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**Finsoft Consultants, Inc., headquartered in New York City**, is an Information Technology solutions company that provides very cost-effective staff-augmentation, application development and infrastructure services to blue chip companies and government organizations. Partnering with our clients, Finsoft provides experienced consultants, handles full life-cycle application development projects and takes responsibility for on-going maintenance and support of client's systems.

Recognized by Deloitte and Touche as a "Shooting Star" company in 1999, Finsoft Consultants, Inc. has proudly served a number of top investment banks on Wall Street, Fortune 1000 companies as well as leading e-business startups since 1995 including Lehman Brothers, Goldman Sachs, Merrill Lynch, Royal Bank of Canada, Zurich Insurance, Centre Solutions, MedLinx, **NY State – OGS, City of NY, State of Connecticut** etc.

Finsoft has an extensive offshore software development infrastructure in India. The Offshore Development Center ("ODC") is designed to **significantly reduce costs** while taking advantage of productivity, scalability and high quality of software development in India through a 24-hour service delivery model. The center has robust networks, high-speed Internet connectivity, and latest software and hardware infrastructure. The 24-hour (on-site & off-shore) methodology offers distinct competitive advantages with the following benefits:

- Effectively provide many well trained resources to manage work load on a very short notice
- Provides benefits of Fin soft's established and proven IT practices
- Reduce risk of project overruns, occurring due to attrition and shortage of skilled persons
- Free in-house resources for new opportunities and work in mission-critical areas

#### **Our value proposition includes**

- Fixed-price, Fixed-time delivery
- Quick and easy access to hard-to-find skills (Appendix B) - our consulting staff of over 150 Associates along with a vast pool of contractors are readily available within short notice
- 24x7 operations that can be carried out through an onsite-offshore hybrid service delivery Model
- Superior customer relations through continued support and training with "Live Operators"
- Expertise in a broad range of technologies and industries

