



update

the BASDA newsletter

jun05

ISSUE
3

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business application software developers association

Welcome

to the Issue 3 of the BASDA newsletter

A continuing fascination with being involved with BASDA is to experience its diverse range of roles over the years, from simple talking shop, to standards body, and now significantly effective lobbying voice of the industry.



BASDA
Chairman -
Eduardo Loigorri

There is a definite wind of change blowing across our industry affecting all aspects of it. The significant change I would like to draw your attention to is the future interaction between businesses and the various statutory bodies.

Traditionally, we as business application suppliers were optional extras to a business. A significant amount of SME businesses still run off manual books, spreadsheets or legacy systems. Which, until recently, was a viable option supported, as it was, by various government agencies via manual filing facilities

The option to remain manual is quickly being dismantled so that the accounting software industry will no longer be optional bystanders, rather the reverse. Statutory bodies are now obliging us to provide our users with compliance via our software.

The common theme with most of the e-filing initiatives is that many of them, like the overhaul of CIS, are or will be, big bang changes: they will replace manual systems overnight and there will not be paper based equivalents.

This is a much more aggressive approach by the revenue authorities who no longer view IT with indifference. Many of the individuals involved with government IT initiatives are targeted graduates who have embraced IT.

Clearly, although burdening our industry with more compliance development, it also offers an opportunity for us to replace the out of date systems out there, many of which are no longer supported. However this will only come about if BASDA is allowed to be your representative body. Some of you have or will be approached individually by various bodies in

an attempt to undermine BASDA's credibility, and bypass its methodical approach to ensuring your interests and opinions are presented collectively. As flattering as this may seem, it is very much divide and conquer; and I urge you to back BASDA in its various dialogues with the government.

As BASDA continues to evolve so too its representation widens. We have been aware that many of you have reseller communities who do not have a central body to represent them. Some resellers are development houses in their own right and most will be involved to some extent with the raft of government sponsored changes coming through. For this reason we are exploring the possibility of extending our membership categories to include them. This will be done with due consultation and with the initial establishment of a focus group to explore the viability and possible structure of such a proposal. Please look out for news of this and help us to reach your resellers who could benefit.

Finally I would like to welcome **Eilert Hanoa** (Mamut), **Alan Snell** (KCS), **Gary Turner** (Pegasus) and **Richard Anning** (Systems Union) as new members of the General Council duly elected at the AGM in March of this year. **Philip Taylor** and I were also re-elected.

Our thanks also to the outgoing Council Members:- Niki Fourie, Mark Luckham, Tina Rogers and John Sinclair who have individually and collectively made excellent contributions to BASDA during their respective terms.

Kindest regards
Eduardo Loigorri,
Chairman BASDA

Basda To Extend Membership To Resellers

BASDA is planning to extend its Membership to include business application resellers and implementation partners who will be invited to join a BASDA Resellers Forum. Reseller Members will have access to all the services which BASDA offers to its software developer Members, plus an opportunity to take part in a Reseller Forum, which will be run on similar lines to our highly successful Marketing Forum. The Reseller Forum would follow its own specialist agenda of topics of interest to their management and marketing staff. This would also answer the concerns of some of our existing Members who feel that there is a risk of poaching.

All BASDA's experience over 12 years has shown that working together makes the software community stronger and does not lead to unfair competition.

Whilst we already have a number of resellers amongst our Members, research amongst the reseller community found that many more would like access to our huge knowledge base and have a forum for discussion and future networking, particularly as they do not have a representative body to speak for them. They also expressed interest in a Code of Practice and having an opportunity to take part in the Marketing Forum.

Microsoft Business Solutions has undertaken a survey of some of its resellers and they all believed it would be an excellent proposal. However, to accommodate Reseller Membership, it will be necessary to revise our current fee structure. Many Resellers are large companies with a high turnover but low margin resulting in them being placed in our top membership tiers which are hard to justify for new entrants.

The BASDA General Council has proposed that BASDA should create a separate membership tier for Resellers, with their own benefits and Code of Practice. As with the House Building Industry, which has its own BASDA membership fee structure, we could attract and retain Resellers and create a

specialist focus group to cover their interests. The financing of BASDA is based on the number of members and their membership fees. If we could attract more members we could reduce the fees to all of our members which is a self fulfilling spiral. Unfortunately, due to consolidation in the Industry, we have adopted the opposite spiral at the moment.

To take the proposal forward, we intend to hold an open meeting of resellers / agents / partners and invite them to put forward their ideas for a BASDA Reseller Forum - if any Members have resellers who are keen to take part, please let **Dennis Keeling** know as soon as possible at info@basda.org.

A reseller recruitment drive is also planned using the proposed BASDA one-day seminar on the latest moves by HM Revenue & Customs (HMRC). These include the introduction of the OECD SAF-T and associated eAudit practices together with HMRC's reform of its Construction Industry Scheme. The seminar is scheduled for the end of June and will be marketed to Resellers as a special offer. We know that there is interest, as many international package developers such as Microsoft, Oracle & SAP leave localisation to their Resellers.



BASDA CEO Summit and AGM

BASDA held a highly successful summit for the Chief Executives of all our Members which was very well attended by 64 CEOs. This was held alongside the BASDA AGM and our first Marketing Networking Event which took place at the Lewis Media Centre at Millbank, just across from the Houses of Parliament. The event was masterminded by **Peter Robertshaw** who has now been appointed as Chairman of the BASDA Marketing Group. Peter was previously UK Marketing Director of SAP.

3-4% Industry Growth expected

Richard Holway, Director of Ovum, gave the CEOs his view of the prospects for the software industry in 2005. He provided data on the disastrous slump which affected the industry after the Millennium bubble but reported that the bottom of the cycle had passed and that there had been some growth during 2004. His projections for 2005 were that the industry will probably grow at about 3-4% ahead of inflation and for the longer term future, software developers will have to adjust to much slower growth than they experienced during the 1990s.

Richard then took part in a follow-up panel discussion with a number of other industry experts including **Jon Hughes** - Microsoft, **David Rae** - Accountancy Age, **Clive Booth** - Lewis and **Dennis Keeling** - BASDA, on the topic '*Is there a future for a software industry based in the UK?*'

This was followed by a related discussion on 'Mergers, Acquisitions, Partnerships and Funding' with **Jon Moulton** - Alchemy Partners, **Philip Taylor** - CODA, **Phil Brown** - Causeway, and **Nick Kingsbury** - 3i (Global Head of Software). **Jon Moulton** gave some sound advice on the current realistic pricing of software companies for acquisition.

Clive Booth from LEWIS PR gave a concise and very effective presentation entitled 'Getting noticed in 2005 - A PR strategy for CEOs!'. He gave out his 'Emergency Media Guide' and advice on what is news:-

EMERGENCY MEDIA GUIDE

1. Conflict
2. Hardship / danger to the community
3. Individualism / celebrity
4. Scandal
5. The unexpected, oddity or novelty.

