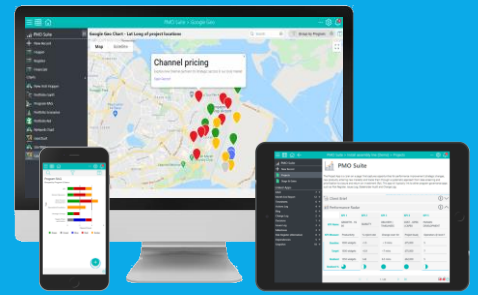




SOFTOOLS



Enterprise-Grade DIY Apps

LEARN in hours – **BUILD** in minutes – **DEPLOY** instantly

What is Softools?

Softools is an advanced no-code web Application Platform running on Microsoft Azure in the Cloud - enabling **Digital Transformation** of business processes. Softools apps are immediately secure, can operate on any device from PCs to Smart Phones, can integrate with Enterprise Systems, and users can operate offline – *anywhere anytime, any place.*

Choose from 100's of off-the-shelf business apps or build your own in minutes without the need for coding.



From Excel to App in 10 minutes



Why Softools?

Speed

Softools is the **fastest** and **simplest** platform to build and deploy custom business apps.

"Our graduates and interns build apps on Softools without any coding knowledge"



Capability and Value

Softools deliver **advanced platform capability** at a **unique value**

"Softools deliver complex solutions in tight time-lines & budgets"

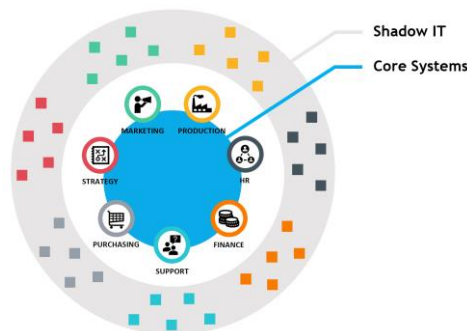


The Challenge

Shadow-IT refers to local business apps that lack control, security, visibility, governance, scalability and collaboration.

Most companies have 100's of business processes running on paper, in Excel or on unsupported mobile apps.

Eliminating Shadow IT by moving to a modern web platform impacts productivity by **40%**



The Solution

Implement the **Softools DIY-Apps platform** in order to:

- Embed industry **best practices** into ways-of-working
- Drive operational effectiveness, efficiency & **productivity**
- Share and replicate knowledge across **remote teams**
- Provide real-time **visibility** and control for key decision makers

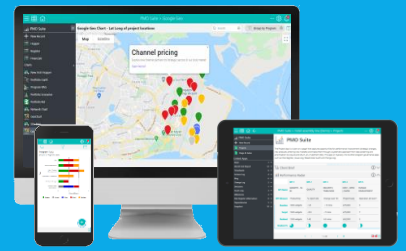
"Softools enabled us to design, build and deploy a complex Supply Chain and Operational Excellence solution across our global manufacturing operations in weeks and at a fraction of the time and cost of inhouse development or competitor low-code solutions. Annual savings are over US\$150 million". *Supply Chain Director, Coca-Cola*



www.softools.net



SOFTOOLS



Digital Apps “by the business, for the business”

While many web app platforms offer advanced features, Softools is the only digital platform built for use by non-technical resources that enables all core features in one integrated platform.

ONE INTEGRATED SOLUTION



EXECS & LEADERS Visibility & control

EXEC DASHBOARD
Real-time reports & BI

COMMERCIALS
All Apps = 1-Price

SPEED
To implement

AUTO REPORTS
Word/pdf Export

BEST PRACTICE
Off-the-shelf apps



APP BUILDERS Fast & Easy to build

ON-LINE LEARNING

EXCEL IMPORT
2-min app build

INSTANT UI
& navigation

1-CLICK
Deployment

AB COMMUNITY
Professional network



OPERATORS Easy to learn & use

GREAT UX

OFFLINE OPERATION
Anywhere, Anytime

ANY DEVICE
Mobile to PC

WORKFLOW
Automated Tasks

ANY LANGUAGE



CTO Secure & Scalable

SECURITY
ISO 27.001

SCALE
0-1,000+

API & CSV
Data Integration

AI ENABLEMENT

GOVERNANCE
Quality Control

BUSINESS LEADERS in all sectors & functions need visibility and control over their areas of operation, and the confidence that their teams are consistently adopting industry best practices.

