



PRODUCT DIRECTORY

2015

AMAZING SOFTWARE FOR AMAZING CUSTOMERS

DEF is a software house. For the last 30-years we've been developing packaged and bespoke applications for the Public Sector. Yet three decades on, we're still thoroughly enjoying this thrilling and wonderful journey.

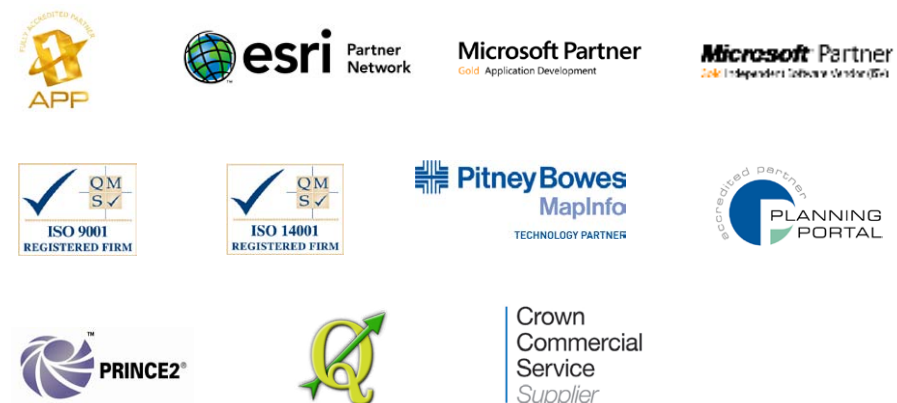
In terms of the software and where it goes, we deliver our products into Planning, Building Control, Highways, Environment, Legal and Licensing. Our reputation across these areas is one of the very best in Britain – something we're extremely proud of, but a fact we'll never take for granted.

Like any software house, we find it very difficult to stand still, so we're always bouncing around ideas and developing fresh capability. We've made an enormous commitment to R&D across 2014/15 that will see no less than six new modules released as well as a raft of new additions to our existing software.

But, this directory deals with the here and now, so within these pages you'll find brief overviews of all the modules that DEF has to offer. If you'd like to know more, we'll provide a warm welcome at def.co.uk where we'll be happy to provide the next level detail.

However, if you're anything like us then you'll like to ask questions and make up your own mind, so please give us a call on 0191 495 5245.

PEOPLE WHO HELP US DO WHAT WE DO...



THE MDS TWO PENNETH...

With DEF, we wanted to model a company without compromise. I know that sounds a little bold, but we mean it. We decided from day one that we wanted to create and sustain an amazing team, the very best we could get - and we're doing that.

I have a world class team around me, which leads to incredible products and a magnificent service. Together we've created an environment which values innovation, creativity, integrity and courage as well as a business that honestly and truly cares about getting it right.

Team ownership has not only brought fresh investment, but also a new and magnetising vitality to our enterprise. We're excited about what the future holds for DEF and we're wholeheartedly committed to achieving our goals.

We haven't set our agenda to be the biggest, but we do want to be the best by a country mile.



David Frame
Managing Director

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PLANNING (PL)

CORE PLANNING MODULE

Sitting at the very heart of the MasterGov suite, the development control module has been designed to process manage the full life cycle of a planning application from initial receipt all the way through to determination of the application itself. Supporting all application types and the latest in planning legislation, this module methodically and accurately covers every aspect of a planning application.

PURCHASE COST : £8,210

ONLINE PLANNING REGISTER RT EDITION

Providing electronic information to the public and consultees has never been more important. A searchable online register that has been corporately branded can deliver all the relevant data and associated attachments. No need to print and send plans in the post again, meaning that ongoing cost savings are delivered whilst improving overall customer service. The latest RT Edition delivers all of the above in real time with no delivery delays whatsoever. As soon as the data is in MasterGov, it's available publicly.

PURCHASE COST : £2,925

ONLINE PLANNING REGISTER HOSTING PACKAGE

If you want the benefits of an online register but your IT resource is either too expensive or unavailable, then DEF is here to help? We can host and manage the whole thing in our ISO 27001 server farm.

ANNUAL CHARGE : £900

ONLINE PRE-APPLICATION ENQUIRY SUBMISSION

Linked to the online planning register, this facility allows applicants and agents to submit pre-application enquiries electronically. All data and documents submitted are imported into the back office via an integrated connector. The submission system can also be linked to the authority's corporate payment system.

PURCHASE COST : £1,790

eCONSULTS eDELIVERY

The eDelivery functionality saves in postage, envelope, paper and print costs as well as delivering huge savings in time.

This enhancement allows you to email your once paper documents to consultees so that they can consult based upon an electronic representation of your data. As standard, the documents are delivered in Microsoft Word format. However, if the PDF converter is installed, these documents can all be transferred and delivered as a PDF.

