

## Spotlight on Victoria

### Think Melbourne, Australia for ICT

# Case Study: e-Centric Innovations

## Company Profile

e-Centric Innovations is a management and IT consulting company providing end-to-end eBusiness solutions in strategy, process improvement, architecture, implementation integration, change and program management and business intelligence.

e-Centric provides services in developing e-business solutions for industry sectors such as retail, wholesale and distribution, manufacturing, government, banking, finance, insurance, transport and travel, entertainment and telecommunications.

Strategic alliances with business partners who are market leaders in eBusiness solutions combined with the business and technical capabilities of e-Centrics' experienced team has established a strong track record in consulting in large scale business and technology consulting and systems implementation.

The company's mission is to create value for businesses by providing them with industry specific technology-based solutions.

## Company History

e-Centric Innovations was founded in 1999 by present-day Managing Director, Kee Wong and Chief Technology Officer, Frank De Sa, on the basis that "no one company" can do it all.

Based in Melbourne, e-Centric currently employ 25 staff, who individually bring a minimum of 10 years experience in IT consulting and systems implementation providing a balanced team of professionals who have been practicing in the business and IT space for many years.

e-Centric's vision is to allow businesses to continue "doing business as usual" using technology enabled solutions and aims to become a leading e-business "solutions aggregator" or "solution broker".

e-Centric has built a reputation for providing strategic, high-end business and technology solutions, while remaining boutique. The company shares a commitment to excellence and aims to deliver exceptional value to customers.

## Major Projects and Customers

- Toyota
- O-I (formerly Owens-Illinois, US-based)
- Denso
- Visy Industries
- Just Group
- Victorian Government (many departments and agencies)
- Fletcher Challenge (New Zealand)
- Bank of New Zealand (part of National Australia Bank)
- Telstra
- Sensis
- PBR Automotive
- Carlton & United Brewries
- Hagemeyer
- BP

## Turning Point

"We haven't had a specific turning point as such. When we started the business at the end of 1999, we had a clear vision to be trusted advisors to all our clients and a strong business plan which led to the steady organic growth of e-Centric." Kee Wong, Managing Director, e-Centric Innovations.



# Project Focus: Toyota Australia, boardroom of the future

The aim of the project was to create a paperless boardroom. Toyota Australia recently moved into state-of-the-art headquarters in Port Melbourne and wanted to implement a boardroom that would showcase its commitment to applying advanced communication and collaboration technology that addresses environmental concerns, whilst creating a sleek and stylish environment.

## Methodology

The paperless boardroom solution developed by e-Centric allows organisations to run Board (and other meetings) within a paperless, online, collaborative environment. The solution enables online creation, approval and discussion of board/meeting agenda items. It uses customised IBM Lotus QuickPlace and Lotus Sametime software which allows instant communication between board members and executives during and outside the meeting. In addition, processes for recording and approving official meeting minutes and actions are supported.



## Nuts and Bolts

From conception to delivery, the project involved two staff and took three months.

## Outcomes and Benefits

- Board meetings are more streamlined, saving time and resources
- Information is more accessible, transparent and easily audited
- Absent board members can access meetings on-line
- The success of the Melbourne boardroom has prompted Toyota to consider replicating the same setup in Sydney.

## Customer feedback

"It's just magic. No-one has to sit down and create an agenda - it's automatically generated by the time stamps are given to each of the documents. This process has really made a difference to the board. Now directors receive information before each meeting rather than on the day. It has also reduced and simplified the amount of information that goes to the board, which has streamlined board meetings".  
James Scott, Corporate Manager, Knowledge and Information System Division, Toyota Motor Corporation Australia Ltd.

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