

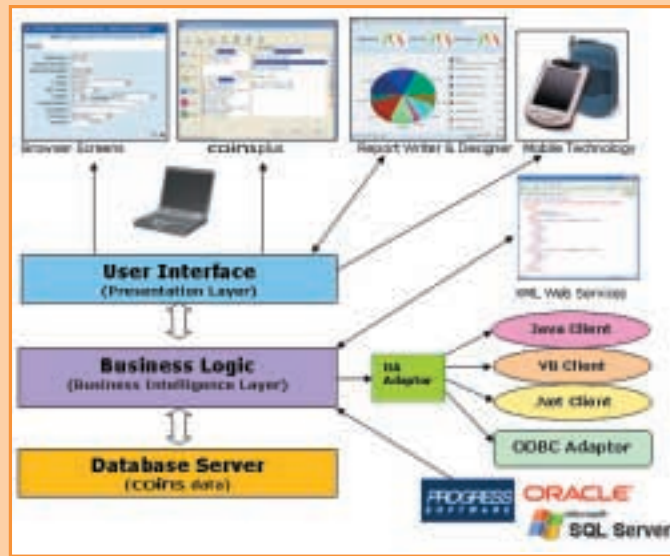
COINS Launches Open Architecture

Following the successful operation of COINS Open Architecture (OA) at a number of client sites, we formally launched it at our two conferences earlier this year: initially at the Contractors Conference and then again at the House Builders Conference a month later. Both launches clarified the huge impact COINS OA has on the current and future capabilities of COINS.

COINS OA is far from being a new product, it is a change to the underlying architecture of the system and provides the platform for the continued evolution of COINS. The most significant change is 'under the bonnet' where the n-tiered architecture provides a new *Presentation Layer* enabling simplified access to COINS through a range of different user interfaces, a *Database Server Layer* to accommodate a choice of databases, and a *Business Logic Layer* providing easy external access to the COINS database while retaining security and database integrity. This combination has also allowed innovative new functionality to be introduced into the COINS application at a much faster rate than before.

At the launches, we demonstrated how COINS may be operated via a browser (Web) based interface using Internet Explorer, thus simplifying the deployment of functionality to sites and laptops for the casual user whilst enabling the detailed customisation of the screen and data being seen by an individual. In addition, it was explained how some clients were piloting the use of mobile technology (PDA's, scanner pens and even mobile phones) to read from and update their COINS systems.

Clients felt that one of the most significant impacts of COINS OA is the huge improvement in reporting functionality. Various levels of enquiry and reporting capabilities, through browser based technology, provide a range of options from simple 'point and shoot' ad-hoc reporting for end users through to sophisticated customised querying and reporting, online analytical processing (OLAP), statistical analysis, forecasting and data mining with optional graphical representation. ■



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COINS Client Base Grows

Our collection of hard hats is growing bigger by the day! We'd like to welcome our new clients to COINS:

- | | |
|---------------------------|-----------------------------|
| P Elliott & Co | Morris Homes |
| P J Hegarty | Higgins Homes |
| Grenville Homes | Rectory Homes |
| Strongvox | Bowey Homes |
| Hugh Bourn Homes | Churchill Retirement Living |
| O'Flynn Construction & Co | Dodd Homes |



Peak Performance

This year's COINS Three Peaks Challenge (7th-8th May) raised over £250,000 which is the highest amount secured in a single event by CARE International in over ten years of running Challenge events. Teams were challenged with climbing the highest mountains in England, Scotland and Wales in 24 hours, including driving time in between! The event began at Glen Nevis in Scotland on the Saturday lunchtime, with the ascent of mountain number one, Ben Nevis (1,344m). Mountain number two, Scafell Pike (978m) in the Lake District, was tackled from early Sunday morning, followed by the final peak, Snowdon (1085m) in North Wales. Despite battling blizzards, sleet, fog, sub-zero temperatures, drifting snow and hail, thirty seven teams crossed the finishing line at Llanberis; the fastest total time of this 41km hike and 2,709m ascent was 20 hours by Multiplex Team 3.



The Adventure Challenge

Four members of the Services Team – Steve Jones, Tim Drake, Chris Westbury and John Curtis at COINS are taking part this September in the Adventure Challenge, also to raise money for CARE. This involves two hours of mountain biking, two hours of orienteering, two hours of canoeing and a five hour walk up the Old Man of Coniston.