PURCHASE COST : £1,090



PLANNING (PL)

eCONSULTS PLANNING INTEGRATED CONNECTOR (PIC)

The PIC functionality not only saves you time but also ensures the element of human error is removed once and for all.

The PIC is a link between your own public facing web site and the MasterGov back office suite. It allows data captured from your own forms to be automatically imported, with the purpose being to take consultee representation and directly import this into the database.

PURCHASE COST : £1,090

eCONSULTS ONLINE COMMENT CAPTURE

Following on from the eConsults PIC, if you don't have a web form or don't have the resources to produce one, DEF Software can fill the gap between your online planning register and the aforementioned web service.

PURCHASE COST : £710

eNEIGHBOURS eDELIVERY

The eDelivery option does for the members of the public what eConsults achieves for your consultees. Instead of posting thousands of letters each year, why not email them? You will not only save money but provide your customers with an excellent level of service to boot.

PURCHASE COST : £1,090

eNEIGHBOURS PLANNING INTEGRATED CONNECTOR (PIC)

Why type in all those responses from members of the public when this web service can take input from the web and import it accurately and directly into the back office database without any required intervention? This PIC will not only improve the validity and accuracy of your data, but will resign double keying to a thing of the past.

PURCHASE COST : £1,090

eNEIGHBOURS ONLINE COMMENT CAPTURE

DEF will provide you with an online form in order to electronically capture the public representations and pass them automatically into the MasterGov system via the PIC. This provides the Public Neighbour with a no cost, real time, 24/7 response option whilst at the same time dramatically reducing the resource overhead at the Authority.

PURCHASE COST : £710

1APP INTEGRATED CONNECTOR

With 1APP now standard throughout England and Wales, all applications will be received in the standard application format. You will already be taking advantage of the Planning Portal application submission system so why not go fully integrated with this automated connector? With around 60% of applicants / agents submitting electronically on a daily basis, this is a real opportunity to make significant cost savings.

PURCHASE COST : £2,210



PLANNING (PL)

INTERNAL CONSULTEE TAB

All local planning authorities have to consult with both internal and external bodies.

This enhancement allows internal departments to enter data directly into MasterGov in a controlled manner, allowing that department far more control as well as freeing up more of the planner's time.

PURCHASE COST : £1,840

CONDITIONS DISCHARGE

In a nutshell, the Conditions Discharge module provides a working process fully integrated with MasterGov (including fields, functions and reporting) to handle the efficient recording and discharge of planning conditions and their associated fees.

PURCHASE COST : £2,585

COPY NEIGHBOURS FROM ONE APPLICATION TO ANOTHER

Sometimes when applications have a common geographical link it is useful to reuse the list of neighbours to consult. The problem is that this can be very time consuming to populate by hand. The copy neighbours facility allows you to copy all or selected responses in the list from the current application to any other, simply by entering the destination application number.

PURCHASE COST : £495

USER DEFINED VALIDATION CHECKLIST SYSTEM

Validating a planning application submission is a vital function and the user defined validation checklist provides the council with a consistent and efficient approach to the process. The authority chose the questions, the text that should be displayed in an additional information letter and the applications types / PS2 codes / categories the questions applies to. The list is then displayed for the validating officer to work through. Every task is audited for future analysis.

PURCHASE COST : £1,090

LAND CHARGES EXPORT FACILITY

We understand that due to legacy issues, some Authorities don't have the DEF Land Charges system. For those customers that utilise a separate Land Charges product from a different provider, having up to date planning data becomes paramount. This report and export file option allows the Land Charges system to be updated with current information, therefore providing all of the required integration.

PURCHASE COST : £1,090

EIA DECISION TREE

The tools guides the user through the process of determining whether or not an EIA submission is required. The process follows an EIA screening flow chart and takes the user from has an Environment Statement been submitted, through Schedule 1 & 2 lists eventually culminating in a schedule 3 from. The whole process is audited and can be re-produced as evidence at any future point.

PURCHASE COST : £1,090



COUNTY PLANNING (CP)

PLANNING

County Planning offers all of the same feature rich functionality as the Planning module, yet has been designed exclusively for use by County Council Planning departments.

The main difference between the two products is the site based nature of County Planning. The system has been developed to provide a full life cycle, workflow driven solution for Minerals and Waste applications as well as County Council developments.

As with the Planning module, Enforcements and Appeals are available within the package. However, County Planning also boasts the fully featured Sites module.

All of the aforementioned enhancements that are available to the Planning module are also available to County Planning.

PURCHASE COST : £8,210



SITE MONITORING (ST)

The DEF Sites module has been written specifically to compliment the County Planning module. The module holds high level information pertaining to a County site whether it be Minerals, Waste or a County Council development.