With this in mind, most CEOs revised their planned Press Releases!



BASDA AGM

Eduardo Loigorri – BASDA, Chairman, explained how over the last 12 months BASDA members had taken more responsibility in the development of their association. He outlined the successes we had had in the last year especially the setting up of the BASDA Marketing Forum.

At the AGM, the Members approved some simple administrative changes to the BASDA constitution and agreed the accounts which were presented by the Treasurer, Philip Taylor. Philip reported that BASDA had managed to put a small amount into its reserves in 2004 following the losses which it had experienced in 2003. He also pointed out that, due to the consolidation in the industry, BASDA membership is bound to fall and we need to recruit and retain more Members if the fees for Membership are not to rise further in the future.

The Elections to the General Council took place. Four Members of the General Council resigned at the end of their terms of office. BASDA Chairman, Eduardo Loigorri from Exchequer Software (now Iris Software); BASDA Finance Director, Philip Taylor from CODA (now retired); Tina Rogers (KCS) who had served on the General Council for 3 terms; and Niki Fourie (Burns) who had recently had a baby.

Those standing for election were:-

- Richard Anning**, Product Marketing Director, Sun Systems - accounting software;
- Eilert Hanoa**, CEO, Mamut, a Swedish software company launched in the UK in 2004;
- Alan Snell**, CEO of KCS - Payroll and Human Resource software;
- Gary Turner**, CEO Pegasus, accounting software;
- Eduardo Loigorri**, BASDA Chairman (Iris);
- Philip Taylor**, BASDA Finance Director (Coda);

The Chairman and Finance Director were both re-elected together with Richard Anning and Alan Snell. The results were so close that the Chairman's first decision on his re-election was to co-opt Gary Turner and Eilert Hanoa on to the General Council - a fifth GC member Mark Luckham has subsequently resigned.

The BASDA General Council is now:-

- BASDA Chairman, - Eduardo Loigorri
- Kevin Misselbrook - Access Accounts
- John Crooks - UK MD Agresso
- Graham Kimberley - Cedar OpenAccounts
- Alan Snell - CEO, KCS
- Eilert Hanoa - CEO, Mamut
- Veda Snyman - Microsoft
- Gary Turner - CEO, Pegasus
- John Rutherford - CEO, Rutherford-Webb
- Kevin Hart - Sage
- Anne Cave-Penney - SAP
- Richard Anning - Sun Systems

BASDA Executive

- Dennis Keeling - CEO
- Philip Taylor - Treasurer
- Wendy Haylock - Communications Director
- Steve Baker - CIO
- Peter Robertshaw - Marketing Forum Chairman



BASDA'S FIRST MARKETING NETWORK EVENT

The evening Marketing Network Event was attended by more than 100 people and was also a great success. It was sponsored by B2B - the new business to business marketing magazine and included some interesting discussions and plenty of opportunities for networking. A summary of the event and the major debate of the evening, appears on P7.

Code of Practice

The BASDA Code of Practice was launched last year and has been widely welcomed by the industry. Nearly 100 companies have now accepted the terms of the Code of practice. Each Company that has signed up to the Code of Practice is highlighted on our web-site:- <http://www.basda.org/members>.



BASDA members who subscribe to the BASDA Code of Practice agree to abide by the terms of the code which covers Product Development; Testing / Quality Assurance; Documentation and Software Support. To qualify to display the special BASDA Code of Practice logo, the Code must be signed, as an undertaking, by the Company's Chief Executive. For those not yet signed up the Agreement can be downloaded from our web-site:- <http://www.basda.org> - Members area - Members downloads.

Issues such as development planning, upgrade paths, minimum notice for product withdrawal as well as testing, provision of information, problem reporting processes and charging issues are all covered in the Code of Practice. It also includes a promise that, in the event that a user has a dispute with the software house that might be service or product related, then the software house will provide the user with a clearly defined escalation process for resolution.

BASDA is pleased to confirm that after 6 months of operation it has not received any customer complaints relating to members signed up to the Code of Practice.



The members signed up to the BASDA Code of Practice are:-

Access Accounting	Dataflow (UK)	KCS Management Systems	Real Asset Management
Adroit Software	Daybook	Keytime Systems	Result Group
Advanced Programme Base	Dillon Technology	Kingston Developments	Rutherford Webb
Advantage Business Systems	Distinction Systems	Lakeview Computers	Sage UK
Agresso	e-Government	Lawson Software	Salford e-Commerce Solutions
Alternative Business Solutions	Electronic Data Processing	Madics Systems	SAP (UK)
Answer Solutions	Epicor Scala	Maginus	Sapphire Systems
Assetware	Exchequer Software	Mamut ASA	Servoy BV
Atlas Products International	Exportmaster Systems	Masterlink 2004	Soltec Computer Systems
Belmin	Exordia Software	Microsoft	Specialist Data Solutions
Blanewood Andrews Computing	FMIS	Miracle Software	Strategix
B-Plan	Freeway Commerce	Mitral	Symmetry
Business Analysis	Friedmann Corp	Mondas Information Technology	Systems Union
Business System Services	Frontier Software	OpenAccounts	Talos
Cash Software BV	Genesis Capital	Patersons Payroll Solutions	Thames Computer Systems
Causeway Technologies	HansaWorld (UK)	Pegasus Software	Timeslice
CODA	Herbst	Perwill	Topaz Computer Systems
Coldharbour	Impaq Business Solutions	Postcode Anywhere	Ty-Com Business Systems
Computer Software Group	Infospeed	Priam Software	Version One
Construction Industry Solutions (COINS)	i2i (innovate to integrate)	PS Financials	Welcom Software
Cyberqube	Intex	QAD Europe	
Datafile Software	Intuita	Qtac Solutions	
	Iris	Radius Computer Services	

Marketing Forum



B2B marketing challenges for 2005? It's all about the leads!

At the first B2B marketing professionals networking group, more than a hundred attendees came together to share ideas and hear an expert panel discuss the benefits of online and search marketing. Attendees covered the whole spectrum of marketing roles and came from organisations of all sizes with a majority from IT-related companies.

Predictably when asked about their greatest challenge for 2005, the group had a wide range of responses. However, being asked to do more with less, came out as a strong common theme.

Most were out to drive up awareness levels and increase the volume of leads but often with reduced budgets this year. This was in support of aggressive business growth targets set by their companies.

Surprisingly many people cited PR as a major challenge area possibly indicating that this tool, which was once tasked with awareness generation alone, is now being pulled into the mix to play its part in lead generation. It is also seen as relatively cheap way of reaching target audiences - a boon when the purse strings are tight.

Differentiation in mature markets and tailoring the message by audience and industry were also quoted as issues for the rest of the coming year.

Tough as the demands on B2B marketers are, the attendees should be happy that they are not in the position of the person who responded "Everything!" as their biggest marketing challenge for 2005.

