

## CUSTOM SOFTWARE DEVELOPMENT

### ■ Introduction

Our custom development practice was established at inception in 1999, and has been the mainstay of the company's services for its first 5 years. SMC Enterprise has successfully delivered projects in its custom development competency at large organisations in South Africa, Middle East and USA.

With a team of over 50 consultants and an additional database of 300 consultants, we have the ability to deliver enterprise size software at large organisations.

### ■ Services

SMC's custom software development competency offers the full lifecycle of software delivery, thus embracing a number of disciplines to provide an end product to the client. Our team is competent, motivated and enthusiastic to meet and exceed client expectations.

A professional services firm that **implements, develops and supports** business software solutions

### OUR SERVICES INCLUDE:

- Project Lifecycle Management
- Business Analysis and Consulting
- Software Development and Coding
- User Interface Design
- Testing
- Data Migration
- Change Management and User Adoption
- Training
- Maintenance
- Hosting



## SOLUTIONS

With a portfolio of over 50 projects delivered, our team has experience in the following solutions:

**E-Commerce** - Our e-commerce solutions encompasses transactional and internet solutions for:

- B2C - Business to Consumer portals
- B2B - Business to Business portals
- E-Procurement - Online buying portal
- E-Recruitment - Job and recruitment portals

**Administrative Solutions** - Our team has experience in implementing and developing systems for:

- Grant Management - Systems to administer and disburse grants and funds
- Document Management - Solutions to control and store the document lifecycle
- Records Management - Compliance solutions for documents and records
- Integration with ERP Systems - Enterprise Application integration

**Collaboration Solutions** - Our expertise in this area involves:

- Knowledge Management - solutions to optimise organisational knowledge
- Content Management - solutions to control the content in your organisation
- Workflow - Automate business processes with technology
- Business Intelligence - equip your organisation with information for decision making



## ENGAGEMENT MODEL

Our engagement model has been refined over many years and comprises the following approaches:

### ■ Fixed Project

A fixed project model is ideally suited to customers who have a well-defined requirement and budget. In this approach we will spend an initial session to finalise scope and provide client with a proposal.

### ■ Time and Material

This approach suits clients that do not have well-defined requirements or want ad-hoc software development services.

### ■ Support Service Agreements

Typically business critical systems that process large volumes of information require on-going support for enhancements, fine tuning and optimisation. Our support service is targeted at those clients that require the availability of regular monthly support to operate their software systems.

### ■ Outsourced Development Centre

In this model we create dedicated teams for clients in order to contain costs and retain capacity. This approach works well for long term engagements where we partner with our clients.

## TECHNOLOGY PLATFORMS

SMC is strategically aligned with Microsoft, SAP and Oracle technologies; and as such develop and integrate our solutions on these platforms. We have further skills on Microsoft C# , SharePoint and Dynamics CRM.

## CLIENT PROJECTS

SMC Enterprise has delivered a variety of custom software projects over the last decade. Successful and quality delivery is the cornerstone of our reputation. A selection of clients and projects are described below.

**Aegis Media** – Internet-based Business Intelligence and Trend Analysis Tool  
**City of Cape Town** – Business Plan Tool, Online Levies System, Housing Management System, HR Placement System, Disaster Management System  
**Cape Town International Convention Centre** – Web Portal with E-Commerce  
**Engen** – Software Distribution Tool and Workflow Enablement  
**Medical Research Council** – Grant Management System  
**Metrorail** – Managed Services and Hosting, Fleet Management Tool and Workflow  
**National Parliament of South Africa** – Intranet Portal, 4th Parliament Database  
**Pathcare** – Training Administration Tool  
**PetroSA** – Incident Management Tool, Procurement and CMS Tools  
**Pioneer Foods** – CMS, Managed Services, Change Management  
**PGWC Dept. Social Development** – Grant and Fund Management System  
**SAHUC** – Portal for administration of pilgrims ([www.sahuchajjregistry.org.za](http://www.sahuchajjregistry.org.za))  
**SAMSA** – Marine Incident Management System  
**Services Seta** – E-Recruitment Portal ([www.ibility.org.za](http://www.ibility.org.za))  
**Vodacom** – Knowledge Management Repository  
**Western Cape Provincial Government** – Enterprise Intranet Portal  
**Old Mutual** – Incident Management & Financial Reconciliation Tools, Funds Portal  
**Ziton (GE)** – Internet Portal and Content Management System



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