As all Planning, Appeals and Enforcement cases can be linked to a site, all related cases can be quickly found from a site record.

Site monitoring is also accomplished from the DEF Site Monitoring. A full list of conditions and schemes can be pulled onto the site record from the linked applications. Past and future visit information can be recorded here and officers can run reports detailing visit history. The conditions and schemes are pulled through to the visit record.

PURCHASE COST : £1,750



ENFORCEMENT (EF)

DEF Enforcements is used to record Enforcement breaches as this fully featured solution can be used to create 330 and PCN Notices. Compliance information can also be held against each individual notice record.

The module can also be used to record infractions observed during officer site visits as well as breaches reported by members of the public.

PURCHASE COST : £2,960

ONLINE ENFORCEMENT REGISTER RT EDITION

Providing electronic information to the public and consultees has never been more important. A searchable online register that has been corporately branded can deliver all the relevant data and associated attachments. No need to print and send plans in the post again. Ongoing cost savings delivered whilst improving overall customer service. The latest RT Edition delivers all the above in real time with no delivery delays. As soon as the data is in MasterGov, it's available publically.

PURCHASE COST : £3,000

ONLINE ENFORCEMENT REGISTER HOSTING PACKAGE

If you want the benefits of an online register but your IT resource is either too expensive or unavailable, then DEF is here to help? We can host and manage the whole thing in our ISO 27001 server farm.

ANNUAL COST : £900

ONLINE ENFORCEMENT BREACH CAPTURE FORM

Following on from the Enforcement Breach Integrated Connector PIC, if you don't have a web form or don't have the resources to produce one, DEF Software can fill the gap between your online Enforcement register and the aforementioned connector.

PURCHASE COST : £710

ONLINE ENFORCEMENT BREACH INTEGRATED CONNECTOR (EBIC)

The EBIC functionality not only saves you time but also ensures the element of human error is removed once and for all.

This EBIC is a link between an online Enforcement Breach capture form and the DEF Enforcement module. It allows data captured from an online form to be automatically imported, with the purpose being to take public reported breaches and directly import them into the database.

PURCHASE COST : £1,090



APPEALS (AP)

DEF Appeals is a comprehensive module that allows the user to record every aspect of the Appeal process. Despite its price all functional requirements are met.

Appeals can be created and linked to Planning applications or Appeal records can be linked to Enforcement cases. In both scenarios data can be automatically copied from the source module.

PURCHASE COST : £370

ONLINE APPEAL REGISTER RT EDITION

Providing electronic information to the public and consultees has never been more important. A searchable online register that has been corporately branded can deliver all the relevant data and associated attachments. No need to print and send plans in the post again. Ongoing cost savings delivered whilst improving overall customer service. The latest RT Edition delivers all the above in real time with no delivery delays. As soon as the data is in MasterGov, it's available publically.

PURCHASE COST : £2,925



BUILDING CONTROL (BC)

DEF Building Control is a 'stand alone' module, as well as being the perfect companion for the development control module. The module process manages the full life cycle of a building control submission right the way through to production of the final certificate. The module also manages the concepts of work items and individual inspections for them.

PURCHASE COST : £7,830

BUILDING PORTAL INTEGRATED CONNECTOR

The Building Portal provides Building Control departments with a cost effective way of allowing applicants and agents to submit applications electronically and with ease. Building on the success of the DEF Building Portal, the Building Control Integrated Connector allows an authority to download electronic applications directly into DEF Building Control.

The link is two-way which allows for DEF Building Control to send fee schedule information to the portal therefore saving dual entry and potential human error. Please note that DEF provide all of our software competitors with the Connector at no cost to them. This will allow Authorities who utilise competitor Building Control software to integrate with the Building Portal cost effectively.

PURCHASE COST : £2,210



BUILDING CONTROL (BC)

PLANS CHECKING SYSTEM

When a Full Plans application is received an officer has to check the plans to ensure they meet the regulations. The Plans Checking system allows the authority to define a list of areas to check which is grouped by part. The officer can then work through the list in a consistent and efficient fashion. The list is fully audited and the results can be used to form a list of conditions.

PURCHASE COST : £1,090

COMPETENT PERSONS IMPORT

All Building Control departments have to process competent persons' data and there's a lot of it. This handy enhancement takes the XML data files provided by FENSA, NICEIC, CORGI etc., and imports the data directly into the database. This of course saves a lot of time and eradicates human error completely.

PURCHASE COST : £2,210

ONLINE BUILDING CONTROL REGISTER RT EDITION

Providing electronic information to the public and consultees has never been more important. A searchable online register that has been corporately branded can deliver all of the relevant data and associated attachments. There'll be no need to print and send plans in the post again. Ongoing cost savings will be delivered whilst overall customer service is also improved. The latest RT Edition delivers all of the above in real time with no delivery delays. As soon as the data is in MasterGov, it's available publically.

