



## Making News at BAIS

Message from Managing Director – Jim Armstrong

June is already upon us! It has been a busy couple of months at BAIS with the last few of our Bureau/Cloud clients being moved to our new software platform last night, which enables us to take the next steps to update the Bureau to the latest DesignBAIS v7 software underlying ibais.

We have had a staff change with Murray Oakley taking over as Project Manager on the departure of Alan Gillfillan earlier this month. Congratulations to Murray on this new role and we wish Alan all the best as he pursues another opportunity. (More about Murray in Getting to Know You).

With the whole world on high alert for cyber attacks at the moment, we don't need to remind you of the importance of having good backups and cyber security measures in place. Bureau/Cloud users can rest assured that we do full backups every night and these are tested regularly. We also have excellent anti-virus protection in place throughout our network and ensure that all possible measures are taken to minimize any risk of an attack (more details in Geek Speak). It is timely to remind all your staff of the dangers of opening any email attachments or links unless you are certain they are from a safe sender, as these viruses are becoming increasingly clever at disguising themselves as known or valid emails.

Many of you are now heading into your busiest period of the year as 30<sup>th</sup> June approaches. We wish you and your staff a successful and stress free June and end of financial year.

## Breaking News

Update on ESL Changes for NSW

The NSW government has made a last minute decision to postpone the removal of Fire Services Levy on insurance premiums pending further consultation and review of the impact of this change. In light of this we will hold off on releasing the recent changes to allow for inclusion of Last Year/This Year premiums on the ESL Notice until we receive further news.

## Release Notes

Latest System Updates

New fields added to Client Maintenance allow capture of a client's Turnover and Number of Employees. [Click here for Release Video](#)

Primary Contact functionality in Client Maintenance. [Click here for Release Video](#)

Multiple default subagents now available in Client Maintenance for scenarios where you want more than one subagent to default on a client's policies. [Click here for Release Video](#)

SVU Password Update at End of Month – This is a behind-the-scenes change requested by Steadfast Tech which forces a password change on End of Month for SVU. There is no change in user functionality with this release.

Follow the links above for video release notes.

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# Geek Speak

## Technical and Infrastructure Updates

Security of your data is always our priority, and we have the latest anti-virus and firewall protection in place to ensure the best possible security for our servers and networks. We use zero day software in our firewall and ensure that Windows security patches are kept up to date throughout our network. Some time ago we completely isolated our main database server (which holds the Bureau/Cloud data) from the rest of our network to eliminate any potential threat from incoming emails – there is no email access on the main database server at all. Full backups are completed every night and stored at a disaster recovery site in a separate location.

Standalone sites are reminded that you should have a test restore done of your backup periodically to ensure that your current method of backup is sufficient and restorable. Best to arrange this test before you are faced with an emergency scenario. Contact Support if you would like us to do a test restore of your backup.

All ibais Bureau/Cloud users should now be using the new webserver URL to access ibais :

<https://ibais.com.au/ibais/>

We will be decommissioning the old URL within the next few weeks so if you have not already moved all your staff to this new address please do so immediately. Instructions were issued in the last issue of NewsBAIS, or you can contact Support for another copy. Remember to update your Favourites and Bookmarks so that you don't inadvertently end up back on the old link.



BAIS is a proud supporter of  
Feel the Magic and Camp Magic  
A Place for Grieving Kids to Grow  
[www.feelthemagic.org.au](http://www.feelthemagic.org.au)



# BAIS at Steadfast 2017

In March BAIS exhibited at the Steadfast Convention and we enjoyed catching up with some of our clients in the Marketplace and at social functions.



Congratulations to Ian Ferris of Your Insurance Broker who was the lucky winner of our 2 nights' accommodation on Cockatoo Island under the Sydney Harbour fireworks for New Year's Eve for two people. (valued at \$3000)



## Getting to Know You

### Murray Oakley - Project Manager

Our Project Manager, Alan Gilfillan has left us to pursue another opportunity and we all wish him well in his future. He will be missed.

We are pleased to announce that this position has been filled by one of our experienced Developers – Murray Oakley.



Murray brings extensive experience in Project Management to his new role, having spent fourteen years as a Project Manager before he joined BAIS as a Developer five years ago.

When he is not working Murray enjoys the outdoors and is a keen surfer, skier and sailor. He has also been an active volunteer member of the SES for many years.

Congratulations to Murray on taking on this exciting new role.

## Handy Hints

Did you know you can log your own support calls directly into our Support system?

Just click on the



icon on your Home

screen and then follow the prompts. If you are not one of our Bureau/Cloud users, then please contact the Support team to find out your UserID to access this option.

Logging your own support calls in this way allows you to add to/update them with extra information or additional queries as long as the call is still open.

## Client Site Visits

In the last edition of News@BAIS we mentioned our offer of on-site consultation visits for a review of ibais use and processes, with Melbourne next on the agenda. We only had a couple of responses, so this has not yet been scheduled. So, if you are located in Melbourne CBD or surrounds and are interested in taking advantage of this offer please send an email to [sheri@bais.com.au](mailto:sheri@bais.com.au) to let me know that you would like to be included.

This is an opportunity not to be missed as there are always functions and uses of the system that people are unaware of or not utilizing fully. Once we have a few responses we will arrange dates to suit.

If you are located further afield in Victoria please register your interest in attending a general Q&A/Training session in Melbourne by emailing the same address.

## Coming Soon

### New Software Under Development

We've been working on some changes to iFind based on your feedback. We are currently testing these changes and expect to send release notes with the next edition of News@BAIS. Some of the changes you can expect to see:

iFind will now be a fixed field on the Home screen so you do not have to hover your mouse to activate the search window.

On other screens the iFind screen will be a click to access so that you do not have it pop up when unwanted or disappear unexpectedly because you bumped your mouse. We have also enlarged the search results area so that more results are visible at a time.

We hope these changes will make the iFind search more user friendly so that you can benefit from this Google style search of your data.

Further details and release notes coming soon....