

# BUSINESS SUPPORT SOLUTIONS



In today's highly competitive business environment, the introduction of technology is essential for companies to maintain competitiveness and to ensure the smooth functioning of its operations. This will also result in effective use of resources and promote productivity and efficiency.

Our Business Support Solutions are designed with the 3 interacting elements of People, Process and Technology. By making the system an integral part of the business, efficiency and productivity can be achieved by delivering high level of back office support and ensuring highest standards are maintained.

Our Business Support Solutions include Product Management, Customer Management, Inventory Management, Order Management, Billing / Invoicing & Rating, Bad Debt Prevention and Credit Management.

- BUSINESS MANAGEMENT SYSTEM
- CUSTOMER RELATIONSHIP MANAGEMENT
- BILLING & RATING
- CREDIT MANAGEMENT SYSTEM

## Common Business Problems...

- So many files and documents. Very difficult and time consuming to data-mine for specific information to enable making precise and concise business decisions. **(Information is Power)**
- Need weeks to reconcile our sales and inventory. Why can't it done up in days or hours? **(Speed of Execution)**
- Knowledge base of experiences of past and projected reference can enhance the decision making process. **(Historical Knowledge = Strategic decision making process)**
- So many products but which are the ones with the highest margins? **(Cost vs Margin)**
- How come we overlooked to invoice our customers? **(Billing Issue)**
- Who are our loyal customers and how do we reinforce their "stickiness" as our long-term customers. **(Win-win Customer Strategy)**

## How Business Support Solutions work?

### REDUCED

- Cost
- Cycle Time

#### Business Support Solutions achieve this by:

- Delivering high level back office support solutions
- Developing essential processes
- Ensuring highest standards at all times
- Becoming an essential part of the business

### INCREASED

- Operation Efficiency
- Service Effectiveness
- Knowledge Base

#### Our Support Solutions include:

- Product Management
- Customer Management
- Inventory Management
- Order Management
- Billing / Invoicing & Rating
- Preventing Bad Debt
- Credit Management

Our team has extensive 13 years experience in the development of credit management systems for Celcom in Malaysia, Bangladesh and Cambodia, Maxis, Timedot.com, and Starhub Singapore and NZ. We designed and developed software for these solutions, system integrate and project manage them.