PURCHASE COST : £2,925

ONLINE BUILDING CONTROL REGISTER HOSTING PACKAGE

If you want the benefits of an online register but your IT resource is either too expensive or unavailable due to workload, then DEF is here to help? We can host and manage the whole thing in our ISO 27001 server farm.

ANNUAL CHARGE : £900

LAND CHARGES EXPORT FACILITY

We understand that due to legacy issues, some Authorities don't have the DEF Land Charges system. For those customers that utilise a separate Land Charges product from a different provider, having up to date planning data becomes paramount. This report and export file option allows the Land Charges system to be updated with current information, therefore providing the integration required.

PURCHASE COST : £1,090



BUILDING PORTAL (BP)

BUILDING PORTAL CLOUD

The Building portal allows members of the public to submit building control applications to the Authority online. Members of the public (and Agents on their behalf) follow the full application process from start to finish, inclusive of submission, attachments, review and payment. Visit def.co.uk if you'd like to know more about this revolutionary module.

The total set-up is £0 for an unlimited number of users – that's right, DEF will configure and launch the software for you at no charge. The annual charge includes full hosting, management, security and updates.

ANNUAL CHARGE : £890



LAND CHARGES (LC)

The DEF Land Charges product is one of the latest additions to the MasterGov suite. Engineered from the ground up, the software provides the user with everything that is needed to complete the LLC1 and CON 29 searches.

The application has integrated GIS functionality which is used to quickly interrogate existing Planning and Building Control layers to efficiently provide answers to several of the questions. The GIS integration can be used to link to other layers in order to answer specific questions. The application can also link directly to a Gazetteer in order to obtain BS7666 address data.

The DEF Land Charges module is department based with each team having access to screens to answer their specific questions. The questions themselves are configurable and default answers can be set by the Authority.

PURCHASE COST : £6,335



LOCAL LAND CHARGES REGISTER (RG)

Although the Local Land Charges register can be used independently, it is predominately designed to work with the DEF Land Charges product. As expected the register handles all mandatory charges including Planning permissions, conservation areas and tree preservation areas. When used with DEF Planning and Building Control this information is automatically added to the register. Records can be imported on a scheduled basis using the data import facilities or entered manually. The register has a full searchable back office system as well as being used by Land Charges in a fully integrated capacity.

PURCHASE COST : £990



LEGAL AGREEMENTS (LA)

The Legal Agreements module has been designed to ensure that local planning authorities have the capability to manage the obligations and financial implications of Section 106 and 278 agreements in full. From preliminary discussions through to completed project, the software will track and govern every aspect of the process, ensuring that all work is completed and finances received and allocated as stated.

PURCHASE COST : £1,950



COMMUNITY INFRASTRUCTURE LEVY (CIL)

ADMINISTRATION MODULE

The CIL administration system can be used in two ways. Either tightly integrated into the Planning module or used totally independently as a standalone module. This allows it to be used by Planning and non-Planning users accordingly.

The software allows the authority to manage the full lifecycle of CIL liability from calculation of CIL based upon geographical zone, through reliefs and surcharges right through to stage payment plans. The liability can be tracked throughout as the land is bought and sold. The module supports BCIS TPI indexation as part of the calculations and this can be fully controlled by the authority.

PURCHASE COST : £2,995

ONLINE CIL FACILITY

The online CIL facility has been designed to be an annexe to the Planning register. It can though be used in its own right should the Planning module not be installed.

The implementation of CIL will result in numerous Freedom of Information requests so to save staff time in answering such requests, this provision has been written to provide a thorough level of public self-help. CIL liability is shown along with the values at validation, decision and commencement. Any CIL appeal detail is also shown. Search fields are also included to allow for easy access to the data.

PURCHASE COST : £595

CIL ONLINE CALCULATOR

The CIL online calculator is a detailed CIL calculator that allows land owners and members of the public to calculate their CIL liability for varying development types. Users can list their proposed developments and specify floor areas for the relevant development categories. Once the geographical area of the development has been established the system can calculate the CIL liability for their proposed development.

The calculator receives all its data from the CIL administration module so there is no need for replicated data sets. The calculator can be linked to the online CIL facility or used in isolation.

PURCHASE COST : £995



SUDS APPROVAL (SD)

The SuDS Approval system is a standalone module designed to help local authorities meet the requirements of the Flood Water Management Act of 2010. The product handles the full life cycle of a SuDS application from receipt through to technical approval or rejection.

The module closely mirrors the planning process but respects the differences in timescales for determination. The solution has provision for validation, consultation, reporting and letter production. A link to the Planning Portal's 1APP service is also included with the package.