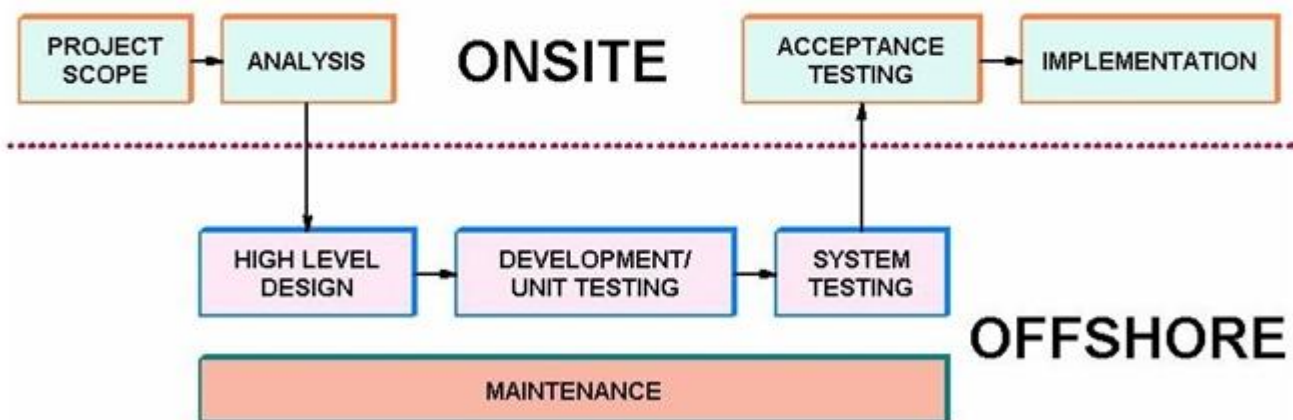
#### **Our core competencies include**

- **Business Process Outsourcing / Project Services** -- To enable clients to achieve their strategic Business objectives, Finsoft designs and develops flexible, scalable software solutions, using a proven methodology, detailed processes and industry-standard development techniques and tools. Leading edge applications can be designed for mainframe, client/server and Internet environments. Finsoft has been developing expertise in Web Services using .NET and JAVA Technologies to examine its applicability to business process transformations in the future.
- **Packaged Systems Implementation Services** -- The complexity of implementing and managing Packaged application software is forcing technology departments of large to mid-sized companies to devote a significant portion of their IT budgets and manpower to these projects. Finsoft helps relieve the drain on our client's technology resources by providing different services tailored to the customer's needs in implementing packaged software solutions. . These services are deployed through different service delivery models; either by providing dedicated onsite specialists or by using an onsite/offshore delivery model. Our Packaged software implementation services are delivered by highly trained and experienced consultants, our results-driven capabilities enable customers to control and predict costs, while optimizing investments in Systems. We understand our customer's business objectives and can effectively manage the implementation & deliver solutions tailored specifically to their needs, primarily in the areas of areas of SAP and FileNet technologies
- **Technology Consulting** -- Finsoft maintains its high standards of performance by aggressively recruiting and Developing the highest level of talent in the US and in India. Our consultants add value by assessing the Customer's needs, understanding the business process and working with the clients to develop efficient and Cost-effective technology solutions. This ability to align technical knowledge with Business strategy is a result of Years of accomplished experience in the field. Finsoft can also provide you with a proven vendor selection Methodology (for products, services and human capital) to help you manage your technology sourcing.

## Finsoft has distinct competitive advantages

**Through a hybrid onsite-offshore service delivery model** (Appendix A); comprehensive suite of tools, and experienced technical professionals, Finsoft delivers exceptional value and world-class quality solutions to our clients. In those cases where this model is most optimal, dedicated on-site project management teams work with the customer to identify business and technical requirements in the implementation of new solutions, while our off-site teams continue to support these projects from a software development, maintenance and business operations standpoint. Finsoft's customers, large and small, realize the benefits of this model both in terms of price and in terms of productivity.

## HYBRID ONSITE - OFFSHORE DEVELOPMENT MODEL



**Finsoft's "24x7 workday"** enables our customers to dramatically reduce the time and costs required to develop, upgrade and maintain technology and service it. Finsoft eliminates traditional time constraints and provides cost effective solutions that are supported by the "24X7 workday" model facilitated by our Offshore Development Centers (ODC) in Hyderabad, India.

**Business process outsourcing** includes such functions as claims processing, invoicing, payroll and customer support. As organizations experience successful information technology outsourcing, companies that outsourcing can be a viable alternative for non-strategic business processes. Finsoft provides business process support in many functional areas, such as document imaging, data processing and customer management. Business Process Outsourcing services can help reduce costs and improve efficiency. With our strong domain knowledge in selected industries, Finsoft has the expertise to manage transaction-intensive, non-mission critical functions and processes.

**Our industry-specific business solutions**, which combine the convenience of shrink-wrapped applications with the flexibility of custom development, improve our customers' time-to-market through the use of component based architecture.

**Through focused strategic partnerships**, which complement our own suite of products and services, we provide our customer's wide range Information Technology solutions that cover all our customer's technology needs helping them achieve their business objectives through efficient use of technology



## Business Process Outsourcing / Project Services

Finsoft delivers innovative software solutions to address your business needs quickly and efficiently. Through proven business consulting practices and project management techniques, Finsoft develops applications both onsite and offshore for clients. As a result of our “24x7 Workday” and our hybrid onsite-offshore development model (Appendix 1), Finsoft’s methodology provides additional cost effectiveness and potential for rapid development. Finsoft’s development process covers the entire spectrum - conducting requirements analysis, developing design strategies and project plans, designing contingency plans, to coding, testing, data conversion, implementation, deployment and release.

Finsoft successfully delivers applications in mainframe, client/server and Internet environments using tested development methodologies, detailed processes, and open-standard development techniques and tools. Given the fact that there is tremendous cost saving in using off the shelf (“OTS”) products; we help our clients evaluate these OTS packages prior to providing customized applications. In cases where OTS tools are not sufficient, we help our customers select the development technologies, tools and methodologies to design a customized solution that is right for them.

