



# **Eliminating Log-Jams and Security Risks:**

## **How ACT Waterproofing Took Its Business**

### **Correspondence from Snail Mail to World's Best Practice**

### **In Under Three Months**

Steve Amosa is a well known Canberra identity. As a rugby player, he was the scrum half who steered ACT's Western Districts to four championships, including 2005 when the club broke all records by winning in every grade! As a musician, he has participated twice in Australian Idol and heads one of Canberra's most successful and sought-after musical groups, 'Tucha Soul'. And as the owner and Chief Executive of ACT Waterproofing Pty Limited, Steve is a dynamic small business owner who is now aiming to make his business much larger.

ACT Waterproofing provides services to most of the larger builders in the ACT Region.



They waterproof showers and other wet areas, and have been highly successful because of their quality, timeliness and reliability. If you live in the ACT, it's quite likely that your home has been waterproofed at some time in its life by Steve and his team.

Given his company's reputation, Steve could easily have sat on his laurels and simply maintained his existing business model. But like all good executives, Steve isn't satisfied with the status quo. He plans to expand, and to achieve this he decided to embrace Information Technology to completely automate his office systems. He saw that this would not only cut his current costs, but also allow him to duplicate his operation much more effectively when he expands interstate.

As a key element in this automation, ACT Waterproofing recognised the need to improve its correspondence with its business partners.

"Our builder customers in particular are busy people", Steve Amosa says. "We used to send them our invoices and completion certificates by mail, but they were often being lost or mislaid at the other end. Having to issue duplicate documents was inefficient, long-winded and costly."

Steve says that sending documents by email appeared at first sight to be the obvious solution, but he became concerned by the security and control problems which email posed.

"With email, you never know who else is reading your messages and documents", he says. "Security can be a serious problem with emails, and the last thing we wanted was for our confidential information to fall into the wrong hands."

“Added to this, you can never be sure whether your emails have been actioned correctly, or indeed at all. Admittedly, we could have asked for a receipt to confirm that they’d reached their destination, but we were sending so many emails that receipts would have been difficult to manage. We needed to know about the few emails which *didn’t* get through, rather than the many which did!

And even if our emails were received, we’d still have no idea whether they’d been actioned by the recipient.”

To solve his problem, Steve turned to **FastTrack**, a new web-based service which replaces email with a completely secure correspondence facility. Rather than receiving messages and documents by email, users are referred to the **FastTrack** data base where they can read them easily, securely and safely. **FastTrack** keeps a permanent record on its data base of every message and attached document, and a full audit trail is kept of the precise date and time of every access and movement.

And if a message isn’t opened within a nominated timescale, **FastTrack** sends a warning to both the sender and the recipient, allowing immediate follow-up action when necessary. Full encryption is also provided, so that the possibility of hacking and eavesdropping is eliminated.

“Security is very important for us”, Steve says. “**FastTrack** provides us with complete security for our correspondence. We know precisely where our

correspondence is, where it’s been, and who’s looked at it.

“It actually took us less than three months to make the change. Over that time we’ve progressively introduced **FastTrack** to our business partners. Both we and they have found it extremely easy to use, and, most importantly, none of our **FastTrack** users have lost a single document since! And we’re providing a better service to our customers and keeping our charges down, despite cost increases in our wages and raw materials.

“With our office systems now fully automated, we are ready to commence our expansion!



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**FastTrack** is a groundbreaking new web-based software package which is developed and supplied by Management Solutions (Aust) Pty Limited. It is equally effective for both public and private enterprises. Although **FastTrack** can be licensed for internal use, it is more usual to access it inexpensively across the web from Management Solutions’ secure server. For further information, Arnold Cummins can be contacted on 6243 4308 or (0413) 944 882, or by email at [arnold.cummins@mansol.com.au](mailto:arnold.cummins@mansol.com.au).

ACT Waterproofing Pty Limited operates from Fraser, ACT. Steve Amosa can be contacted on 6161 2022, or by email at [steve@actwaterproofing.com.au](mailto:steve@actwaterproofing.com.au).