This necessitates that processes have been mapped, optimized and digitized in ‘apps’, and that data in all critical areas is captured and presented real-time on reports and dashboards.

They also need to ensure that investment in software is optimized and aligned to the business strategy and tech roadmap.

SOFTOOLS APP BUILDERS don’t need IT or coding skills - they are people who understand business processes. Our no code platform enables them to deliver solutions for the business FAST.

Complex functions including UI design, database linking and the technical deployment to a secure web hosting platform are all automated at the click of a button.

App Builders will also become part of a professional network drawn from all functions who are responsible for Digital Transformation in their businesses.

USERS & OPERATORS are constantly seeking tools that make their jobs easier and more compliant with internal and industry standards.

They want applications that reflect their ways of working and that are quick and easy to use on any device from PC and Tablet to Mobiles.

They also want as many tasks as possible to be automated using workflow so they can focus on value-added tasks.

International companies also need operators and supply chain to be able to work in any language.

CTO & IT Teams are increasingly excited by the potential of no-code platforms as they bring agility to the business without pulling on finite IT resources. IT leaders can provide vetted platforms to the business that comply with security, can scale and are interoperable.

This accelerates the rate that processes can be digitized by 25x, and has a dramatic impact on the challenge posed by Shadow IT.

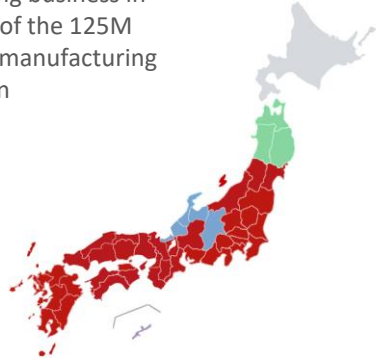
Once a process has been digitized, data can be linked to enterprise data via APIs to create a more complete view of organization wide data.



KAIZEN / CONTINUOUS IMPROVEMENT PROGRAMME WITH 6000 EMPLOYEES

CONTEXT

Coca-Cola Japan Bottlers Inc. is the largest and most successful bottling business in Japan – serving the needs of the 125M population from over 100 manufacturing operations and distribution outlets with a dedicated workforce of over 6,000.



CHALLENGE

The existing manual process relied on Excel to capture and share improvement ideas as '1-cards'. The challenge was to deliver a system that would: enable ideas capture on mobile phones, allow teams to work offline, reduce the monthly reporting workload, and facilitate the sharing of best practices.

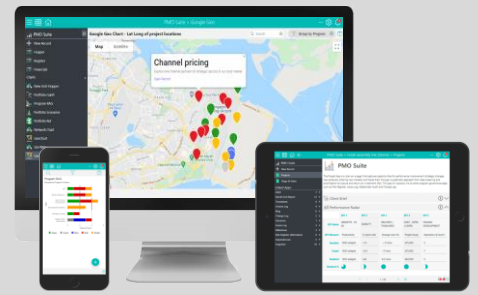
SOLUTION

"Softools enabled us to design, build and deploy an advanced web solution for our KPI reporting process and Kaizen improvement program across all manufacturing operations and distribution centers in Japan. The solution gives us the visibility and control we need to drive and share improvements across the business". Bruce Herbert, Supply Chain Director, CCBJI

In order to maintain their position as the innovative market leader in Japan, CCBJI are committed to a program of Supply Chain & Operational Excellence based on the principles and tools of Kaizen, where all 6,000 employees submit new ideas every month.

OUTCOMES

- Centralized monthly reporting of KPIs across 20 plants
- Kaizen improvement ideas captured from 6,000 employees on a monthly basis
- Supporting the quarterly awards program to recognize success
- Accelerated sharing of best practice processes across the organization.