PURCHASE COST : £2,960



ROAD ADOPTION (RA)

The Road Adoption module from DEF has been designed to manage the transition, processes and intricacies of the Section 38, 278 Road Adoption and APC procedures with ease of use and efficiency in mind. It provides a logical system that automates processes and enables effective analytical reporting whilst ensuring all milestones are met.

With bond calculation built in from a schedule of rates, partial adoptions supported and road name management, the Road Adoption module is truly a comprehensive estate management tool.

PURCHASE COST : £1,950



HIGHWAYS RESPONSE (HR)

The DEF Highways Response module has been designed for County and Unitary Council Highways Development Control officers. The product is used to handle the Planning requests made to Highways Departments from within a Unitary Authority as well as from a District Council.

With a 21-day turnaround period imposed on Highways departments for such requests, work flow and job allocation are of paramount importance. The DEF solution allows automated requests to be processed through the Unitary Planning module or entered manually in County. These requests are then forwarded electronically to an allocating officer who then assigns cases to individual officers. All correspondence regarding a consultation request can be returned electronically from within the system.

The product guides the user through the process of responding with well-designed screens that intuitively mirror the work flow. Reports are available from the software to give both officers and management the required business intelligence.

PURCHASE COST : £2,960



STRATEGIC CONSULTATION (SC)

The Strategic Consultation module has been designed to deal with an authorities to response to neighbourhood plans and large strategic planning applications. The module is shipped with a back office administration system to allow an administrator to book in the consultation request along with any supporting documentation and then disseminate the information out to internal consultees and external partner bodies. The administration module is also used to collate all response and produce and electronic response back to the originating party.

The internal consultees and external partners access the system via web front end. They will receive an email notification from the administration system which will allow them to link to any open consultations requiring their input. Within this web front end they can view documents and respond with their comments.

PURCHASE COST : £2,950



POLICY PLANNING (PP)

The Policy Planning system is a complete end to end solution for Local Development Plan, Local Development Framework, Minerals & Waste Plan or any other policy plan that the authority needs to author.

The solution is supplied as a core back office module with two optional additional public facing systems for consultation and publishing the adopted plan.

CORE MODULE

The main product allows the policy team to manage the complete process from preferred strategy stage, through deposit, consultation, representation, inspection and finally adoption. The systems allows the team to build the plan inside of the application or directly in Microsoft Word and then link it to various reference points. Any subsequent representations are then linked to these reference points which allows users, the inspector or representors to quickly see linked comments.

PURCHASE COST : £6,000

eCONSULTS CAPTURE

This web based provision is an optional real time plugin for the core Policy Planning module to allow the council to receive representations directly into the back office database. Users simply link their comments to relevant reference points that are linkable from the plan that is published through the online front end. With GIS integration to allow users to view and make representations geographically the solution provides a comprehensive approach to representation.

PURCHASE COST : £3,350

ADOPTED PLAN PUBLICATION

The Adopted Plan Publication is an optional public facing web based view of the adopted plan. Users can search and view elements of the plan based upon their criteria. Users can also inspect the plan geographically by viewing all policies that effect a particular spatial area as digitised using the inbuilt GIS tool.

PURCHASE COST : £2,950



POLICY MONITORING (HOUSING | LAND | EMPLOYMENT | RETAIL) (PM)

The Policy Monitoring module is aimed at District and Unitary authorities in England and Wales. The product is site based and allows the council to manage their internal and statutory monitoring responsibilities for large and small housing developments as well as employment and retail sites.

The English and Welsh products do differ slightly as the Welsh version has been designed to meet the statutory requirements of the Joint Housing and Land Availability Study (JHLAS). The software meets the requirements as detailed in the Welsh Governments TAN-1 guidance note. The English version has similar functionality but without the Welsh specific statistical reporting.

Employment and retail monitoring has been added to both versions of the module with a web portal to allow commercial organisations to self-certify their employment details. In both versions the software generates paperwork that can be taken to site as part of the annual review. The module can also be used in conjunction with the DEF Mobile Working solution.

PURCHASE COST : £3,000



TREE PRESERVATION ORDERS (TP)

The DEF Tree Preservation Order module is part of the MasterGov suite and provides all the functionality required to create and maintain Tree Preservation Orders (TPO). The product covers the full life cycle of a TPO allowing users to create an initial order, consult with the relevant parties and then serve a completed order.

The module can be linked with Planning when dealing with applications related to trees subject to TPOs. The module also allows for site visit data to be logged and photographs to be stored against each order.

PURCHASE COST : £2,210



MOBILE WORKING (MW)

The MasterGov Mobile Working product is a standalone application specifically written for council officers that need to be out and about. It allows officers to create and edit forms generated from user defined templates and to download and view key information regarding any application within the MasterGov suite. This includes access to documents and attachments stored against any application.