By using component-based development architecture, Finsoft offers the flexibility of revamping existing systems into component-based objects, which can be reused to build new applications. Finsoft also has an extensive library of components that serve as a framework for developing reusable components to address clients’ specific business needs. This application development methodology fosters RAD (rapid application development), which allows for faster and higher quality of applications through:

- Requirement gathering through business analysis
- Iterative prototyping and user testing of designs
- Reusable software objects and components
- Increased communication between members of cross-functional project team
- Rigid development process limiting changes to version updates

Finsoft uses numerous tools required for this method of development including requirements gathering tools, prototyping tools, computer-aided software engineering tools, language development environments for communication among development members, and testing tools. The result is a cost-effective application custom designed to enhance our customer’s business performance.

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Sampling of projects – using technology to enhance business processes (Please see the Projects Matrix for a more elaborate list of our past and ongoing projects):

### A Major Brokerage/Trading Firm:

**Description:** The project entailed creating an online trading system in Java. The primary objective of the project was to create the trading system that can be used with the same ease on both Internet and Intranet. The project had 4 major modules: Order Entry, Monitoring Tool, Information Tool (for daily positions and Transactions), and FIX protocol Implementation. The Order Entry module allowed the account executives to place single or group (Basket) orders. The Monitoring Tool allowed the executives and managers to keep track of the trade order traffic. The monitoring tool also updated the status of the trade. Information tool provided the latest information on various stock prices from the existing server and the present stock position for the executives in a single Java screen. The Fix module implemented the FIX protocol for transmission of the trade’s to and from the various clearinghouses.

**Solution:** Conducted requirement analysis, designed and developed the entire system. Implemented security through proxy developed using JDK 1.2 in 3-tier architecture. The GUI for the system was in MDI format with internal frames and was developed entirely using Swing API. Making presentation to the clients at various stages of the project. Overall



Project and Resource management.

**Technology:** Java, JDK 2.0, JDBC, RMI, Swing 1.1, UML, Visual Café 3.0, Oracle 7.3, Java-RPC, API, FIX API, Windows NT 4.0, Solaris 2.6, C.

## Point of Care Clinical Documentation ASP Service

**Client:** MedLinx Interactive, New York NY

**Platform:** MS SQL Server, .Net, Java, MS Office, Documentum, Open Text, Speech Machines (third party ASP service), Sequoia XML tools,

**Tools:** Visual Studio, Rational Rose, Visio, Sequoia XML toolset

### Background:

MedLinx offers point of care clinical documentation services to ambulatory and acute care settings. This service is delivered via an ASP (Application Service Provider - hosted by Finsoft), includes capture of point of care data, producing a report and distribution of these reports on a web browser using permission based access. Also these reports are XML tagged for integration with facility's in-house systems or third party service providers and payors such as Insurance companies, Labs, Pharmacies etc.

### Project Scope:

Develop, deploy and host the clinical documentation service and provide customer support. Total effort was 12 man-years.

### Features:

- Captures point of care clinical data
- Integrates hospital's ADT data to generate routable jobs
- Routes the jobs to geographically distributed work pools for report production Reports are delivered back to the facility
- Reports are made accessible based on permission on a web browser HIPAA compliance is maintained on security and privacy of data
- Reports are XML-tagged for further integration with in-house systems and third party service providers

## Case Report Forms Generation (CRFs) in a Clinical Trials Application

**Client:** Clinical Data Operations group of a big pharmacy company - Pfizer

**Platform:** Solaris, Oracle, Documentum 4iWCM, ASP, VB6.0, IIS

**Tools:** Visual Studio, Rational Rose, Visio, Documentum Developer studio, DFC

### Background:

CRF generation and maintenance is a critical workflow in the clinical trials process. CRF consists of variety of documents ranging from patient demographics to patient visit documentation and drug dispensation forms. The workflow is distributed geographically and among multiple parties (patients, physicians, clinical trial data coordinators, pharmaceutical-project personnel, etc.), hence requires a browser based access to the application.

