

# COMPANY PROFILE



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## EXECUTIVE SUMMARY

Software Wizards (M) Sdn. Bhd. is a 100% Malaysian company specializing in software technology and its services. Software Wizards has a historical background in the ICT industry back from its first formation in 1997. Since then our main focus is mainly in software research and development area where we found that this area is among the fast growing ICT segment in the industry. Software Wizards has involved in many private and government projects ranging from small to large scale projects such as the infamous Malaysian Multimedia Super Corridor (MSC).

We are registered with the Ministry of Finance (MOF) and hold the "Bumiputera Status" certification.

Our main strengths are in the area of IT and software technology which comprises of:-

- Enterprise Business Solution (ERP, CRM, SCM)
- software research and development
- product development and improvement
- integrated solution provider
- software design and consultancy
- project management
- IT Services – PC Maintenance, Data Entry, Data Conversion, Manpower

We are always improving our products and services from year to year to provide a quality solution and the best support services to our existing and future customers. Software Wizards practices the corporate philosophy of upholding professionalism in all its dealing with it's clients with great emphasis on customer satisfaction and understanding. We believe that with this etiquette in mind, we could strengthen the relationship with our customers and hence can lead to a successful project implementation.





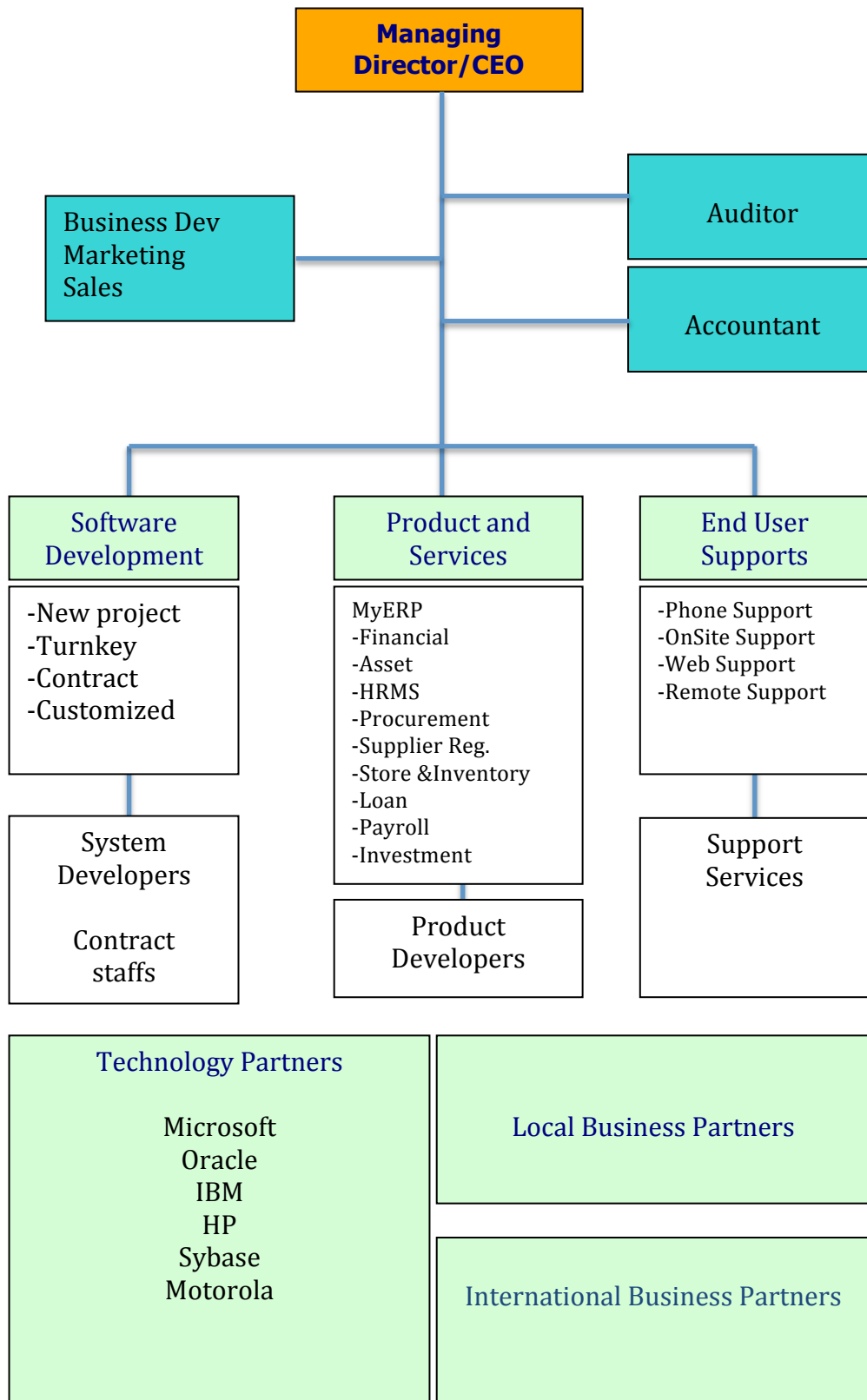
## PROFESSIONAL MEMBERSHIP

- PIKOM – PERSATUAN INDUSTRI KOMPUTER MALAYSIA
- MICROSOFT PARTNERS
- MDEC (MSC ISV TECHNOPRENEUR)
- NEF – NEW ENTREPRENEUR FORUM
- BUMIPUTERA ISV ASSOCIATION
- IASA – International Association of Software Architect
- TEAM – Techneupreneur Association of Malaysia