The data is stored securely offline in a local database and will upload to the MasterGov system when a WiFi or phone signal is available, thus allowing officers to use the application in a truly “offline” capacity. The product requires Microsoft Windows mobile devices.

PURCHASE COST : £500 per module plus £250 per device per annum



LLPG SLAVE GAZETTEER (GZ)

The LLPG Slave Gazetteer is a replication of the authority's corporate LLPG system. It is essentially a BS7666 Gazetteer built-in to MasterGov. The system reads DTF 7.3 v3.1 data files via a Windows service which monitors a predefined network folder.

Any DTF files dropped into the nominated folder are processed by the system and it is capable of dealing with full database batches and smaller updated files.

PURCHASE COST : £ 2,500



ALERT / REMINDER AGENT (AR)

We all know the scenario. You have scheduled some work within MasterGov but haven't had the time to put the same information into your calendar to schedule a reminder. The result is you miss a very important date! Alternatively, a certain task must be started once another is complete, but without trawling through all the data on the system you have no way of knowing. The result often is the work is delayed.

DEF Software's Reminders & Alerts Agent has been designed to specifically address these issues. With this module Agent messages are sent via email or by SMS to the applicant, agent or case officer. You don't even need to be in the application to receive your reminders. The whole process is managed in an 'always on' service that continuously reads the MasterGov database, meaning the process is driven automatically.

PURCHASE COST : £1,985



MANAGEMENT DASHBOARD (MD)

The DEF Management Dashboard is arguably the most effective tool available to track and manage Council workload and departmental efficiency in real time. The Dashboard allows frontline personnel and managers to make informed, data-driven decisions based upon the status, workload and true demand of the time. Provided with a site wide license the web based dashboard can be access by all users with no additional software being required.

The MD delivers visually driven, real time management data from across the entire MasterGov suite including Planning, Building Control, Highways, Land Charges and Licensing. Although designed to work across MasterGov, the MD has the flexibility to connect to and display data from almost any Council operated software solution. With a simple yet secure 'User & Role' security framework, critical information is only made available to the fully authorised and intended users. As well as being delivered with a full suite of standard dashboard views, users can drag and drop views to create their own personalised pages showing up to four streams of information per page.

PURCHASE COST : £595



LICENSING (LG)

DEF's Licensing has been developed to ensure that Licensing within Local Government is simple, efficient and robust from both the perspective of the Council and the customer base. Licensing gives assurance that the correct information is collected every time and that deadlines are enforced under all circumstances.

Each area of Local Government Licensing, such as Taxi Licences, Door supervisors, Game Dealers and Pet Shops are catered for under independent areas within the application, all of which operate from screens that are unique to the requirement.

PURCHASE COST : £2,885

CROSS MODULE ENHANCEMENTS

NEW TAB PAGE

As each of our MasterGov systems is tailored to the Authority, there are often subtle differences to be found and unique circumstances and workflow methods to be managed. To allow the system in its entirety to remain standardised, but to also meet the requirements of the Authority, additional tab pages can be created to host specific functions and data.

PURCHASE COST : £1,090

DOCUMENTS STORE

The Documents Store allows you to store links to the associated files within each application and module. These files can be quickly accessed by selecting the appropriate one from the onscreen display. Files can also be printed from this area.

PURCHASE COST : £1,460

DOCUMENT HANDLING

Handling the volume of the documents that come through any Planning department can be very time consuming. If you don't have an expensive document management system, you may ask yourself - what is the alternative? Built around Onstream Trapeze, the document handling add-on for Images allows you to scan directly into MasterGov, index documents in one screen without having to open individual applications and convert scans into PDF documents. This option can also import groups of files which is especially useful if you have received a CD full of scans from a bureau service.

PURCHASE COST : £4,385

TRAPEZE LICENSES - SCANNING C/W SEPARATOR PAGE LOGIC

This Onstream Trapeze license is required for scanning. It includes the page separator logic to allow multiple documents to be scanned at the same time.

PURCHASE COST : £610 (each)

TRAPEZE LICENSES - MEASURE AND PRINT

This Onstream Trapeze license is required for using Trapeze as a viewer from the Images module. Trapeze allows the user to scale and measure as well as allowing printing at a set scale.

PURCHASE COST : £275 (each)

PDF CONVERSION

Today's challenge is sharing electronic documents amongst applications, employees, departments, suppliers and customers. By automatically creating PDFs from documents our software allows this to be done simply and efficiently. When users add documents to the document store they are converted to PDF based upon pre-configured rules.

The system also allows users to convert things to PDF manually using a simple right click option. Once enabled the PDF Conversion system will be utilised by eConsults and eNeighbours eDelivery to send PDF versions of letters.