When asked their greatest success of the last year, the group became very specific, listing events successfully run, awards won and products launched to the market. If you believe that B2B marketers need to position their results in the wider context of their organisations' business goals, then this was disappointing. Successes cited were for standalone activities where we could feel in control rather than where we played a part in a greater company success. This means we risk being stuck with the label "deliverers" rather than being asked to participate in setting the strategy for the company.

Suggestions for future events highlighted the need for B2B marketers to have their own forum for information and debate. Topics cited - such as online, e-mail, volume marketing, PR and creative new ideas - all have a different spin for the B2B market rather than B2C. Indeed there is a hunger to continue the information sharing with the majority of marketers wanting to meet at least quarterly but with a significant minority favouring monthly and even fortnightly sessions.

One of the most interesting debates at the Marketing Networking Event was a debate on online marketing. The following is an article from B2B Marketing magazine which summarises many of the points made.

MARKETING NETWORK EVENTS

- see details of next meeting in Events Page 19

"Get the most from Online & Search Marketing"

After the first flood of marketing funding which flowed into the web during the dot.com boom and, to some extent, the backlash against web advertising and email marketing, it is now a good time to re-examine these elements of the marketing mix to see what they can really deliver.

Things have moved on, both for the good and the bad. There have been developments in what can be offered online, Microsoft has entered the market with MSN Search and new search engine optimisation services (SEO) are available. But there is also an ever increasing volume of noise and junk obscuring the marketer's message. With more options about where we spend our money, how can we focus our budget on the right techniques and get the right message to the right audience at the right time?

Guy Phillipson, the new Chief Executive of the Interactive Advertising Bureau, is certain that online techniques should be at the top of the list for marketers. *"The web is growing in importance, not declining. During the working day it has a far greater audience than TV or radio and majority of online sessions include a hunt for information using one of the major search engine tools".*

"How people use the web at home is also setting their expectations for what they want to be able to do at work they want easy searches that will provide the answers to their business questions" says Russ Cohn,

Marketing Forum (continued)

Head of B2B Vertical Markets at Google. Given the ubiquity of search it is important for marketers to give it due consideration, but also to understand how it can be best used.

Anthony Groves, MD of Business United, is proposing to go even further with online techniques. *"The key is getting the right message to the right person and very importantly at the right time. The most efficient way to do this is to put the customer in control and let him pull the information when he needs it."* To this end, Business United have created an online community, initially focused around major business systems provider, SAP. *"The customer has their own personalised micro-site and they tailor this to say what they want to know about and which marketing campaigns they want to receive. With traditional techniques the marketer never knows if they are hitting the right person at the right time. The recipient can feel overburdened and expensive marketing materials can end up in the bin if they don't hit at the exact moment he is facing that particular business problem."*

With Business United online and offline elements are combined to trigger follow-up activities. *"With the personalised sites we know when someone has responded to an offer made via email or direct mail. We can see what the customer has looked at online and tailor any follow-up based on their interests. Variable digital*

printing, triggered by this information, even allows us to build brochures and direct mail to specifically answer the needs of an audience of one or to respond via email or SMS."

It seems that the nirvana of one-to-one marketing is getting closer, facilitated by the evolution of online and search techniques. But there is no one-size fits all for the way to go about this for marketers. Budget, brand awareness, the size of the potential audience and the breadth of your products range are all factors in deciding how you weight the marketing mix and combine offline with online.

For further information visit:

- Interactive Advertising Bureau - www.iabuk.net
- Google UK - www.google.co.uk
- The Platform - www.the-platform.com
- Business United www.businessunited.net

Since SAP is unable to continue providing meeting accommodation for the Marketing Forum, BASDA plans to use the Lewis Media facilities wherever possible, as these are offered free. Any Members who have facilities for meetings of up to 50 people who would be prepared to host Marketing Forums, occasionally, should get in touch with **Peter Robertshaw the Forum Chairman at peter.robertshaw@basda.org**

Marketing Forum - User Groups – Benefit or Liability

This is a summary of a group discussion on the benefits of User Groups which was held at the last Marketing Forum Meeting.

Benefits of User Groups:

- Interaction and shared experiences
- Best practice
- Networking
- Forum for development (and troubleshooting)
- Security for Customers (in that they have met with like-minded individuals)
- Dialogue is open and available

It was felt that User groups were most effective when run independently and branded as independent from the software vendor. However it was recognised that the user group may need some financial and administrative support from the vendor to make it successful.

Typically most User groups are product focused although sometimes divided into industry groups. The value of the inclusion of prospects in the User Group was debated since, in some instances, it could bring positive business benefits but in others it could have a negative impact.

The use of media to communicate with User Groups was considered and it was agreed that all forms were appropriate for a User Group to function well, although a website and events (conferences/meetings/seminars) were considered the most effective media.

Benefits of User Groups are considered to be much greater than the costs and include:

- generating new business
- upgrades from existing users
- customer retention - non commercial loyalty
- Marketing involvement (e.g. PR participation)
- Motivational for vendor (from 2 way feedback)



House-Builders

We are currently assisting the House Builders with a diverse set of messages using our eBIS-XML Library of common components.

Steve Baker, our CTO, has re-drafted 3 messages for the House Builders which may be of interest:

- eBuild-XML has been refactored to use the eBIS-XML Component Library,
- A change to enhance maintainability and extensibility.
- A Tool Hire Invoice has been proposed as an extension to the standard.
- A Document Request has been proposed as a new eBuild message.

You can find out more and comment on these developments by visiting these pages:

<http://basda.net> - EBUILD - for the refactored version

<http://basda.net> - EBUILD -Tool Hire Invoice Extension

<http://basda.net> - EBUILD - Document Request

A brand new test programme has been set up to enable the House-builders to request copy documentation from suppliers via an XML message. The supplier's system

returns the requested document to the recipients as an email attachment. This is by an automated WEB service. The concept has been developed in conjunction with Symphony Group and David Wilson Homes and has been tested successfully.

There are now initiatives in the Irish Republic to adopt the BASDA eBuild-XML standard with the potential of additional members joining BASDA.

Dennis Keeling also sits on the HMRC Construction Industry Reform Implementation Panel (CIRIP) and regularly feeds back to the House Builder members the minutes from these important meetings.



Sarbanes Oxley White Paper

The SOX Working Party accepted the offer from PWC to help BASDA define the main requirements for the White Paper. A smaller focus group met up with PWC and had a presentation by one of its experts on SOX. The BASDA team decided to use the framework of his presentation as the template for the BASDA White Paper.

It was generally agreed that only after the first filings in June 2005 would the extent of the problems surface. It was therefore agreed that we would initially prepare a template for the BASDA SOX White Paper, in the meantime and update it when emerging information became available with a view to publishing it around September 2005. It will only cover SOX requirements - any changes by the EU or IASB to include similar legislation will be treated separately in other white papers. This will ensure the various BASDA 'Corporate Governance' White Papers will all be independent of each other and therefore BASDA will be able to quickly and accurately respond to any changes.

