



SoftSolvers Technologies



Technologize Your Business™



open source™

Open Source Solutions

June 2010

Soft Solvers Technologies (M) Sdn Bhd



Corporate Profile

SoftSolvers Open Source Capabilities

Open Source Solutions

Case Studies

Why SoftSolvers?

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



Broad Expertise

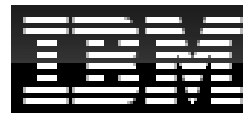
Technology Skills	Vertical Segments
Web 2.0 & Social Networks	Information Defined Industries
Application Development	Contact Centres & BPO
Applications Management	Customer Support
User Interface & User Experience	Sales & Marketing
Cloud Based Development	Retail & Inventory
Service Oriented Architecture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

Partial List of 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
- ❑ MYOB Sdn Bhd



Unblemished record
Never lost a customer for
non-performance

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SoftSolvers & Open Source

SoftSolvers Open Source Support Services

- ❑ Extensive coverage of technologies and industry

System Integration Partners

- ❑ Alfresco, vtiger CRM, ADempeire, Project-Open

Service Offerings

- ❑ Architecture & Application Development
- ❑ Front Office & Back Office Integration
 - ✓ Portal Solutions
 - ✓ Content Management Services
 - ✓ Web Services
- ❑ Migration Services
 - ✓ Platform Migration
 - ✓ V-2-V migration
 - ✓ Language migration

Established competencies in

- ❑ Large-scale transaction processing systems
- ❑ Large databases
- ❑ High availability requirements

Enterprise Document Management
openCMS, Alfresco, Drupal

RAD Frameworks
CakePHP, Roma Framework, CodeIgnitor

Business Process Management
Jakarta Business Process Manager (jBPM)
Forms Builder (Chiba XForms)

Reports & Business Intelligence
Pentaho BI Suite, BIRT, Jasper Reports

Web Content Management
Web Publisher (Joomla, Drupal, dotCMS)
Content Delivery Services

Collobaration Management
Alfresco, Drupal, WordPress

Business Applications
Compiere & Adempiere ERP, SugarCRM &
vtiger CRM, Project-Open

OSS Technology Expertise

Enterprise Apps

Compiere, Adempiere, vtigerCRM, SugarCRM, Project-Open, dotCMS, Alfresco ECM, Drupal CMS

Scripting Languages

PERL, PHP, Python, Java, TCL

Web / App Servers

Apache, Tomcat, JBoss

Databases & BI

MySQL, PostgreSQL, BerkelyDB, Ingres, Firebird, Pentaho, BIRT, Jasper

Operating Systems

Linux (RedHat, SuSe, Fedora, CentOS, Ubuntu), Unix, OpenSolaris

Other Components

Eclipse, NetBeans - IDE

AXIS – Web Services

Hibernate – Data Persistence

Log4J – Logging

AspectJ – AOP

JUnit – Unit and Regression Testing

Spring, Struts – Java Framework

CakePHP, Zend – PHP Framework

Lucene - Indexing

jBPM - Workflow

Chiba XForms - Form Designer

CAS, Acegi – Security & SSO

OSS Service Offerings

OSS Services

Product Engineering (Core development, testing and integration)

Enterprise Solutions (Deployment of enterprise applications on OSS, maintenance)

Consulting / Rearchitecting (Short term technical assignments, Proofs of Concept)

Migration (Migration from select proprietary environments to OSS)

OSS Services Offerings (contd.)

□ Product Engineering

- ✓ A 'core' design and development service
- ✓ Product enhancements / New feature development for Open Source products
- ✓ Testing & Integration services with proprietary software

□ Consulting / Re-architecting

- ✓ Technology evaluation & selection
- ✓ Open Source architecture consulting
- ✓ Product comparison studies
- ✓ Computation of ROI, TCO & other economic semantics of technology investments
- ✓ Performance, Reliability, Availability and Scalability assessments of OSS

OSS Services Offerings (contd.)