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Capability

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SOFTOOLS



MANAGING NON-COMPLIANCES IN THE MANUFACTURING INDUSTRY

CONTEXT

Great Lakes Coca Cola are a North American bottling company with over 30 facilities and over 1000 people responsible for maintaining consistent high-quality standards and ensuring best practice is captured and shared across their numerous sites.

PROBLEM

Facility inspections has historically been a time consuming task as recording results, generating reporting and assigning actions was a largely manual task. A lack of systems integration not only complicated reporting, but also made it difficult to 'close the loop' in terms of improvement actions. Improving the visibility of audit results and the status of corrective actions was a key area of potential improvement.

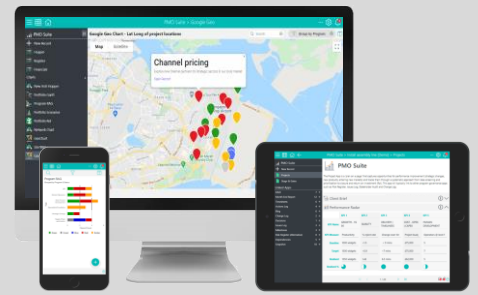
SOLUTION

An audit app deployed on the Softools platform allows users to carry out on-the-go results collection on mobile or tablet. Data for multiple inspections is then consolidated by the system and made available for automated reporting. Key improvement activities are then logged and assigned to owners, ensuring accountability and action. Management have access to the entirety of the business process in real-time.

OUTCOME

Benefits of the digital solution include;

- Identified corrective actions are immediately brought to the attention of the team enabling faster issue resolution.
- Real-time visibility of the end-to-end process allows Management to govern and support more effectively.
- Simpler analysis of 200 yearly inspections helps to spot trends and disseminate best practices.
- More collaborative knowledge sharing of clearly defined work standards has led to a reduction in defects and improvement in service level.



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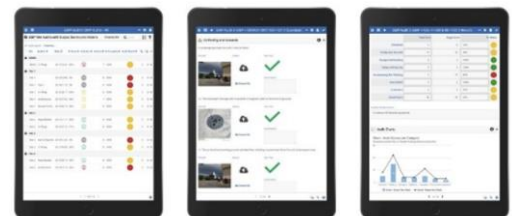
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SOFTOOLS



200+ Site Global Auto Tier 1 Manufacturer

KPMG POWER PURCHASING AGREEMENT - CARBON FOOTPRINT REDUCTION PROGRAMME

CONTEXT

The EU has established a binding target for reducing its greenhouse gas emissions: 40% below 1990 levels by 2030. As part of this challenge a Global Advisory Firm is spearheading a global initiative to install Solar Panels on the roof space at all their 200 factories across the world.

CHALLENGE

To get maximum economies of scale and deliver the program at speed the advisory firm wanted to create a global tender but to do this they required information from each site (Roof Area, Electricity consumption, Contact details etc). Using consultants to gather the information would be costly and time consuming.

Site ownership and management varies from fully owned and managed to leased and outsourced management making information gathering more difficult

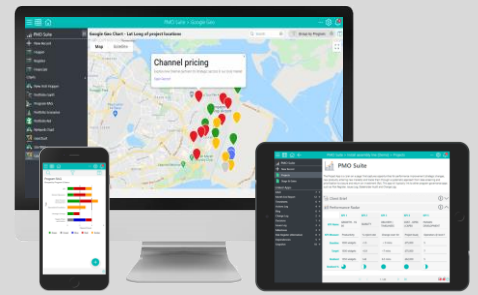
SOLUTION

A simple site directory application was deployed via email to a site contact requesting collaboration from the site's Energy Saving Champion to populate key information required to create the tender. Workflow automated chasing until the right people were engaged and information populated.

Reporting was generated to calculate the global business case and tender specification and dashboards highlighted progress.

OUTCOMES

- The solution was delivered and deployed within 2 weeks
- Within 6 weeks 500 collaborators from multiple organisations were engaged and providing information
- The tender information was provided to potential Solar Installers online
- Projections for CO2 reduction and energy spend have been made and will be tracked to show benefits.
- The Manufacturer now has a single source of information and system of engagement across its sites that is scalable to other use cases.