## BUSINESS STRUCTURE





## BUSINESS STRATEGY

Software Wizards carried out the software solution particularly the ERP (Enterprise Resource Planning) solutions for the local market. We are a group of dedicated young and dynamic people looking into improving the Malaysian ICT industry by providing a technology cutting edge in the information system delivery.

Our main focus has always be in the mainstream of software technology due to the vast amount of expertise that our team possess. Our solution is designed for small, mid-sized businesses to a large enterprise wide companies with cost-effective and flexible solutions.

## PRODUCTS AND SERVICES

We are developing ourselves towards one of the major player in the Malaysian ERP (Enterprise Resource Planning) market to provide a complete suite of products and services to the government sector as well as private sector including the SMI and SME (Small Medium Industry/Enterprises) markets the solution that they will need to further strengthen their businesses in today's competitive world.

Our product solutions comprises of our core solution that is our Integrated Financial System which is the heart of the whole product suites. Below is the list of products that we carry and they are 100% locally developed and maintained by us :-

- MyFinancial - Financial Management System
- MyAsset - Asset Management system
- MyInventory -Store and Inventory Management system
- MyProcurement – Procurement and Supplier Management System
- MyITRMS – ICT Resource Management System
- MyPayroll - Payroll System
- MyEIS – Executive Information System
- MyHRMS - Human Resource System
- MyInvestment - Investment System
- MyERP Portal – our webbased integrated portal
- MyLoan – Loan Management System





## PRODUCTS AND SOLUTIONS

MyFinancial	- is our core product which handles real-time and online financial activity such as ledger, budget, votebook, journal, receipting, local order, billing, voucher and automated cheque generation. It also integrates with EFT (Electronic Fund Transfer) subsystem.
MyAsset	- is our total asset management solution which cater asset registration, depreciation, disposal, relocation, tracking and reports. This is our hottest product with comprehensive asset management solution from barcode to RFID integration.
MyInventory	- is our complete store and inventory management system which supports multiple store location and suitable for use by large organisations which have more than one store to manage. It has online item requisition and approval workflow
MyProcurement	- the system consists of two submodules Supplier Registration and Online Requisition Order (RO) with workflow and email integration. The system can assist supplier registration with MOF, PKK and CIDB registration and automated certification printouts.
MyEFT	- is our Electronic Fund Transfer subsystem which eliminates the cheque writing for payment. MyEFT can co-exists with existing voucher payment and integrate with MyFinancial and MySupplier Portal
MyPOS	- is our Point of Sales system for retails transactions. The MyPOS also integrates with MyInventory for stock items. The system also have an optional Mobile Solution to complement the system for stock count.
MyITRMS	- is our IT Resource Management System with ITIL compliant. ITRMS will manage all of your ICT assets and inventory details and will cover configuration management as well as other aspects of IT resources in your organisation.
MyPayroll	- is our payroll processing solution from employee registration up to producing payslip, EPF reports, income tax reports and payment of salary to the respective banks.





- MyHRMS** - is our total human resource management system capable of handling thousands of personnel records, details, history of trainings, employment history, staff appraisal and many more to name.
- MyInvestment** - is our investment tracking solution for organisation who needs to track down their profits, losses, dividends, shares, fixed deposit and other investment activity which they are involve in.
- MyLoan** - is our loan processing solution for organisation who needs to manage their internal loan such as vehicle and computer loans. The system is integrated into our payroll and finally our financial system for the repayment of loans via monthly salary deduction.
- MySupplier Portal** - is our web based supplier portal which integrates all supplier financial information such as PO, Invoices, Payments information and request for quotations and tenders as well. Supplier can check their payment information and status as well as if there is any requests for quotations they will be informed as well.
- MyEIS** - This is a user customizable Executive Information System for management and senior executives. The system collect data from all other subsystems such as MyFinancial, MyAsset, MyInventory and outputs in the MyEIS in terms of charts, reporting and statistical analysis for the management use. With this software, management can access their monthly reports at a click of a button.





## SERVICES

### A) Asset Tracking Services (Barcode labelling and tagging, consultancy)

Our asset tracking services is designed to assist organisations who does not have sufficient manpower to perform their asset and inventory tracking duty. Such services will include the following tasks:-

- identifying assets or inventory that needs to be labelled or tagged
- performing asset tagging or labelling using barcode technology for better asset tracking and identification. Our skilled and trained manpower will perform this tasks efficiently
- performing schedule asset auditing and tracking requested by customer
- producing asset listing reports (asset status, missing, repair etc)

### B) ICT Skilled Manpower Provider (data entry, data migration)

Software Wizards also capable of providing a contractual skilled manpower for your organisation when the needs arise. We provide this service as part of our total solution to our customers who need to implements our solutions which requires manpower utilisation such as asset tracking, inventory and financial implementation.

