



from the Training Team

A new financial year at Inca brings a new start for the training department, just in time for Spring. As all those of you who have attended training with us since October 2006 will know, our training facilities have been located at Green Park in Reading. However, although this move has proved to be very successful and has met with much positive feedback, we hope that our new plans for more dynamic and flexible training facilities will be the best ever.

For the first time in Inca's history we have moved our training facilities to sit alongside our own head office in Egham, Surrey and we hope that the advantages of this move will immediately benefit all of our customers.

- Our Training Academy is still very easy to get to. Our offices are located just minutes from J13 of the M25 which also makes it easily accessible from the M4, M40 and M1.
- Egham station is only a 15 minute walk or 2 minute taxi ride from our offices, with a regular service into London Waterloo taking just under 40 minutes.
- Heathrow Airport is right on the doorstep making it easier for trainees who will be travelling on domestic flights
- The local area boasts a wide range of hotels and excellent amenities. The town of Staines is only a mile away with a wide range of shops and leisure facilities if you are staying locally for the duration of your course.
- Furthermore, this move not only means greater convenience but expansion to offer more flexibility. We will now be offering 2 training suites in our Academy which will allow us both to accommodate requests from customers for larger groups (split into two to retain the one-to-one feel) and also to run two courses simultaneously, thus reducing lead times and allowing us to meet customer needs quickly and easily.

Whilst this is all happening on our public training front, please don't forget that we continue to offer on-site training courses and bespoke training courses where we can customise our existing training material to suit your specific needs or even work with your own data.

IT'S ALL CHANGE TOO FOR THE INCA TRAINING TEAM.

Catherine Hubbard is moving into the Consultancy team but will still utilise her fantastic training skills delivering bespoke courses as well as Contributor courses and being involved in course materials updates. We wish Catherine great success in her new challenge.

Gemma Huggett, who many of you will know as the Professional Services Coordinator, has now moved into the Training department and has successfully delivered the first training course at our new Inca Academy, as a full time Inca Accredited Trainer.

Caroline Greenfield has taken over Gemma's role as the Professional Services Coordinator and some of you may well have had contact with her already for your bookings. Caroline is also doing well in her new role.

Antoinette Cool has been involved in delivering many courses since her return from maternity leave. She has done a superb job. As from March, Antoinette's focus has been on Consultancy assignments and assisting with Training on an ad hoc basis.

We also have another Consultant who is currently being trained up; Murray Pullin.

Murray was originally an Inca customer with a wealth of product experience. Murray has adapted very well to working as a consultant rather than as a customer

and his aim is also to be solo by the end of April 2008. Good Luck Murray.

Craig Peters is also continuing to deliver high quality courses, complementing his consultancy knowledge.

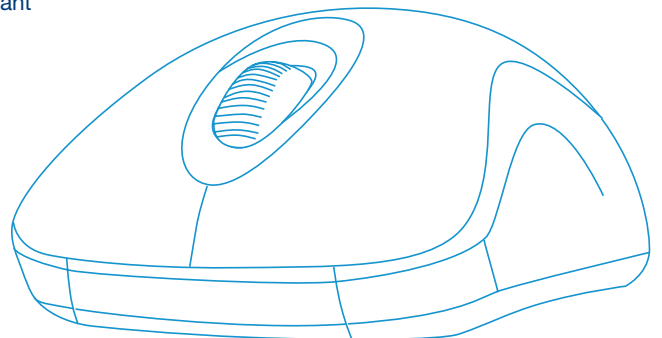
Sherain Veale, who was one of our trainers & consultants, has moved onto pastures new. We wish her all the best in her new adventure.

And finally, Jason Birch and Asif Malik were both trained up in March to deliver the Inca Planning courses to support Suzi Davies. Suzi has been doing a sterling job delivery Inca Planning courses.

Our aim is to build and maintain a flexible, enthusiastic and high quality training team to deliver the best service to you!

As always please don't hesitate to contact us with any feedback on our training services as this is always gratefully received. In the meantime we look forward to seeing some of you on a training course soon.

Contact us on 01784 270 860 or by emailing training@incasoftware.co.uk



YOUR IDEAS

Our newsletter is designed with our customers in mind, so we would like to encourage as many ideas for content from you as possible! Email your ideas for the newsletter content to marketing@incasoftware.co.uk, and we will happily consider your ideas for future issues.

INSIDE PEAK PERFORMANCE 

COGNOS CASE STUDY: FUJITSU

PEAK PERFORMANCE 2008
THE INCA ANNUAL USER FORUM

HOT HINTS & TIPS!

