

THIS ISSUE: HOW FOCUS 8 CAN STREAMLINE YOUR BUSINESS OPERATIONS

FOCAL POINT

FOCUS SOFTNET GROUP OFFICIAL NEWSLETTER

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Focus on focus 8

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Burj Oman unites
business with
Focus Softnet

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Seven biggest
ERP trends

PIPE DREAM

Water expert Bin Moosa & Daly
streamlines operations with Focus i





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MESSAGE FROM THE CEO

Dear Customers and Partners,

Welcome back!

We are excited to inform you of announcements made during our annual general meeting for the financial year 2017-18, which also saw Focus Softnet taking some important decisions. These decisions are bound to take us to new heights and enable us to serve you better.

The company declared its financial results during the AGM with a year-on-year revenue growth of 22%, and is going to partner with a cloud service provider to form a new company, which will be known as Focus Cloud. This will help us to improve performance and increase the bandwidth of our cloud-based solutions.

Focus will also begin operations in the United States in May 2018. We are also restarting our tech forum to address the main issues that our partners and clients are facing, while we will allow service call bookings and the updates directly through the application.

In this edition of Focal Point, we share how Bin Moosa & Daly is gearing up for growth with Focus i Solutions, while Burj Oman Group is reaching new heights with our Focus I ERP solution. We also feature stories of prestigious clients and partners we have recently signed off.

You can also tuck into our knowledge zone article on ERP trends, details on more features of Focus 8's compatibility with GCC VAT regulations, the newly released features for our products, as well as global events and customer wins.

We hope you enjoy reading this edition.

Sincerely,



Ali Hyder
Group CEO
Focus Softnet FZ LLC



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THE LATEST
CUSTOMERS TO HAVE
JOINED THE FOCUS
SOFTNET FAMILY



AUSTIN W. SALDANHA,
FINANCE AND
ADMIN DIRECTOR,
BIN MOOSA & DALY

Focus I prepares Bin Moosa & Daly for the future

HAVING INTEGRATED ITS BUSINESS PROCESSES WITH FOCUS I, BIN MOOSA & DALY HAS STREAMLINED ITS INTERNAL OPERATIONS, INCREASED AUTOMATION AND OPTIMISED HEADCOUNT, AND, MOST IMPORTANTLY, ACHIEVED A QUICK RETURN ON ITS INVESTMENT.

Established in 1967 by Michael F. Daly, who was joined later by Sayyah M. Moosa Al Qubeisi as a partner to serve the emerging construction industry in Abu Dhabi, Bin Moosa & Daly has established itself as a pioneer distributor of water flow and pressure products.

The company has grown vertically and horizontally under Daly – who is also its managing director – with the addition of reputed international brands and a presence in Abu Dhabi, Musaffah, Dubai, Sharjah and Al Ain, as well as its recent expansion into Khalifa Industrial Zone, Abu Dhabi.

The company distributes products ranging from pumps to hydraulic solutions, water meters, solar water heaters, manhole covers and anti-corrosion systems, among others, from well-known brands from Germany, the UK and Japan. Its flagship product, Davey,

is a popular pressure pump from Australia.

Over the years, Bin Moosa & Daly has differentiated itself through its ability to be a premier local assembler of high quality packaged pump sets, and as a one-stop shop for leading European and Australian brands.

Bin Moosa & Daly has 180 employees on its books, including qualified sales engineers and service technicians at all its branches, showrooms, service centres, assembly unit and warehousing premises. The company has 17,000 sqm of warehousing space and the capacity to handle 500 containers on an annual basis.

“We are defined by the maxim ‘from the mains to the drains,’” says Austin W. Saldanha, finance and admin director, Bin Moosa & Daly. “We deliver water from the source to the consumer and back to the drainage system. The full

range of equipment required for the flow of water is supplied by Bin Moosa & Daly. Our experienced engineers provide accurate solutions, backed by dedicated, reliable service and logistics teams. Together, they ensure that customers are delivered the right product with the right quality at the right time. Our slogan ‘every drop counts’ signifies our drive towards the conservation of resources.”

