

Virgin Blue Takes Flight with ComOps

Sydney, 9th February 2010 – ComOps, a leading Australasian provider of business software products and services, has announced deployment of the ComOps web-based Safety, Risk and Claims Management reporting solution at Virgin Blue Airlines.

The ComOps solution was selected following a competitive review and enables the airline to standardise and automate employee compensation claims leading to faster processing and ultimate resolution.

Virgin Blue previously relied on a manual reporting system to store and record compensation claim information for its 6,000 strong workforce.

“Prior to the ComOps deployment, our system for reporting employee claims was a paper-based series of Excel spreadsheets which was both slow and open to inconsistency. We were unable to gather information in real time. When a new claim was received, it was administered manually onto a spreadsheet impacting productivity,” says Bron Taylor, Workers Compensation Manager, Virgin Blue.

In order to better manage claims and rehabilitation more effectively and to provide employees with enhanced support, Virgin Blue went to market for a system which could provide both staff and management with total insight and a single view into any of the 200-plus claims made annually.

“We chose ComOps as it was an off-the-shelf and user-friendly package. You could plug it in and only have to make minor modifications to suit your business. The ComOps team were also competent and professional in understanding our unique requirements. We therefore had the perfect combination of a great product and a fabulous team to work with,” says Taylor.

The ComOps system houses every employee claim made over the past nine years with automated features enabling Taylor and her team to collate end-of-month management reports in less than two hours, a process which previously took two days. As a result, management can view trends in regular reporting cycles and potentially identify areas for improvement in training and safety.

“ComOps is quite intuitive as well as powerful and has been very well received by the staff and management. This year, we expect that ComOps will assist us by playing its part in helping to combine all the different types of data within our safety and reporting systems thereby making it possible for us to identify further enhancements to this side of the business,” says Taylor.

Indeed, during 2010, Virgin Blue plans to integrate ComOps within the company’s safety department IT systems which will ultimately provide for a seamless occupational, health and safety platform.

Virgin Blue Airlines currently operates over 2,100 flights a week to 24 Australian cities and centres and eight international destinations incorporating ports in New Zealand, Fiji, Vanuatu, Tonga, Samoa and the Cook Islands. Its total annual passenger numbers now exceeds 15 million and the airline has become Australia’s leading major airline for service, on-time performance and value for money.

ComOps

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About ComOps Limited

ComOps Limited has a 37 year history in the IT industry and listed on the ASX in 1999.

The Company develops, sells and supports software solutions in the ERP, Business Intelligence, Mobile Sales Force Automation, e-Commerce, Retail, Rostering and Human Capital Management markets. These solutions are used by a range of blue chip clients such as Toll Holdings, Coca-Cola, Berri, Golden Circle, Australia Post, Toshiba, Orica, Lexmark, Canon, Queensland Government, NSW Lotteries, Commonwealth Bank, DP World, BHP Billiton and Virgin Blue, to name just a few.

ComOps is a Microsoft Gold Partner, Progress Premier Partner, is ISO 9001:2008 Quality Accredited and Government Endorsed.

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