### Project Scope:

Develop and deploy CRF generation application

### Features:

- All the CRF documents are maintained in Documentum docbase repository
- These documents are accessed on a browser using ASP pages
- A COM component provides required functionality to access/manipulate the documents. This component is developed in VB 6.0 and Documentum DFC API



## Electronic Verification of Vital Events (EVVE)

**Client:** NAPHSIS, Social Security Administration Washington DC  
**Platform:** Java Server Pages, XML, Sybase, Netscape Enterprise Server, Microsoft IIS or Apache, SSL, SonicMQ JMS  
**Tools:** Rational Rose, Sun Forte for Java

### Background:

Development and deployment of a single system that will allow the personnel to request and receive certifications and verifications of birth and death events throughout the country. This system will entail a process that provides the SSA user with a single interface to generate a request to any participating pilot Vital Statistics state agency in the country. The system will be used by personnel who directly handle customer transactions in SSA field offices, teleservice centers, program service centers, the Office of Central Operations (for earnings, disability and international claims), hearing offices, the Office of Quality Assurance and the Office of the Inspector General.

### Project Scope:

The Electronic Verification of Vital Event (EVVE) process will get request from Social Security Administration (SSA) and route to the relevant state. The request will be of four type's viz. Birth certification, Birth Verification, Death certification and death verification. Again as it gets response back from the state, it will be routed back to SSA. The request process at SSA will generate an electronic message in a standardized format that is routed to the state where the event took place. The solution will be designed to ensure that the transaction is secure (128 bit encryption); response is fast (within 5 seconds) and extendible to accommodate larger transaction volume without major change in the design.

### Project Features:

The functionality of the software developed will be modularized for achieving distributed component-based solution, which will: a) be extendible, b) localize impact of change and c) maximize usage of standard based software. Hence the solution is a JMS application comprising of the following:

- JMS Clients - These are the Java language programs that send and receive messages.
- Non-JMS Clients - These are clients that use a message system's native client API instead of MS. If the application predated the availability of JMS it is likely that it will include both JMS and non-JMS clients.
- Messages - Each application defines a set of messages that are used to communicate information between its clients.
- JMS Provider - This is a messaging system that implements JMS in addition to the other administrative and control functionality required of a full-featured messaging product.
- Administered Objects - Administered objects are pre-configured JMS objects created by an administrator for the use of clients.
- XML based VET messages will be used for messaging. EVVE-MQ will be the JMS provider.
- Administered Objects will be required in order to provide application configuration that will be done at JMS provider end and used by all the JMS clients.

## Technology Consulting

**Clients:** Morgan Stanley, Centre Solutions, RBC Dominion, Charles Schwab, Prudential Insurance, JP Morgan Chase, Global Integrity, etc.  
**Platform:** Solaris, NT, IIS, Websphere, iPlanet, C++, Java, XML, VB, ASP, COM/DCOM, JSP, TIB, Oracle, Sybase, SQL, HTML, Perl, CGI, Lotus Notes, SAP, CRM, People Soft, Oracle Applications, .Net, Eclipse, Websphere etc.

### Background:

- Application Life Cycle Management
- Technology Consulting
- Systems Development, Deployment and Production support



**Project Scope:**

Project Management, Design, Architect, Development, Implementation /Deployment and Testing. Ranging from 6 months to 4 years

**Migration of legacy to n-tier architecture**

**Client:** RBC Daine Raucher, Minneapolis

**Project/Services Description:**

Migration of legacy to n-tier architecture

**Background:**

The project consisted of large scale migration of legacy system to n-tier architecture using the above tools and platform.

**Project Scope:**

Develop, deploy and maintain the migration of legacy systems into n-tier architecture. Our role was to provide staff augmentation (total of 4 including Project Manager, Testing Manager, Developer and a QA Analyst)

**Features:**

Project Management, Design, Development, Deployment and Testing in application and networking domains including Financial Services, Brokerage, Trading, City and State Agencies, Pharmaceuticals and Utilities.