A separate section on the BASDA web-site has been set up to act as the knowledge base for all SOX information and links to other useful sites See: www.basda.org - Members Area - knowledge base - Sarbanes Oxley

The working document has now been filed on the BASDA collaboration site <http://basda.net/sox> to allow working party members to contribute to it. So far there have been few contributions. At the recent SOX working party meeting a few dedicated members agreed to add content to key paragraphs in the White Paper - and be duly recognised for their efforts.

Government Working Parties and Committees

A roundup of the latest decisions and discussions from all the Government committees which BASDA attends on your behalf. The links are shown on the BASDA web-site:

<http://www.basda.org> – Members Area - Knowledgebase

Calendar of Government Regulation

2005

- IFRS all public companies - EU and most of the world except USA
- Sarbanes Oxley - all US-based listed companies
- HMRC
- Payroll eFiling XML (large organisations 250 employees)
- Corporation Tax CT 600 eFiling - XBRL
- VAT 100 / ESL / Intrastat eFiling - XML
- VAT SAF-T Standard Audit File for Tax purposes - XML
- Companies House - Annual Accounts eFiling XBRL
- OGC - eProcurement all suppliers - XML
- NHS - NPFIT centralised Patient Records - XML

2006

- Sarbanes Oxley - all US listed companies - overseas based
- FSA eFiling of regulatory information - XBRL
- HMRC
- Profit & Loss / Balance Sheet - XBRL
- Construction Industry Reform - XML
- EU / IASB review of Sarbanes Oxley procedures
- VAT on place of consumption

2009

- HMRC - Payroll eFiling XML - all companies

Government e-Filing Initiatives

The current eFiling initiatives that BASDA and its members are involved with are as follows:-

HMRC

- PAYE e-Filing
- Self Assessment
- Corporation Tax
- Construction Industry Scheme
- VAT 100
- EC Sales List
- eAudit & SAF-T

OGC

- eProcurement and the Zanzibar project
- Computer System Specification (CASS)

COMPANIES HOUSE

- e-Filing of Annual Accounts

FSA - e-Filing of regulatory returns

During the run-up to the election, and the merger between IR and HM C&E many initiatives were put on hold but we expect to resume activities on all these fronts almost immediately. As you can see from the list, we have to make it clear that, however much we may want the Government's eFiling initiatives to succeed, as an industry, we just cannot cope with the workload we are being asked to carry on so many fronts.

The UK has already fallen back to below the European average for usage of e-government services, according to an EU benchmarking report. According to the survey, 31% of businesses get information from the government online in the UK. This places it behind Sweden (90%), Italy (51%), Lithuania (63%) and Poland (57%) in this category. For individual transactions the UK is at the same level as Slovenia, with 3% of the population having sent forms online to public authorities. It is behind Luxembourg (21%), Denmark (14%), Germany (7%) and Estonia (13%) in this category.



OECD, GTBAS & SAF-T

(Or for those of you who are fed up with all these acronyms) Organisation for Economic Co-operation and Development; Guidance on Tax Compliance for Business & Accounting Software; & Standard Audit File - Tax.



The OECD members have ratified the GTCBAS and the SAF-T and a formal announcement has made. These can be viewed at the links indicated on the OECD website and ITD website. The links are shown on the BASDA web-site: <http://www.basda.org> – Members Area - Knowledgebase.

The Tax-XML sub-committee sponsored by OASIS was demanding that the introduction of SAF-T be delayed until XBRL-GL is launched - planned for end 2005. It believes that if SAF-T was launched now, that most developers will deliver an XML version and will be reluctant to upgrade that to XBRL-GL when it comes available. They appear to have disproportionate influence with some sections of OECD. But there are also other lobbying groups who want to get SAF-T delivered quickly - especially HMRC who want to implement it in the UK.

It is likely that this will be supported by early implementation in the following countries:-

- Australia
- Belgium
- Canada
- Holland
- Japan
- Sweden
- Germany
- United Kingdom

The OECD has recommended that legislation may be needed to establish the use of SAF-T and some countries have already intimated that they will start to specify its use.

HMRC will be restating its current requirement for electronic records to be available in the SAF-T format. It launched its initiatives at SoftWorld in March and with plans to develop a BSI Kitemark for VAT and eAudit in the UK. HMRC held a meeting with the UK Accounting Bodies in March to get the same buy-in as was achieved in Holland. The Accounting bodies accepted that eAudit was the next logical stage and agreed to work with HMRC. However there was strong opposition to the software Kitemark proposal see later.

A follow-on OECD eAudit working party has been established to determine the requirements for software controls outlined in GTBAS and to handle the International rollout of SAF-T. The OECD does not want the SAF-T to fragment into different versions for different countries and wants to try to establish an international specification. BASDA, as the custodian of SAF-T, is a key member of the new OECD eAudit working party. The OECD Chair has ruled out any international certification on the grounds that this would put an additional burden on the software industry, the cost of 3rd party testing as well as upgrading their software.

Government Working Parties and Committees (continued)

BSI Kitemark in Accounting Systems

BASDA and four of its mid-range members were invited to a steering group meeting with the BSI to develop a BSI Kitemark for VAT in Accounting Systems which HMRC wish to implement. Normally Kitemarks are

developed on the recommendation of the industry. This Kitemark is different - it is being sponsored by HMRC as a means of documenting its requirements for good VAT practice and will be promoted as a Publicly Available Standard (PAS) rather than an industry standard. The HMRC sponsored Kitemark will be voluntary; it had no plans for any legislation to enforce it. It would cover 'Good VAT practice in order to help business get the VAT return right first time'. The BSI was trying to get buy-in from the software industry but BASDA and its members could see no need to have yet another BSI Kitemark in Finance Systems - you will recall one was established in 1992 at great cost to our members which was the catalyst that led to the formation of BASDA.

Following the meeting and to coincide with HMRC's launch of the proposals at Softworld, BASDA mounted a strong PR campaign against the proposal and was supported by ICAEW who volunteered to include the requirements in its own Accreditation. With BASDA, they pointed out that two accreditations would put an unreasonable burden upon the software developers and publicly rejected HMRC's claim to have consulted them on the issue.

OECD's recommendation that there should not be any certification of the SAF-T has also caused problems for HMRC with its UK Kitemark. BASDA has officially written to

HMRC to request that it abandons its Kitemark plans. It has offered to work with HMRC to develop a VAT standard, as it did with IR on its Payroll standard, but not with an external commercial organisation like the BSI.

We have re-iterated our support for the ICAEW Accreditation. Following BASDA's intervention, the ICAEW has now become involved in the Kitemark with a view to HMRC appointing the ICAEW to be the approved certification body for the Kitemark.

