# RESOLVE
## SOFTWARE GROUP

# Resolve Conference 2019

## Celebrating 25 Years

Grand Stamford Adelaide Hotel, Glenelg
**25-26 March 2019**

**9.30am    Registration, Tea & Coffee**

All main conference sessions are held in the Ballroom.

**10.00am    Welcome**

Welcome to Adelaide and the Resolve Conference 2019.

**Steve Hoy** (CEO) RSG

**10.20am    Memories: The Creation of Resolve**

RSG's founder takes a retrospective look at Beethoven Computer Services and how the Resolve product was conceptualised and initially developed.

**Ross Allardyce** (Founder of RSG)

**10.40am    Keynote Address**
**Online Dispute Resolution: From Futuristic Possibilities to Current Opportunities!**

The 1970s saw the rise of the Alternative Dispute Resolution movement. Soon after (the 1990s) saw the development of the Internet and initial proposals for ODR. For 20 years, ODR primarily addressed eCommerce issues. But things have changed and ODR is now being used for non-financial disputes. It has benefits of effectiveness and efficiency. John Zeleznikow examines the governance of ODR and what capabilities a truly helpful ODR system should incorporate.

**Dr John Zeleznikow**

**11.50am    Product Roadmap**

Take a look at the future of Resolve Enterprise with insights into the product themes and roadmap for the next few years and beyond, and how you, the customer, can get involved and help to drive which features are added to the backlog for delivery.

**Pedro Gonzalez** (COO) RSG
**David Virasinghe** (Product Manager) RSG

**12.30pm    Lunch**

**1.15pm    Introducing Our New Customers**

A brief insight into the new customers who have recently joined the RSG community, and a view of our current customer landscape.

**Melissa Ross** (GM Sales and Marketing) RSG
**Darren Da Silva** (Client Engagement and Global Markets) RSG

**1.55pm    The Human Dimension of Effective Complaint Handling**

Recognising effective complaint handling requires systems, processes and people, providing responsive, respectful and meaningful resolution of issues.

**Fiona Brown** (CEO) SOCAP Australia

**2.30pm    Introducing the Resolve Web Client**

Witness the very first presentation of the final piece of our journey to the web – the Resolve Web Client. Learn about all the new fantastic features and functionality that will be available, and see a live demonstration.

**Pedro Gonzalez** (COO) RSG
**David Virasinghe** (Product Manager) RSG

**3.20pm    Resolve Quick Tips: Did You Know…? (Part 1)**

In these quick snippets, discover the different ways Resolve can be used to solve different use cases. See what functionality is readily available in the product you may not be aware of, and learn about configuration tricks that you may be able to take advantage of.

**Ilya Milshtein** (Pre Sales Consultant) RSG
**Karen Barton** (Pre Sales Consultant) RSG

**3.30pm    Afternoon Tea**

**3.50pm    Resolve System Review: Uncovering New Possibilities**

Have you considered a Resolve System Review? Learn what it is all about and how you can benefit. Hear from IGT how getting a consultant in has helped them uncover functions and possibilities they did not know were possible.

**Darren Da Silva** (Client Engagement and Global Markets) RSG
**Saleh Chaudhry** (Senior Tax Complaints and Review Officer) Office of the Inspector-General & Taxation Ombudsman

**4.20pm    Commission for Children and Young People (CCYP) Victoria: Resolve for Efficiency, Flexibility and Information Sharing Across the Office**

See a snapshot of three of the main advantages Resolve has brought to the CCYP office. Understand how CCYP uses Resolve to improve the efficiency of oversight work, how the system allows them to be flexible and adapt to regulatory changes and research findings, and how it provides a platform for information sharing across their teams.

**Eveline Nieuwveld** (Senior Information and Systems Adviser) Commission for Children and Young People, Victoria

**4.40pm** **Resolve Community Forum Launch**

Launcing our new Resolve Community Forum, where you can interact with RSG staff and other Resolve users. Browse the discussions, share a tip, give your feedback, ask a question, and search to find answers.

**Alex Parker** (Sales Associate) RSG

**4.55pm** **Faster, More Efficient Case Management – Leveraging your High Quality Data Sets to Maximise your Existing Investment**

With ever-increasing case volumes and with funding pressure, how can you use your existing platform and the data that you have, to help achieve your objectives? A case study: analysing case management (e.g. complaints) data for actionable insights – to (1) improve efficiency, (2) enhance effectiveness, and (3) become more proactive.

**Yusuf Moolla** (Director) Risk Insights

**5.15pm** **Resolve Quick Tips: Did You Know…? (Part 2)**

In these quick snippets, discover the different ways Resolve can be used to solve different use cases. See what functionality is readily available in the product you may not be aware of, and learn about configuration tricks that you may be able to take advantage of.

