



## Making News at BAIS

Message from Managing Director –Jim Armstrong

2017 is off to a great start. We are very busy with new developments and testing and looking forward to some big releases this year. Watch for Release Notes in these newsletters.

The first big update for this year is the move of all our Bureau clients to our new Amazon web servers – see Geek Speak for more information. These servers have been used in a few clients’ offices as well as by our own staff for the last few months and have been very favourably received with feedback indicating that there are significant improvements to both performance and reliability. You should now have received your invitation to move to the new environment.

We are currently preparing for the 19<sup>th</sup> Steadfast Convention this weekend and look forward to catching up with those of you who are attending. Come and visit our stand and you could win two nights’ accommodation for two people for New Year’s Eve on Cockatoo Island. The prize also includes lunch at the iconic Bondi Iceberg’s Dining for two people and altogether is worth \$3000.

More and more clients are looking to move towards offering products via an online presence, but you may not be aware that the team at BAIS have been creating online products for both direct to public websites and also broker portal products for underwriting agencies for a number of years now. As demand is growing we are currently recruiting to increase our resources especially in relation to responsive design products which will adapt for display on mobiles and tablets. If you are interested in finding out more about these options please come and see us at Steadfast or contact us directly to find out about the possibilities....

As I write this Queensland is still reeling from the effects of Cyclone Debbie and our thoughts are with all those affected.

## Geek Speak

Technical and Infrastructure Updates

Over the last three to six months you would have seen information in News@BAIS about moving our web servers to a direct dual fibre connection to Amazon. This allows us to use load balancing to avoid congestion on any one web server, with failover if any web server shuts down, and also allows us to quickly replicate to additional web servers if required. Amazon is connected to most ISPs so we will no longer be subject to internet outages by any one provider. In addition, the Amazon solution allows us to complete some system maintenance with no impact to system access and also to create more print servers which can be dedicated email and preview servers meaning during peak time backlogs will be reduced and certain jobs managed with higher priority.

This is now ready for everyone to move across and we have sent instructions by email to all Bureau sites during March. Thank you to those who have acted on these already and notified us to update our records. If you have not yet moved please do so as soon as possible as we will be decommissioning the old server in the near future. The instructions are also included at the end of this newsletter.

## News@BAIS Contents

Making News at BAIS .....	1
Geek Speak.....	1
Getting to Know You .....	2
Client Site Visits.....	2
WIN at Steadfast 2017 Cockatoo Island NYE .....	2
Switching to the New ibais Web servers .....	3
Coming Soon .....	4

# WIN at Steadfast 2017

## Cockatoo Island NYE

A once in a lifetime experience; accommodation in Sydney at a time when the city puts on the most dazzling display; NYE Fireworks!

Spend 2 magical nights on one of Sydney's best vantage points; Cockatoo Island. Ferry transfers included; arrive and settle into your pre-setup tent for the ultimate Glamping experience, complete with Harbour front views!

On the last day of 2017, for a treat take a ferry from the island and be whisked away to a gourmet dining experience. Enjoy a luxurious long lunch at Sydney's famous SMH hatted Bondi Icebergs Dining, your afternoon will be filled with delicious food and matching wines! Venture back to your harbour front Island and prepare for the big event, seated in your deck chairs you'll have a front row seat to Sydney's most spectacular show - midnight Fireworks!



**Visit the BAIS stand (89) at this year's Steadfast Convention in Sydney for your chance to win this once in a lifetime experience.**

**2 nights' accommodation right under the Sydney Harbour fireworks for New Year's Eve for two people.**

**Valued at \$3000**

**Prize Inclusions:**

- Return private transfers from airport to Circular Quay
- 2 nights Cockatoo Island NYE Glamping package 30th December – 1st January 2018, includes: Luxury tent, 2 camp beds with linen, towels, 2 sun lounges, esky, lantern and return ferry transfers from Circular Quay
- Bondi Icebergs Dining Tasting menu and matching wines, plus private transfers from hotel to Bondi Beach: 31st December 2017
- \$650 towards the cost of flights to Sydney

## Getting to Know You

**Staff Profiles**

**Deb Telford**

Deb has been with BAIS since 2013 and is one of our valued Support Analysts. Previously employed as a broker, Deb has a thorough understanding of the industry and its daily pressures.