Good luck lads!



One of the COINS teams lead by our chairman Larry Sullivan



Fastest growing companies use COINS

One fifth of the Sunday Times 2005 Fast Track Top 100 (the fastest growing private organisations in the UK) is from the Construction and House Building sectors. Nine of these 20 companies are COINS clients.

Congratulations to:

- | | |
|-----------------------------|------------------------|
| Laing O'Rourke | NG Bailey Bennet Homes |
| Churchill Retirement Living | Gladedale |
| Keepmoat | May Gurney |
| Bowey Group | Morris Homes |
| | Cavanna Group |

Fast Track 100 ranks Britain's hundred fastest-growing unquoted companies across all sectors by sales growth.



Progress Software costs are lowest

The latest Embedded Infrastructure and Mass-Deployment Cost-of-Ownership Study from the Aberdeen Group (Boston, Massachusetts) summarized the findings as follows:

The lowest "visible" cost of ownership (VCO) for workgroup embedded infrastructure in a mass-deployment architecture belongs to Progress OpenEdge when compared with the **Microsoft** embedded infrastructure solutions over a five-year period. Aberdeen defines VCO as the cost of ownership that the IT (information technology) buyer may reasonably anticipate before buying a product, based on its history and not including sales discounts. Aberdeen estimates that the Progress VCO over five years is, on average, at least 40% less expensive than Microsoft's. Although initial costs were higher for Progress in small workgroup environments, ongoing fees and anticipated database administrator (DBA) costs were both lower.

The lowest VCO for enterprise embedded infrastructure in a mass deployment architecture belongs to Progress OpenEdge. Aberdeen estimates that the Progress VCO over five years is, on average, one-tenth as expensive as **Oracle's** VCO and one-half as expensive as IBM's VCO. Initial costs were usually lower for Progress OpenEdge, and ongoing fees and anticipated DBA costs were clearly lower. Progress's advantage is especially marked in large-scale mass deployment architectures. In these architectures, administrative costs dominate, and Progress's superiority in administrative costs makes it especially attractive. ■



COINS Special Interest Groups

It is our plan to have Special Interest Group (SIG) meetings twice per year. One of these will be at the COINS Conference and the other as part of a series of days focussed on broad functional areas. Within each day there will be sessions on various modules and topics with the agendas published in advance so that clients can plan to attend for either a full or part day. Full details are still being finalised, but the dates planned are as follows.

2006

17th Jan	Procure to Pay
19th Jan	Customer Relationship Management – House Building
24th Jan	Customer Relationship Management – Contracting
26th Jan	Contract & General Management – House Building
31st Jan	Contract & General Management – Contracting
2nd Feb	Human Resources
7th Feb	Asset Management
9th Feb	System

When appropriate, additional SIG meetings may be arranged to allow for more time to discuss particular topics.

Further details will be published shortly.

It is proposed that a COINS Conference will be held in the autumn of next year, probably October. Feedback from clients on this timing would be welcome (please email pauline.sargent@coins-global.com). ■

Double success for COINS-etc

During the month of June two major COINS users made the decision to join COINS-etc (*electronic trading community*). Kier Group and Morgan Sindall have an annual turnover of around £1.5 billion each, and have been considering their e-commerce strategy for some time.

KMI (a Kier Joint Venture Company) has been a member of COINS-etc for more than twelve months and based on their success Kier have now made a Group Board decision to roll COINS-etc out to all of the contracting companies within the Kier Group (some 20 separate businesses) beginning with Marriott.

Morgan Sindall have examined carefully a number of options including piloting COINS-etc at Morgan Est. They have now settled on COINS-etc for the whole Group and will roll it out to the other three Divisions of Morgan Sindall starting with Bluestone.



Morgan Sindall and Kier Group bring the number of contractors in



COINS-etc to double figures joining Laing O'Rourke, Geoffrey Osborne, Ringway, Dean & Dyball, Trant, South West Highways, Haymills and KMI and together these companies now represent a combined annual turnover in excess of **£6Billion**.

"The benefits of COINS-etc are now available for all to see. There are verified case studies, recommendations from users and best of all you can go and talk to people whose companies have been using COINS-etc for more than three years. COINS-etc has now come of age and should be the natural choice for all COINS users."

