

EDITORIAL

DEAR READER,

THE YEAR THAT HAS JUST ENDED HAS BEEN A PERIOD OF CHANGE FOR CAPTOR, BOTH IN OUR PRODUCTS AND OUR ORGANIZATION. WE HAVE ALSO REVISED AND REDESIGNED OUR CORPORATE IDENTITY, A PROCESS YOU WILL FIND REFLECTED IN THIS FIRST ISSUE OF OUR NEWSLETTER.

CAPTOR CONTINUES TO MAKE ITS MARK AS A MAJOR PLAYER IN THE HR MARKET IN EUROPE, WITH DIRECT PRESENCE AND ACTIVITIES IN KEY EUROPEAN COUNTRIES AND AN EXTENSIVE NETWORK OF DISTRIBUTORS AND RESELLERS IN EUROPE AND THE REST OF THE WORLD.

AT THE END OF 2002, WE LAUNCHED *EFFICIENT 4* AS A FULL WEB-BASED APPLICATION. IT WAS AN IMMEDIATE SUCCESS, QUICKLY ATTRACTING MORE THAN 100 CUSTOMERS WITH THIS SOLUTION. THE *EFFICIENT* RANGE HAS IN FACT BEEN EXPANDED, WITH NEW FUNCTIONALITIES AND SOLUTIONS FOR MANAGING PEOPLE AND TIME. YOU WILL FIND MORE ABOUT THE LATEST *EFFICIENT* MODULES IN THIS ISSUE.

OUR HARDWARE RANGE HAS ALSO BROADENED. AT THE LATEST CEBIT IN HANOVER, THERE WAS GREAT INTEREST IN OUR OMNI-TOUCH AND BIOMETRICS TERMINALS AND OUR NEW COMPACT BADGE READER. OTHER NEW PRODUCTS ARE IN THE PIPELINE, AND WE SHALL NATURALLY BE PRESENTING THEM IN UPCOMING ISSUES.

WE HOPE YOU ENJOY READING THIS NEW PUBLICATION AND THAT WE SHALL BE ABLE TO MEET YOU IN THE FUTURE.

CAPTOR MANAGEMENT TEAM

CAPTOR SOLUTION HELPS HAMMERS REACH THEIR GOAL

When Captor was asked to provide a security solution for West Ham United Football Club, they didn't exactly think it would involve controlling a hotel, executive suites and restaurants, or handling access for a rock concert. But the premier league's club new 50 million euro Dr Martens Stand, opened in 2001, is all about leveraging of Upton Park site's assets. With a minimum of risk.

Here's how it works. The new stand is open to football supporters on match days, supervised by a staff of 1,200 stewards paid by the fixture. But on week days its high quality hospitality facilities might host a business meeting, or a medical conference, or a large wedding... or even a boyz band.

And that means managing a part time catering and cleaning staff of some 1,500 people. In other words, West Ham suddenly had to handle a quantum shift in personnel numbers, while making sure that only the right people had access to the right facilities in these very large multifunctional premises.

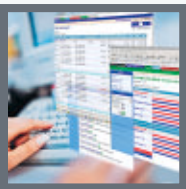
As Peter Longley, Information Technology Manager at West Ham United Hospitality Ltd, the company running this new complex, says, "What we needed was a very flexible solution. We needed to know that the stewards on match days and the catering staff during the week clocked in and out properly, otherwise they couldn't be paid".

"But we also needed to make sure those 1,500 catering and cleaning people couldn't go and take a peek at the computers in the IT centre, say, or find their way into one of the 72 VIP boxes, or the liquor store or the director's suite. We just couldn't control this risk simply by checking all these people manually".

Once Captor's *Efficient* badge reader system had been installed, every staffer was equipped with a badge (plus photo for extra security) which uses the central database to manage their access rights

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EFFICIENT: IDEAL SOLUTIONS FOR WORKING TIME MANAGEMENT, ATTENDANCE MANAGEMENT AND ACCESS CONTROL



Efficient is a comprehensive package of interconnected modular components each dedicated to a specific function, yet communicating transparently. This enables our clients to select the functions they need in line

with tasks and budgets. With Captor, time management does not mean investing large sums in one huge application. It means a flexible, easy-to-implement solution that can be tailored to your needs.