However, at a recent meeting between BSI, HMRC and the ICAEW, it became clear that there were some copyright and intellectual property rights issues which the ICAEW questioned. BSI stated that a Kitemark was a collaborative effort and any member of the steering group had an equal right to instigate changes - HMRC would not accept this. Although BASDA continues to oppose the plan to introduce a Kitemark, we have agreed to attend all the meetings and to express our Members' views about the content of the test specification to ensure that BASDA Members are kept fully informed of the plans and, where possible to influence the direction of the testing programme.

First Draft of Kitemark spec is onerous

At present BSI is still going ahead with its plans and has produced a first draft of its proposals which is available for comments see: <http://www.basda.org> - Members Area - knowledge base - HMRC VAT

It is very onerous especially the requirement for self-testing tools. Many of the aims are loose and would be difficult to tie down in a test environment. The over-riding intention appears to be that, if the package contains VAT functionality it will all be thoroughly tested - so complex packages will have to undertake complex testing, simple packages will only have superficial testing.

There will be no mandatory minimum requirements - if VAT functionality exists then that VAT functionality has to meet the Kitemark requirements. If VAT functionality is not present there is no requirement for it to be present. Therefore a package without the Cash method of VAT recording would be exempt from the tests relating to the Cash method. A package with basic functionality would have simpler tests than a package with sophisticated functionality.

Furthermore, the Kitemark does not cover the wide range of VAT requirements as defined in the BASDA VAT Specification - see Steve Adkins comments (the external tester for the BASDA VAT Accreditation) <http://www.basda.org> - Members Area - knowledge base - HMRC VAT

BSI hopes to start testing against the Kitemark in September 2005. So far no BASDA Members have committed to going ahead with the test and this looks like another Government expensive white elephant.



HMRC Construction Industry Reform

BASDA has been forced to protest to the Government again over HMRC's reform of its Construction Industry Scheme

From April 2006, the Government is to introduce the Tax Treatment Qualification Test (TTQT)- yet another raft of red tape - this time to complicate still further the Inland Revenue's CIS scheme for taxing sub-contractors.

At the same time HMRC is planning to introduce a brand new on-line computer system for CIS and is expecting the industry to link their own systems to it, without allowing adequate time for development, testing or the opportunity of parallel running

The purpose of the Tax Treatment Qualification Test (TTQT) is to determine whether a sub-contractor is entitled to beneficial 'Gross Tax' treatment or liable to tax deductions currently at 18% on the labour charges for registered net tax' payers, but rising to as much as 30% for unrecognised sub-contractors. TTQT will be initiated whenever a sub-contractor applies for registration and, at least once a year in the new CIS, for any who are already registered in current CIS.

The changes to CIS could mean that, in 2006, thousands of sub-contractors are likely to fail IR's online TTQT. A miss-spelling of a trading name could mean unrecognised' status being put onto an existing sub-contractor at the verification stage forcing them to pay a penalty tax of 30% on all payments until the matter is resolved. Considering the opportunities for error in spelling the names of thousands of Eastern European building workers and the chaos that might ensue on a huge site like Heathrow Terminal 5, the mind boggles.

Even worse, the HMRC's TTQT verification system will automatically link to its three separate departmental databases PAYE,

Corporation Tax and Self Assessment. The verification checks for any missing returns or late payments to any of these departmental databases. (It's rumoured that it will even check VAT returns as well!). If the system shows one late submission in any of the three databases, the company loses its gross status (Even a missing nil return shows up as a late submission).

CIS legislation is already established but it has been interpreted with discretion by individual tax inspectors. This will not be the case in the future, when the whole process will be automated.

Computers are not known for their consideration in assessing the rules they obey them blindly. So, from 2006, existing approved sub-contractors, who do not have tax deducted from their payments, could lose their advantageous 'gross tax' basis if they fall foul of the routine annual TTQT.

For example, if just one of the sub-contractor's directors files their personal self-assessment tax form late, the whole company could lose its prestigious 'gross tax' status a major financial burden on the sub-contractors cash flow - One strike and you are out. There is no consideration taken to review if the director is a major shareholder or just a part-time non-exec without any shareholding.

CIS ELECTRONIC SUBMISSIONS

The intention is to have all communication between Contractors and HMRC in an electronic form. IR will provide a local portal' facility to verify the sub-contractor's status, although it is hoping that back-office finance systems that support CIS will have this facility built into their systems. The contractor's

monthly returns can be entered by hand on to a web-page but IR expects most contractors to submit the information electronically by EDI or XML (which will be the preferred method).

BASDA has explained that it normally takes 18 months for software developers to incorporate major changes into their software - it's already less than 12 months to the compulsory go-live date and the specifications for the changes have only recently been published by HMRC. It is therefore unlikely that BASDA's members will be able to have the new version of the CIS interface available and adequately tested in time for its contractor customers.

BASDA has formally protested about this inept system and the total lack of consultation with the software industry who were simply told about the plans without any consultation. Experience with other Inland Revenue projects shows that HMRC is particularly bad at delivering major changes to its IT systems on time - it took 3 years to get the bugs out of the PAYE online filing and it still has major operational problems as our report on the launch shows.

Linking a new CIS system to three disparate databases by a new facilities management organisation will be a major IT project. It will need a lot of systems analysis, development and testing before it can go live - certainly longer than the 12 months planned. To then plan live operation with the industry without adequate parallel running is a recipe for disaster!

BASDA has pointed out that the software developers do not believe they have enough time to revise their software and deploy it in time for the April 2006 big-bang changeover.

Government Working Parties and Committees (continued)

HMRC has no plans for a parallel period of running of the existing voucher scheme and the new eFiling scheme.

The new scheme is more suitable for Accounts Payable implementation whereas the old scheme was more aligned to Payroll. It is not just the construction Industry that will be affected; it is any employer that employs sub-contractors covered by the 'Gross Tax' scheme, which applies to most local councils.

The construction industry has asked for an urgent meeting with the new Minister appointed after the election to try to get the scheme delayed. It is worried about the timescales for implementation especially for the larger employers and the risk of HMRC having problems with its roll-out of its new computer systems. The construction industry is also worried about the costs of implementing the reform. BASDA has put up some costings which were initially thrown out by HMRC but are now being revised by them. BASDA has asked its members for more up-to-date costings for the development and deployment of the reform following the delivery of HMRC's eFiling specification.

Full information about the reform can be obtained from BASDA's web-site <http://www.basda.org> - Members Area - knowledge base - HMRC CIS and also for HMRC's <http://www.hmrc.gov.uk/ebu/cis-reform.htm>

At the latest meeting with the software industry on 16th May 2005 to outline its XML filing requirements some of the Government's technical people acknowledged that the timescales were impractical but suggested that the decisions were being made on political rather than operational considerations. The

significant change was the introduction of the IR-Mark on all electronic submissions - this is an algorithm based on the W3C recommended 160 bit secure SHA-1 Hash - it is a cryptographic message digest algorithm. <http://www.w3.org>

Unfortunately, for this algorithm to work effectively it has to be used with Canonicalized XML. This means that developers and IT departments will have to ensure that the XML message sent to HMRC is in a strict W3C Canonical format - normalised white space, attributes etc. See <http://www.w3.org>

The IR-Mark has already been introduced for the Self Assessment eFiling to HMRC. Essentially this is doing what the Checksum in the BASDA eBIS-XML standard has been doing - we should consider upgrading the BASDA standard to the SHA-1 Hash.