While distributing water pumps, pressure systems and plumbing products, Bin Moosa & Daly needs to maintain sufficient inventory and also meet warranty requirements, necessitating the warehousing and service centres it has spread across the country. The company has also now launched products with its own brand name ‘Moosa-Daly’.

In 2006, spurred by the firm’s target of getting to “the next level”, Bin Moosa & Daly decided that

a new ERP system would be the key ingredient it needed to bring transparency and automation to the business. After an exhaustive RFP process, the firm decided that Focus Softnet's Focus RT was the best fit for their business.

Focus RT was the first real-time IT system to be implemented at the company, and went live in 2007. In a short span of time, all of the firm's operations were automated and integrated, including service centres, warehousing, showrooms, procurement, assembly, inventory and human resources.

Bin Moosa & Daly had been assembling pump sets in Mussafah, but the firm wanted to automate a range of production processes. The lack of automation had posed a challenge during the product's integration, while the tracking of manufacturer warranties – a key component of any distribution business – had posed an issue. "These challenges were overcome during the implementation of Focus RT in 2007," Saldanha says.

By 2012, Bin Moosa & Daly's turnover had almost doubled, and Focus RT had proven itself to be adept at keeping up with the changes inside the organisation. Saldanha says there were a number of features intrinsic to the product, as well as the proactive effort of the IT department, headed by Shajil Parakkalil, that helped Focus RT meet the expectations of the business.

Focus RT's assembly and production module, as well as the facility to update back dated import costings and reposting of prices after trading, were two of its most important features. The reordering report, ease of reconciling physical stock with system stock, real time

data, ease of customisation and scalability, also helped to manage Bin Moosa & Daly's growth.

"Everything changed and increased phenomenally, but we did not need to replace the software," Saldanha says. "There were new regulations which came into the UAE, but we could adapt to them easily because we had customised extensively, and there was no need to look for any other option. We kept tweaking the software, and most of it could be done in-house. There was no need to depend on a support team."



EVERYTHING CHANGED AND INCREASED PHENOMENALLY, BUT WE DID NOT NEED TO REPLACE THE SOFTWARE. ”

In 2017, Bin Moosa & Daly upgraded from Focus RT to Focus i, with the objective of integrating the process of generating quotations, order placement, sales tracking, and logistics and delivery. "We did not feel the need to upgrade despite the rapid growth of business," Saldanha says. "However, we were using a cloud-based CRM from another vendor, which we thought we should integrate with our ERP. There was duplication of processes between the CRM and Focus RT due to insufficient cross-over of information between quotations, orders placed, sales, and deliveries. Hence, we found it easier and more cost-effective to just upgrade to Focus i and integrate their CRM instead."

With Bin Moosa & Daly's upgrade to Focus i and Focus CRM, the entire process from inquiry generation to quotation, sales order, bill of quantities, warehousing, logistics, and delivery, has been reorganised inside Focus i, within a single integrated platform.

By upgrading from Focus RT to Focus i, and using a single end-to-end solution, Bin Moosa & Daly has achieved two main benefits – a higher return on investment as a result of a lower payback period, and a reduction of customisation by using a single vendor solution. "It is a very cost-effective solution," Saldanha says. "The main challenge is to define your requirements well in advance and document the process, then the whole process will be in place."

The automation of financial processes has been so successful, that while turnover has more than doubled, the headcount for the accounting and finance department has remained constant. "You need to have a proper system that can not only track the date of sale but also after sales services," Saldanha says. "That is possible when you have good software to support the business. Focus i has automated the business processes and streamlined the operations and enhanced the capability and efficiency as well."

"The management of Bin Moosa & Daly and its dedicated IT team took the right decisions of integrating the CRM and sales process environment by upgrading to Focus i. We look forward to further innovations from the Bin Moosa & Daly decision making team while leveraging the Focus platform," commented Sunil Mathew, Regional COO from Focus Softnet. 🚀

Annual Focus Softnet Meet held on European cruise

At its recent Annual Company Meet, held from 10-15th April on a cruise to Italy, Spain and France, Focus Softnet announced its plans to expand to newer markets by opening new branch offices in the USA and strengthen its operations in its existing markets. With this year's annual symposium taking place on the cruise, executives from the company met and shared their ideas, experiences, successes and strategies. As well as regional presentations on growth and strategies, the company also announced its annual results, future product roadmap, and strategies to increase revenues across its operations.

