



SoftSolvers Technologies



Technologize Your Business™

Solutions Presentation

June 2010

Soft Solvers Technologies (M) Sdn Bhd



Corporate Profile

SoftSolvers Solutions & Clients

Key Differentiators

Q n A

About SoftSolvers



- ❑ Founded in 2002 by Industry experts and PMP Certified Graduates.
- ❑ Global Clientele, supported from Cyberjaya, Malaysia – The Intelligent City
- ❑ Ability to provide comprehensive technology Business Solutions on various domains and multiple modes like On Demand (SAAS), Open Source & Custom development
- ❑ Earned prestigious MSC Malaysia Status in 2004
- ❑ Focused on onsite-offshore model, with matured Engagement Governance
- ❑ Key Technology Partnerships/Alliance to help us support our clients



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❑ On Demand Solutions

- ✓ SoftSolvers On Demand Solutions covers areas like Sales Force Automation, Customer Support, Human Resource & Office Automation, Community & Collaboration. These solutions are hosted so there is no need of any software to install or support and clients just need a web browser and an internet connection to access them.

❑ Open Source Solutions

- ✓ SoftSolvers Open Source Solutions help in automating the key processes and speeds up transactions across the organization, including Supply Chain, Financials, e-Procurement, e-business and CRM applications.

Technologize Your Business™

❑ Outsourcing Solutions

- ✓ SoftSolvers Outsourcing Solutions offer Product Engineering and Web Application development services. SoftSolvers are a highly talented team of dedicated professionals providing our valued customers with bespoke solutions and great-value services.



On Demand Solutions

SoftSolvers On Demand CRM Solution

- ❑ Especially conceived for Small to Midsize Enterprises, who have never used any automated tool other than MS Excel - *Everybody's First CRM*

- Sales Force Automation
- Marketing Automation
- Customer Support
- Reporting & Analytics
- Invoicing & Payment
- Project & Asset Management
- Purchasing & Inventory Tracking



- ❑ On Demand means No Big Investment on Servers or Software, No hassle to hire IT Guys , Secure Servers, Automated Daily Backups, NO Data loss

- ❑ Easy Migration from Excel, Can Go Live in few hours



www.seconddcrm.com

Second CRM: Dashboard

SECOND CRM Professional Welcome, admin | My Preferences [Logout](#)

My Home Page | Marketing | Sales | Support | Analytics | Inventory | Tools | Settings | Quick Create... | Search... Find

Home | Calendar | Webmail

My Home Page » Home

Top Accounts

Account Name	Total Amount(RM)
1-712LZ8	0
1-4LC60I	0
1-41GF5N	0
1-7T6F5K	0
1-5T2HWJ	0

Scroll More

Home Page Dashboard

admin : 126740

Category	Count
Accounts	64037
Potentials	5490
Contacts	5715

Scroll

Tag Cloud

tags

Important

Scroll

Top Potentials

Potential	Amount(RM)
1-992VHB	0
1-42MZT5	0
1-6ELNMF	0
1-6Y7JQR	0
1-57C99M	0

Scroll More

Key Metrics

Metrics	Module	Count
Prospect Accounts (admin)	Accounts	34
Open Tickets (admin)	Trouble Tickets	3
Hot Leads (admin)	Leads	0
Mr Tan (admin)	Leads	0
Potentials Won (admin)	Potentials	0

Upcoming Activities

Subject	Type
Subject: Address & Contact No	Outbound Email
Subject: Address & Contact No	Inbound Email
cannot access file	Inbound Call
Subject: MYOB Registration & Confirmation Code for Firium	Inbound

Pending Activities

Subject	Type
Subject: Address & Contact No	Inbound Email
Subject: Address & Contact No	Outbound Email
cannot access file	Inbound Call
Subject: MYOB Registration & Confirmation Code for Firium	Inbound

Second CRM: Quotation

SECOND CRM Professional

Welcome, admin | My Preferences

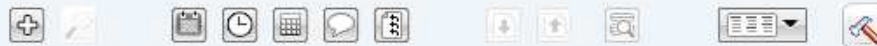
Logout

My Home Page | Marketing | **Sales** | Support | Analytics | Inventory | Tools | Settings | Quick Create...