The introduction of the IR-Mark will cause some problems - especially for the Construction Industry's IT departments who were planning to hack the message instead of letting us upgrade their systems.

We are keeping up the pressure on HMRC.

BASDA is running a Technical Workshop on 22nd June to explain the changes to the Construction Industry Scheme and how to export the XML messages from your back-office applications. See Events page 19.



HM Treasury - VAT at place of consumption

HM Treasury is now promoting the adoption of the EC draft Directive on VAT at the place of consumption; rather than VAT at place of supply, as at present, When the UK takes over the EU presidency in July 2005. It wants to ratify the EU directive on VAT at place of consumption. This directive narrowly missed ratification in November 2004 at ECOFIN when Germany (thankfully) vetoed it.

This directive will only apply to supplies of services to non-VAT registered individuals in other EC countries. At present supplies to VAT registered companies are reverse charged and supplies of goods are subject to import duty. The treasury is proposing a single point of entry using the one-stop-shop principle which will require the VAT registered company to work through a common portal for all of its EU taxable supplies. This will affect telecoms, insurance, web-based products etc and will mean that our software has to cope with the VAT rates for 25 different EC countries, with different currencies and different implementation rules. It will be a nightmare to support and will make it very difficult for our customers to keep abreast of the VAT nuances in each of the 25 member states. Our software will have to hold VAT tables for each of the 25 EC countries and try to provide support for the differing business rules for the charging of VAT in these countries - the diverse problems of Ireland and Belgium spring to mind.

We sent the following letter to the Treasury and the EU body responsible:-
 Re: D(2005) Consultation Paper VAT The Place of Supply of Services to Non-Taxable Persons;
 COM(2004)728 final. As the representative

body of the application software industry we would like to raise objection to the proposals outlined in this Consultation Paper.

The direct effect of these proposals would mean that our invoicing and accounting systems would have to be significantly enhanced to cope with VAT rates and rules for each of the 25 EU Countries. This would be a significant amount of work for ourselves, in programming the changes into our packaged applications, and also, place a disproportionate burden on our customers, who would be required to upgrade or replace their Business Systems.

Whilst the proposed changes would only relate to the sale of services to non-taxable customers between EU countries by suppliers with exports above the 150,000 Euro threshold, the fact that it will apply to some of our customers will mean that we will have to upgrade our systems.

This would be a major change for us; at present we only have to store the tax tables for the supplying country; under these proposals we would have to store the tax tables for all the EU countries and apply these to invoices based on the place of consumption. With 25 EU countries with over 125 different tax rates in total and very different rules for applying these in some countries it will be a nightmare to support. How will our customers ensure that they are using the current tax rates and applying the correct rules for all 25 countries?

We would also see the administration of these rules by the VAT authorities in each country becoming very complex. We would be required to hold records of the different VAT Outputs and Sales to each member state separately. The VAT Authority's Audit teams would have to check that the correct calculations had been applied.

The consultation paper suggests that VAT reporting will be an electronic submission to a single electronic portal this in-turn will place a significant burden on our customers and may require software providers to develop a specialist interface to automatically send this return electronically from our systems.

Having conferred with a number of our software developer members, it is apparent that they may consider this too onerous a job to put this level of complex business logic into their software. The users would then be left to define their own VAT codes, rates, and VAT values. They would need to make unassisted decisions as they process their transactions. Many of our members have developed highly refined systems and are proud that the software closely controls the user's opportunity to err in their selection of VAT rate and tax values. A move towards software where the user has all options open to them would, we believe, be a step backwards, and would only increase the burden and complexity of VAT audits and inspections.

Government Working Parties and Committees (continued)

OGC CASS (Core Accounting Systems Specification) Initiative

The Office of Government Commerce (OGC) has now updated its Core Accounting Systems Specification (CASS) following representations by BASDA and its Members.

The OGC has now split the specification into a Core Statement of Requirements, (106 pages) and a separate Statement of Additional Requirements for the larger Government Departments (44 pages).

These new specifications will be used as a basis of testing Financial and Accounting products - a minimum selection requirement for Government Departments. The specifications can be downloaded from the BASDA web-site:- <http://www.basda.org> - Members Area - knowledge base - OGC CASS

The OGC is still open to comments about these specifications. Please let Dennis Keeling know if you wish to make representations - info@basda.org.

OGC eProcurement Zanzibar project

This project was scheduled to go live this summer. There has been no further information on the Zanzibar website and we have had no recent contact with the OGC. Peter Court, who headed the project has now been moved to the Cabinet Office.

There was a lot of discussion earlier this year about the adoption of CXML - a proprietary standard that has been adopted by the Scottish equivalent of the OGC. BASDA made representations to the OGC and to our members that are involved in the bid for the portal - the contract for the supply of the portal has still to be awarded and the final specification still to be published.

However, in spite of the central Government delays, the Local Authorities have been pushing ahead with their schemes as the following report, which first appeared in Capita Education Services - Achievement Magazine - Autumn 04/Winter 05 Edition

eProcurement in West Sussex

In 2003 the Office of Government Commerce (OGC) and BASDA invited Capita Education Services to join a working group to agree XML file structures and take part in assessment trials as part of the Government agenda for eProcurement. Early last year OGC announced the success of the trials (see www.ogc.gov.uk)

The developments, which were trialled in that project, have now been taken forward to add functionality to the latest version of Capita's FMS schools finance system, allowing schools to create Confirmed XML orders for suppliers. If a school is using Microsoft Outlook the XML order can be automatically attached to an email, saving time and reducing the costs.

In addition, the Company is currently discussing with a number of suppliers how schools may access their websites to create a 'shopping basket'/ Content Order. Once created, the Content Order will be emailed to the school for importing into FMS as an Unauthorised Order for authorisation in the normal manner. During the developments Capita has worked closely with a number of LEAs to ensure that the new functionality is appropriate for school colleagues.

"We see the use of Content Orders as being the way forward – this will allow staff in school to shop on the web with the proposed expenditure still passing through the financial controls with FMS. The Content Order functionality will save the school administrator time as each item will not have to be typed in manually hence increasing accuracy and efficiency," says Glenis Trebicki Lancashire SIMS support team.

Using online ordering in West Sussex

One of the early adopters of the new functionality is Sylvia Grainge, bursar of Chichester High School for Boys, who was keen to send orders electronically to suppliers. Early in July 2004 Capita representatives visited the school with Derek Knight from West Sussex Management Audit who was happy enough with the controls within the process to give the go-ahead to a trial. An XML order was duly emailed to a supplier and the goods appeared on cue a few days later. Sylvia has since placed further orders, which have, resulted in equally successful deliveries.