PURCHASE COST : £1,740 (including user licence)

CROSS MODULE ENHANCEMENTS

SEARCH SCREEN MANIPULATION

Although MasterGov is configured by DEF to the requirements of each individual Authority's desired process, sometimes individual users wish to customise things themselves. This useful addition allows the end user to change the layout of the search screen grids. Columns can be added, hidden and resized. The row height can also be set. At any time the user can reset the grid back to the default.

PURCHASE COST : £710

ESCROW

DEF Software offer Escrow services through our chosen partner, the NCC Group. Once the agreement is in place we will deposit a copy of your code with NCC. We will then periodically update this code set.

PURCHASE COST : £1,200

PLANWEB / WEB BASED GIS VIEWING LINK

Whether you use MapInfo, ArcGIS or any other GIS product, you will appreciate the cost of licenses. If you have a web based viewing tool such as PlanWeb, ArcIMS or any other, why not leverage that investment with a link to MasterGov? This effectively provides a free viewer for case officers.

PURCHASE COST : £1,837

ADDITIONAL USER LICENSES

With numbers of staff fluctuating across local authorities knowing how many user licenses to procure can be a little tricky. At DEF customers are encouraged to buy lower rather than higher. Additional user licenses can be purchased at any time and on an individual basis.

PURCHASE COST : £450

AUDIT LOG REPORT

MasterGov logs changes to data via an internal audit log. The Audit Log Report provides you with easy access to this information in a direct report format. The information can be filtered by application number, user id, tab page or date. This capability ensures that any change to the data made within the system can be traced all the way back to the source.

PURCHASE COST : £1,090

SQL SERVER REPORTING SERVICES (SSRS)

SQL Server Reporting Services provides a full range of ready-to-use tools and services to help you create, deploy, and manage reports for your organization. Reporting Services is a server-based reporting platform that provides comprehensive reporting functionality for MasterGov. The solution utilises Microsoft's SSRS system which is provided free of charge with SQL Server.

With Reporting Services, you can create interactive, tabular, graphical, or free-form reports from all modules in MasterGov. Reports can be written by any standard system user without the need for additional third party software.

PURCHASE COST : £3,250

CROSS MODULE ENHANCEMENTS

CRYSTAL REPORTS VIEWER

Report generation is an important aspect of any software system. Although MasterGov has a whole range of standard and ad-hoc reports, sometimes a bespoke report is required. This plug-in allows users to run pre-written Crystal Reports from directly within MasterGov. What's more, you can have MasterGov pre-fill the key parameter when dealing with reports for a single application.

PURCHASE COST : £2,450

QUERY BUILDER

There are times when you need to access data, but not via a formatted report. This is what the ad-hoc query builder does so well. Use the graphical interface to build up the data that is required and then execute the query. The raw data can then be saved as an Excel spreadsheet, XML or CSV file.

PURCHASE COST : £680

QR CODE MERGE FIELDS

With smart phones and tablet devices becoming the norm, QR codes are rapidly seen as a simple and convenient way to direct users to websites and other literature. The QR merge fields facility allows the authority to add QR codes to any letter or report that is generated through the standard Word interface. The QR codes can contain static text or pick up data dynamically from MasterGov. Accessed from the User Defined Merge Fields option, users can generate any number of QR codes across all modules.

PURCHASE COST : £895

SEARCH SCREEN CRITERIA SAVE

We all know that the Search screens within MasterGov are a perfect way to produce basic database query results. The results can be viewed on screen, routed through to MS Word or even saved as an MS Excel spreadsheet. The only gap was the ability to save and then reload the contents of the search criteria.

Not anymore. With the new search screen criteria save option you can store the criteria used in a search as a file to be used at a later date. Your most common searches can be stored to be reused again and again, saving you time and duplication of effort as well as promoting accuracy of searches and data. This functionality is available across all search screens.

PURCHASE COST : £370

VARIANT ONE-OFF LETTERS

MasterGov has long included the concept of a one off letter; a miscellaneous letter to the applicant or agent. Until now this was fixed to one letter category per module. Now you can have multiple one letters per module. Simply assign a letter type prior to creating the letter and it will use the master document of your choice. What's more, you can then merge these documents into other letters.

PURCHASE COST : £705

CROSS MODULE ENHANCEMENTS

GIS CONNECTOR (ARC GIS, MAPINFO, QGIS, CADCORP)

If you have already invested in a GIS system, then you will certainly want to leverage the most from your investment. A GIS link to MasterGov will allow you to digitise your application and return back a wealth of geospatial data such as constraint layers and coordinates. You can also return local neighbours for use with letter production. This will save the planners a huge amount of time.

PURCHASE COST : £4,080

AUTO-SAVE LETTERS

MasterGov provides a lot of control to the user when it comes to letter production. This enhancement takes that control even further. You can assign a letter as being marked for saving and when it's produced, the resulting letter will be automatically saved. A link to the document will also be stored in the 'Images' module.