Search... Find

Leads | Accounts | Contacts | Potentials | **Quotes** | Sales Order | Invoice | Price Books | Documents | Calendar

Sales » Quotes



[QU05] adasd - Quote Information Updated 24 days ago (24 Sep 2009)

Quote Information

More Information

Edit

Duplicate

Delete



Quote Information

Subject	adasd	Potential Name	
Quote No	QU05	Valid Till	--
Contact Name		Carrier	FedEx
Shipping		Inventory Manager	daniel.leong
Account Name	daniel leong test	Assigned To	daniel.leong
Created Time	2009-09-24 11:22:09	Modified Time	2009-09-24 11:22:09
Quotes Code		Tax	
Quote Status	Order Placed		

Address Information

Billing Address	k';k';	Shipping Address	k';k';
Billing PO Box		Shipping PO Box	
Billing City		Shipping City	

Actions

[Generate Invoice](#)

[Generate Sales Order](#)

Tools

[Export To PDF](#) Edit

[Send Email With PDF](#)

tags

[Tag it](#)

Second CRM Clients

Second CRM Clients

- ❑ Back-office Corporate Services Sdn Bhd
 - An Accounting, Audit & Taxation Firm
- ❑ Educational, Welfare & Research Foundation Malaysia
 - NGO providing Career Counseling in Secondary Schools, operating in 40 branches in Malaysia
- ❑ Adorise Services (M) Sdn Bhd
 - A Building Management Service Provider
- ❑ KoinFlip Inc (Singapore)
 - SAAS based Personal Finance Management Provider
- ❑ MYOB South Asia
 - Accounting Software Provider
- ❑ Cyberview Sdn Bhd
 - Property Management (Managing Entire Cyberjaya's land and buildings)



SoftSolvers On Demand Intranet Solutions

- ❑ SoftSolvers Driven Office is an intuitive, secure, web-based office automation, community and collaboration tool. Driven Office helps run office paperless, more efficiently, build communities, increase collaboration among employees, and make management happier through greater visibility and real-time reports.
- ❑ Driven Office is hosted so there is no software to install or support. All you need to get started is a web browser and an internet connection.



❑ Office Automation

- ✓ Leave Management Module
- ✓ Document / Knowledge Management
- ✓ Resource Booking Management
- ✓ Employee Requisition
- ✓ Claims & Expense Management
- ✓ IT Helpdesk (Ticketing)
- ✓ Asset Tracking & Management

❑ Community & Collaboration

- ✓ Groups and Profiles
- ✓ Private & Public Messaging
- ✓ Discussion Forums
- ✓ Blogs & Wiki's
- ✓ News, Events & Announcements

❑ Business Intelligence

- ✓ Real time Reports
- ✓ Dashboard & Charts
- ✓ Alerts & Notifications
- ✓ Data Analysis

drivenoffice™

On Demand Solutions: Driven Office

You are logged in as Steve Roanld

DRIVENOFFICE™

Claim & Expenses

My Claim & Expenses Superior Approval User's Claim Claim & Expenses Summary

 New Claim Form

User Name: HTT, Admin

Claimant Title: Marketing purpose

Claim Type: Travelling / Transport Entertainment Medical Hand-phone Hostel Other

Purpose: Marketing purpose

Transportation

 Add New Row

Claim Type	Date	Transport	From-To/Description	Mileage/km	Rate/km	Single/Return	Amount	
Parking	6/30/2009	Bus					15.63	Cancel
Mileage	7/7/2009	Air	Malaysia to singapore	350.66	2.36	Return	827.56	Cancel
Total:							843.19	

Your claim limit: RM 100

Total claimed: RM 0.00

 Make Total  Cancel

Hotels

 Add New Row

Date	Hotel Name	Room Rate	Laundry	Phone	Taxes	Others	Receipt	Amount
------	------------	-----------	---------	-------	-------	--------	---------	--------

On Demand Solutions: Driven Office

You are logged in as Steve Roald

DRIVENOFFICE™

Resource Management

[Room & Equipment Reservation](#) [Branch's Equipment](#) [Resource Management Summary](#)