INCA PLANNING CUSTOMER INSIGHT:
ADLER AND ALLAN

P.S. FROM PS



“FUJITSU UTILISE THE
POWERFUL CAPABILITIES
OF COGNOS ANALYST”

CASE STUDY: FUJITSU TELECOMMUNICATIONS EUROPE LTD

Inca Services boosts Fujitsu Telecommunications' confidence in Cognos Analyst



BUSINESS BACKGROUND

Fujitsu Telecommunications Europe Ltd is part of the global Fujitsu Platforms group, developing advanced access network solutions. One of the largest suppliers of broadband access solutions in Europe, Fujitsu is playing a fundamental role in the creation of "Broadband Britain". Their integrated approach encompasses research and development, project planning, community liaison, cable laying and civil engineering, as well as installation, operation, support and maintenance services.

GETTING THE MOST OUT OF COGNOS ANALYST

Having used Cognos for many years (the product was implemented in 1992 whilst still under the Adaytum KPS banner), Fujitsu have always been aware of the powerful capabilities of the system to provide vital reporting and budgeting information. Since working with Inca, those powerful capabilities have been utilised by Fujitsu to further their reporting and budgeting systems, and to roll out the system to other departments.

Debbie Griffiths, Systems & Operations Accountant at Fujitsu Telecommunications has been a competent Cognos user at Fujitsu for many years. She gained her Analyst knowledge primarily from a colleague who had attended a training course, and also through her own ongoing use of the system. Until early 2007 they had been using Cognos Analyst mainly for the monthly management reporting.

After being contacted by Inca in 2006, Debbie and her colleagues met with Andy Thomas, External Customer Account Manager at Inca, to discuss the company's usage of Cognos Analyst, and to introduce Inca's services to the company. After a successful meeting Debbie was keen to attend an Analyst training course. The four day training course Debbie attended at the Inca Academy covered topics such as D-List formatting, creating file maps,

setting up flow charts and re-honing skills that she had picked up over the years from her use of the system.

INSPIRATION AND REJUVENATION

The training Debbie received from Inca inspired a rejuvenation of the system within Fujitsu, and since her attendance Debbie claims that she is 'a lot more confident with building the models' which has therefore enabled her to create more of them. That same confidence has prompted her to produce more models for different sections of the company. 'It is not just about basic accounting functions now', she says. Along with producing a model that calculates direct labour rates for the production area, Debbie has also created a set of models for MWS, a new business stream of Fujitsu, which is proving successful for them.

Possibly one of the greatest outcomes of her training is the transformation of the Management Reporting Pack that Debbie produces each month for the board, which contains the P&L Balance sheet, overheads, sales margins, KPIs, graphs, and overhead analysis. Due to some important company process changes and the new skills that were picked up on the training course the report has much more depth and contains much

BENEFITS ACHIEVED

- Fujitsu have gained extra Cognos Analyst knowledge through Inca training
- Confidence in product has grown with exchange of ideas
- Interaction with Inca ensures Fujitsu get support and good working relationship
- Cognos Analyst is now a resource for new ideas and rejuvenating old processes



CASE STUDY: FUJITSU TELECOMMUNICATIONS EUROPE LTD



more meaningful data. Possibly the most significant outcome is the time it takes to run the report. It used to take three or four days, 'now I can do it in a matter of hours' Debbie observes.

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SATISFACTION AND SUCCESS

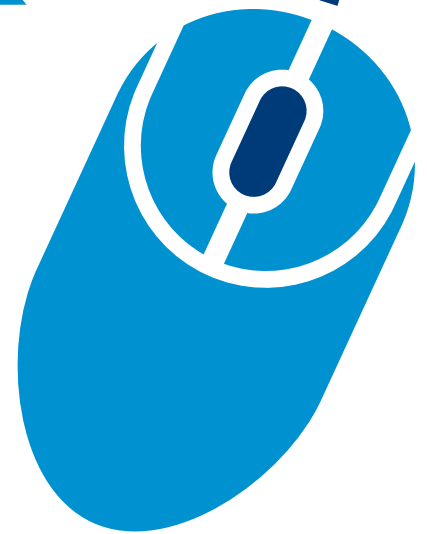
Shortly after Debbie attended the Cognos Analyst course Fujitsu transferred their product support to Inca. Debbie confirmed that the excellent training she received, along with the helpful interaction with Inca's team persuaded her of the benefits she would receive by doing so.