Focus Softnet also recognised the stellar efforts of its team and announced some well-deserved promotions in the



development, operations and sales teams. Senior management also pre-

sented performance-based awards and incentives to deserving employees. 🏆

Focus Softnet holds VAT management, cloud-readiness seminars



Focus Softnet held multi-city seminars in the UAE on tax Accounting and the filling of VAT returns using its cloud-based

ERP solution on 15th March 2018 at Mövenpick Hotel, Bur Dubai in Dubai and 19th March 2018 at Dusit Thani in Abu Dhabi. The one-day seminars ad-

ressed various topics including the UAE VAT framework, business models and transactions with VAT implications, scope of services and goods covered, tax credit, statutory compliance, documentation, VAT accounting and invoice calculations, first VAT return, and changes in Focus ERP systems.

The seminars were an effort to update the vast community of small and medium businesses and enterprises of the latest regulatory changes that are now built into Focus ERP. In addition to regulatory compliance, Focus Softnet will also be addressing the benefits of cloud-based operational expenses models, simplification of technology complexity, and the benefits of public cloud upgrades. 🏆

Bollywood General Trading selects Focus 8 for growth and visibility

Established in 1999, Bollywood General Trading, one of the largest retail outlet chains in the UAE, is a trusted name in the country's retail sector. The company is now looking to expand beyond its 13 spacious outlets which are already stationed at convenient locations in Dubai, Sharjah and RAK, with plans to open more in prominent locations across other emirates.

The retail outlets aim to cater to the 'young at heart,' with trendy and contemporary products priced between only AED 1 to 10 - making it an ideal shopping paradise for shoppers looking for a great bargain. From men and women's fashionwear to children's clothes and shoes, household items, food products, travel products, cosmetics, toys, electronics, and gift items, the retail stores cater to

people irrespective of gender, culture and age.

With their expanding operations, Bollywood General Trading was finding it challenging to manage the operations seamlessly, given its huge inventory, stock and reorder level, outlet-wise pricing, analysis, centralised purchase and consolidated reporting. To address these challenges, the company chose to implement Focus 8 to streamline its operations, get visibility of the inventory in real-time and aid its



future scalability and growth plans. The company opted for Focus 8 because of its flexibility and capability as a cloud-based solution, in addition to its ease of access across multiple locations and strong reporting structure. 📈

Focus Softnet signs Omnitek Solutions as silver partner in Kenya



As part of its channel expansion plans in the African continent, Focus Softnet has appointed Omnitek

The company represents top portfolios from other software vendors, and has developed its own POS solution for the market. The company also

Solutions - a leading software solutions company in Kenya, as its silver partner in the country.

Founded in 2016, Omnitek Solutions has been providing solutions to a wide-range of industry verticals in East Africa.

provides management and software consultancy, in addition to integration services for ERP implementations.

As a silver partner of Focus Softnet in Kenya, Omnitek Solutions will help promote and market Focus' entire range of ERP solutions including Focus 8, Focus i and Focus RT, to businesses across the country including different verticals.

This partnership strengthens Focus Softnet's operations in Kenya and the wider East African region. Focus Softnet looks forward to leveraging Omnitek's local market knowledge and expertise promote our ERP solutions and grow its business in the country. 📈

Focus on new features

FOCUS SOFTNET HAS ALWAYS BEEN AHEAD OF THE CURVE, AND RECENTLY INTRODUCED THE FOLLOWING FEATURES TO ITS POPULAR PRODUCTS





FOCUS 8

• Maintaining Cheque Series in Post-Dated Payment

Focus 8 now provides the user to maintain the cheque series in post-dated payment voucher by adding the checkbox in the PDP voucher settings under Misc. tab.

• Option to open Product Query screen in Transaction by pressing Ctrl+Q

Product Query gives detailed information of a product like last purchase date, last sale date, cost price, stock availability by warehouse.

• BRS report in all currencies

Bank Reconciliation can now display transactions in different currencies. The transaction amount is displayed in the default currency selected while creating the bank account. The user must then define the exchange rates for bank currency, base currency and local currency.