 [Add Reservation](#)

← today Tuesday, July 07, 2009 Day Week Month

9 am	Owner: HT Admin Purpose: meeting Type: Room	
10 am	Time: 9:00:00 AM - 11:30:00 AM Room: KL - Room 1	
11 am		
12 pm		
1 pm	Owner: HT Admin Purpose: 123 Type: Room	
2 pm	Owner: sandeep Purpose: vvv Type: Room	Owner: HT Admin Purpose: ccc Type: Room
3 pm	Time: 2:00:00 PM - 5:00:00 PM Room: KL - Room 1	
4 pm		
5 pm	Owner: HT Admin Purpose: rrr Type: Room	
6 pm		

↕ Show 24 hours...

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On Demand Solutions: Driven Office

You are logged in as Steve Roanld

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My Profile



Steve Ronald



[My Settings](#) [My Account](#) [Edit Profile](#)



About Me

[Activity](#) [Info](#) [Friends](#) [Groups](#) [My Topics](#) [Photos](#)

[Write](#) [Share Link](#) [Note](#) [Add Photos](#) [Upload File](#) [Import RSS](#)

Write something...

Activities

No Items Found

My Friends

No Members Found



Tan Carlos



Tony S



Marry Ann

My Groups

No Groups Found

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On Demand Solutions: Driven Office

You are logged in as Steve Roanld

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Leave Report

User Name:*

Year:*



 Search

Name: **Carol, Tan**
Designation: **IT Technical Executive**

Leave Carry Forward 2009: **0**
Leave Entitlement 2009: **14**
Total Leave Due: **8**

Month/Day	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Medical	Unpaid	Annual	Balance
January						MC													EL												1	0	1	13	
February			AL																													0	0	1	12
March				MC																												1	0	0	12
April													MC																			1	0	0	12
May																															1	0	0	12	
June					AL			AL																								0	0	4	8
July																																0	0	0	8
August																			B												0	0	0	8	
September																																0	0	0	8
October																																0	0	0	8
November																																0	0	0	8
December																																0	0	0	8

Note:

- AL - Annual Leave
- MC - Medical Leave
- EL - Emergency Leave
- AB - Absentism (Annual Leave)
-  - Weekend
-  - Holiday
- UL - Unpaid Leave
- HP - Hospitalization
- ML - Marriage Leave
- AU - Absentism (Unpaid Leave)
- CL - Compassionate Leave
- M - Maternity
- B - Birthday Leave



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On Demand Solutions: Driven Office Clients

Driven Office Clients

□ Holiday Tours & Travel

- ✓ The Driven Office is developed along with Holiday Travel & Tours, one of the largest Tour & Travel company in Malaysia. The Software is already in production with more than 300 users are using it.
- ✓ Currently Driven Office is being productised & will be launched it in July 2010.





Open Source Solutions

SoftSolvers Open Source Enterprise Solutions

- ❑ SoftSolvers Open Source Enterprise Solutions offers comprehensive business management solution for medium-to-large sized enterprises that covers all areas from Intranet or Extranet Portals, Sales & Marketing to Customer Support, Supply chain to Finance & Accounting, without spending huge fees on licensing.

- ❑ **Content Management System**



- ✓ SoftSolvers Content Management Solutions offers solutions covering all areas from a basic website to a full fledged Social Networking, Intranet Staff Portal or Extranet Portal for Partner, Vendors or Clients.

- ❑ **Enterprise Resource Planning**



- ✓ SoftSolvers Enterprise Resource Planning Solutions offers solutions covering all areas from Sales & Procurement, Inventory & Supply chain to Finance & Accounting and Management Reporting and Business Intelligence.

- ❑ **Customer Relationship Management**



- ✓ SoftSolvers Customer Relationship Management Solutions offers solutions covering all areas from Sales & Marketing to Customer Support, including setting up of VOIP based Call Centers, with complete Hardware and Software components.