□ Migration Services

- ✓ 'End-to-End' migration services from planning to last mile deployment
- ✓ Migration through standardized and robust process-frameworks
- ✓ Migration at the OS level
 - ✓ From UNIX and other proprietary OS to various flavours of Linux (Red Hat, Suse...)
- ✓ Migration at the Application Infrastructure level
 - ✓ Involves moving one or all of the middleware components to an OSS equivalent
 - ✓ E.g., Weblogic to JBoss, Oracle 9i to MySQL, Oracle 8i to PostgreSQL

□ Enterprise Solutions Deployment

- ✓ Building & Implementing 'Enterprise Wide' applications on Open Source platforms
- ✓ Maintenance and new version release management for applications with OSS components
- ✓ Integration of OSS solutions with other proprietary/legacy applications

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Open Source 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.

Content Management Solutions

- ❑ Content management system is software that keeps track of every piece of content on your Web site, much like your local public library keeps track of books and stores them. Content can be simple text, photos, music, video, documents, or just about anything you can think of.
- ❑ SoftSolvers has familiarity and have implemented multiple website projects using Joomla, Drupal and DotNetNuke, among other Open Source CMS Solutions available.
- ❑ SoftSolvers have done custom development and integration of CMS with many other applications, e.g. vtiger CRM, etc for providing holistic solutions.



Some of the Sample Scenarios

- ❑ Corporate Web sites or portals
- ❑ Corporate intranets and extranets
- ❑ Online magazines, newspapers, and publications
- ❑ E-commerce and online reservations
- ❑ Government applications
- ❑ Small business Web sites
- ❑ Non-profit and organizational Web sites
- ❑ Community-based portals
- ❑ School and church Web sites
- ❑ Personal or family homepages

Enterprise Resource Planning Solutions

- ❑ **ADempiere Business Suite** is an industrial strength open-source software solution that combines ERP, CRM and SCM support for business processes. ADempiere provides a framework for extending and customizing to meet business needs. ADempiere is build on top of Compiere, so it includes all the Compiere functionality and also some additional features.

- ❑ **Features Highlight**

- ✓ Quote-to-Cash
- ✓ Requisition-to-Pay
- ✓ Customer Relations Management
- ✓ Partner Relations Management
- ✓ Supply Chain Management
- ✓ Performance Analysis



- ❑ ADempiere is a 100% pure Java solution based on Oracle and Postgres database technology. The client application component can be accessed local using Intranet or over the Internet.

SoftSolvers ADempiere All-Inclusive package

- ❑ Consultancy
- ❑ Hardware
- ❑ Oracle 10g / Postgres
- ❑ OS & Db Installation
- ❑ Implementation & Customization
- ❑ Backend Applications Integration
- ❑ User & Admin Training
- ❑ Maintenance Support
- ❑ Version Migration

Customer Relationship Management Solutions

- ❑ vtigerCRM / SugarCRM are one of the world's leading providers of commercial open source customer relationship management (CRM) software for companies of all sizes.
- ❑ vtigerCRM / SugarCRM easily adapt to any business environment by offering a more flexible, cost-effective alternative than proprietary applications.
- ❑ vtigerCRM / SugarCRM can be extended and integrated with back office or third-party applications easily, e.g. Asterisk for VoIP PABX.



Account, Contact, Opportunity and Lead Management

- ❑ Manage your accounts, contacts, outstanding activities, leads and opportunities.

Sales activity management

- ❑ Manage sales activities, sales calls, meetings, tasks and recording of notes and email related to the account, opportunity or lead.

Dashboard

- ❑ Single-view of the important statistics about sales performance including, Pipeline by sales stage, by month and Opportunity by outcome, by sales stage.

Case Management and Bug Tracking

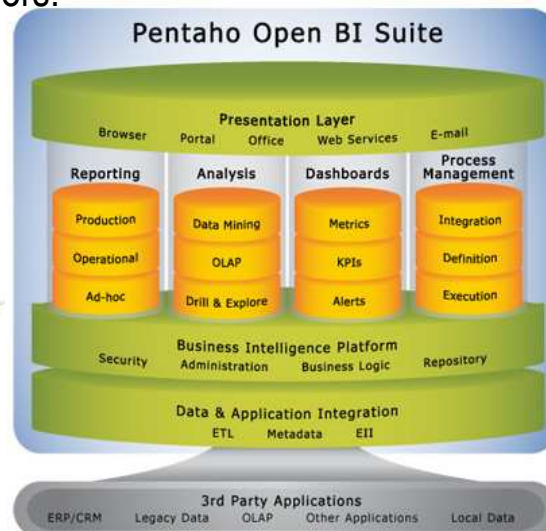
- ❑ Case and Bug Management functions to ensure customers are being looked after and to provide information about their situation.