In the case of asset tracking which covers nationwide implementation, some organisations does not have the dedicated asset people or unit to monitors and implement the asset tracking thus we are here to assist you with the data entry personel who are already familiar and well trained with our solutions.

### C) PC Maintenance, Services and Troubleshooting

Our skilled technicians are fully qualified to perform onside pc troubleshooting, maintenance and repairs at our clients so you do not need to take the hassle of bringing your computer to the repair shop. We will come to you instead saving you time and money. Our technician will provide full reports on your organisation computer faulty and if required recommendations for upgrade certain components to speed up the computer instead of buying a new computer. Among our maintenance services are the following :-

- Harddisk Defragmentation
- Harddisk Cleanup
- Virus, worms, trojans and similar disinfection
- PC Components dusting and vacuum
- And many more

### D) Trainings and Workshops

IT training is also part of our value add services that we can provide to our customers to further strengthen their existing skills and expertise. With our on the job training, customers will have a better hands on experience and opportunity to ask the trainer of any doubts or issues during the training. Our training programme also cater for re-training process for all of our product and solutions. Among the trainings that we provide are :-







- Product re-training (MyERP, MyAsset, MyInventory, etc.)
- Product Handson Workshops
- ERP Training
- Microsoft products Training

## REFERENCE SITES



Some of our customers are as follows :-

- Institut Penyelidikan Perhutanan Malaysia (FRIM)
- Lembaga Permasaran Pertanian Persekutuan (FAMA) – HQ/Pengurusan
- Lembaga Permasaran Pertanian Persekutuan (FAMA) – Negeri-Negeri
- Koridor Utara Malaysia (Northern Corridor Implementation Authority)
- Suruhanjaya Persaingan Malaysia (MyCC)
- Institute Penyelidikan Pertanian Malaysia (MARDI)





- Malaysian Timber Industry Board (MTIB)
- Lembaga Getah Malaysia (LGM)
- Lembaga Tembakau Negara (LTN)
- Yayasan Pelajaran Mara (YPM)
- Yayasan Dakwah Islamiah Malaysia (YADIM)
- Akademi Seni dan Warisan Kebangsaan (ASWARA)
- Perbadanan Harta Intelek Malaysia (MyIPO)
- Syarikat Perumahan Negara Berhad (SPNB)
- Lembaga Koko Malaysia (LKM)
- Pusat Zakat Negeri Sembilan (ZakatNS)
- Universiti Teknologi Malaysia Sabah (UITM)
- Malaysian Institute of Road Safety Research (MIROS)
- Majlis Bandaraya Petaling Jaya (MBPJ)
- Majlis Bandaraya Shah Alam (MBSA)
- Majlis Perbandaran Ampang Jaya (MPAJ)

## SUPPORT

We strongly believe that customer support services is part of the customer relationship and we will try to improve it every year to provide our customer with the best support they can have and also a reliable one.

We provide 24 hours support via the following medium:-

- Phone Support - our support services staff mobile phone for easy contact and everywhere support
- Onsite Support – customer will be given onsite support if the problems require us to be on site to solve it.
- Email Support - customer can also email their comments, issues, bugs reporting to our support email address at [support@softwarewizards.com.my](mailto:support@softwarewizards.com.my)
- Web Support - using our web service i.e. Software Wizard's WebSupport . Registered customer can log on to our customer service website and make a reports, complaints, praise, comments, download latest software and report bugs from this site. Our support site is at <http://www.softwarewizards.com.my/support>
- Routine Customer Visit – we provide an additional customer service visit for all our customers from time to time just to ensure that everyone known that we are still there for them.
- Online RealTime Support – we can also provide our customer with a realtime and online support by utilising current technology software which enable us to troubleshoot customer problems from a remote site via the Internet.

Customer who have signed our annual maintenance will receive a half yearly or quarterly support maintenance reports from us.

Our support workflow is as follows:





- Receive Customer Support Request
- Review support request
- Assign the request with Request Priority Level (RPL)
- Assign request to support staff
- Execute Support according to priority level
- Produce Support Report to be signed by customer once completed
- Compile report for annual maintenance report to customer

Our Request Priority Level is divided into 4 levels accordingly:

Priority Level	Problem Description	Support Duration
1	<ul style="list-style-type: none"> <li>▪ Critical problem/bugs</li> <li>▪ System is not operational until the problem is solved</li> <li>▪ Affect overall system</li> </ul>	1 hour – 24hrs (depending on location and sites)
2	<ul style="list-style-type: none"> <li>▪ Critical problems/bugs</li> <li>▪ System is operational</li> <li>▪ Affect only selected submodule</li> </ul>	1 – 3 days
3	<ul style="list-style-type: none"> <li>▪ Not critical problems/bugs</li> </ul>	3 – 7 days
4	<ul style="list-style-type: none"> <li>▪ New request / customization covered under contract</li> </ul>	7 days

Note: Support durations are measured by working days