- > **Efficient-Time** is a comprehensive time management system that records attendance and absence. Equipped with user-friendly Wizards, *Efficient-Time* is easy to configure and administer.
- > **Efficient-Access** provides a broad range of access control functions. It can be used on its own or in tandem with *Efficient-Time*.
- > **Efficient-Project** is ideal for monitoring time worked, updating budgets, allocating costs and preparing invoicing data.
- > Using **Efficient-Personal** any staff member can consult their own data in *Efficient* as they wish. The same information is accessible via **Efficient-Phone**, a CISCO IP-phone front-end module, or through **Efficient-Kiosk**, a touch-screen staff information kiosk located on key enterprise thoroughfares.
- > **Efficient-Planner** provides an effective tool within *Efficient* for optimising work schedules and assignments.
- > **Efficient-Fire** ensures remote storage and availability of information on all personnel present or absent at a given moment. Essential in emergencies.
- > **Efficient-Visitor** enables the *Efficient* management and monitoring of visitors in tandem with your access control and time management solution.
- > **Efficient-Link** enables you to integrate *Efficient* with ERP applications such as payroll, personnel management, and so on. This will give your company a fully-integrated solution for all HR activities.

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to certain parts of the complex. The badge reader would read off the person's badge as they clocked in, and then other slim-line readers positioned at all of the many doors and lifts and passageways in the Dr Martens Stand would issue or deny access rights for the rest of that person's work shift, keeping a record of their movements.

"It enables a catering or cleaning or technical department manager to check on exactly who is in attendance and where they might have tried to go. So we know who is doing their job properly, and we learn something about their attitude at work. Captor's system is ideal for paying all of the 2,800 staff at the end of each week," says Peter Longley. "All the clock in - clock out data collected by the Captor readers is transferred directly to the payroll department to simplify the paper work."



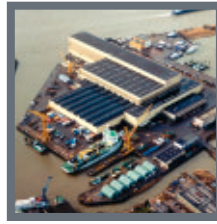
Captor's David Moore thoroughly enjoyed the teamwork needed to win West Ham's access challenge. "We worked very closely with the IT department to implement this complex solution, and put a lot of careful thought into the process. West Ham is very aware of its responsibilities to both its fans, and to the growing number of clients using its new hospitality services. So it couldn't afford to compromise on the risk factor when it comes to making its premises safe for fans, users and also the casual staff. We are proud to be able to help them maintain such a high level of safety and efficiency."

West Ham are now planning to extend access control to other even more sensitive parts of the Club, this time using fingerprinting. Says Peter Longley, "Captor knows how difficult it is to manage a football ground, so we are looking forward to working with them again."

FOR MORE INFORMATION:

<http://www.captorgroup.com/cases/cases.htm>

CAPTOR HELPS IHC HOLLAND BECOME MORE FLEXIBLE



With some 50 percent of the world market in its sector, IHC Holland is a well-known constructor of dredging vessels. With a workforce of 1,500 to 1,600 people, the company has major facilities in Kinderdijk and Sliedrecht, not far from Rotterdam, as well as smaller sites elsewhere in the Netherlands.

THE "WORK AND CARE" PROJECT

At the end of 2000, IHC Holland decided to switch from fixed timetables to a flexitime system, inspired by a "Work and Care" philosophy of attendance. This aimed to lower work stress and motivate the staff, but it required a disciplined approach to recording attendance, monitoring hours worked and ensuring cross-department harmonization. Moreover, management wanted to be able to oversee the whole process. As Arwin Visser, ICT coordinator at IHC Holland says: "We decided that Captor was the right partner, due to their experience in attendance management and in access control, which also interested us. We had already worked with them so we knew their approach and their concern for their clients. This was decisive for us, along with the quality of their system support and product functionality."

CAPTOR'S SOLUTION FOR IHC

"In addition to attendance recording as such," says Arwin Visser, "we wanted to integrate work time data closely with our existing ERP system for financial management, production time management and payroll functions. This integration was an absolutely vital condition, since leveraging work time is a major part of our profitability." In March 2001, Captor began developing a middleware module linking *Efficient* to the IHC Holland's existing ERP applications. By November 2001, the whole system was installed and went into operation. It was extended in 2002 and now functions under the supervision of a system administrator who helps 25 to 30 "active" users who have management and planning authorization. Using a central database in Kinderdijk, linked by a high speed line to Sliedrecht, IHC Holland uses Captor's *Efficient* software to handle work attendance in a decentralized way, with data coming from 45 input terminals and 35 badge readers. The *Efficient-Personal* module enables managers to quickly plan their work needs, and allows employees – including temporary staff – to organize and consult their time tables and attendance records on a personal basis from on-site PCs. In addition, Captor's reliable and flexible access control system brings further benefits for IHC Holland.

"IHC Holland has been an extremely interesting project as a whole," says Vincent Peskens, Sales Manager with Captor. "We have gained a satisfied client, and the software development required has expanded our own expertise."