Customisable user interface

- ❑ vtigerCRM / SugarCRM applications can be customised in-place by an end user without the involvement of external consultants.
- ❑ Report Generator for custom reports

Reporting Business Intelligence Solutions

- ❑ Pentaho BI is a complete, fully integrated set of BI technologies that can help reduce the complexity of organizing and distributing information and lead to competitive advantages, overall better decisions, and an improved bottom line.
- ❑ By leveraging Open Source technologies and contributions of the development community Pentaho is able to innovate much faster than commercial vendors.



Dashboards

- ❑ Dashboards provide insight into companies, projects, or financial performance. By delivering key metrics in an attractive and intuitive visual interface, dashboards gives business users the critical information they need to understand & improve organizational performance.

Reporting

- ❑ Drill-down reporting capabilities give executive to get most of the pressing answers in few clicks. Reporting also allows easily format, and distribute information to employees, customers, and partners. Interactive web-based reporting for global access, anytime anywhere.

Analysis & Data Mining

- ❑ Pentaho Analysis puts rich, analytic power in the hands of executives – helping them to operate with maximum effectiveness by gaining the insights and understanding they need to make optimal decisions.

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Back-Office - vtigerCRM Implementation

Back-Office Corporate Services Sdn Bhd

Back Office Outsourcing Sdn Bhd is one of the fast growing Accounting and Financial services provider of Malaysia. Growing customer base was making it difficult to manage and keep track of their activities. This was reflecting in many issues reported lately. Back-Office was looking for some low cost open source solution to manage their Customer Relationships.

SoftSolvers implemented a customized open source vtiger CRM solution with robust architecture that is scalable for future business needs. The unique aspect of the approach was to identify the high impact, low risk areas' and reengineer them towards the 'To Be 'architecture, so that the customer can reap benefits fairly quickly.

“With SoftSolvers OSS services, we got your client management application customized and implemented in just 2 weeks, which definitely not possible with propriety solutions, at the cost we got it ”

Mr. Krishnan



System highlights

- ❑ Centralize Customer Database
- ❑ Tracking Customer Activities and Task management
- ❑ Templates based Mail Merging
- ❑ Multiple Reports
- ❑ Complete Linux based implementation

EMAGIN - SugarCRM Implementation

EMAGIN Sales Network

EMAGIN Sales Network is a leading provider of sales and marketing solutions, strategy and services. Backed by the strongest commitment to client success in the industry, a dedicated client services team, unrivaled expertise in sales and marketing best practices and the best people and technology. EMAGIN was looking for some low cost open source solution to manage their Inbound and Outbound Call centre operations.

SoftSolvers implemented a customized open source SugarCRM and Trixbox solution with robust architecture that is scalable for future business needs. The overall solution was nothing short of a commercial Call Centre Solution minus the high costs attached with it.

“SoftSolvers understanding on business processes and ability to dive into details is commendable and combined with open source, we nearly hit a jackpot.”

Jasim Puthucheary



System highlights

- ❑ Centralize Customer Database
- ❑ Integration with Trixbox for Inbound & Outbound Calls
- ❑ Implementation of Predictive Dialers
- ❑ Managing online affiliates program, with detailed transaction tracking
- ❑ Complete Linux based implementation

EWRF - vtiger Implementation

Educational, Welfare & Research Foundation, Malaysia

Education, Welfare & Research Foundation promote education as the key for advancement. The Foundation also seeks to generate an awareness of self-worth, discipline and greater participation in the social and economic development of the nation. Till date most of the operations are managed using excels, other in-house tools and manual.