Open Source Solutions Clients

- ❑ JetPharma Sdn Bhd – ERP
- ❑ Kenya High Commission (Malaysia) – Intranet
- ❑ Back-office Corporate Services Sdn Bhd – Intranet, CRM
- ❑ Sikh Welfare Malaysia – Website, Intranet
- ❑ Himawari – Ecommerce, CRM
- ❑ Adorise (M) Sdn Bhd – Portals, Websites, CRM
- ❑ Cyberview (M) Sdn Bhd – Portal
- ❑ Arun Apparel – CMS Website



Unblemished record
Never lost a customer for
non-performance





Outsourcing Solutions

SoftSolvers Outsourcing Solutions

- ❑ SoftSolvers Outsourcing Solutions offer Product Engineering and Web Application development services. SoftSolvers are a highly talented team of dedicated professionals providing our valued customers with bespoke solutions and great-value services.

- ❑ **Product Engineering**

SoftSolvers Product Engineering Services serve software companies (ISVs) that build business or consumer products in a variety of domains. We help develop new products, manage growth, and modernize products when it is time to update functionality and architecture.

- ❑ **Web Application**

SoftSolvers Web Application Services offer building next generation applications from the ground up, or modernize existing applications, for online businesses and Web Startups. SoftSolvers help powering business over the Web.



Broad Expertise

Technology Skills	Vertical Segments
Web 2.0 & Social Networks	Information Defined Industries
Application Development	Contact Centres & BPO
Applications Management	Customer Support
User Interface & User Experience	Sales & Marketing
Cloud Based Development	Retail & Inventory
Service Oriented Architecture	E-Procurement

Multiple Technologies

Browser Technologies	DHTML, Ajax, Java, VB Script, jQuery, Silverlight, Flex, GWT
Server Technologies	IIS, Web logic, Web Sphere, Apache, Tomcat, Axis2, JBoss
Sun Technologies	Java, Servlets, JSP, JSF, Springs, Struts, J2EE, EJB, Java One, Solaris
Microsoft Technologies	ASP.Net, VB.Net, C#, MVC, Web Services, SharePoint, DotNetNuke, BizTalk, Office System, WPF, WWF, WCF, Entity Framework
IBM Technologies	Web Sphere, DB/2, Informix, Lotus Notes, Domino, Tivoli
Security	Digital certificate, SSL, Smart Cards, Security, WSI, SAML, PKI, VPN
Development Tools	Visual Studio, Sun JFC, Visual Café, JBuilder, Eclipse, Netbeans, Apex
Open Source	PHP, Perl, Hibernate, CakePHP, Zend, Drupal, Alfresco, Compiere, Adempiere, vtigerCRM, SugarCRM, dotCMS, Project-Open, Asterisk
Database	SQL Server, Oracle, DB2, MySQL, PostgreSQL, EnterpriseDB, Derby
Case Tools	Rational Rose, MS Team Server, Clear Case

Product Engineering Case Study: OptiPro-M

OptiPro-M - BI Solution for Contact Centres

The logo for Optipro M, featuring the word "Optipro" in white on a blue rectangular background, followed by the letter "M" in white on a smaller blue rectangular background.

iC3 is a Malaysia based consulting firm focused on improving Contact Centres operational performance using proven best practices via consulting, tools and training programs.

SoftSolvers was chosen for designing and developing **OptiPro-M**, the flagship product for integrated Performance Management System for Contact Centres that will be offered to iC3 clients as On Demand as well as Enterprise edition. The product was developed using latest .Net technologies.

“After working at Dell’s highly structured environment for many years, working with small yet highly agile company is really refreshing and eye opener, with what we can achieve in a short time.”