**Applications Development and Production Support for a period of 5 years**

**Client:** Morgan Stanley

**Project/Services Description:**

Production Support, Data Center Operations and Staff augmentation

**Project Scope:**

Systems Deployment, Production Support and Staff augmentation

**Platform/Tools:**

IBM Mainframes, UNIX, CCIS/DB2, Sybase C, Oracle

**Applications Development and Production Support for a period of 7 years**

**Client:** Center Solutions (Zurich Insurance)

**Project/Services Description:**

Systems Development, Deployment and Production Support

**Project Scope:**

Applications Development and Production support for a period of 7 years

**Platform/Tools:**

UNIX, Windows NT, PowerBuilder, C, SQL Server, Oracle, BI tools, HTML, Perl

Partial List of our past and ongoing projects.

Client-Engagement	Project	Platform/Tools	Duration
MedLinx Interactive	Point of Care Documentation, Physician Portal and Claims processing	.Net, Java, XML, Biztalk, C, HI7, Documentum, Open Text, Oracle, SQL Server, IVR – Nuance, Speech Machines, Solaris, Viador, Plumtree	36+ months + 24 months offshore
MedQuest/Phillips	Physician Portal ASP	.Net, Speech Machines, Careflow, C, RSA	24+ months
Forrester Labs	SAP/CRM implementation	SAP, QA, Validation	12 + months
S&P Comstock	Market Data Feeds	C++, Unix internals	9+ months
American Greetings	BI/Data warehousing	Cognos, Unix	6+ months
City of San Diego	EAI using TIBCO	TIBCO, Java	12+ months
Identix	Biometrics	C++, C, PowerBuilder	12+ months
NYC HRA	Data warehousing/BI	Oracle, Cognos, BO	24+ months
Center Solutions	Reinsurance	VB, SQL Server, ASP	7+ years
Boston Scientific	CRM	Mercury tools	9 + months
Lockheed Martin	Accounting	CICS COBOL DB2	9+ months
Ascenia Comm.	Mobile device system	C++, RTOS	3+ months
NYSTATE DCJS	Track-Integrated Justice system. Curam Project	Java, J2EE, websphere, Websphere Application Server, websphere portlets Design and Architecting	18 months 18 months
Perot Systems	Health Claims	Mercury, Rational	14+ months
RX Solutions	Clinical Trials	FileNet, Java	12+ months
Cisco Systems	Enterprise Messaging System	TIBCO, Websphere	12+ months
TI	Mobile Communications	RTOS, VxWorks, C, C++	9+ months

Motorola	Java development	Java/J2EE, Linux	12+ months
State Street Bank	Oracle Apps	Oracle Applications	12+months
Western Digital	Product Engineering	FPGA, DSI Controllers, UNIX internals	6+ months
City of Arlington VA	SharePoint Portal	SharePoint	12+ months
Cadbury Schweppes	Content Management	FileNet P8, Java	9+ months
Axion Networks	SOA and SaaS	Java, Websphere, Boomi	12+ months
Citadel Real Estate	Commercial Real Estate Listings, Brokerage and Settlements System	Force.Com, Java, C++, Sybase, Real time price feeds, TIBCO RV	24+ months
Department of Labor	Enterprise Architecture and SOA	SOA, Java/J2EE	12+ month
EFLS Services	Contact Center, ASP Service.  Telephony Integration, IVR, Automatic Call Distribution, Workforce Management, Multimedia, CRM Integration, Automatic Call Distribution, Historical Reporting	Java/J2EE,  .Net, C++,  Siebel, BPM Tools – PEGA, Websphere, Coldfusion,	24+ months
CME	Exchange Front End	Java/J2EE, C++, Solaris	14+ months
FX ALL	Forex Trading	C++, STL, UNIX	24+ months
United Health Care	Claims Processing	.Net / Java	12+ months
BNP Paribas	Equities Trading	Java/J2EE, C++	24+ months
FISA	Security Management	CISSP, Security infrastructure including firewalls, VPNs, IDS, IPS and related technologies	6 months
	Software Developers	Java, J2EE Architects	3+ months
	Analysts	Project Management Analysts	24+ months
UBS	Repo Trading Desk	C++, UNIX	12+ months
Federal Gov., Medicare Medicaid	Medicare Claims	CICS COBOL, DB2	12+ months
Aetna Insurance	Claims	Java/J2EE, UNIX	12+ months