• Domain Login Implemented

The user will map the domain in Create User and if, when the application checks whether the system domain of the user matches the domain defined in the Create User, it will directly open the dashboard page of the company when the user opens the Focus software.

• 'Stock Report by Tag' added

Focus 8 has added a new report where the user can view the report based on the inventory tag selected in the Preferenc-

es. The application will calculate the net quantity, cost and value of the stock for each warehouse.

• Users can now add master information in report headers

Previously, only transaction related fields were available for customisation. In the new release, users can customise Masters related fields in the design, for example adding Masters information in report headers.

• Price Book Authorisation

Price Book Authorisation allows users to define multiple levels of authorisation for Seller Price Book and Buyer Price Book. The authorisation is defined for each line/row in the price book authorisation definition, which will be sent as an alert for approval.

• UAE/Saudi VAT Implementation

As required by UAE and Saudi authorities, Focus 8 has implemented VAT. The application automatically picks the tax code and relevant posting based on the selected product and jurisdiction and place of supply combination. The monthly/quarterly tax report as per the layout provided by the authorities is also provided.

POS

• Schemes with Batch expiry

User can define a scheme on the batches which are nearing to expire.

• Discount on Member card at the time of Purchase

Users can now give discounts to customers at the time of any member registration.

• E- Payment Master

In the E-Payment Master, users will define all the third-party payment methods, for example Zomato Cash or Zomato Delivery. When e-payment is selected as a payment mode, all the defined e-payment masters will be shown.

E-RMS

• Modifier customisation in Menu

Customised add-ons can be defined within the product type 'Modifier' and will be processed and sold as individual items.

• Delivery Time Interval

Users can define specific time slots for deliveries, which will be based on the preferred timings of the customer.

• Non-Chargeable Modifiers

If non-chargeable modifiers are selected in the modifiers definition screen, the rate will not be applicable for the modifier. When a modifier is selected separately as another product, then the rate will be applicable

Focus 8 on VAT

FOLLOWING THE INTRODUCTION OF VAT IN THE GCC EARLIER THIS YEAR, FOCUS SOFTNET HIGHLIGHTS HOW ITS TAX ACCOUNTING SYSTEM CAN NOT ONLY STREAMLINE AN ORGANISATION'S COLLECTION PROCESS, BUT ALSO ENSURE THAT BUSINESSES IN THE REGION REMAIN COMPLIANT WITH FTA STANDARDS.

What is VAT?

Value Added Tax (VAT) is a tax on the use or consumption of goods charged at the time of point of sales, and was introduced into the UAE and KSA on January 1st, 2018. While end users generally bear the cost of VAT, registered businesses collect and account for the tax – almost acting as a tax collector on behalf of the Federal Tax Authority.

FTA requirements

Firstly, tax systems must accurately capture and produce relevant accounting information for tax reporting through leveraging company information, purchase, sales and GL data tables. It must also help to automate business processes in main-

taining a record of taxes, decreasing the error in tax declaration, and thus, reduce the compliance costs and penalties issued to the business. In addition, the software should allow the automation of all tax-based responsibilities, i.e. keeping track of records, payments and file returns in order to save the business time and money. Accounting software should also automatically generate FTA aligned audit files, VAT return files, tax invoices and debit and credit notes. The software should then be able to upload VAT return files on the FTA's portal on predefined schedules.

Tax determinations and process automation

The Focus tax accounting system aims to encourage minimum user intervention in data input, and instead focuses more on process automation to avoid human errors.

The tax code and applicable tax percentage is determined by following pre-programmed parameters:

- Jurisdiction (If your company has multiple TRN and multiple jurisdictions). Focus picks the jurisdiction from the financial tag which you would maintain for separate company data.