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DSO - DIGITAL SUPPLIER ONBOARDING

CONTEXT

Oxford Instruments plc (OI) is a leading provider of high technology products and services to the world's leading industrial companies and scientific research communities.

PROBLEM

With increasing CSR and regulatory demands, OI wanted to be able to readily demonstrate compliance across their 2000 suppliers. OI's manual process, run on Word Documents and Excel Spreadsheets became too cumbersome and admin intensive and there was no simple way of ensuring certifications remained current.

Further, the information requirements were specific to their industry, for example, the OI Supply Chain involves Conflict Minerals, and the Responsible Mineral Initiative (RMI) requires them to declare all smelters used by their suppliers. So, the required due diligence process did not fit the mold of off the shelf Supplier Onboarding tools.

SOLUTION

Softools delivered a Supplier Directory used by OI Employees as a single repository of their Suppliers and holds information to assess supplier risks based on spend and OI's risk scoring criteria.

Suppliers are invited to the portal to complete/update their information and undergo the due diligence process which includes a Corporate Social Responsibility Questionnaire and Conflict Mineral Smelter Submission.

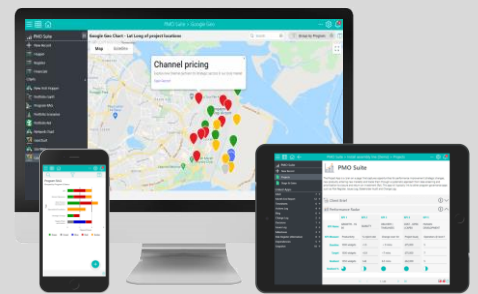
Softools reduced administrative load via automated workflow for:

- Validating Supplier responses
- Internal Approval of CSR Questionnaires
- Annual Recertification

Automatic aggregation of all the smelters declared by suppliers enables OI to automatically generate an overall smelter list which they need to provide to their customers as part of their RMI obligation.

OUTCOMES

- Demonstrable compliance of suppliers with a process to ensure compliance is maintained
- Workflow to manage CSR Approvals and annual certification refresh to maintain compliance
- Holistic view of all Smelters used in their Supply Chain
- OI have the platform and skills to quickly digitize Shadow IT in Procurement, Supply Chain and the wider business.



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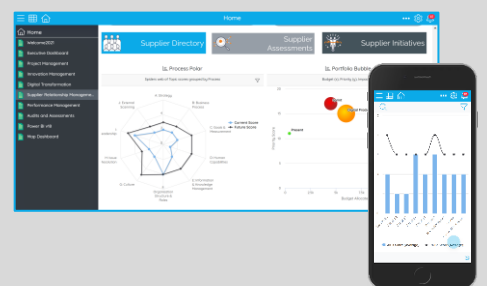
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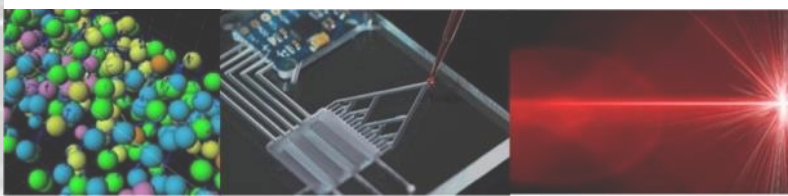
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SOFTOOLS



COST-OUT PROGRAM & SUPPLIER ONBOARDING

CONTEXT

Capita Procurement are responsible for all procurement activities across the Capita Group – either directly or via third party organisations. As part of their commitment to continuous improvement, Capita plan and execute 100s of projects seeking to deliver either cost reduction or cost avoidance.

These projects are managed by a large team of procurement specialists based in various European locations and a delivery center in India.

The leadership team wanted to implement a structured 6 step process to identify, qualify, execute and track the improvement initiatives. The methodology and tracking were being managed in Excel spreadsheets and progress reporting was time consuming manual exercise.

