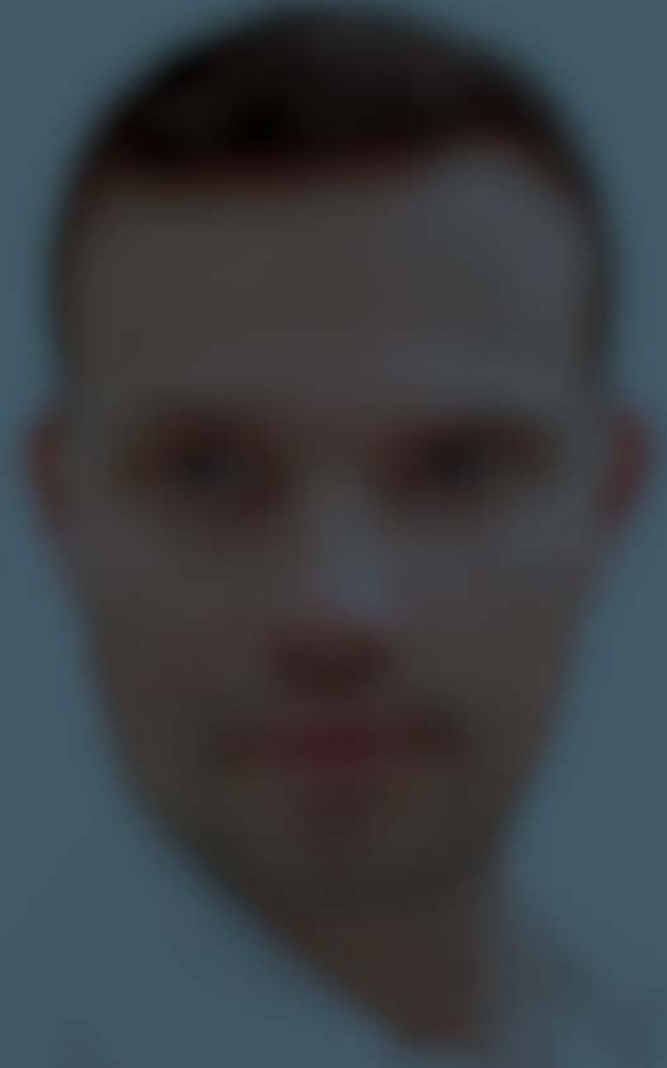


# provida

SOFTWARE EVOLUTION.

DEVELOPMENT • INTEGRATION • HOSTING



*“We selected Provida as our partner over other systems because Provida’s web store was a deal clincher as it allowed us to tailor it to suit our business model specifically. Provida is also able to customize the Sage Accpac program as needed.”*

## WHO WE ARE

### ABOUT US

Provida is an Australian software company with proven expertise in the design, development and deployment of superior business software solutions.

With substantial multi-industry experience, Provida understands complex and dynamic markets. We specialise in ERP & CRM web development, website creation, web software and software hosting.

We have more than 25 staff catering towards 400 corporate clients from three offices based in Sydney, Melbourne, and Brisbane.

### OUR CLIENTS

We serve a diverse range of companies and non-profit organisations that generally exceed \$10million in turnover per annum.

### OUR EXPERIENCE

Our head office is in Sydney and we have a large branch office in Melbourne and a small office in Brisbane.

A vast majority of our staff are client-facing and we pride ourselves on having some of the best trained and most experienced consultants and developers in the industry.

Provida has been growing steadily since 1999 through organic growth and acquisition. During that time Provida has developed its own comprehensive set of implementation and support methodologies to ensure each and every interaction with our clients is a professional one.

### OUR TEAM

Our staff are a close knit and professional team. The team possess all the skills necessary to ensure a successful and proficient implementation of services.

Our team have a thorough knowledge of:

- ▶ Sage ERP Accpac, Sage ERP X3 & CRM implementation
- ▶ Sage CRM implementation
- ▶ Sage ERP Accpac module development
- ▶ ERP web portals, funds transfer and credit card gateways
- ▶ ERP & Sage CRM customisation
- ▶ Crystal Reports development and training
- ▶ Web software development using Java and Google Web Toolkit
- ▶ Microsoft SQL server, MySQL and other relational databases.



*“The Provida team has consistently provided us with fast and dependable support. Their professional and experienced consultants ensure that we are receiving the most benefit from our system.”*

## WHY WE ARE UNIQUE

### WHAT WE OFFER

Provida are Australia's only ERP and CRM software integrators with an in-house developed Web Store.

Our experienced and dedicated team in Sydney, Brisbane and Melbourne will take the time to understand your business and tailor a Sage ERP, Sage CRM or Web Store software solution to suit.