- Tax category of the product or service, such

as viz standard rate, zero rated or exempt

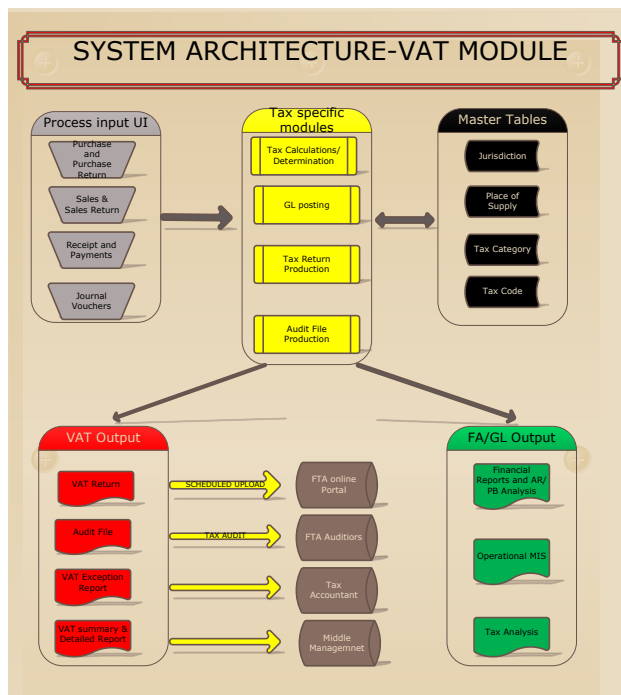
- Place of supply where goods or services are being delivered

The system will then automatically pick the relevant tax codes, such as like SR, ZR, EX, OS, RC, IC, based on the above combinations.

Capturing VAT return related tax data

Out of the transaction data entered, the relevant tax and accounting data is captured in a number of ways. The data entered in all invoices or advance receipts will be populated by the emirate's standard rated supplies provided the tax code given in the document is 'SR'. The supplies subject to reverse charge mechanism (RCM) are identified based on all purchases that have been given the tax code 'RC,' and where GL posting has been affected to both input and output accounts. All sales with the tax code 'ZR' are categorised under zero rated supplies, and all taxable products and services which come under exempt categories are flagged with tax code as 'EX.' VAT paid on purchases and related debits which have attracted VAT can be deducted from the VAT payable, provided all such entries have been given the SR-REC tax code.

Once the entries are completed with the given tax codes, the Focus system will then automatically populate the submission report, making it easier for users to directly submit the values or upload the submission report (as soon as FTA provides the upload functionality on their website).



Saif Salim Essa Al Harasi & Co. and Burj Oman scale new heights with Focus i

FOLLOWING A LONG-RUNNING ASSOCIATION WITH FOCUS SOFTNET, SAIF SALIM ESSA AL HARASI & CO IMPLEMENTED FOCUS I TO UNIFY ITS ENTIRE BUSINESS OPERATIONS



SOJAN VARGHESE,
GENERAL
MANAGER, SAIF
SALIM ESSA AL
HARASI & CO.

Saif Salim Essa Al Harasi & Co., a leader in the construction and contracting industry in Oman, was established as a limited liability company (LLC) over two decades ago with a vision to harness the immense development potential of the Sultanate's construction and contracting sector.

Over the years, the company has grown tremendously, and has earned the reputation of being one of the preferred building partners in delivering premium civil and electromechanical services for various ministries and corporate clients in the country.

Burj Oman LLC, its sister company, was set up in order to increase the group's representation amongst the various ministries and corporate houses. The company provides a one-stop solution for all civil and electromechanical services, and since its inception in 2002, has grown significantly, consistently turning out quality projects.

"The mission of our company is to be a leader reputed for quality, time-bound delivery, customer satisfaction and a prime mover in the onward march of the industry," says Sojan Varghese, general manager, Saif Salim Essa Al Harasi & Co. "As our business grew, we felt the need for a software solution that would help enhance our business processes, streamline and integrate our country-wide operations and prepare us for future growth. Thus, our search for the perfect ERP solution began."

In a particularly challenging market, the right technology solutions can make all the difference to Saif Salim Essa Al Harasi & Co.'s bottom line. "The construction industry in Oman is unlike any other industry, where things are standardised," Varghese says. "The cost of constructing a building in Muscat could be twice the cost or more of constructing another building with the same design just a few kilometres away. Several factors need to be considered such as the availability of suppliers, availability of electricity and water, whether the building is being constructed on the top of a mountain and variance in labour costs. Each project is different and this poses a huge challenge when you have to embrace technology that is standardised."