Mike Wallis

COINS-etc General Manager



Asta Powerproject & COINS



A new import facility is available for our House Building clients to load forecast and actual construction stage information for plots from Asta Powerproject. This allows information prepared in Asta Powerproject to be made available to House Sales and VAP users for enquiry, reporting and transaction validation. Asta Powerproject is the leading project management and planning tool for the house building industry. It empowers you to monitor pre-construction activities, capture site progress promptly and speed up completion rates. Asta Powerproject is used by a number of COINS customers. The COINS integration with Asta Powerproject means that there is no need to re-key actual and forecast build information from within COINS or Asta Powerproject. Asta Powerproject is a client/server system that can run in either standalone mode, over a local area network or as a multi-user enterprise system. ■

Payroll Online Filing

Year end target successfully achieved

The Inland Revenue decided to enforce a change effective as of tax year 2004/5 for Payroll Year End submissions. The change required that all employers with an employee base of 250 or greater to submit year end reports via the Government Gateway. This meant that Payroll software developers and employers were faced with a very difficult challenge in terms of programming and infrastructure. From a client point of view "operator/user-skills-sets" had to be nurtured to enable a successful creation of the files in COINS and subsequent submission via the Inland Revenue Gateway. Servers had to be reconfigured to allow communication with the Government Gateway and after overcoming a few obstacles, all relevant sites were successful with their submissions. To date we have had no failures reported and our clients have given us very positive feedback with regard to the outcome. ■

New House Building Modules

We are pleased to announce that two new modules have been added to our House Building solution. The Bill of Quantities module will be available at the end of the year and Cash Flow and Profit Forecasting is available now.

Bill of Quantities

The purpose of this module is to build up detailed Bills of Quantity to support the House Type and Development Budgets in VAP (Valuations and Automated Payments).

Business Benefits:

- Closer integration leading to reduced duplication of effort between surveyors/estimators and buyers.
- Reduced effort and improved consistency in handling house type variants.
- Improved handling of schedule changes and variation orders resulting in time savings and increased accuracy.

- Improved tracking of progress with Enquiries and Orders by linking the Schedules with Packages and Events.
- Facilitation of management of the ordering and delivery process in line with agreed construction program.
- Reduction in the time and effort required to maintain Bills of Quantity, by the use of "intelligent resources" to add linked items in a single action.
- Improved reporting of actual material costs against budget by holding the detailed Bill of Quantities to support the budget.
- Improved efficiency in the production of orders

Cash Flow and Profit Forecasting

Cash Flow and Profit Forecasting is an extension to the functionality offered in the COINS Land Appraisal, House Sales, VAP (Valuations and Automated Payments) and Financials modules. It provides a single solution for collating multiple appraisals, financial information, along with proposed and existing development details to form a consolidated cash flow and profit forecast.

The high level of integration provided with the rest of COINS significantly reduces the time taken to produce a forecast and improves its accuracy. It is also highly configurable, allowing users

Category	Value 1	Value 2	Value 3	Value 4
Income	100000	100000	100000	100000
Expenses	50000	50000	50000	50000
Profit	50000	50000	50000	50000

to tailor the system to suit their method of forecasting.

Key business processes supported:

- Cash flow and profit forecast model definition.
- Ability to update and monitor forecasts.
- Optimum mix of model developments to achieve company objectives.
- Production of "what if" scenarios.
- Reporting and Key Performance Indicators. ■

Latest COINS Innovations

Digital Pen & Paper

Digital Pen & Paper (DP&P) takes an age old convenient way of information gathering and enhances it.

Developed by Anoto Group AB in Sweden you can capture and transmit information as it is written using a wireless ink pen together with ordinary paper that has the Anoto digital pattern embedded into it. Handwriting is translated into pen strokes and these pen strokes are transmitted either via a mobile phone using GPRS or via a PC using a USB docking station. Using this process, graphical images of original documents and business forms can be delivered to back office systems in less than a minute. Pen strokes can also be converted into data files and delivered as XML.

Examples of when you would use the Digital Pen and Paper include creating requisitions (Procurement), snagging (Customer Care) and tick sheets (House Sales). The benefits are high, you are



capturing data at source which saves a lot of time as well as improving accuracy substantially.