The lack of visibility and ability to collaborate was hindering Capita's ability to maximise savings from the initiatives.

Capita's supplier onboarding process involved suppliers completing an Excel based questionnaire that lacked validation capability often resulting in applications being returned for more information. This meant the onboarding process was slow and manual.

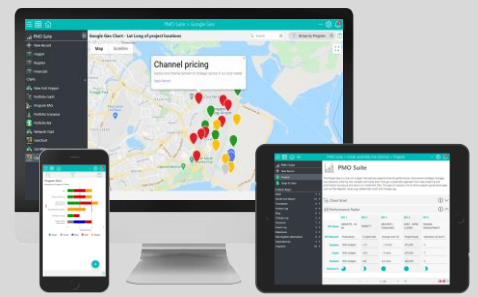
SOLUTION

Procurement Project Portal P3, a suite of applications that orchestrated the 6-step process and deliver the tools required to capture, organise, prioritise, plan and track the numerous initiatives across a globally dispersed team.

The Supplier Onboarding application digitises Capita's due diligence process embedding rules and validation to error proof supplier submissions resulting in faster onboarding and automation reducing the risk of trading with inappropriate suppliers.

OUTCOMES

- Softools delivered, at speed, customised solutions for managing savings initiatives and onboarding suppliers providing the leadership team with visibility and productivity benefits.
- By digitising the process, the Users benefit from automated report generation, saving them time consuming tasks that do not add value, instead they can use their time to understand the information and work proactively to maximise savings that can only be achieved if actions are taken.
- The zero-code capability for configuring Applications provides Capita with the flexibility to adapt their onboarding questions to enable their process to keep pace with ever changing regulations and best practice.
- The solution is scalable, secure and works on laptops, mobiles and tablets which helps with adoption because information is accessible and instantly available.



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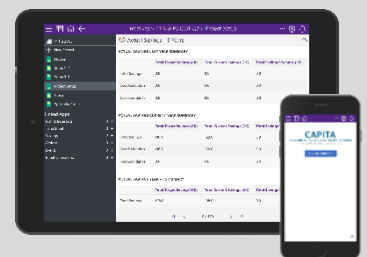
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GLOBAL CONSULTANCY DIGITISES THEIR DELIVERY PROCESS

CONTEXT

Turner & Townsend is an independent professional services company specializing in project and programme management, cost management and consulting across the real estate, infrastructure and natural resources sectors. In 2015, a multi-national automotive manufacture appointed Turner & Townsend to implement a new brand identity across 11,800 dealerships in 160 countries around the world. Delivering projects in such a challenging global scope required dedicated tools to support governance and process.

PROBLEM

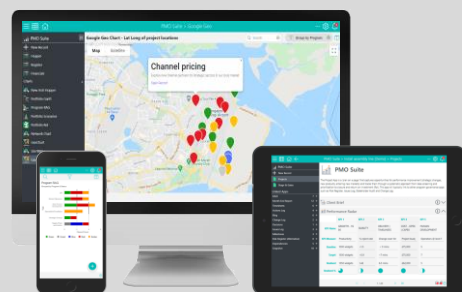
The previous project management and reporting process was labour intensive and characterized by the use of Excel and Power Point. Country and Regional project reports were sent each week to a central PMO to inform about the progress, forecasts and risks for each project site. The excel reports were manually aggregated in one centralized table using an Excel reporting tool. 60,000 lines of data had to be manually consolidated, causing huge inefficiencies and ultimately decelerating reporting timelines.

SOLUTION

Turner & Townsend digitalized their reporting process by implementing the Softools platform for centralized project reporting. The solution replaced the old manual processes as reports are automatically consolidated and reports automatically generated after the initial data input. The digital solution hosts over 110 users across 5000+ active projects.

OUTCOMES

Turner & Townsend now have real-time visibility of their ongoing projects with a single source of truth. They are able to deliver excellent client service by fulfilling project status queries instantaneously. Automated data consolidation and reporting allow project managers to focus on project delivery and spend less time on the minutia of manual reporting. Finally, the digital platform has established a common approach to project reporting embedded with best practices.