MOTIVATION FOR THE FUTURE

At the moment Fujitsu Telecommunications Europe have five Analyst licences in use, but with her new wave of enthusiasm for the product Debbie has many plans for Fujitsu and Cognos Analyst. Ideally the product will be rolled out to other departments, where it will be adopted as their forecasting tool. Debbie and her team could then gather all the information from the reports 'rather than them giving bits of paper here and there'. By using Cognos as the main model it 'would be a lot quicker, and by cutting the middle man out of the process any inputting errors should be eradicated'.

EVENT: THE INCA ANNUAL USER FORUM

PEAK PERFOR- MANANCE 2008



Inca is holding its fourth Annual User Forum, Peak Performance, in May 2008 at the Oakley Court Hotel in Windsor. The event will provide Cognos customers with the opportunity to share their planning, forecasting and reporting experiences with others.

WHY ATTEND PEAK PERFORMANCE 2008?

For those customers who have not attended the Inca User Forum before, here's a reminder as to why you should be there this year.

Inca recognises that customers don't want to attend annual user forums simply to be sold new products. Inca's Peak Performance event is hosted by our Customer Accounts and Professional Services teams and the

day is an opportunity for Inca customers and users of Cognos software products to attend presentations and best practice sessions from Inca's consultants.

Customers will have the opportunity to meet and talk to other users, learn from their experiences, learn about the many different applications of the software, look at the new features of the latest release, pick up some tips on improving applications and generally maximise the investment that has been made.

We guarantee that you will return from Peak Performance 2008 with fresh ideas and a host of hints and tips that can be applied to your existing model.

Peak Performance 2008 -
The Inca Annual User Forum

Thursday 8th May 2008

Oakley Court Hotel, Windsor

9.00am - 4.30pm

PEAK
PERFORMANCE
2008

Peak Performance 2008 User Forum Preliminary Agenda



Oakley Court Hotel

TOPICS INCLUDE

Cognos Planning

How to integrate your P&L, Balance Sheet and Cash Flow.

Cut down on Maintenance!

Learn the tricks to free your time spent on Maintenance and optimising model performance

Hot Hints and Tips!

Useful hints and tips from our Professional Services team

Driving Cost Savings from your Cognos Investment

Extending Cognos Planning with Business Intelligence

How BI can provide a more compelling reporting experience from existing Cognos Analyst and Cognos Contributor applications.

Discover the Reporting capabilities of Cognos Planning

Planning, BI and Data Warehousing Surgery

With our own Cognos Experts

New Features of Cognos Planning Version 8.3

How to use the new functionality

Booking Information:

9am-4.30pm on 8 May 2008
Oakley Court Hotel, Windsor
Cost per delegate of £95.00 + VAT
Price includes a place at the forum with breakfast, lunch and refreshments.
Book online at www.incasoftware.co.uk or call us on 01784 270 860

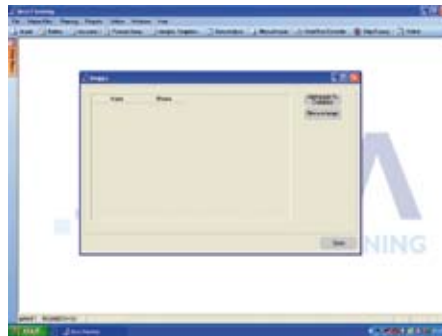
Hints&Tips



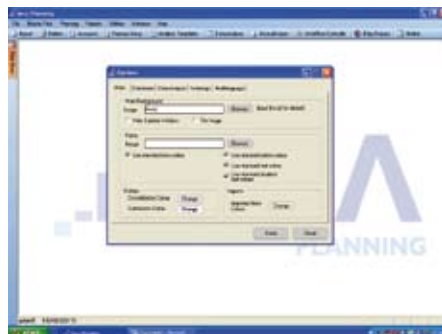
Inca Planning

Personalising the Inca Planning version 2 background with your company logo:

- 1) Go to Utilities > Parameters > Images and press the 'Add Image to Database' button.
- 2) From here, browse for the .jpeg file of your company's logo and give the file a name.



- 3) Now go to Utilities > Parameters > User Options and select the 'Main' tab.
- 4) At the 'Main Background' selection, click the 'Browse' button and select the saved company logo file.
- 5) The background image will now display your selected logo once the application has been restarted.



Cognos Analyst:

- 1) To check the formula in the cell your cursor is on, in a cube, press F7.
- 2) If you are using IID numbers in conditional formulae, open the d-list you are referring to, then click on the summary info button (next to save) and click on the final tab (item detail) to check that you are referring to the correct Internal IDs for each item of the d-list.