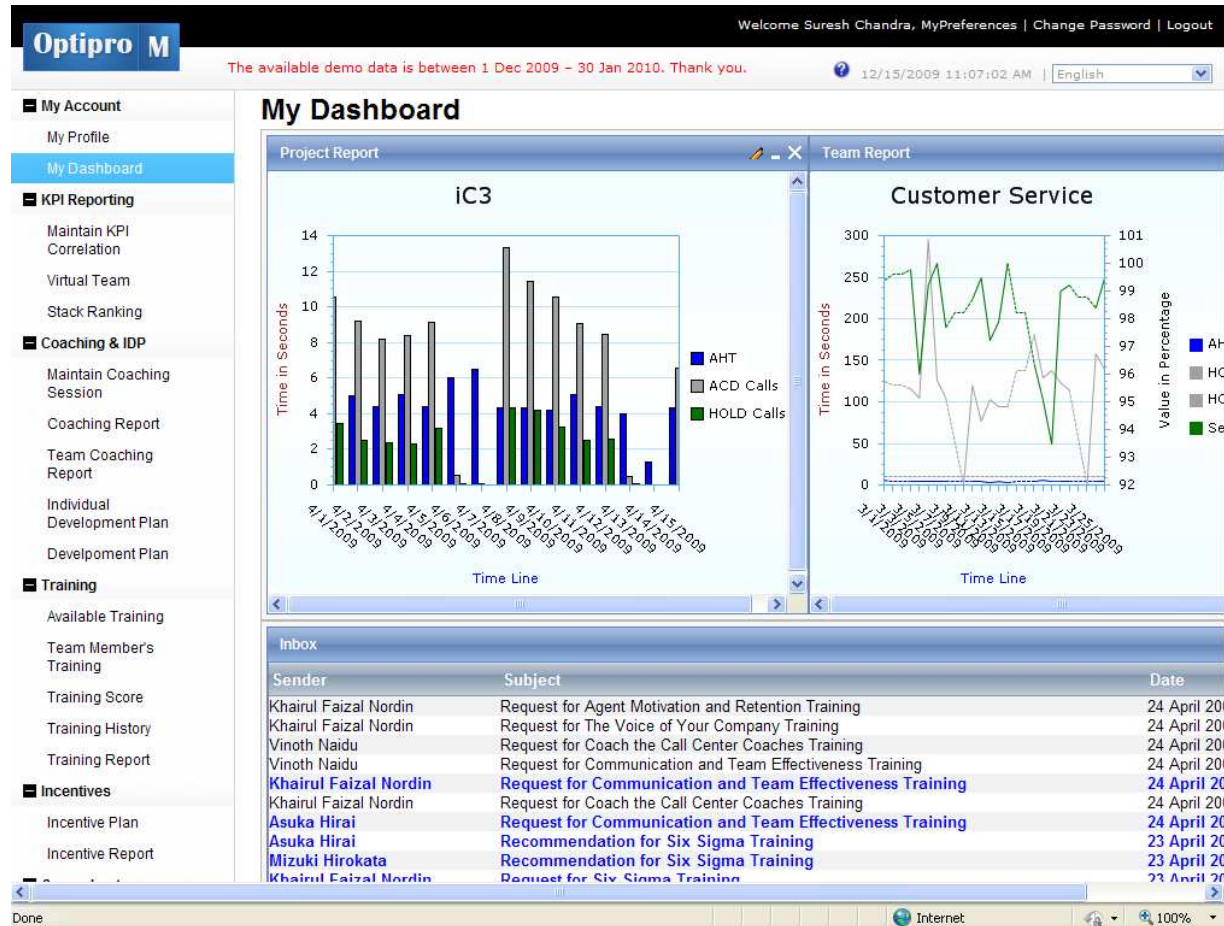
Michael Daly

System highlights

- ❑ Out-of-Box integration with Avaya Call Management System
- ❑ Multiple Selectable KPI for complex analysis, ability to see the overall Bird’s View and also to drill down, Individual and Team Performance.
- ❑ Integrates, Trainings, One-On-One Coaching Sessions, Quality Assurance, Project & Process Management for comprehensive Performance Management
- ❑ On Demand & Enterprise Edition, with flexibility for Small to Large Enterprises

www.ic3i.com.my

Product Engineering Case Study: OptiPro-M



Optipro M

Web Development Case Study: My Money Manager

KoinFlip – Online Financial Tracking Tool



www.mymoneymanage.com

System Highlights

- ❑ Create a family portfolio which allows you to view the financial status of the entire family.
- ❑ Track your spend against budgets.
- ❑ Ability to create multiple budgets for specific needs viz. Holidays, Monthly expenses, Savings Plan, Educational Funds.
- ❑ Alerts available to automatically inform when a spend reaches a specified threshold.
- ❑ Consolidate all financial and non-financial information in a single place for ease of retrieval.
- ❑ Compare your spending with others in your peer group for a better understanding of your lifestyle.