Handheld devices

We are looking into using handheld devices in COINS. For example, in Facilities Management (FM), operatives can receive details of their jobs via a handheld device. They will be able to tell COINS when they have arrived on site, when they have left a site, and when they have completed their work. They can also log any notes or further details about the job. Furthermore, operatives can capture a signature from the client confirming the work is complete. The information gathered regarding their times arriving on site and leaving the site could be used



to populate timesheet information within COINS.

Optical Character Recognition Pens

A number of COINS clients are now either using or testing the use of OCR Pens for input to COINS.

The pen comprises a small hand held scanner, which is swiped across printed text or numbers. The pen then inputs this text or number into any input field in COINS as if it had been typed on the keyboard. This technique works equally well with either COINS Plus or COINS Open Architecture.

Potential applications already identified include suppliers' invoice numbers and item descriptions in Purchase Ledger, issue descriptions from customers' letters in Customer Care, "green card" (or "proforma") numbers for subcontract payments in VAP, or anywhere that



printed text or numbers need to be input to COINS.

One example of such a pen is the Iris Pen, which costs just over £100 from www.irislink.com. This includes all the necessary software – no software modifications from COINS are normally required.

Considerable interest in this application of new technology with COINS was generated on the final day of each of the recent COINS conferences. The technology initiatives session also covered use of COINS with mobile phones, PDAs and Pentech digital pens (which capture data while it is being hand written). ■

CASE STUDY: Osborne see big benefits in Development Partnership – COINS Facilities Management system

OSBORNE

In early March 2005 one of Geoffrey Osborne Ltd's major maintenance contracts achieved a successful 'go live' on the new COINS Facilities Management (FM) – a system that they developed in conjunction with COINS. The new software is designed to allow callers to make an appointment for their repair on the first call. Operationally, the resource scheduling tools will increase efficiency. Will Hughes, Project Manager for Osborne says: "All these benefits can only lead to greater client satisfaction".

Matthew Sturmer, director of Osborne's Housing Maintenance Sector, has been very pleased with the results and says that the whole partnering process – especially the specification part and the user workshops – with COINS has worked well. Furthermore, Jackie Bell who is the account manager of the first contract to go live on FM, adds: "The whole implementation process went very smoothly".

Osborne has been a client of COINS for seven years and users of the original COINS Facilities Management (FM) system for four and a half years. The original FM system was produced via a development partnership between Osborne and COINS in 2000. As the company grew, it became clear to Osborne that there was

a business need to enhance the FM system to assist in the efficient handling of larger-scale maintenance contract work. There was some functionality that had not been developed in the old FM module, such as planned, preventative maintenance and scheduling capabilities, for which demand was increasing, thus these areas required attention. This business need could not have come at a better time. COINS had already started their re-development of the COINS suite of modules into Open Architecture, and it was perfect timing for a re-development of a bigger and better FM module. It was therefore evident that there would be business advantages for both parties, and so a second development partnership was born.

Founded in 1966, Osborne has a spectrum of specialist construction services operating throughout the south of England. In building and maintaining railways, roads, homes, hospitals, schools and offices, Osborne's key aim is to enhance people's lives, whoever they may be. As well as being the UK's top performing supplier to the rail market, Osborne has been delivering a wide range of services for the housing sector for ten years. They also provide services for the health, education, urban infrastructure, highways, commercial and heritage sectors. ■



David Schofield
Senior Developer for COINS FM

News in brief . . .

- Within the last twelve months, the Valuations module has seen six successful 'go lives', two of which are contractors using the software at the Heathrow Terminal 5 project. The product's recent developments have strengthened our customer base and they have also attracted keen interest from other parties. COINS views Valuations as a key product and plans to build on these significant improvements with commitment to a new Open Architecture version.
- COINS Framing (our CAD-based solution for designing timber/lightweight steel buildings) has had a new release – this version adds many new features including compatibility with Autodesk's Architectural Desktop 2006.
- Centex Homes, one of the largest house builders in the US, has finished rolling out COINS Framing across its regions – totalling 220 seats.
- Product sheets and Statement of Work (SOW) forms can be downloaded from the client area of our web site. Note that all Product Development Requests now require a SOW. ■

UK CIS Tax Scheme Changes April 2006

Significant changes to the CIS Tax scheme for UK subcontractors are being introduced in April 2006. These changes will require software modifications within COINS as well as procedural changes within construction businesses.