Master Card International	Credit Card processing	Java/J2EE, UNIX	12 + months
Bank of America	Data warehousing/BI	Oracles, Cognos, UNIX	12+ months
Pfizer	Pharma Marketing Portal	Documentum, .Net, Weblogic, UNIX	12+ months
Office of Mental Health	Security and ID Management	Tivoli, UNIX, LADP, eDirectory, Sun Id manager, RSA tools, eTrust	18+ month
Verizon Wireless	Content Management	Documentum	6+ months
Verizon	Customer Billing	Java/J2EE, Oracle	12+ months
Morgan Stanley	Brokerage Systems	CICS, DB2, UNIX< C,C++	24+ months
Goldman Sachs	Fixed Income Trading	Java/J2EE, UNIX	9+ months
QUALCOMM	Mobile Communications	C, C++, Symbian	12+ months
DOH	Department of Health – Systems Reengineering	Java/J2EE	24+ months
DOH	Outcomes Analytics	C, C++, Sybase, UNIX	18+ months
FISA, City of New York	Re-architecting legacy into N-tier	Java, z/OS, UNIX, Windows NT, Rational, Mercury Tools	18+ months
Telerex	Clinical Trials/Outcomes	Cognos, Oracle, BO	12+ months
Social Networking Startup	Social Networking site development	Java, C, Toksee Togadera Web 3.0	TBD
Gaming Startup	Courseware utilizing Wii, Play Station, XBOX	C++, Python, Maya, Blender	TBD
NYC Agency	Data Center Support	UNIX, SANs, TIVOLI, CA	
Department of Labor	Enterprise Architecture and SOA	Rational Tool Suite	12+ month



## Technology Consulting

Our consultants are our most valuable assets. Finsoft maintains its high standards of performance by aggressively recruiting and developing the highest level of talent in the US and in India. Our consultants come from top universities and technology training centers with proven experience in a variety of industries. On joining the company, the consultants receive extensive initial training, accompanied by on-going in-house training to help them keep abreast of new trends in technology. A technology-based approach to recruiting facilitates consultants from various professions and backgrounds to work together, broaden their individual knowledge and skills, and blend their expertise in various industry and service practices.

The ability to cultivate a big picture distinguishes our consultants from our competitors. They develop a command of the clients' business philosophy in addition to their systems to partner with them to help them achieve their goals on time and on budget. From the start of each relationship the consultants add value by assessing the customers' needs and working with the clients to develop customized methodology for an efficient and cost-effective solution.

Finsoft's philosophy to cultivate long-term relationships with clients is best exemplified by the track record of our contracts, the average life of which is over three years. Finsoft leverages these strong customer relationships into additional opportunities to serve the clients through projects and outsourcing.

Filtering through numerous technology vendors - for products, services and human capital, can be an overwhelming task often consuming resources dedicated to production. Finsoft's technology consulting division can provide you with a proven vendor selection methodology. Through a process with clearly defined targets and deliverables, Finsoft can help to ensure that your technology dollars consistently add value and are closely aligned with your corporate objectives.

