



Making News at BAIS

Message from Managing Director –Jim Armstrong

The staff at BAIS work very hard to ensure that you - our clients and partners - get the best available service possible. We know that our current equipment has reached capacity and had planned to cut over to our new equipment by now but the gremlins got us and we had to postpone the cutover. **We appreciate your patience during this time while we have worked with Dell to stabilize the problem.** See Geek Speak for a full update.

We were also part of a drama on Sunday 25th when a crane being de-mounted on the building next door buckled and crashed against the side of the building throwing debris on our building and our balcony. The photos are dramatic. The police, emergency services and the teams from the crane company worked tirelessly to do a great job in recovering the crane and cleaning up the mess. Fortunately, no one was killed but three workers were hurt, two are still in hospital recovering.



Disasters happen!! We take great care in our disaster recovery processes. This starts with the fact that our equipment is located in the most technically advanced co-location sites in Australia (www.equinix.com.au) and is further evidenced in our backup procedures and the redundancy levels that we have in our data stores. Rest assured that we are vigilant on your behalf.

Geek Speak

Technical and Infrastructure Updates

As you are aware we had to postpone the implementation of our new server last month because our testing identified a faulty piece of equipment. Dell spent a considerable amount of time investigating and have since then replaced the faulty equipment. We have been running rigorous stress testing for the last few weeks, which has been successful.

With this weekend being the end of month and quarter, we will schedule the implementation for mid October to minimize the impact on you and your staff.

There will be further communication on this in the next few weeks with details of exact date and time that the system will be implemented.

We understand that you have been experiencing some issues with the current infrastructure, and we have worked as quickly as possible to have the server tested and ready, but we could not take the risk of implementing the new server until we were confident that it would pass our tests and stand up to the load once live. We appreciate your patience and understanding.

News@BAIS Contents

Geek Speak.....	1
Making News at BAIS	1
Did You Know?	2
Client Site Visits.....	2
CQIB Conference.....	3
NIBA Convention.....	3
Reminder – Monday 3 rd Oct Public Holiday NSW	3
Anything Can Happen!	4

Did You Know?

Handy Hints & Tips

In the Client Maintenance screen there is a Contact Details section – You can add one or more contact people here and these details can then be viewed from the Client Processing screen by clicking on the hyperlink as shown below.

Client Details

Insured Name (Short): Antz Pantz clothing Pty Limited
 Insured Name (Full): Antz Pantz clothing Pty Limited

Debtor Operations: NETSUB NetSub Brokers

Division: COM Commercial
 VIP Desc: GOLD

Consolidated To: [Empty]
 Executive: ANDS Sheri Andrews
 Alt Executive: [Empty]
 Introduced By: ANDS Sheri Andrews
 Subagent: NETSUB NET PAYING SUB AGENT
 ASIC Type: [Empty]

FSRA Client: Retail Client
 Service Tax: [Empty]
 Stamp Duty Exempt: [Empty]
 Forced Fee Exempt: [Empty]
 Commenced: 18/07/2006
 Proposal Form Receipt: [Empty]
 Retain Address/Operations on Copy Policy: [Empty]

Contact	Email Address	Business Phone	Mobile Phone	Home Phone	Fax Number	DOB	Comments
Jane Black	jane@black.com.au	02 9999 1123	0400 111 111	-	-	14/07/1970	Managing Director
Penny Brown	penny@hotmail.com	02 9999 1126	0400 222 222	-	-	03/08/1984	CEO
Andy Antz	andy@antz.com.au	02 9999 1124	0400 333 333	-	-	04/06/1968	Accountant

Client Processing

Client Code: ANTZ Antz Pantz clothing Pty Limited

Address: 38 Bill Bigby Rd North Sydney NSW 2060

Telephone: 02 9999 1111
 Business Phone: [Empty]
 Mobile Phone: 0400 000 000

Post Code: 2060

Connected Clients: Yes

Actions: --Select Action--

Contact	Email Address	Business Phone	Mobile Phone	Home Phone	Fax Number	DOB	Comments
Jane Black	jane@black.com.au	02 9999 1123	0400 111 111	-	-	14/07/1970	Managing Director
Penny Brown	penny@hotmail.com	02 9999 1126	0400 222 222	-	-	03/08/1984	CEO
Andy Antz	andy@antz.com.au	02 9999 1124	0400 333 333	-	-	04/06/1968	Accountant