COINS are committed to providing all UK clients with the necessary software to fully comply with the amended scheme, with as little disruption as practicable. The necessary software changes will be patched back to all COINS releases supported for fixes as at April 2006 (that is Release 10.06 & above).

To assist clients in planning for these changes, a client briefing document was sent to all UK clients in May 2005. This outlined COINS' current understanding of the changes based on information provided by HM Revenue and Customs as well as our approach to dealing with them. If you have not yet received a copy then you can request one from the COINS support desk: 01753 501025 comm.centre@coins-global.com

Further updates will be issued as information becomes available. ■

Support on COINS Releases

We currently support the following releases of COINS:

Release	First Version available from	Patches available until *	Support expiry date	Comments
V10.07	Jul 05	31 Jul 06	1 Feb 07	Current release
V10.06	Mar 05	31 Mar 06	1 Oct 06	
V10.05	Nov 04	30 Nov 05	1 Jun 06	
V10.04	Jul 04	31 Jul 05	1 Feb 06	
V10.03	Mar 04	31 Mar 05	1 Oct 05	

- Patches are available for 12 months after the initial release date, and are dispatched in the first week after they become available. Fixes after the date shown in the "Patches available" column are liable to be charged.
- Support (i.e. software advice and guidance, fixes and PDRs) for a given release is available for 18 months after the initial release date, and expires on the date shown in the "Support expiry" column.
- Releases earlier than those listed are not supported.

Please note that support is only provided for the last 6 patch versions of any current COINS release.

COINS Builds on Partnering

Development partnerships enable COINS to enhance its product portfolio

Many of you will have heard us talking about Development Partnerships recently. Here is an opportunity to find out more about the process that is enhancing the product portfolio and ensuring it accurately matches your business needs.

As the leading provider of software to the construction and house building markets, COINS continually strives to improve its products and services. A key way of doing this is to form development partnerships with our clients. This involves one or more clients collaborating with COINS to develop either a new module or significantly improving an existing one, as a result of identifying a critical business need. COINS always develops software in partnership with its customers to ensure that there is a business fit and the development partnership process means it is now formalised.

The lifecycle starts with the analysis and specification phase, which includes storyboarding and user workshops. With the requirements fully identified, the process flows through development, testing, deployment and implementation.

The process is now being used in a number of areas and we are always keen to listen to your suggestions for further partnerships. Detail of one of our recent successes with Geoffrey Osborne and Facilities Management is documented in a case study in this newsletter.

Current Development Partnerships

COINS Commercial

COINS Commercial is a new module that is designed to deliver greater visibility of contract performance data throughout your organisation. It will reduce the reliance on locally held information such as data stored in spreadsheets, and it will facilitate the monthly reproduction of the CVR, thereby allowing greater emphasis to be placed on the End Day Forecast. We have been working in close partnership with two of our key clients to develop COINS Commercial and we believe that it is a unique offering to the construction sector in that it provides the best of both worlds to the financial and surveying requirements.

Bond and Guarantee System

All companies need to maintain bonds and guarantees to ensure client confidence. Keeping track of the overall and specific facilities available at any one time is an important but time consuming exercise. The new system tracks and monitors existing bonds and reports in detail on the gross and net funds available. Again this module has been

developed in conjunction with one of our major clients and is seen as a business critical extension to the portfolio.

Marketing and Project Portfolio

As with all of our products, the Marketing module is being re-platformed in Open Architecture. We have taken this opportunity to assess and update the requirements for COINS Marketing and we have also extended the business functionality that it covers. Crucially the module will offer the ability to sub divide projects and monitor separate bids for the same project even via different contractors. In addition, it can track packages that you create as well as monitor the responses within the main project structure. The Open Architecture platform allows for greater integration with MS Office and Outlook and links to other COINS modules including Document Management have been tightly specified. The aim is for the marketing data to be the starting point in populating a project portal that will allow user access to all (licensed) aspects of the project data.

Handheld Integration

Several projects have been commissioned around the use of mobile technology and COINS. As mobile technology and PDA integration increases, so does the requirement to capture more data at source. A good example is Facilities Management where details of jobs can be issued and updated by field based operatives. Another initiative is based on updating on site GRN information, allowing the GRN process (in terms of cost and time) to be significantly reduced. Many areas exist for how handheld and mobile technology can be integrated with COINS and we are keen to work with our client base to develop further real world examples.

