CORPORATE PROFILE

SOFCOM

www.sofcom.net

Sofcom's vision is to be a global leader in providing solutions to improve lives through improvement of quality and realization of the potential of a business, its processes and people.

Sofcom Solutions are Catalyst for Change:

Globalization is creating new business opportunities between distant countries and regions around the globe. The ease of access to information provides liberty for consumers to choose cost effective quality products and services. But these opportunities also bring challenges which require change for companies and organizations to address these new realities.

Sofcom understands these new challenges and being an innovative IT Company, has formulated solutions that help companies to realize their potential, optimize their processes and improve their product quality and services.

The core focus of our company's solutions is towards products, process and people of an organization. Sofcom solutions are a catalyst for change. They are designed to achieve consistent quality, process optimization and to facilitate the increased efficiency of routine functional operations.

Sofcom has a dedicated team of trained and experienced professionals focused entirely on these business domains and passionate about understanding our customers' needs. We are committed to the continuous improvement of our products and services to provide long-term return on our customers' valuable investment and we pride ourselves on achievement of total customer satisfaction for every single client.

About Us

Sofcom was established in 1992 as a software company. The company is engaged in the field of business applications software development and support.

The company is dedicated to providing innovative and intelligent solutions in the focused business domains of HCM (Human Capital Management) with our "Harmony" solution, and Product and Process Quality in the manufacturing, assembling and process industries with our "Spectrum" solution.

These applications cater to the needs of customers across a wide variety of businesses and industry segments, as our client list demonstrates.

Our solutions have built-in intelligence to meet international industry standards and corporate procedures. They are easy to implement due to their modular architecture, parameter-driven approach and user-friendly interface. The continuous improvement and enhancement of our software applications through upgrades and new releases not only enhance the products' life cycle but also protect our customer's valuable investment.

Our passion for industry leadership and product excellence motivates our professional team to deliver complete customer satisfaction by offering the best solutions available.

SPECTRUM

Quality Management Solution

Spectrum is a software solution that helps to ensure consistent product and process quality, resource optimization and reduction of variation. It also facilitates compliance to your internal and external controls and standard operating procedures (SOPs). It offers users the ease to precisely monitor various quality parameters at every stage of process and manufacturing.

Spectrum is capable of variation monitoring on each process event and against each key performance indicator (KPI) in context to its location within the business process, in relation to its stage within each process and against both internal and external standards.

SPECTRUM MODULES

LIMS

Stability

Calibration

Process

Inventory

Reagents

Complaints

Dispensing

Designed with a modular structure and configurable approach, Spectrum follows the rules and values established in parameters defined by the user in accordance with their requirements and procedural manuals. Thus clients can easily configure and adapt Spectrum according to their specific needs and context.

Spectrum is scalable across different processes and geographical locations. This scalability provides the opportunity to use Spectrum in an integrated environment or to deploy its different modules independently. Its user-friendly interface minimizes the time and resources required to deploy the application in a real-time environment.

Integral to Spectrum is the SPC (statistical process control), which provides an efficient means of collecting and presenting process information in order to facilitate process understanding, provide the required information to achieve continuous improvement and share information and knowledge. Spectrum provides the right foundation to enable an organization to keep improving on quality and to achieve Total Quality Management (TQM).

The Dashboard facility within Spectrum is a valuable tool for senior management which provides them with a comprehensive view of operational performance at a single glance to support key decision-making activities.
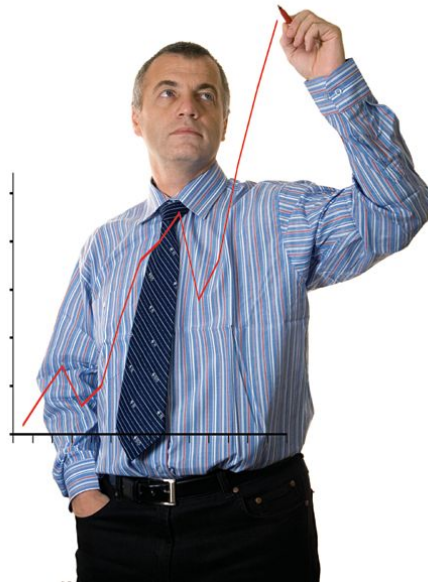
HARMONY

Human Capital Management

Harmony is a comprehensive suite of Human Capital Management.