SoftSolvers helps them consolidated all the students data in one central database and implemented a customized open source vtiger CRM solution to manage all the programs and events that are conducted by EWRF, all over Malavsia.



system highlights

- ☐ Centralize Students Database (Extracted and Cleansed from existing system, excel, etc)
- ☐ Managing Youth Programs
- ☐ Tracking Students Activities and Task management
- ☐ Integrated into the Website

“SoftSolvers expertise with Data Handling combined with Open Source advantages, made it possible to have what we were planning for many years. ”

Mr. Deva
Vice President, EWRF

Jetpharma ERP Implementation

Jetpharma Sdn Bhd

Jetpharma Sdn Bhd is the leading pharmaceuticals company with sale of its products throughout Malaysia, resulting into numerous purchase, sales and inventory transactions each day. Jetpharma also need to manage its sales team for their quotas and sales commission.

SoftSolvers was chosen for implementation of the Compiere ERP Solution to cover the entire Jetpharma business operations, tied up to the backend accounting.



“With SoftSolvers, we have a highly skilled organization that provides the effective response we need to keep running our mission critical system.”

Mathew M John

System highlights

- ❑ Role based Security
- ❑ Custom Commission Rules
- ❑ Migration from older version
- ❑ Complete Linux based implementation
- ❑ Migrated from Compiere to ADempiere

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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

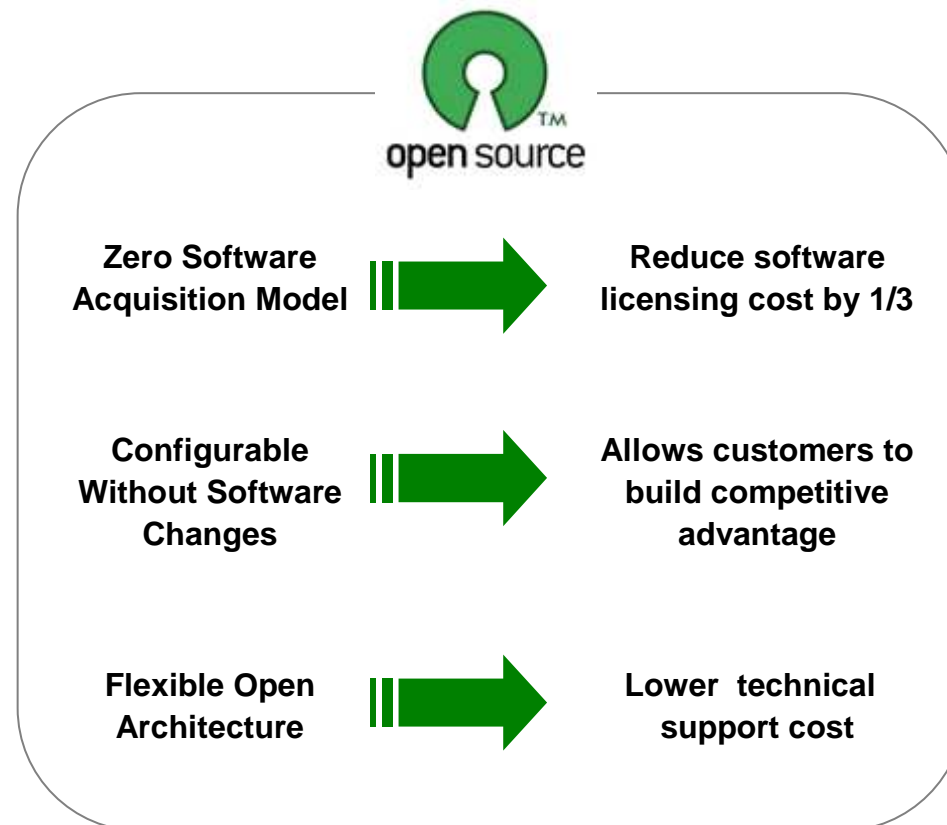
- ✓ Relationship driven – not contract or project driven
- ✓ Local client partners, executive management and practice leaders – decision making close to clients
- ✓ Extend and leverage client organization – “the power beside you”
- ✓ Customer satisfaction process and metrics

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

Summary – Future is Open Source

By 2011, mainstream IT organizations will consider open-source products in 45 percent of their business software investments.”

Gartner Group





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Thank You



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