



MALAYSIA

BUSINESS PROCESS CASE STUDY

FOR



马来西亚多元化合作社
KOPERASI SERBAGUNA MALAYSIA BERHAD

**Focus Softnet:
Global Software
Solutions for your
business**

The Focus Suite of advanced business applications has been evolving since 1992 and has enhanced business efficiency at more than 18,000 corporations across the globe. Conceived by a team of professionals focused on developing cost efficient software solutions for specific industry requirements, the Focus Suite today stands for a wide range of comprehensive, versatile business management applications. For you, the Focus expertise enables production of customized solutions on short implementation cycles.



Quick Data, Quicker Decisions:

Focus Rt is a Multi-Tier application that works seamlessly over Local Area Network and the Internet in a distributed business environment. It operates with amazing speed when it is required to update data from remote locations over the internet in real time or in batch mode

Koperasi Serbaguna Malaysia Bhd

Business Process Case Study for FY 2012

Service Provider: **FOCUS Software Sdn. Bhd,**

Beneficiary Organization: **Koperasi Serbaguna Malaysia Bhd**

Type of service: (Information Technology & Computing) – **ERP Solution**

Type of Business: Shares & Insurance.

Software Used:

Focus RT

Organization details:

Registered on 8 August 1968 the formation of Koperasi Serbaguna Malaysia Berhad (KSM) was initiated by MCA Youth with the primary objective of pooling resources of the small men to establish a co-operative society whereby members could help one another through the co-operative principle of "One for All and All for One".

Membership of KSM is open to all Malaysian citizens of age 18 years and above regardless of race, religion or political affiliation.

Of its current membership of 265 000, 96.8% is from the Chinese community, 1.8% from the Indian community, 1.2% from the Malay community and 0.2% from other communities.

Line of Business: Service

- ✓ Established: **1968**
- ✓ Employees: 200+

Critical Business Requirements and Challenges:

Client was using ACCPAC ERP solutions for their entire sales and purchase operation before Focus-RT got implemented. Their major concern was on tracking of share and insurance renewal for the member. Client is having more than 250 thousand member data and more than 1 million share and insurance data which they need to process during dividend and bonus share processing.

The reason client opted for Focus-RT ERP solution was to streamline their entire share module operation which was their major concern. With Existing software client was not able to control the process for bulk processing of member data. They have a covering letter and share certificate format which they send to their member when dividend or bonus are declared by the company. With their existing software they were using lot of manual process which was very time consuming for the users.

Business Solutions:

Focus Softnet offered its ERP solution called "FOCUS RT.

The major benefit after implementing Focus-RT that Client has achieved.

- Auto generation of member data and updating the member information with one centralized screen
- Checking of bulk data for member with listing of share certificate and insurance
- Auto generation and posting of data with one single click
- Handling the duplicate records and alerting the user
- Cover letter printing, share certificate printing and cheque printing for bulk transaction
- User Friendly operations and faster generation of reports.