Cognos Business Intelligence

- 1) When working in Report Studio, regularly backup your report by taking a copy of the XML output.
- 2) Set the background colour of hidden cells \ tables so that when 'Show Hidden Objects' is enabled, you will easily be able to see which parts of your report will be hidden.
- 3) Place a hidden box at the bottom of your complex reports and add comments, change history or tips about how the report was built to enable quick editing in the future.

Cognos Controller:

- 1) If drop down boxes or forms are not refreshing with new structures or extended dimension, try rebuilding indexes. Ensure you are in single user mode first i.e. Maintain<Users<Single Mode. Then go to Maintain<Database<Optimise. Tick the Rebuild Index check box and run. This may take a few minutes.

INCA PLANNING - NEW CUSTOMER INSIGHT

Adler and Allan select Inca Planning to provide 12 month rolling forecasts and acquisition modelling

Adler and Allan Ltd, a fast growing company with a vigorous acquisition plan, had used spreadsheets for many years to provide annual budgeting, monthly management packs and periodic reforecasting. The company needed to adopt 'a more sophisticated package' to keep pace, says David Wilton, Group Finance Director at Adler and Allan.

Matt Turner, Finance Manager at Adler and Allan began researching products that would fulfill their requirements and came across Inca Planning in a web search. He says, 'Inca looked like it would suit us as it would enable us to report in common formats and remove the complexity of linking multiple spreadsheets together'. Other products were considered along with Inca Planning, but ultimately, comments David, 'Inca's demo was particularly good', there looked to be 'flexibility in modelling', and Inca offered a 'whole solution' to the problem.

“Inca looked like it would suit us as it would enable us to report in common formats and remove the complexity of linking multiple spreadsheets together”

In choosing Inca Planning, Adler and Allan plan to implement monthly management accounts, annual budgets, 12 month rolling forecasts and acquisition modelling. They will be using the solution at a group level. By implementing Inca Planning they hope to achieve better functionality, the ability to reforecast more easily and to roll forward forecasts. Matt comments, 'rather than actually keying numbers in to produce

accounts Inca Planning will update them automatically'.

The Group's training in Inca Planning will commence in April 2008, and they will implement shortly afterwards in May. Initially it will be Adler and Allan's finance department that uses Inca Planning with input from the operating divisions but 'over a period of time

the process is expected to become more devolved' says David. Chris Kerrison, CEO of Inca Software says, 'I am confident Inca will deliver everything that Adler and Allan needs to implement and run a successful and forward-facing planning solution. I am pleased to welcome Adler and Allan as an Inca customer!'





from Helpdesk and Technical Support

It's been a while since our last Helpdesk Update and since so many things have changed in that time, I thought this P.S. from Professional Services would be a good opportunity to give everyone a quick update on where we are currently.

You'll notice that I call us a helpdesk and not a call centre. I want to take a moment to explain the major difference between the two options and impress upon you why we work the way we do.

A call centre is somewhere you contact and get put in a call holding pattern, only to have the option to log a call 'x' minutes later. This call will then be forwarded on to a relevant party and progressed 'x' hours later. This results in longer call resolution times and a lack of continuity in terms of who you speak to.

This is not our way of working at Inca and never will be.

On the Inca "Helpdesk" we aim to pick up your call promptly and progress it with you immediately from that point. This typically results in the call being closed whilst you are on the phone. This means you spend more time doing what you should be doing, and less time doing what you don't want to be doing i.e. progressing calls!

To help us achieve this objective with all of our customers, the helpdesk team has grown considerably over the years and we now have five members in the team:

DAREN HEWSON

Daren is our resident B.I. expert and also has considerable experience with the planning applications.

Daren has been with us for around two and a half years and has enjoyed every minute!



SIMON STAY

Simon has been with Inca for just over two years, and is our working environment expert. This means he's the man that checks application version compatibilities with different operating systems and office versions. If you have a question based upon this, you now know where to direct it!

STUART BERKELEY AND PHILIP OGUNNIYI
Stuart and Philip are our latest new starters and the real prompt for this helpdesk update!

Stuart specifically supports the planning products, namely Inca Planning and Cognos Planning.

Philip, on the other hand, is your man for all Cognos 8 questions.

Welcome onboard guys.

KEVIN GOUGH

I couldn't give you an update without mentioning myself. I've been around for... ages. And I'm the helpdesk manager. So now you know who to contact when you want to inform us how well the helpdesk is doing.

If you need to contact the helpdesk at any point everyone is here to help, and will be happy to do so.

Our contact details are as follows:

Phone: 01784 270 870

Email: helpdesk@incasoftware.co.uk