Deb recently completed the Kokoda track with her daughter.

Well done, Deb and Imogen!



Deb loves champagne and chocolate (and she is always open to bribes!)

## Client Site Visits

Now that Christmas and New Year are behind us (feels like just yesterday!) we are resuming our offer of on-site consultation visits for a review of ibais use and processes. Sheri will be visiting Melbourne next - in late April/early May – 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)

If you are located further afield in Victoria please register your interest in attending a general Q&A session in Melbourne by emailing the same address. If there is sufficient interest, we will book a venue somewhere in the CBD where you can all attend together and ask any questions and/or have mini training sessions on ibais functions and ways to get the most from your system.

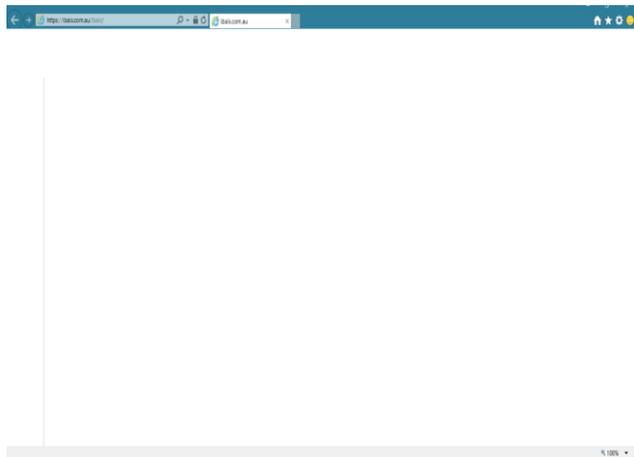
# Switching to the New ibais Webservers

Please ensure these instructions are completed on all computers and laptops used to access ibais.

The new webservers URL is: <https://ibais.com.au/ibais/>  
Please ensure you delete any shortcuts and favourites pointing to the old address and save this new one in their place.

Because this is a new URL, all the settings done for the old URL will no longer apply and you will need to do the following on your computer to ensure you do not have any issues:

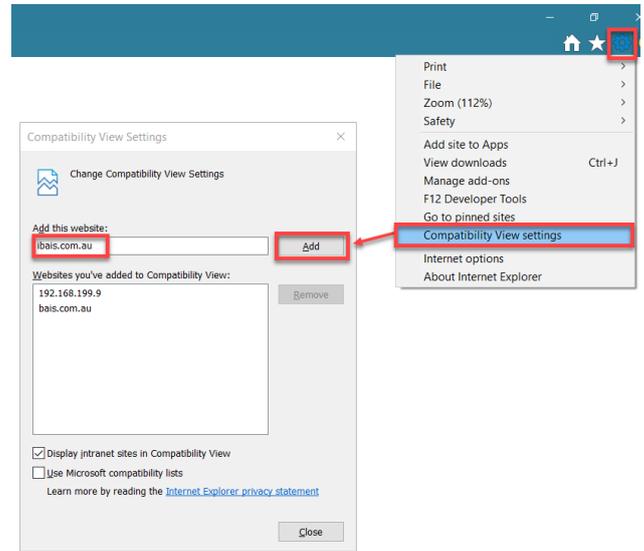
- [1] When you first go to the new website URL you will most likely see a blank screen with a line down the left side like this one:



This means that you need to set Compatibility Mode.

Click on the cog  icon on the far right of your Internet Explorer screen, and then select Compatibility View Settings.

Add [ibais.com.au](https://ibais.com.au) to the list of websites as shown below:



Once this is done you will be able to log into ibais as normal.

- [2] Once logged in you need to set Trusted Sites.

Click on Tools, Internet Options and select the Security tab and then click on the green tick



Trusted sites

Add the new website URL to the list of sites as shown below.