Here are her views on FMS and eProcurement: "The system was easy to set up, following notes that the LEA provided, and all the goods ordered in this way were

delivered as expected. We previously faxed orders to suppliers and frequently encountered problems – non-delivery of items and lost orders. I would recommend XML ordering as the way forward."

Following on from this success story, Capita was approached by a primary school bursar Lisa Holroyd, from Halsford Park Primary School, East Grinstead who also wanted to email her school's orders. As the school regularly orders from the local authority supplier, Yorkshire Purchasing Organisation (YPO) which took part in the trials, she seemed an ideal candidate. "Wonderful, a time saving process!" was her verdict. "Setting up the system to allow orders to be processed via email with Yorkshire Purchasing Organisation was a simple process. YPO confirmed that they had received my orders and were processing them straight away. No more posting or faxing of orders that can get lost along the way!"

According to FMS Product Manager, Ian Romeo-Smith, "A number of other LEAs have indicated that they wish to take advantage of these developments including Buckinghamshire, Coventry, Devon, Leicestershire and Northern Ireland."

GOVERNMENT IT CO-OPERATION PROJECT

BASDA - Building a new relationship between the Government and the IT Industry

As part of its on going programme of government liaison, BASDA is planning a campaign to try to convince Government Departments and IT officers to consult with BASDA at the planning stage of future IT projects.

We intend to write to all senior IT project Managers within Government and publish our letters in the press to draw attention to the problems which could be overcome by earlier consultation and better co-ordination between departments.

We can point out that lack of REAL consultation on Government projects is tarnishing the UK-based software industry's reputation when they blame the developers. It is placing a strain on our help desks and support staff when debacles such as the collapse of the PAYE online service leave users with nowhere to go except their suppliers.

We can offer to bring our experience of how to run successful implementation projects to the public sector to ensure that the upcoming Government projects are successfully implemented.

We can offer our basic top tips such as:-

- No big bang go-lives - parallel running until systems are proven
- Undertake a detailed RISK analysis beforehand
- Have a back-up plan when things go wrong - as they always do
- Schedule go-lives so that they do not clash with peak filing
- Inform the stakeholders and the industry early
- Hold real consultation - listen to the points raised
- Update and train frontline staff on systems change
- Provide effective testing facilities for the software industry

The importance of this project can be gauged by the reports from all our current Government working parties and the issues highlighted in the Press.

PAYE Reports Online

You might have thought that after the huge problems which are still being experienced by many of the users trying to file their end-of-year PAYE returns, online, that HMRC might have learnt that it is not wise to introduce new systems without providing timely testing facilities for the software packages which have to link to them and that it is not a good idea to go live with a brand new system for the first time on the first day of the new financial year.

But No! In spite of the fact that not a single return has yet been verified and they are all being stored for future assessment because the new system cannot deal with them, HMRC has issued a press release telling everyone what a success the whole process has been because 500000 returns were filed on line. They didn't, of course, mention the hundreds of thousands of helpdesk calls to our Members and their resellers, when the users had problems with the Government website and were unable to access the Government helplines because they were so overloaded.

EC Sales Lists -

In June 2004 Customs introduced a new service for submitting EC Sales Lists via the Internet. HMRC has recently written to those businesses who currently submit EC Sales Lists by Plain Paper Schedule to notify of its intention to withdraw the concession by 31 July 2006.

HMRC will require all submissions to be online from that date. HMRC has provided us with its draft template for EC Sales List submissions in an XML format which can be found:- <http://www.basda.org> - members Area - knowledge base - HMRC VAT

A temporary testing facility will be provided by HMRC by e-mailing your XML instance to:- Mulvihill, Lyn
<lyn.mulvihill@hmce.gsi.gov.uk>

We will update you as soon as a live test centre is established and HM C&E has decided on a submission method



Tsunami Appeal **Update**



Following the devastating Tsunami on Boxing Day, BASDA's Chairman, Eduardo Loigorri, set up a charity appeal to replace the damaged fishing boats in some of the local villages near to his holiday home in Thailand.

The charity called the Tsunami Longtail Fund was launched in February and was well supported by many BASDA Members so Eduardo has provided us with a report on how things have progressed since then.

After the initial work in Thailand to establish the fund I had to return to the UK. Whilst I was back the fund volunteers who remained in Thailand located a Long Tail boat builder in Krabi and ordered 3 boats 21 ribs in size from him with a promise that the "farang" (the Thai term for a white guy) would be coming back in a few weeks to pay for them. The boat builder agreed to build them virtually at cost when he found out what they were for.

Thanks to the indulgence of my long suffering business partner Rob, I managed to sneak off back to Thailand in the middle of a very busy period at work to progress our efforts on helping to re-supply some of the 5,000 or so fishing boats destroyed in southern Thailand during the 2004 Tsunami. As part of my trip I intended to meet the boat builder and order 10 more boats.



I also felt it was important to re-visit Khao Lak and see for myself how they were faring two months on. I also wanted the Orbitor to visit the boat builder with me so he could confirm

the boats were exactly what he needed before ordering 10 more.

We met Nan Yai a local Khao Lak fisherman who will receive one of the first three boats. When we told him about the boats he wept and told me Buddha had smiled on him today. He could not thank me enough and offered to

supply me with free lobster and crabs every time he goes fishing. Nan free dives off the boat to catch his crabs. A highly dangerous technique with a high mortality rate.

Naively, I imagined the boats being built in some kind of yard or factory, but in reality they are individually built in peoples back gardens. The boat builder Pee Ded is a craftsman. We had originally ordered 21 rib boats, but one of the trees he used to build the second boat was so perfect he proudly told be he managed to get a 23 rib boat out of it. Although this was great news, it did cause some disquiet amongst the three fishermen who all wanted it!

Having met with the fishermen, boat builder and other officials, it became evident that the 23 rib boats are what they all need since it allows them to fish further off-shore, so we agreed on a price of 70,000 baht each for the next 10 boats to begin delivery in 11 days time. They have also agreed to source more second hand engines at 25,000 baht each - which means that each complete boat will be costing the trust about £1,300 each. Whilst I was there I learned that the Thai royal family have also commissioned 50 boats to be built, so we are in good company.

We have now raised more than £41,000. We have delivered 13 boats, 10 more are almost finished, and another 10 due to be ordered but we have now hit the rainy season and as these boats are all built outdoors... have to wait for the dry weather again!

All the fishermen have asked me to pass on their absolute gratitude to you all, and wish you "Chokdee" good luck in your lives, as they have now had in theirs. They have also asked that we name the boats so if you have any special requests, please let us know. The first three are being called. For more information <http://www.thaitsunamilongtail.com>

**Saint Nichola
Spirit of Relief
Tsunami Long Tail Fund**

EVENTS



**Members update seminar
'Introduction of CIS & SAF-T by
HMRC' -
Wednesday 22nd June**

We are planning to hold a technical seminar in two sessions.