Before their search for the ideal solution began, Saif Salim Essa Al Harasi & Co. LLC and Burj Oman LLC were using Focus 6 accounting software from Focus Softnet, with their association having spanned about 15 years. In 2014, as the two companies started scaling up their operations and their turnover grew exponentially, the management felt it was im-

portant to create a culture where the company embraced technology to prepare for future growth.

"We had discussions with several ERP vendors, but realised that deploying their standardised solutions for our operations would be detrimental to our business as our processes were not standard, which meant their solutions would not fit," Varghese says. "Because of our long working relationship with Focus Softnet, we decided to share our plans, challenges and objectives with their team."

The Focus team sat with the company's accounts, planning, purchase, budgets and quantity surveyor teams to study their internal business processes, understand their company's operations and challenges and see how the company functions from cost and project perspectives.

"They understood the complexities of how our projects function and the purchase, inventory and storage processes for the building materials and how the cost is accounted for by the accounts team at the head office instead of the site," Varghese says. "This helped them develop an indigenous ERP solution that was completely customised to suit our business."

During the process, the client had to create a platform for group debates with different teams, and had to work closely with the Focus team to resolve these. After taking each internal team's feedback, Focus Softnet customised the ERP solution, which was built specifically for Burj Oman and Saif Salim Essa Al Harasi & Co. LLC's business. The companies did a trial run to check for er-

rors, and then decided to deploy the solution across its entire operations in 2017. The company has deployed the accounts, purchase, HR and payroll and warehouse modules of Focus I.

From 2014, the company's turnover grew significantly year-on-year, as did their operations and requirements. Initially, they had about 500 employees, which grew to more than 2,000. With its head office in Muscat and satellite offices across each site, the Focus i solution helped connect their entire operations. Though the complexity in their processes increased and sys-

Prior to implementing Focus i, the firms were using manual registers, where site visits were required to check on accounts. "Now, we can sit at the head office and check," Varghese says. "We even changed the reporting system. Earlier, stock keepers used to report to the projects division, but now they report directly to the accounts team. The accounts team gets a complete view of each project, the costs of each site, the materials incurred at each site and which sites are using their materials efficiently."

Resources at different sites are centrally monitored, and this has enabled more financial discipline across all sites. "Visibility brought in more control, especially in resources deployment and operationally in resources planning," Varghese says. "Focus enable us to monitor and control the asset management activities efficiently. Focus helped us in creating budgets for each project thereby controlling any cost in any project. Cost wise we are able to know how the project is performing at that particular stage. I can say we have met our objectives with this ERP solution."

"Focus Softnet spent time training our staff on using the software. Before, only our accounts team was using Focus but now our engineers, managers, and project teams are comfortable using it too. We are confident Focus i is going to be an integral part of our success story, and we are also very pleased with the round-the-clock support that we received from Bala, Pradeep and the Focus Softnet sales, development and support teams." 🚀



FOCUS I IS GOING TO BE AN INTEGRAL PART OF OUR SUCCESS STORY, AND WE ARE VERY PLEASED WITH THE ROUND-THE-CLOCK SUPPORT THAT WE RECEIVED. ”

tems were changed, Focus i helped both companies solve these issues seamlessly.

"We use Focus i for accounts, purchase, cost control, and inventory management," Varghese says. "There is an automated methodology in which once each stakeholder has given their approval, each purchase order gets printed out and is given to the concerned supplier. All materials are then delivered by the supplier, which is then entered into the system by our storekeeper. At any given time, we can pull out the reports."



Emerging trends in the realm of modern ERP

ERP HAS BEEN AROUND FOR CLOSE TO TWO DECADES, BUT THE PACE OF INNOVATION AND RETURN OF BENEFITS FOR BUSINESS HAS PICKED UP RAPID PACE IN THE LAST FEW YEARS, EXPLAINS MOHAMMED JAWAD ALI KHAN, CEO - AMERICAS AND APAC AT FOCUS SOFTNET.