Web Development Case Study: My Money Manager

The screenshot displays the 'My Money Manager' web application dashboard. At the top left is the logo 'my money manager'. The top right shows the user 'caesartan', a 'Logout' link, the date 'Wednesday, July 08, 2009', and a language dropdown set to 'English (United States)'. A navigation bar contains 'Dashboard', 'Reports', 'Community', 'My Profile', and 'Feedback'. Below this is a search bar with 'Web' and 'Site' radio buttons. The main content area is divided into several sections:

- UsersOnline:** Shows membership statistics for 'pegan18', including 'New Today: 0', 'New Yesterday: 0', and 'Overall: 21'. It also shows 'People Online' with 'Visitors: 0', 'Members: 0', and 'Total: 0', and 'Online Now'.
- My Bank:** Lists 'MayBank' (Balance: CAD 467) and 'CimBi Bank' (Balance: RM 1730). Each entry has links for 'View Transactions' and 'Add Transaction', and an 'Add new account' button.
- My Credit Cards:** Lists 'Cimb Master Card' (Balance: RM 320) and 'MayBank Visa Card' (Balance: RM 150). Each entry has links for 'View Transactions' and 'Add Transaction', and an 'Add new card' button.
- Alerts:** Displays two alerts: 'CimBi Bank exceed maximum budget' and 'MayBank Visa Card exceed maximum budget'.
- My Expenses:** A table with columns 'Category' and 'Amount':

Category	Amount
ATM/Cash Withdrawals	RM1813.6
WifesPocketMoney	RM300
Checks	RM150
- My Income:** A table with columns 'Category' and 'Amount':

Category	Amount
Deposits	RM320
Part-Time	RM24.8
Salary	RM136

On the right side, there are vertical links for 'Account Type' and 'Help'. The footer contains 'Copyright 2009 by Koin Flip Pte. Ltd. | Privacy Statement | Terms Of Use'.

Clients

- ❑ Scicom Berhad
- ❑ JetPharma Sdn Bhd
- ❑ NR-C Plating Sdn Bhd
- ❑ Kulicke & Soffa
- ❑ The Media Shoppe Berhad
- ❑ MYNIC Berhad
- ❑ Kenya High Commission (Malaysia)
- ❑ MyKatalog.com Sdn Bhd
- ❑ Commerce dot com Sdn Bhd
- ❑ OCBC Bank
- ❑ Back-office Corporate Services Sdn Bhd
- ❑ IBM Malaysia
- ❑ Holiday Tours & Travel
- ❑ Star Solutions (M) Sdn Bhd
- ❑ Educational, Welfare & Research Foundation Malaysia
- ❑ Cyberview Sdn Bhd
- ❑ KoinFlip Pte Ltd
- ❑ viaMedia Services



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Key Differentiators

Q n A

SoftSolvers Capabilities

- 1 Proven Track Record**

SoftSolvers has performed projects for medium and large size companies and has a high customer retention rate.
- 2 Disciplined Methodology**

SoftSolvers is one of very few companies in Malaysia to be assessed at CMMI*. CMM standards are built into the company's software development standards.
- 3 Adequate Number of Qualified Resources**

SoftSolvers has high skilled technology professionals, offshore facilities and dedicated R&D groups and offshore development Centres.
- 4 Experienced Onsite Project Management**

SoftSolvers operational model is built around strong client site project management in accordance with standards to allow the use of a collaborative model.

Value driven Partnership Model



□ User friendly Partnership Model

- ✓ Relationship driven – not contract or project driven
- ✓ Local client partners, executive management and practice leaders – decision making close to clients
- ✓ Extend and leverage client organization – “the power beside you”
- ✓ Customer satisfaction process and metrics

- Guarantee bottom line results from large-scale application development
- Easy to use high performance alternative to the Big Providers
- Industry, domain and client knowledge

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Q n A



Thank You



Soft Solvers Technologies (M) Sdn Bhd

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For further details on how SoftSolvers
Solutions can add value to your
business, please visit
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sales@softsolvers.com