1. The morning will be based on understanding the requirements for SAF-T
2. The afternoon will be based on understanding the reform of CIS.

It is designed for Analysts and Programmers whose job it will be to specify the requirements for the introduction of these key standards into their applications. Some knowledge of XML is preferred but not essential.

We will invite HMRC to present at both meetings and supplement its presentations with more practical presentations from Steve Baker, our CTO, on how best to implement these interfaces into members systems. He will explain the structure of the messages and how these can be automatically generated by our applications - including the SHA-1 Hash and the Canonical Formatting of the XML message.

The start time of the two sessions will be 10.00am - 12.30 and 2.00 - 4.30. The charges will be £90 + VAT per session - members - £190 + VAT per session - non-members - Discounts available for more than 3 delegates.

The seminar will be held at the Lewis Media Centre, Millbank Tower, Kensington, London - for map and directions <http://www.lewismediacentre.com>. Lunch is not included, but mid-session refreshments are. There are plenty of facilities close by.

**b2b Marketing & Business
Development Professionals
Networking Group
Next meeting - Wednesday, July 6th**

After the great success of our first event in March - where over 100 B2B Marketing & Business Development Professionals came together to network and hear an expert panel debate Search Marketing - we now have the next date for your diary.

Our second get-together will be on Wednesday, July 6th, starting at 5.30pm at the LEWIS Media Centre and Spin Bar, Millbank, London - <http://www.lewismediacentre.com/> for map and directions.

Once again, thanks to the generosity of LEWIS PR, the event is free of charge, and thanks to VNU Exhibitions who are sponsoring the catering.

This time our topic for panel debate will be 'Shortcut to Shortlist - What are the most effective marketing techniques to get you onto the evaluation list?'

- Face-to-face contact - Events & Exhibitions
- Online demo and evaluation - using the Web
- Reputation & Trust - Signing up to Codes of Practice & Accreditations
- Relationship building - executive networking & hospitality
- Awareness & visibility - through branding and press coverage
- Based on your feedback, we will incorporate questions and comments from the floor this time.

This is a free event to BASDA Members - please let us know if you plan to attend - info@basda.org.

2005 Members list

***New Members which have joined in 2005**

- @Uk
- 7 Global
- Access Accounting (Software)
- Access Accounting
- Accounting Office S/W
- Accountis
- Adroit Software
- Advanced Programme Base
- Advantage Business Systems
- Agresso
- AIM Group Holdings***
- Algorithms Software (UK)
- Alternative Business Solutions
- Anglian Windows
- Answer Solutions
- Arrow Research Corporation
- Artisiam Software
- AssetWare Technology
- Astute Software
- Atlas Products International (Sherlock4)
- Beacon Computer Services
- Bellway
- Belmin Group
- Blanewood Andrews Computing
- Bovis Homes
- B-Plan Information Systems
- Bristol City Council
- Business Analysis
- Business Computer Projects
- Business Systems Services (UK)
- Capita Business Services
- Cash Software BV
- Causeway Technologies Group
- CedAr Group
- Civica Financial Systems
- Clover Business Associates
- CMS Contracting
- CODA
- Cognition Solutions
- Coldharbour Systems
- Columbus IT Partner (UK)
- Compiere Inc
- ComPiere Inc**
- Computer Software Group (Chorus)
- Consilium Technologies
- Construction Industry Solutions (COINS)
- Corporate Payroll Solutions
- CSB. Financial Systems
- Cybercube
- Cyberscience Corporation
- Data Command
- Data Interchange
- Datafile Software
- Dataflow (UK)
- David Wilson Homes
- Daybook
- De Facto Software
- Deltak Systems (UK)
- Dillon Technology Int
- Distinction Systems
- e-Government Solutions (UK)
- Electronic Data Processing
- Entrix Computing
- Ernst & Young EDP Audit
- Escalus Software Systems (ExpenSys)
- Eurocentre (Oslo)**
- Exchequer Software
- Exordia Software
- Exportmaster Systems
- FD Systems
- First Ondemand***
- FlexiInternational Software
- FMIS
- Fraser Williams Commercial Systems**
- Freeway Commerce
- Friedman Corporation
- Frontier Software
- Geac Computer Systems (UK)
- Genesis Capital
- George Wimpey
- Gower Consultants
- Grampian Software
- Gresham Computer Services
- HansaWorld
- Hanson Brick
- Herbst Computer Software
- i2i (Innovate to Integrate)
- iB Solutions (Torex/ISOFT)
- Imark Communications (VNU)
- Impaq Business Solutions
- Infoaxon Technologies UK***
- Infospeed
- Intentia (UK)
- Interactive Products
- Intermain
- Intex Software
- Intuit UK
- Intuita
- Iris Group
- Jewson
- Justcroft International
- K.C.S. Management Systems
- Keytime Systems
- Kingspan**
- Kingston Developments
- Lakeview Computers
- Lawson Software
- Madics Systems
- Maginus Commerce Software
- Major Projects
- Mamut ASA
- McCarthy & Stone
- Microsoft Business Solutions
- Middleline
- Miller Homes (The Miller Group)
- Miracle Software
- Mitral Systems
- Mondas Information Technology
- Moneysoft
- Moore's Furniture Group
- MSC Business Innovations
- Mutual Vision Tech
- Mutual Vision Technologies***
- MYOB UK
- OPACC Laboratory AG
- OpenAccounts
- Parthenon Computing
- Patersons HR & Payroll Solutions
- Pegasus Software
- Perwill
- PMP UK
- Postcode Anywhere
- Priam Software (Catan Marketing)
- Progress Software
- Progressive Solutions International
- Proteus Software
- PS Financials
- QAD
- Qtac Solutions
- Radii
- Raindrop Information Systems
- Real Asset Management
- Redrow
- Result Group
- Rutherford Webb
- Salford e-Commerce Solutions
- SAP (UK)
- Sapphire Financial Systems
- Scala International
- Sectornet
- Selven Group***
- Servoy
- Software Stationery Specialist
- Software Uncovered
- Soltec Computer Systems
- Specialist Data Solutions
- Spectrum Computer Systems
- SSA Global Tech
- Strategix Software (TIS)
- Sweetens Computer Services
- Symmetry
- Systems Union
- Tally Solutions (UK)
- Talos
- Tay Business Consultancy
- Taylor Woodrow Dev
- TCO Software
- Thames Computer Services
- The Berkeley Group
- The Consortium for Purchasing & Distr
- The Sage Group
- TimeSlice
- Topaz Computer Systems
- Torex Retail
- Tradelands (AIS)
- Travis Perkins
- Ty-Com Business Systems
- Vaughan Data Systems
- Version One
- Welcom Software
- Wolesley Centers
- Wyse Assist