A decade ago, Enterprise Resource Planning (ERP) applications became established as the backbone of medium and large enterprises. Their ability to automate and optimise resources while driving efficiency, placed them at centre stage of mission-critical applications. The ERP dashboard gave management the ability to track and control costs, take quick and informed decisions, benchmark productivity, and minimise production wastage.

Along this journey, two rapid forces of change have moved forward continuously, mostly in equilibrium with each other. One has been continuous innovation by ERP vendors, bringing in additional best practices, while modifying and elevating the architecture and application code. Another drive by ERP vendors has been the initiative to make price points affordable for small and medium enterprises.

The window of opportunity for manufacturers and supply chain players around meeting unre-

MOHAMMED JAWAD ALI KHAN,
FOCUS SOFTNET'S
CEO FOR THE
AMERICAS AND APAC
REGION

dictable event-based consumption demands - driven by the mobile led generation of consumers - has become smaller and smaller. This has propelled manufacturers and their suppliers to demand more agile, real-time, techniques of estimating market demands.

Technology vendors will soon no longer be able to market their products without hard-selling product features to business decision makers as well as technology decision makers. Increasingly, business users and business decision makers will decide the fate of new products launched by technology vendors.

Across the modern ERP landscape, a number of decisive changes have appeared. A macro overview of these influencers includes cloud and software as a service, mixed cloud environments, Internet of Things, and blockchain.

1. Cloud

Historically, ERP applications were built to be on-premises, with

end-users investing in the compute infrastructure including servers and storage. Organisations invested in the hardware and services to keep the lights on, as well as costly and time-consuming disaster recovery and business continuity solutions.

The current breed of ERP applications is built for the cloud platform, and run on a software-as-a-service, pay-as-you-use basis. Since the application runs on a shared basis with thousands of other users, using the application concurrently, the costs are much lower.

However, the single biggest advantage is the scalability of capacity on-demand, from low to high and vice versa. Organisations do not need to worry anymore about running out of storage capacity, overloaded server resources, downtime of servers, manual backup processes and data replication.

In the present day, several types

of business applications that once used to run on-premises, have now become de-facto cloud first. These include cloud applications to support human resources, procurement, and customer relationship management.

Forrester Research points out that the shift to SaaS will accelerate over the next three years and will become the preferred deployment option for many types of businesses. ERP application vendors are now offering their customers the choice of on-premises licensing with the option of migrating to cloud-based licensing.

2. Mixed ERP

Architecture and middleware innovations by ERP vendors are now allowing on-premises ERP applications to talk to pure play, cloud-based, SaaS ERP applications. This allows an organisation to continue to use its mission critical, on-premises based, legacy ERP applications, while leveraging the latest technology and product features, from cloud-based ERP applications. Organisations need to talk to their historical, legacy ERP vendors to advise and guide them, on how they can get the best of both worlds.

3. Edge of business

The network edge is where the Internet of Things begins. Similarly, many businesses are choosing to bring in cloud-based ERP solutions, where the traditional business comes to an end. The rapid growth in access to digital platforms is prompting businesses to consider cloud-based ERP solutions for new business and subsidiary operations.

This allows them to rapidly compare the benefits and draw-

backs of both types of solutions in a real-time and correspondingly similar, business environment. Forrester believes that such types of legacy and on-premises, and public cloud, mixed ERP environments, are a good accelerator for pan-enterprise wide adoption of cloud-based, SaaS ERP solutions.

4. Digital workplace

One of the biggest changes in 2018 is likely to be the erosion of brick and mortar office walls. We are seeing the emergence of the digital workplace, digital office, and the connected worker. The brick and mortar office has given way to the digital office, and the traditional desk-bound worker has transformed to the Internet worker.

ERP applications have to make similar adjustments to meet the expectations of transforming businesses. ERP applications are being ported to run on various types of mobile operating systems and mobile devices. Seamless integration and migration from the desktop to the mobile connected device is one of the current ongoing challenges for both ERP vendors and ERP end-users.

5. Avalanche of data

The Internet of Things means many things for many businesses, institutions and governments. But there is one common benefit for all, which is the deluge of data generated from the network edge. Networked sensors and devices will give better and faster insights into operations along the supply chain, point of sale, warehousing, manufacturing, customer interactions and patient interactions to name a few.