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EFFICIENT VISITOR IN A NUTSHELL A PRACTICAL SOLUTION FOR YOU AND YOUR VISITORS



Efficient Visitor is a highly practical solution not just for your visitors, but also for your enterprise. This computerised version of your visitors book provides flexible, visible management of all arrivals and departures. *Efficient Visitor* can also be used for visitor booking and scheduling, making it easier to receive your visitors under the best conditions. This high-efficiency module also enables visitor flows to be monitored and analysed.

- > **Visitor monitoring.** Instead of noting them on paper, all visitor related data is stored in a secure database, and accessible only by authorized enterprise personnel. When receiving visitors, this system is both practical and discreet, since it helps you avoid situations where one of your premium clients or suppliers has to sign the visitor list just below their main competitor...
- > **Security.** Together with *Efficient Access*, you can create a set of badges giving your visitors access only to the areas they need for a limited time.
- > **Reservations.** *Efficient Visitor's* booking function gains time while simplifying visitor identity management. Each visit is announced, your reception staff are informed, and the data on regular visitors are known and available.
- > **Visit reports.** *Efficient Visitor* produces activity logs you can use to generate reports and statistical analyses on visits, such as trends, frequencies, peak periods, etc.

CAPTOR INTEGRATES WORK SCHEDULING AND PAYROLL FUNCTIONS FOR TROPICANA



Tropicana Europe, which became a PepsiCo subsidiary in 1998, produces and distributes a range of fruit juice brands such as Tropicana and Loóza. In Belgium, the company has production sites at Borgloon and Zeebrugge.

PAYROLL MANAGEMENT IN A COMPLEX ENVIRONMENT...

Tropicana's personnel carry out a variety of jobs, working to freely-chosen schedules with different pay scales and levels. So it's hardly surprising that tracking attendance time and calculating wages is a highly complex process. At the end of 1999, the company decided to exchange its traditional manual time clock for a fully automated attendance and payroll system, despite the inevitable difficulty of the operation. "Tropicana's specifications were very ambitious, especially when it came to integration", recalls Kris Van Laer, Sales Manager Belgium at Captor. "Tropicana's staff administration service manages the payroll with a highly sophisticated program that uses very detailed data to calculate overtime, team bonuses, week-end work and flexitime. Our client wanted attendance management to be closely integrated with payroll calculations, in order to boost productivity, cut down on controls and minimize the risk of errors."

... CAPTOR PROVED THE RIGHT PARTNER

"Captor came up with the best solution for this vital integration project," says Kristien Elsen, HR Manager Benelux at Tropicana. "We wanted careful control over the whole migration process, so we worked in stages, permanently monitoring system integration at enterprise level. We were always able to count on Captor to deliver."

Other aspects of the implementation did not require so much customization. Tropicana's two sites in Belgium are now equipped with well-oiled attendance recording and access control systems, built around a central SQL database of 400 users. The whole system needs just four people to run it, delivering far more functionality for a much smaller team than previously.

"After it was acquired by PepsiCo in 1998, Tropicana became a much bigger player. We began to work more transparently, both inside the company and in our relations with our suppliers. We are naturally demanding, but I don't think we're an unreasonable client," says Kristien Elsen. "We had very positive relations with Captor. We felt they were prepared to listen to us, and communication between us was excellent. Among other things, we got exactly what we wanted at Borgloon." Kris Van Laer confirms this: "We work on the same wavelength as Tropicana, and share the same ideas."



FOR MORE INFORMATION:

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Efficient Time Solutions

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EFFICIENT FIRE IN A NUTSHELL GUARANTEED SAFETY IN THE WORK PLACE

Work safety legislation imposes a number of obligations that can be extremely time- and resource-consuming. Yet since safety comes first, these tasks are essential. When there is a fire or a gas leak, for example, it is vital that security officers know exactly who was present in the building concerned.

Although these lists usually exist, they are rarely available in an emergency. With *Efficient Fire*, security services can immediately check on the necessary information, which is stored redundantly and remotely. *Efficient Fire's* advantages include:

- > **A reliable solution.** Information is stored on redundant servers and can be consulted even when lines are out. The system administrator can decide on how frequently the remote-stored data is checked and refreshed.
- > **A thin client for firefighting information.** A very simple application for consulting staff and visitor attendance data at every moment, in specific areas specified by the system administrator, both inside and outside buildings.
- > **Instant reports.** A simple click will send the report to your chosen printer.

For the Dutch or French version of this newsletter please consult our web site: www.captorgroup.com/news/news.htm