The solution is divided into two logical segments to support both the compensation and disbursement processes while the other includes core Human Resources activities. Each segment consists of various modules which can be used independently, as well as in an integrated environment. This flexibility offers a variety of implementation options to meet the needs and resources of every client.

Harmony provides a simple user interface which is common and consistent throughout the application. This interface is designed according to the different levels of computing skills of the various users.

Harmony has been developed with a parameter-driven approach to help define the variety of policies and user-defined calculations into the system without any customization, which makes the solution quick to deploy and easy to maintain.

Harmony meets the technical and regulatory standards needed for any HCM solution. Harmony provides ease of compliance to legal and statutory employee and employer regulations. Harmony is supported with robust security controls and is accompanied with extensive user documentation and training support.

Employee Self Service (ESS) is an important module of Harmony which provides the employee with a single access point for all their HR-related activities including a complete work flow management solution.

ESS empowers employees to interact with the various employee related processes and retrieve all appropriate employee data.

ESS not only speeds up employee query response time, but more importantly it saves a significant amount of time and resources in managing those queries.

MODULES

Compensation / Payroll

Payroll
Provident Fund
Loans/Advances
Expense Management
Gratuity
Pension
Fund Accounting
Final Settlement
Payroll Budgeting/Planning
& others

Human Capital Management

Personnel Information
Recruitment
Job Description/Job Specification
Performance Review/Appraisal
Training & Development
Leave Management

Employee Self Service

Clients We Serve

Atlas Bank Limited

Barclays Bank PLC, Pakistan

BASF Chemicals & Polymer (Pvt.) Limited

BASF Pakistan (Pvt.) Limited

Bayer CropScience Pakistan (Pvt.) Limited

Bristol Myers Squibb Pak. (Pvt.) Limited

Engro Chemical Pakistan Limited

Exel Pakistan (Pvt.) Limited

GlaxoSmithKline Pakistan Limited

Haleeb Foods Limited

Macter International (Pvt.) Limited

Merck Sharp & Dohme of Pakistan Limited

Parke-Davis & Co. Limited

Pfizer Pakistan Limited

Pharmacia Pakistan (Pvt.) Limited

Price Solution Pakistan (Pvt.) Limited

Saudi Pak Commercial Bank Limited

Sanofi Aventis Pakistan Limited

Siemens Pakistan Engineering Co. Limited

Standard Chartered Bank (Pakistan) Limited

The Royal Bank of Scotland

Wyeth Pakistan Limited

Implementation and Support Capability

Sofcom's aim is to make the implementation and support of our solutions as simple and easy as possible for our clients. As such, we have developed our solutions using parameter-based and configurable functionality to make the development process fast and efficient. Most of our clients find that the solution can be configured and ready to use within just a few weeks.

Once our solutions have been implemented, our dedicated support team uses our client request tracking system to record, track and monitor every client request. Our support teams are fully trained on the solution and the functional needs of our clients, to ensure that every request is dealt with as quickly as possible.

We maintain a constant dialogue with our clients to improve the solutions through regular releases and upgrades and our upgrade path has been developed to maintain client-specific configuration and make their experience of maintaining our solutions as easy as their experience of using it.

Our goal is to realize total customer satisfaction, and our team continues to work to this aim before, during and after every implementation activity.

We are always with our clients

Our commitment towards support and our clients' satisfaction is demonstrated in the following case study.

One customer had acquired the license for our software to replace their in house solution, but had failed to complete the implementation due to internal resource issues.

We worked with them to demonstrate the benefits of the solution and ease of implementation until they were able to fully re-resource the project. We redeployed our team and fully implemented the software to the client's complete satisfaction. Their experience of our solution and support efforts led them to purchase further software solutions from us and also to recommend our solutions to their peer companies.

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