Large enterprises, healthcare institutions, citizen services and

governments, are likely to be early adopters of these solutions. Keeping customers up to date about the latest prices, product availability, stock keeping, discounts, promotions, through well integrated social media portals are another emerging trend.

6. Shared ledgers

The most innovative change likely to be happen inside the realm of ERP applications is the addition of the shared ledger, or blockchain applications. Both ERP vendors and ERP end-users are currently evaluating the use cases of this



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technology and how to apply them into their business practices.

Initially meant to facilitate cryptocurrency, its immediate uses cases are to preserve and present contracting, supply chain movement, stock-keeping of inventory, history of parts maintenance, confidential medical records, amongst others. Blockchain adds authenticity and impartiality, through a common, managed, automated, ledger of transactions.

For ERP vendors and ERP end-users the future appears equally exciting as both sides innovate towards a common goal of customer satisfaction, customer experience and business competitiveness. 🚀

New Customer wins

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Al Borg Laboratories

A trusted name for clinical and diagnostic tests, Al Borg Laboratories has served the GCC and Africa for the last 20 years. They offer a broad range of laboratory tests, and use Focus 7.2FA.

Carlo Gavazzi Arabia Co Ltd

Carlo Gavazzi Arabia Co. Ltd. is one of the most well-known service providers for electrical, instrumentation, industrial automation and maintenance in Saudi Arabia. CGA uses Focus 8.2FA, HCM and Project Costing to boost their operations.

Castolin Eutectic

Castolin Eutectic is a worldwide leader in application solutions for maintenance, repair and wear protection. With over 100 years of experience it has a strong presence in the MENA region, Australia, South America and several Asian and African countries. It uses Focus 7I as its primary ERP solution.

Amlaak A'sharqyya LLC

Amlaak A'sharqyya LLC is an authorised distributor of Shell Oman Marketing and the first commercial distributor of fuel in Oman. Amlaak A'sharqyya LLC Focus 8 as its primary business application.

Shahi Foods & Spices LLC

Shahi Foods & Spices LLC has made its mark as one of the most trusted providers of food grains, FMCG and many other products. It sources, processes, packages and distributes over 200 food products in Oman, UAE and India. It uses Focus 8's AI modules to streamline, track and manage operations.

BPO +

BPO + is a well-known provider of voice call and outsourcing services. It has established itself as a go-to provider for man-power outsourcing, social media management, website development and B2C project development. BPO+ uses Focus HCM to manage its work-force and optimize workflows.

Al Hail Investments LLC

Al Hail Investments LLC is the realty and investment arm of the Sabco group, a, organisation which deals in integrated invest-

ment, commercial, industrial products and services. The group has been active in Oman for more than 40 years and uses Focus CRM to manage its real estate business.

University of Nizwa Investment Fund LLC

Established by the Sultanate of Oman in 2004, the University of Nizwa Investment Fund LLC provides progressive and a safe learning environment for students while retaining and respecting the traditions of the Sultanate. It uses Focus 8's AI modules for its operations.

Sumax Engineering Private Limited

Sumax Engineering Private Limited is a preferred provider of automotive OEM products and authorised dealerships. Established 15 years ago, it boasts of a client base that comprises all the major automotive OEM's in India. It uses Focus 8 to manage its operations.

Sylvan Plyboard India Private Limited

Sylvan Plyboard India Private Limited has been a leading manufacturer and supplier of plywood for the last 20 years in Kolkata. It also provides interior design services, R&D and premium plywood. Sylvan uses Focus i to manage its accounts and operations.

JD India Corporation

JD India Corporation is a prominent manufacturer and wholesaler of garments. Based in Kolkata for 10 years, it uses Focus i to manage accounts and sales.

Jatel Communications Ltd

A 10-year-old business based in Kenya, Jatel Communications Limited deals in telecommunication, LPG distribution, MPESA agents and fuel provision. It opted for Focus 7 to integrate all its departments in a single platform.

Aquila Development Company Ltd

Aquila Development Company Limited is a renowned flower producer in Kenya. With 18 hectares of greenhouses, it grows a variety of roses and other flowers Aquila uses Focus 7 to manage its sales and operations. 🌹