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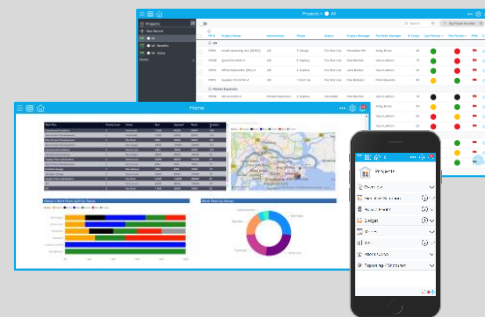
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Automotive

DEALERSHIP TRANSFORMATION PROGRAM

CONTEXT

Headquartered in the UK and managing a franchised dealer network across 19 European countries via 12 fully owned National Sales Companies.

They developed a Sales Operating Standards framework that guides Dealers towards best practice to ensure that future and current customers' experience at the Dealership meets the standards of their world-famous brand.

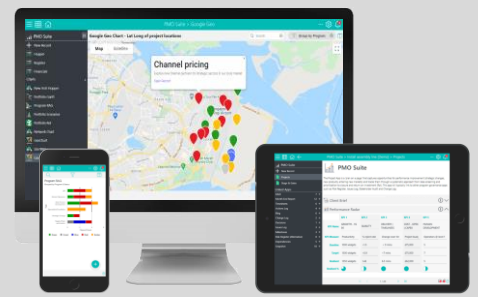
The framework consists of 130 questions spread across 13 areas, Sales Area Managers (SAMS) were targeted to conduct at least two formal assessments per month, this was not often achieved because of the time taken to conduct the assessment because the process was manual using Microsoft Excel, which housed the questions and PowerPoint to produce the report and improvement plans.

SOLUTION

Softools zero code web application platform was recommended by a Global Consultancy to digitise this process for. Softools were recommended because a customised solution could be delivered quickly.

OUTCOMES

- The solution was delivered in 2 months and rolled out to more than 150 Sales Managers across Europe in 13 languages.
- The number of Assessments delivered increased enabling more dealer improvement initiatives to be delivered.
- Dealers within the program showed a greater improvement in KPIs (e.g. Customer Order Intake, COI) than dealers outside of the program.
- Additional processes (Aftersales Operations Standards and Spotchecks) have been added to the platform and user numbers have grown to >250
- 2020 plan to evolve the solution into a Dealer Reporting & Engagement Platform that provides visibility across all Sales Manager and Dealer interactions and to assure Dealer's readiness for the launch of their Electric Vehicle.



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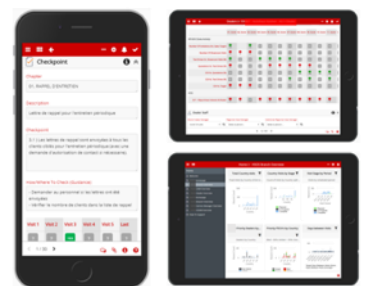
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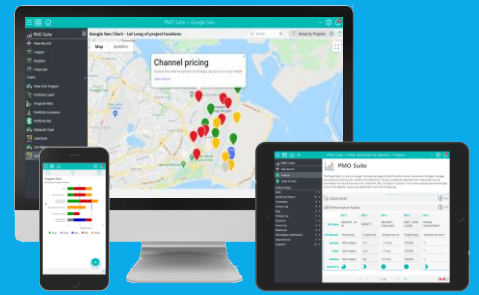
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SOFTTOOLS



About Our Company

OUR TEAM

Executive team have over 100 years of web software experience

Tech (7)



Ops (7)



Sales (7)



Contract App Builders (50)