Active and Expired Policies

Memo No	Type	Class	Risk Description	Policy Number	U/W	St	Start	End	Invoice	Client Orig Amt	Client O/S Amt
16090008	End	PULSE	ROBERT	XLC-2013-000372	ALLIANZ	X	30/03/15	02/02/16	17709	-1099.99	-1099.99
16090007	Pol	PULSE	TEST	XLC-2016-000371	ALLIANZ	A	06/09/16	06/09/17	17704	1608.64	1608.64
16080009	Pol	PBIHTM	HTML	RAT000082	ALLIANZ	X	01/08/15	01/08/16	17670	9695.84	9695.84
16050004	Pol	CUBI	(cls) Sunrise	15T9974830	CGU	A	31/05/16	31/05/17	17558	357.38	0.00
16030003*Q	>> EndQ	SVUPI	(NeedsAnalysis) SVU	PI-110705-590	25	Q	10/05/16	22/03/17		0.00	0.00
16030003	End	SVUPI	(Closed) SVU	PI-110705-590	25	A	22/03/16	22/03/17	17523	5079.60	5079.60
16020009	End	PBIHTM	HTML	RAT000061	ALLIANZ	A	11/11/15	11/11/16	17674	0.00	0.00
16020008	End	PBIHTM	HTML	RAT000060	ALLIANZ	A	11/11/16	11/11/17	17673	0.00	0.00
16010015	Pol	FEE	Fee Only			A	27/01/16	27/01/17	17434	33.00	0.00

Client Site Visits

First cab off the rank for our site visits was Perth. I recently spent half a day each with two of our Perth clients looking at how they currently use the system and ways that they can get the best out of ibais and make use of as much functionality as possible. Now that I am back in the office I will be getting to work on the list of items to be addressed for each site.

These site visits are a great opportunity to improve your efficiency and find better ways to make the system work for you. We will be visiting a capital city near you soon so watch this space and let me know if you are interested when your city dates are announced.



Thank you to April, Stephanie and Jordan of Trident Insurance Group

and Tracy, Jo and David at Edge Underwriting for making time to see me.



NIBA Convention

BAIS was recently in attendance at the NIBA convention in Melbourne and it was a great opportunity to catch up with some of our clients and hear the latest news from around the industry.



CQIB Conference

Congratulations also to Wendy Butler of Bestmark Insurance Brokers – Wendy was our prize winner at the CQIB conference and went home with a new TV. Enjoy it, Wendy!



We would like to congratulate Anthony Zambelli from United Insurance Group who was the prize winner at our stand and now has a fantastic new GoPro Hero4 (Silver Edition). Well done Anthony!



BAIS is a proud supporter of Feel the Magic Foundation and Camp Magic – A Place for Grieving Kids to Grow

www.feelthemagic.org.au



Reminder – Monday 3rd Oct Public Holiday NSW

Monday 3rd October is a Public Holiday in NSW so our office is closed. We will have **limited** support available for urgent issues by calling the normal Support line : 02 9934 1888. Less urgent issues should be logged via the “Log a Support Call” icon on your Home screen and the Support team will attend to them on Tuesday.

You can also contact Robert on 0418 453 082. Enjoy the long weekend those of you in NSW.

Anything Can Happen!

You may have seen the news last week about a crane that collapsed at the Meriton building site in Arthur Street, North Sydney. Our office was a little closer to the action than we would have liked, as we are located directly next to the Meriton site, and it was our balcony that the crane fell into! Our building was closed and unavailable from Sunday mid-morning until early Monday morning while emergency services dismantled and removed the crane wreckage.

With cranes falling on buildings, floods devastating rural NSW, storms lashing South Australia and bush fire season just around the corner, it is a timely reminder that you never know what the future holds and you have to be prepared for all eventualities. What plans do you have in place in the event your office was inaccessible for a period of time, or worse – damaged or destroyed in a flood or fire?

If you are a Standalone ibais user you should have your backup tested for restore by our technicians on a regular basis so that, in the event of a disaster or server issue, you can be confident that the backup can be used to



restore and get you up and running as quickly as possible. Don't wait until you need to rely on your backup to find out if it is valid or not. Backups should also be stored at a different location to your actual database server.

If you are on our Cloud service we take care of all disaster recovery requirements for ibais data for you. We backup all ibais data every night and also perform test restores every week to ensure our backups are valid and can be restored without issue if needed. Should your building be inaccessible for any reason you can arrange for staff to access your ibais system from any other location where you have access to computers and internet service.

Our servers are stored in a secure data centre run by Equinix who specialize in providing state of the art server co-location facilities equipped with full UPS power, back-up systems and N+1 (or greater) redundancy. With robust heating, ventilation and air conditioning (HVAC) systems, Equinix IBX data centers exceed the requirements of even the most power-hungry deployments. These measures protect us (and therefore you) from the scenario recently seen at SSP where a power failure brought down their Cloud and left 40% of UK brokers (and some in other places including New Zealand) unable to access their system at all for over two weeks.



Jim was in the office shortly after all the commotion and took a few photos. Parts of the crane fell onto our balcony.