**Ilya Milshtein** (Pre Sales Consultant) RSG
**Karen Barton** (Pre Sales Consultant) RSG

**5.30pm** **Close of Day 1**

**6.45pm** **Gala Dinner** (The Moseley Bar & Kitchen)

**7.30am** **Breakfast Forum** (Colley Room One & Two)

**8.30am** **Tea & Coffee**

**9.00am** **Welcome Back**

Welcome back to Day 2 of the conference.

**Steve Hoy** (CEO) RSG

**9.10am** **Why RSG Hosting?**

Why should you consider RSG Hosting? Learn more about what we can offer you, and hear a customer's perspective on moving from their own hosting to RSG Hosting.

**Melissa Ross** (GM Sales and Marketing) RSG
**Linda Rainsford** (Senior Executive Services) Disability Services Commissioner, Victoria

**9.40am** **Resolve on the Web (Part 1): Web Forms**

Nearly all customers have the need to accept information over the web, whether it be externally from members of the public or internally from other staff that don't have access to Resolve. Learn why Resolve Web Forms is the best way of solving this need. See a demonstration to understand the variety of ways Resolve Web Forms can be used.

**Pedro Gonzalez** (COO) RSG
**David Virasinghe** (Product Manager) RSG

**10.15am** **Telecommunications Industry Ombudsman: A Collaborative Improvement to Case Fee Data and Processes**

In July 2018 the Telecommunications Industry Ombudsman (TIO) began operating under its new funding model. Learn how they undertook the large task of overhauling their Resolve transactional data and processes in a considerably short time frame, a task achieved only through the benefit of a great collaborative effort and relationship between the TIO and RSG.

**Sam Stradling** (Business Applications Services Team Leader) Telecommunications Industry Ombudsman

**10.35am** **Resolve Quick Tips: Did You Know…? (Part 3)**

In these quick snippets, discover the different ways Resolve can be used to solve different use cases. See what functionality is readily available in the product you may not be aware of, and learn about configuration tricks that you may be able to take advantage of.

**Ilya Milshtein** (Pre Sales Consultant) RSG
**Karen Barton** (Pre Sales Consultant) RSG

**10.45am** **Morning Tea**

**11.05am** **Workers Compensation Independent Review Office: Gaining Efficiencies**

Hear how the Workers Compensation Independent Review Office (WIRO) implemented changes within Resolve that resulted in impressive efficiency wins for the office and their invoicing process.

**Phil Jedlin** (Director Employer / Insurer Complaints & Operations) Workers Compensation Independent Review Office

**11.25am** **Resolve on the Web (Part 2): Web Portal**

The next pillar of the web journey, the Resolve Web Portal, is tailor-made to allow authenticated users the ability to interact with case workers and access information in a secure and fully traceable manner. Find out all the details and view a live demonstration of the Resolve Web Portal being used in an online dispute resolutions (ODR) scenario.

**Pedro Gonzalez** (COO) RSG
**David Virasinghe** (Product Manager) RSG

**12.25pm** **Department of Education NSW: An Updated Case Study**

A follow-up to the 2016 conference case study, see how the implementation of Resolve was able to transform NSW Department of Education's Employee Performance and Conduct Directorate's (EPAC) key operations, how it has changed over the past 5 years since implementation, and where they hope to go next.

**Jason Kennedy-Davidson** (Manager Support Services) Department of Education, NSW

**12.50pm** **Digital Transformation Breakfast Forum Feedback**

What were the key messages gained from the forum? What are the next steps?

**TBA** (TBA) RSG

**1.00pm** **Lunch**

**1.45pm** **Resolve Enterprise Throughout The Years**

Take a fun little walk through the years of Resolve Enterprise.

**Ilya Milshtein** (Pre Sales Consultant) RSG
**Karen Barton** (Pre Sales Consultant) RSG

**2.15pm** **Energy & Water Ombudsman SA: SMS**

Take a look at how the Energy and Water Ombudsman SA (EWOSA) use Resolve to send SMS messages to customers as part of their case closure process.

**Lisa Wong** (Technical Support Officer) Energy and Water Ombudsman South Australia

**2.35pm** **Providing Quality Professional Services**

Gain insight into the recent changes within Professional Services and how they provide for a better delivery of projects. Hear from Daniel Kirk (Commonwealth Ombudsman) about the ins and outs of his experience.

**Wes McCarthy** (Business Solutions Consultant) RSG
**Darren Da Silva** (Client Engagement and Global Markets) RSG
**Daniel Kirk** (Applications Manager) Commonwealth Ombudsman

**3.05pm** **Conference Wrap Up and Prize Draw**

A final wrap up of the conference including a Q&A session and the prize draw. Make sure you are in the room to win!

**Steve Hoy** (CEO) RSG

**3.30pm** **Official Close of Conference**

## Please Note:

The agenda is subject to change prior to the actual event.