STRATEGIC REGIONS

UK/France



Japan



USA



ENTERPRISE CLIENTS

Include complex organisations focused on Digital Transformation



IMPLEMENTATION PARTNERS

Include global & local tech advisors & system integrators



INDUSTRIES

Complex organisations focused on Digital Transformation

Manufacturing

Professional Services

Major Programs / Construction

Automotive

International Organizations

SOLUTIONS

Solutions reflect core processes not covered by ERP systems

Digital Supply Chain & Onboarding

Operational Excellence / Kaizen

PMO Project & Program Management

Quality / Safety Audits & GMP/GLP

Mobile & offline operations

APPS

Over 150 off-the-shelf apps & 2,000 customer apps built in the last 12 months



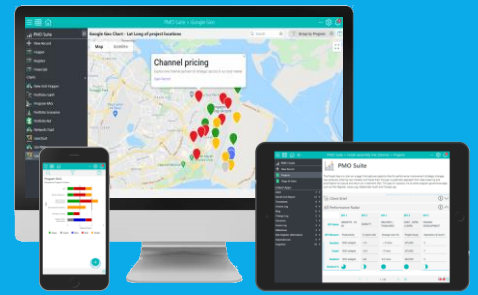
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SOFTTOOLS



SOFTTOOLS



About Our Technology

ACCESS

Access to the platform is via any modern browser (Edge, Chrome, Safari, Firefox, Opera+). The platform is mobile-optimised and so can be accessed on any device from PCs and tablets to Smartphones. The platform is based on 'progressive web' technology and can therefore be used offline.

APPS COMPLEXITY

Applications can range from simple list-based stand-alone apps (e.g. Risk Register), to complex apps (e.g. Supply Chain Assessment) that are linked together, driven by workflow and synchronised to 3rd party systems via Softtools published APIs.

APP BUILD

Certified AppBuilders use the integral AppStudio to design, configure and deploy apps using a systematic 8-step process in hours and with zero coding.

BUSINESS CONTINUITY

The platform is used by many of the world's leading organisations and Governments, and so data is always held in a secure encrypted environment, controlled by clients and exported at any time.

DATA INPUT

CSV import is used to complete a one-off migration of client data during set-up. Then data is entered into the platform in 3 ways: 1) manual data input, 2) export / import via csv, and 3) real-time data synchronisation with 3rd party systems via WebHooks / APIs.

DATA VALIDATION

Data field parameters and logic based on field type will validate data input is consistent and complete. Specific fields can be set to be mandatory. Specific input forms can be visible or hidden using workflow based on user team or field values.

INFRASTRUCTURE

The platform is deployed in a web hosting environment as single-tenant or multi-tenant. Our default hosting partner world-wide is MS Azure and so deployments are instantly secure, scalable and stable.

INTEGRATION

The Softtools API is a JSON-based (JavaScript Object Notation) RESTful API with authentication via "OAuth 2.0 Resource Owner Password" flow with support for refresh tokens. Single Sign-On can be enabled using Auth-0.

LANGUAGES

The platform is configured to enable the dynamic translation feature in modern web-browsers (e.g. Google Translate). This allows users in different regions & countries to work on a common platform in their own language. It is also possible for App Builders to 'hard code' all system labels in local languages.

PERFORMANCE

Speed of access is fast due to the offline capability that allows saving and pulling data from the browser cache. Saving to the server is determined by the bandwidth of local wireless & wired network connections or via 3G & 4G mobile networks. The size of the app will also determine how much data is transferred and will impact speed, as will the proximity of the database to the user (latency).

SCALE

The platform can scale from 1 app and user to 1,000s of apps and over 1,000,000 users for a single client.

SECURITY

Access to the platform is on a named user basis which determines what a user can see (security) and what they can do (permissions). Single Sign-On (SSO) is available as an option. Softtools hold ISO 27001 and UK Cyber Essentials certifications.

SUPPORT

Users gain first line support from on-screen help. Second line support is provided by internal client Administrators. Third line support is provided to certified Administrators via phone, email and WebEx against strict SLAs.

TRAINING

Users, Administrators and App Builders are trained via webinars or in workshops using an 'action learning' approach:

- Level 1** – Basic User (2 hours)
- Level 2** – Super-Users / Administrators (+2 hours)
- Level 3** – Site Administrators (+2 hours)
- Level 4** – Basic App Builders (+ 1 day), and
- Level 5** – Advanced App Builders (+ 2 days)



SOFTTOOLS