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2011 Update

Thankfully this year has been a busy year for Fluent Technology and one with many changes.

We have moved offices, taken on new staff, won major contracts in the UK, launched a new look website, achieved the ISO27001 standard and

celebrated 10 years and after all that we are looking forward to a quiet Christmas! We would like to thank our customers for such a great year and we hope that in the New Year we can continue to work together providing innovative solutions and first class service.

ISO 27001 Certified

We are delighted to announce that we are now an ISO27001:2005 certified company. The standard is an internationally recognised information security management standard and ratifies that we have best-in-class Information Security Management Systems in place.

Investor in People

We always believe that our people are our best asset and that is why we continue to train, harness and engage their skills so that we can deliver the best solutions to you. This has been recognised by the renewal of our IIP standard and reflects our commitment to staff development.

Grant Management System

We continued to update and enhance our GMS and due to the demands of the market place we have created an off-the-shelf lower cost version of the Enterprise, [FlexiGrant Management](#). We also made significant changes to the Northern Ireland Tourist Board's GMS by creating a multiple scheme application for the NITB National Tourism Events Fund and the NITB International Tourism Events Fund. Applicants can go online and apply for either fund through a simple online application.

Case Management System

We have continued to refresh our CMS by redesigning the case work recording module. It is now a sophisticated and faster tool that has the ability to summarise records and present them on a single glance view pane. It is now in daily use by Extern, NIGALA and Northern Ireland State Pathology Department, with Extern going live in May this year. We have also partnered with inphoActive to include digital pen integration with the CMS and it is quickly becoming a fundamental asset to the system.

NEW CUSTOMERS

Budget Energy

We were delighted to be the supplier of choice for Budget Energy, Northern Ireland's newest energy supplier this year. We created a website that captures customer queries, registers new customer details, can look up postcodes to identify addresses and can top up electricity online.

The success of the website resulted in a partnership with Budget Energy to update and enhance their CRM system. This was a unique opportunity for us and one which showcased our diverse technical skills as we built the CRM using Microsoft dynamics. Budget Energy are delighted with the results so far and have registered thousands of new customers across Northern Ireland. We wish them continued success!

ORIGIN Success

Our local information system and data observatory is continuing to be a success across the water. This year we have seen the launch of Enterprise solutions in **Surrey County Council**, **Newcastle City Council** and **Essex County Council**. ORIGIN allows users to share, report and analyse data with their partner organisations and the public. It is an online vault of information and can show statistics on crime, health and education instantly with any postcode or map.

ORIGIN allows councils to be transparent by making as much information available to the public as possible. Surrey are delighted with the results of the solution and we are pleased that it has even been featured in the **Guardian**, [click here](#). ORIGIN has many benefits: it presents local data on charts, maps and can be used to highlight any areas of need. We believe that it could be a major asset to local NI councils in the future.

Christmas Time

World Vision

This year in lieu of Christmas cards we are supporting World Vision micro-loans. World Vision works to create a long lasting impact and change for people living in poverty, through initiatives such as micro lending. We are passionate about this cause and think it is a fantastic way to spend our Christmas present fund. If you would like more information on the gift that keeps on giving visit their [website](#).

*We would like to wish you all
Season Greetings and a Prosperous
New Year.*

