News@BAIS

November 16

Making News at BAIS

Message from Managing Director –Jim Armstrong

Would you believe this year is almost over? And what a year it has been.

We completed the eagerly awaited implementation of our new database server which has made a significant difference to our system performance already. We have now completed testing and are beginning to roll out the move of all databases to our new webservers on Amazon which is the second phase of our infrastructure upgrade.   We have been receiving great feedback from clients about the impact these changes have had.

On the ibais software front we are about a third of the way through moving all databases to the latest version of our software which comes with new functionality for Underwriting Agents, changes to the way Sunrise instalments work, and the release of CGU Sunrise instalment functionality, quote versioning and a new Reverse & Re-issue option for correcting errors. You will be contacted over the next few months to arrange for your database to be upgraded to this new software.

Our DesignBAIS team have also been working tirelessly on version 7 which is now in final testing stage. DesignBAIS is our developer product which is very popular internationally, and is also the product our ibais developers use to create and maintain ibais.   This upgrade will move ibais to the latest .net technology which will enhance cross browser compatibility mode and allow us to keep up to date with the latest Microsoft changes more easily.

We are all looking forward to a couple of long weekends and relaxing days over the holiday season and wish you all a safe and happy Christmas break.

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

For more information: www.feelthemagic.org.au

Getting to Know You

Staff Profiles
Leanne Carr

We are very happy to welcome our newest member of the Support Team, Leanne Carr, who joined us in November.

Leanne brings a wealth of industry experience and has been working with ibais in her previous role with an Underwriting Agent for approximately 3.5 years.

Leanne enjoys watching sports, especially cricket, soccer and tennis. She enjoys the creative pursuit of writing poetry and short fiction and is keen to explore the world of blogging.

Welcome to BAIS Leanne!

Client Comments

Client Feedback on the New Servers Performance

"New servers have made a huge difference in response time, great work."
Seepahn Ingilizian – Modern Insurance Brokers

"Just wanted to email you to thank you for switching us over …... We haven't had any speed issues of late"
John Flower – ASR Underwriting

"Can't believe how much faster ibais is. We are very pleased with the change."
Wendy Ingham – Strata Community Insurance

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Holiday Trading Hours

It is that time of year again...

Please note that we will not be closing our office over the Christmas period, however the Support Team will be on reduced staff numbers during this time and trading hours have been altered as below:

Fri	23rd Dec	Trading hours 8:30am to 1:00pm
Mon	26th Dec	Closed – Boxing Day
Tue	27th Dec	Closed – Christmas Day Holiday
Wed	28th Dec	Normal Trading 8:30am to 6:00pm
Thu	29th Dec	Normal Trading 8:30am to 6:00pm
Fri	30th Dec	Trading hours 8:30am to 1:00pm
Mon	2nd Jan	Closed – New Year's Day Holiday
Tue	3rd Jan	Normal Trading 8:30am to 6:00pm
Wed	4th Jan	Normal Trading 8:30am to 6:00pm
Thu	5th Jan	Normal Trading 8:30am to 6:00pm
Fri	6th Jan	Normal Trading 8:30am to 6:00pm
Mon	9th Jan	Normal Trading 8:30am to 6:00pm

All above times are based on Sydney time (AEST).

Also – please note we will be *CLOSED* from 12:00pm on Wednesday 14th December as we will be celebrating at our staff Christmas function.

May we take this opportunity to wish you and all your staff a safe and happy holiday period from the Support Team and all of us at BAIS.

We look forward to working with you in the new year, and hope that it is a prosperous year for everyone!

What's New?

Software Upgrades and Releases

Unlock Exclusive Locks

We have recently released functionality that allows you to manage your own record locks in the system. This is available only to users with Administrator access, and allows you to see and release locks for the database you are in. It is important to remember that some locks are valid while you are processing on a particular record, so that only one person can process on a record at any one time. *Always* check that the User named in the Exclusive Lock error message hasn't actually still got the record locked before releasing it via this new function. *If in doubt always contact Support for assistance first*.
https://www.youtube.com/watch?v=nxRPBi55KkM

Change *R to Current

More frequently recently we have been getting requests to force an *R (future renewal) to become active so that an endorsement can be processed. This is particularly common in SVU processing where there is no Amend Renewal option. In response to these requests, we have released a new Administration function which allows you to make an *R policy current immediately. Only staff members with Administration access will be able to use this function.
https://www.youtube.com/watch?v=-fEpmtvLs7Y

ESL Notice and Sunrise

A fix has been released to ensure that the correct state is captured from Sunrise so that the NSW ESL notice will only be generated for NSW Sunrise risks rather than all Sunrise risks.

ESL Audit Report

The ESL monitor has already begun auditing for compliance of the new requirements so we have created a new report to assist in this process. The report is called NSW ESL Audit Report and can be found on the All Options menu. You have the option to enter the date for which you need to verify that the ESL notice has been produced. All transactions from that date will be listed with the name of the document issued.
https://www.youtube.com/watch?v=EcXQgkKHOeI

Follow the links for video release notes.