Human Resources – Health and Safety

COINS Human Resources is being enhanced to include Health and Safety to allow for greater monitoring on site and to assist in the safety monitoring requirements. We recognise the importance of the need to prevent harm to workers, property, the environment and the general public, and this will be reflected in the software. The Health and Safety extension will empower the user to promote occupational health and safety within organisations by developing safer, healthier, and more efficient ways of working.

We are always looking for further partnerships and welcome all ideas to improve on our product portfolio. If you would like further information on any of the above partnerships, or if you would like to discuss other potential partnerships, please contact Paul Stewart-Smith at Paulss@coins-global.com



Conference Review

In April, we held the first COINS Conference for Contractors and Specialists. This was followed in June by the third COINS House Builders Conference.

In total, the conferences were attended by well over a hundred client staff from about fifty client companies. This included clients from Australia and Eire as well as the UK. Feedback from clients was very positive, with most delegates who completed the feedback form indicating that they would be very likely to attend a similar event in the future.

"Having been to all three House Builder's conferences, this one has outdone all the previous in terms of content and delivery. The ability to see live sessions gave us a much better impression of the product. It was also great to be able to meet the COINS team and interact with them."

Alan Tredgold, Crest Nicholson.

The conferences included a number of presentations on COINS Open Architecture and other topics together with Special Interest Group Meetings on many COINS modules. This provided clients not only with the opportunity to learn from COINS about recent developments and future plans, but also to influence those plans through the interactive sessions.

There was also time for informal discussions between clients and with COINS staff. Each conference included different evening entertainment – either an after dinner comedian or a Thames cruise with a jazz band, so that we could all relax after a hard day of conferencing!



Upcoming Events

Date	Event	For more information contact:
August		
Thursday 4th	Pre and Post Upgrades (Client Skills Workshop)	kelli.diener@coins-global.com
Wednesday 10th	Plant Control (Client Skills Workshop)	kelli.diener@coins-global.com
Wednesday 17th	Invoice Matching (Client Skills Workshop)	kelli.diener@coins-global.com
Wednesday 24th	PO Variations (Client Skills Workshop)	kelli.diener@coins-global.com
September		
Friday 9th	Little Britain Challenge Cup – Isle of Wight	margaret.jeffries@coins-global.com
Tuesday 20th	IT Showcase – Bristol	pauline.sargent@coins-global.com
Thursday 29th	COINS Golf Day – Stoke Poges (by invitation only)	pauline.sargent@coins-global.com
October		
Thursday 6th	IT Showcase – Manchester	pauline.sargent@coins-global.com
Wednesday 12th	ETC Seminar – Heritage Motor Museum, Gaydon	mike.wallis@coins-global.com
Tuesday 25th	Construction Manager of the Year Awards – London	margaret.jeffries@coins-global.com
November		
Thursday 3rd	IT Showcase – Wolverhampton	pauline.sargent@coins-global.com
Tue 8th – Wed 9th	Construction Computing exhibition – London	pauline.sargent@coins-global.com
Saturday 12th	England v Australia Rugby – Twickenham	margaret.jeffries@coins-global.com
Saturday 19th	England v New Zealand Rugby – Twickenham	margaret.jeffries@coins-global.com
Saturday 26th	England v Samoa Rugby – Twickenham	margaret.jeffries@coins-global.com
Tuesday 29th	IT Showcase – Milton Keynes	pauline.sargent@coins-global.com

Have you migrated to BACSTEL-IP yet?

Companies and organisations throughout the UK who use the BACS service to make collections and payments have been migrating to BACSTEL-IP, Bottomline Technologies' online service. The old BACS dial-up service is due to be switched off at the end of 2005 so it is very important that everyone has completed their migration in advance.

BACSTEL-IP is a completely new way of accessing the BACS payment services. It is based on internet protocols and uses the latest Public Key Infrastructure technologies, making the service secure and reliable.

For more information please contact Kelli Diener: kelli.diener@coins-global.com, 01753 501020

The next COINS News will be available in November 2005.

If you would like to publish an article in the next edition of COINS News, please contact Melissa Ma on 01753 501034 or email Melissa.ma@coins-global.com

COINS Building
10, The Grove
Slough
Berks SL1 1QP