Our consultants span a wide spectrum of experience levels and industries (Appendix B) and their background includes:

### Management Level

- CIO/Vice President/IT
- IS Director
- Manager - Systems Analysis & Programming
- Manager -Systems Tech. Support
- Network Manager LAN/WAN
- Sys. Analyst/ Programmer / Project Leader
- Database Admin. Manager
- Manager Telecommunications
- Internet Architect
- Data Center Manager
- PC Work Station Manager

### Professional Level

- Senior Software Engineer
- Software Engineer
- Sr. Database Analyst/Admin.
- Object-Oriented/GUI Developer
- Web Developer
- Network Administrator LAN/WAN
- Sr. Systems Analyst Programmer
- Systems Analyst Programmer
- Sr. Systems Admin. /Unix
- Sr. Client Server Programmer/Analyst
- Client Server Programmer/Analyst
- Sr. Mid/MF Programmer Analyst
- Mid/MF Programmer Analyst
- Telecommunications Specialist
- PC Applications Specialist
- Quality Assurance Analyst
- Security Specialist
- Help Desk/Support Analyst

**IN-HOUSE SKILLS MATRIX FOR THE PROGRAMMING SERVICES**

<u>CATEGORY</u>	<u>SKILLS</u>
<p><b>1. SOA/Web Services</b> Architecting n-tier applications, using SOA and Web Services</p>	<ul style="list-style-type: none"> <li>⌚ Architecture, design and deployment</li> <li>⌚ Web Services development and deployment</li> </ul>
<p><b>2. N-tier systems Development</b> Using any language or tools / development environments like, C/C++, Java, .Net using Oracle, Sybase, etc.:</p>	<ul style="list-style-type: none"> <li>⌚ Designing robust protocols</li> <li>⌚ Network programming</li> <li>⌚ Designing usable computer-human interfaces</li> <li>⌚ Good documentation skills</li> <li>⌚ Good debugging skills</li> <li>⌚ Understand the information flow of the Company / customer</li> <li>⌚ Mastery of concurrency</li> <li>⌚ Multi-platform development</li> <li>⌚ Database programming</li> <li>⌚ Security</li> </ul>
<p><b>3. Database Administration:</b> For either Oracle, Sybase, SQL Server, Informix, Ingress, DB2 and other databases:</p>	<ul style="list-style-type: none"> <li>⌚ System Architecture</li> <li>⌚ Manage and Create a Database</li> <li>⌚ Manage Physical Storage</li> <li>⌚ Manage Database Objects &amp; Users</li> <li>⌚ Manage Systems Resources</li> <li>⌚ Backup and Recovery Strategies</li> <li>⌚ Backup Strategies Using Recovery Manager</li> <li>⌚ Recovery Theory and Methods</li> <li>⌚ Twenty Four Hour Operations</li> <li>⌚ Incomplete Recovery</li> <li>⌚ Standby Databases and Disaster Recovery</li> </ul>
<p><b>4. Application Design and System Analysis</b></p>	<ul style="list-style-type: none"> <li>⌚ Identification and Selection of Development Projects</li> <li>⌚ Systems Requirements Determination</li> <li>⌚ Modeling the Processes and Logic</li> <li>⌚ Modeling the Data: Conceptual and Logical Data Modeling</li> <li>⌚ CASE Tools and Joint and Rapid Application Development</li> <li>⌚ Moving from Analysis to Design</li> <li>⌚ Designing Systems for Diverse Environments</li> <li>⌚ Designing the Files and Databases</li> <li>⌚ Designing the System Output</li> <li>⌚ Designing the inputs and User Interface</li> <li>⌚ Designing the System Internals</li> <li>⌚ Implementing and Maintaining the System</li> </ul>
<p><b>5. Enterprise Resource Planning</b> Oracle Applications, PeopleSoft, SAP, BAAN, Great Plains, JD Edwards, Lawson and other ERP vendors</p>	<ul style="list-style-type: none"> <li>⌚ Implementing and Maintaining the System</li> <li>⌚ Manufacturing &amp; Logistics</li> <li>⌚ Operations (Production) planning</li> <li>⌚ Engineering</li> <li>⌚ Shop floor control</li> <li>⌚ Procurement management</li> <li>⌚ Order entry and processing</li> <li>⌚ Sales, marketing, and after sales</li> <li>⌚ Warehouse (Inventory) management</li> <li>⌚ Distribution (Transportation) management</li> <li>⌚ Project management</li> <li>⌚ Plant maintenance</li> <li>⌚ Customer service management</li> </ul>



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