PURCHASE COST : £710

POWERFILTER

PowerFilter is a comprehensive filtering component that provides the grid layouts in MasterGov with filtering functionality similar to that found in Microsoft Excel. The solution allows users to filter and sort on all displayed columns. Furthermore the system has predefined filters specific to the column type. For example with date columns a user can filter on today, yesterday, tomorrow, last week, this week, next week etc. In addition the popup filter screen gives the provision for users to select all or individual the values from those used in the chosen column. Finally the PowerFilter system has built-in column sorting so that users can change the default sort order.

PURCHASE COST : £295

LINK TO WEB BASED DOCUMENT MANAGEMENT

If you have a document management system that boasts a web based interface, why not link it directly into MasterGov? Allow users to link to the associated documents by simply clicking on a hyperlink on the MasterGov edit screen. The link can also be used by officers to link to the authorities own online registers.

PURCHASE COST : £1,835

AUTO STATUS CODES

The auto status codes system is built into all new MasterGov modules as standard. However old versions of the package can have the system retrofitted. Auto status codes replaces the original hard coded colouring system on search screens and the manual status column with an automated solution. The authority configures a set of status milestones along with associated criteria and these are applied to the open record on save back.

PURCHASE COST : £450

DRAG AND DROP EMAILS (MICROSOFT OUTLOOK)

MasterGov has long since had the ability to drag and drop files from Windows Explorer to its document store. The drag and drop emails facility allows users to drag and drop files directly from Microsoft Outlook to the document store. Instead of dragging an email to the desktop and then into MasterGov, this process can be achieved in one operation. Any attached documents will be copied to the document store in addition to the actual email.

PURCHASE COST : £895

CROSS MODULE ENHANCEMENTS

INTELLIGENT EVENTS

The Intelligent Events system provides the authority and individual officers with customisable work flow engine. Combining application based event control with a detail officer calendar, the solution allows the council to create a list of actions per application type for each module. These actions are then automatically applied to each new case along with the person that has been assigned them.

Users can add additional tasks manually and the Alert / Reminder Agent can be used to remind and track outstanding tasks. In addition to the application view of all events users can view all their tasks in a calendar view. The calendar spans all cases and all modules providing the officer with a helicopter view of their workload.

PURCHASE COST : £1,910

ONS MIGRATION TOOL

The ONS Migration Tool allows the authority to migrate their Parish, Electoral Division and District (where applicable) data from the old ONC census codes to the new longer codes beginning with E.

The lookup tables will be updated along with the actual live data tables for Planning, Appeals, Enforcement, Sites, Legal Agreements and Road Adoption. The system ensures that council's don't have enter the new codes themselves or have to write complex SQL statements to modify live data. The tool also prevents the authority having to maintain two versions of their lookup codes.

PURCHASE COST : £1,750

TECHNICAL LIBRARY

The Technical Library system provides a "Documents Tab" style list for users to store technical documents such as specifications, design guidance, catalogues etc. Users can add documents simply dragging files into the library and the resulting file will be copied to the required network space.

The library is available to all modules in the system and on sites where the PowerFilter is used this will be available within the library. Documents can be opened from directly within the library. The system is underpinned by a permission system to control which users can upload content to the library.

PURCHASE COST : £1,250

DOCUMENT PURGE

The Document Purge allows the authority to find and optionally remove any documents that are located into the MasterGov document store but which are no longer linked to an application record.

Once instigated the system will perform a deep traversal of the document store across all modules to identify those files which have no associated application record. The user can then elect to delete the physical file(s) to recover valuable storage space.

PRODUCT COST : £750

CHECK PLEASE...

ONSITE CONSULTANCY (PER 7.5 HOUR WORKING DAY)

Our onsite consultancy rate includes Project Management (PRINCE2), Training, Analysis and Technical. The rate is capped and includes all travel and accommodation expenses.

DAY RATE : £650

DEVELOPMENT (PER DAY)

Development takes place here at DEF. With no travel or accommodations costs, our day rate is reduced to a single fixed cost.

DAY RATE : £450

JUST THE FACTS MA'AM

COMPANY FOUNDED:	1979
OWNED BY:	David Frame (df@def.co.uk)
HEAD OFFICE:	North East England.
NUMBER OF CUSTOMERS TODAY:	40+
NUMBER OF PRODUCTS TODAY:	18 main modules, 75+ sub-modules. Many more coming
DEBT, LOANS & OVERDRAFTS:	ZERO. We're absolutely debt free in every possible way
OUR SOFTWARE PLANS:	Build the product group to 25 main modules and 90+ sub-modules by the end of 2015
OUR BUSINESS PLANS:	Grow our team with amazing people, don't borrow money and always strive for the best
OUR VALUES:	Honesty, courage, humour and creativity



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