer actually wants or needs. Why pay for something you will never need or can manage more effectively in house?'

Making the most of your system.

At the most recent of our regular workshops, customers exchanged views on regulatory reporting within ProVision. Existing processes were examined and ideas for further improvement put forward. Reflecting the speed of response to customer requirements, all of the agreed improvements have already been incorporated into ProVision.. MVT continues to encourage customer sites to make best use of the extensive processing within ProVision.

Why Oracle 11G is the future - the Commercial Case.

In itself, Oracle 11G may not mean much to the non-technical amongst us but the practical benefits that can arise from it make sense to everyone.

One of the greatest costs to any business is staff - not just the salaries and benefits, but recruiting, training and retaining them. The IT system they use can inhibit them from working effectively and productively. The latest technologies allow intuitive screens to be developed that lead the user step-by-step through a process. No need for manuals, detailed help menus or training courses before the new employee is productive or before new functionality can be used. Integrated access to external systems makes for smoother workflow and performance.

Software that works seamlessly in the background allows customer-facing staff to do just that - face the customer.

"We're in a position to help customers be successful, not merely by installing our system but by helping to ensure that it is used effectively." comments Dave Spencer, Client Manager.



MVT Welcomes Market Harbourough

The Market Harbourough Building Society has joined the growing list of MITRE customers. MITRE - MVT's savers and loans transaction monitoring system - is becoming accepted as the solution of choice for many societies.

Its straight-forward, cost-effective approach was developed after listening to the industry's demands for a pragmatic solution.




Earl Shilton

BUILDING SOCIETY
YOUR MUTUAL FRIEND



MARKET HARBOROUGH

BUILDING SOCIETY



Oracle 11g Roll-Out Keeps on Rolling

Earl Shilton have become the latest site to transfer to our Oracle 11g platform.

Alan Carvell, IT Manager at Earl Shilton, reports "The transfer went extremely smoothly. You always get minor problems in these situations, but these were rectified as they happened with minimum effect on business continuity."



Penrith Takes MITRE

Louise Watt, IT Manager at Penrith, welcomes the introduction of MITRE: "Installation of the MITRE software has provided the Society with a welcome enhancement to its system-based anti-money laundering transaction monitoring.". Being able to tailor the software is particularly valued: "We've found that MITRE's rules based approach makes it extremely flexible."

MITRE has found ready acceptance by users: "Those users who have been introduced to MITRE within the Society have been impressed by the design and scope of the software and the Society is looking forward to future developments with interest."

MMU Training Partnership

MVT are pleased to announce a training partnership with Manchester Metropolitan University. The University is a recognised leader in developing IT skills.

Chris Jagger, MVT Quality Assurance Manager, has negotiated the arrangement, “Our developers will benefit from access to some of the sharpest IT brains in the country; MMU’s in-depth understanding of the new development tools is second to none. In turn, our customers will receive quality software that continues to be easy to use and functionally rich. We give our customers what they need so they can give their customers what they need.”

Future Proofing- the MVT Way

MVT customers are well represented on the Company’s Board of Directors and they ensure that the bulk of any profit is re-invested into R&D on an ongoing basis. This strategy provides for the continual improvement of core product and services development at MVT, without the need for customers to pay significantly extra when such developments are rolled out. Some of our competitors don’t have that luxury and, unfortunately, neither do their customers.

In each year since MVT’s inception, a minimum 20% of all income received has been targeted at R&D and change development. The good news is, this percentage is steadily rising and will pass an astounding 50% in 2009. Of course, a pre-requisite for such investment is a stable core system, so it’s good news all around!

Happy Birthday MVT: 200 Years

No, we haven’t been in business 200 years, but the team at MVT have clocked up 200 years of IT and building society experience! When you add that to the huge pool of skills and business expertise contributed by our customer partners, we are quite a formidable force. Now that’s worth celebrating!!