## Dr John Zeleznikow

**Keynote Speaker**

Dr. John Zeleznikow is Professor of Information Systems at Victoria University in Melbourne. Prior to this position he was Director of the Joseph Bell Centre for Forensic Statistics and Legal Reasoning at the University of Edinburgh Law School. He has conducted research for 47 years, in Australia, USA, France, Netherlands, Israel, Scotland, Poland and Estonia. He has received over $8,000,000 in research grants: from the Australian Research Council, European Union, Scottish Higher Education Funding Authority, French Scientific Council and Dutch Scientific Council. 20 of his PHD students have graduated.

He has published three research monographs (including Cambridge University Press) and eighty-five refereed journal articles (including Harvard Negotiation Law Review) as well as over two hundred refereed conference articles and book chapters.

In 1996, his Spit-Up system, which used machine learning to predict the distribution of marital property following divorce, received international recognition when it was applied to the Divorce of Prince Charles and Lady Di. The London Daily Telegraph, in a front page article on July 4 1996, had as its headline Aussie Computer kind to Lady Di.

In November 2005, his Family-Winner software, which assisted separating parents to negotiate their property disputes through the use of trade-offs won its heat of the ABC TV New Inventors program.

## Fiona Brown

**Chief Executive of SOCAP Australia**

SOCAP Australia helps business deliver fair and effective outcomes for consumers, by providing complaint management training, professional development, networking and resources to achieve best practice in customer care, complaints handling, complaints management and consumer affairs.

Fiona was appointed Chief Executive in 2014. She works closely with the SOCAP membership across Australia and New Zealand, and industry, advocating the valuable contributions complaints handling, customer and consumer care adds to improving the consumer experience and building strong brands.

In 2015, SOCAP launched the SOCAP Australia Complaints Professional Certification Scheme, a national industry standard and professional development qualification for all complaints professionals.

In 2018, SOCAP released ground-breaking research on the Return on Investment of Effective Complaint Handling, which calculated that for every $1 spent on complaint handling business have a potential $10 return on investment.

Fiona is a communications and membership professional with more than 30 years' experience.

She is a member of the Australian Standards Committee on Consumer Policy, and prior to leading SOCAP, Fiona spent 12 years at the Australian Industry Group and was the Director of Communications and Marketing.

She has also held senior roles at Telstra, Text Media, IPC Magazines and started her career as a journalist on community and metropolitan newspapers including The Daily Telegraph and The Australian.

# Speakers

## Yusuf Moolla
**Director of Risk Insights**

Established in 2016, Risk Insight's team of seasoned professional services consultants work with public sector entities and member focused financial services firms, helping them make risk-aware, evidence-based decisions to better serve their customers to achieve their purpose. They bring a fresh, customer and stakeholder-focused vision to data, risk analysis and control. In practical terms, they help:

- Use data and analytics to identify risks and then develop responses to them.
- Translate raw data and analytics into meaningful, actionable insights to inform policy and program development, especially to assess and improve service delivery.
- Enhance processes to accelerate service delivery- augmenting capability, so that humans (your people) can be elevated by freeing them up from mundane low level tasks.
- Manage reputational risks, financial crime, corruption and integrity risks – particularly in the public sector – using data.

Yusuf is passionate about using data, analytics and emerging technology to provide performance and risk focused insights.

Most of his career has been within professional services, with a balance between technical and managerial roles.

He has over 15 years' experience in Australia, Africa, Europe & Asia.

## an ideal opportunity to continue networking whilst you relax and enjoy...



### Pre-Conference Welcome Drinks
**Sunday 24 March 2019**

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| Time: | 5.30pm - 7.30pm |
| Venue: | Moseley Room |
| | Stamford Grand Adelaide Hotel |
| Food: | Canapés and drinks |
| Dress: | Smart Casual |

Join us for drinks. The Resolve Team will be on hand to welcome you to Adelaide and celebrate the commencement of the 2019 conference. Take the opportunity to catch up with old and new faces while enjoying a drink and some delicious canapes.

### Gala Dinner
**Monday 25 March 2019**

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| Time: | 6.45pm (for a 7.00pm start) - 10.30pm |
| Venue: | The Moseley Bar & Kitchen |
| | 11 Moseley Square (opposite the hotel) |
| Food: | Dinner and drinks |
| Dress: | Smart Casual (or your favourite party outfit of course!) |

Come celebrate another successful year. Network with fellow delegates and Resolve staff in an evening of beautiful food and fun entertainment in a cool waterside setting. Always a highlight of the conference program, the Gala Dinner is not to be missed!

*Gala Dinner Proudly Sponsored By Interactive*





### Digital Transformation Breakfast Forum
**Tuesday 26 March 2019**

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| Time: | 7.30am - 9.00am |
| Venue: | Colley Room One & Two |
| | Stamford Grand Adelaide Hotel |
| Food: | Buffet breakfast |
| Dress: | Smart Casual |

Join us for a conversation over breakfast. Focusing on "digital transformation", we want to hear about the challenges facing your organisation and the direction you are heading. We want to understand how you are expanding your borders of digital communication and how Resolve can assist you to move to the next level. Feed your thoughts into the future direction of the product.