We adopt a rigorous and time-tested services methodology that ensures we implement the software solution on-time and on-budget. Our team can modify our software where necessary and integrate with your current systems.

To assist your business to grow and prosper, we develop our own range of tailored web-based software that can add real value to your business. Our web based software will allow you to offer online retail and wholesale sales as well as web based point of sale and document management.

### WHAT WE BELIEVE IN

At Provida, we are committed to our clients. That means you can be assured that we are working with your needs in mind at all times. We are dedicated to providing you with the best-of-breed business systems, service and support. We have a history of providing superior technology solutions on time and on budget.

We stand by the following values:

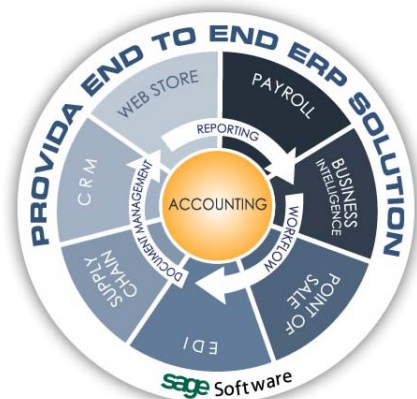
- ▶ Being a strong and reputable vendor
- ▶ Empowering users and businesses
- ▶ Maintaining an entirely customer-service focus
- ▶ The development and implementation of intuitive and easy-to-use software
- ▶ Integrating into connected systems
- ▶ Ensuring a low total cost of ownership of supplied solutions.

### OUR SOLUTIONS

Provida's complete solutions portfolio works in concert to create an integrated management platform for all your business objectives and requirements.

Our focus is on providing you with a robust solution that delivers a fast return on investment. We specialise in accounting systems, data analysis and reporting, application development and e-business solutions.

Whether you invest in one component or an entire system, Provida delivers what you need to make informed business decisions.



*“We have a unique set of requirements for how our business operates. Provida was more than willing to work with me to ensure that the system met our requirements even visiting our Vancouver office to demonstrate their commitment to being our long term ERP partner.”*

# WHAT WE DO

## OUR MISSION

Provida aim to consistently and professionally implement and advise on “State of the Art” business technology solutions that positively impact our clients’ bottom line.

Our multi-skilled, experienced team deliver intuitive, and user-friendly, integrated software solutions as we strive to create and maintain satisfied long-term clients.

Our mission is to empower you to make accurate and strategic business decisions based on the information available in the enterprise software systems.

Put simply, our success is tied to your success.

## OUR COMMITMENT

Even the most sophisticated of systems is dependant on its implementation and ongoing support. It is for this reason that Provida employs over 75% of company personnel in implementation and support roles.

The commitment of Provida to the client is focused in six key areas:

- ▶ To work with the client in establishing their IT needs
- ▶ To provide the best possible solution based on defined goals
- ▶ To successfully implement the system in terms of functionality, time and financial constraints
- ▶ To provide outstanding levels of service and after-sales support
- ▶ To keep the client aware of the latest development with information technology
- ▶ To provide professionally delivered technical innovation in terms of after sales development and customization.

## OUR SERVICES

Provida has range of services to cover the full deployment of a web based CRM, ERP or Web Store.

The range of services include:

- ▶ Pre implementation workshops
- ▶ Project management
- ▶ Implementation consulting
- ▶ Hosting of servers and software
- ▶ Software development and customisation
- ▶ Web Store development
- ▶ Cloud software development
- ▶ Training
- ▶ Support
- ▶ Help Desk
- ▶ Remote Support

*"I asked Provida to be MultiTrode's business partner and we engaged their services to perform an upgrade of our Sage ERP system and replace our manufacturing software. Provida's approach was professional, timely and well planned. We are now planning more work for Provida, taking advantage of their skills."*

## WHAT WE OFFER

### CONSULTING SERVICES

Our highly skilled team are committed to developing tailor-made solutions for each of our clients needs, through the following:

- ▶ Pre-implementation diagnostic analysis
- ▶ Gap analysis
- ▶ Project management
- ▶ Implementation methodology
- ▶ Data migration
- ▶ Process automation
- ▶ Business process re-engineering.

### PROVEN IMPLEMENTATION METHODOLOGY

Provida follows a full system implementation methodology, developed over 12 years of proven success, incorporating:

- ▶ Pre-implementation checklists
- ▶ Installation checklists
- ▶ Configuration blueprint
- ▶ Training matrix
- ▶ Customisation specification
- ▶ User acceptance testing
- ▶ Go-live handover
- ▶ Issues list management.

### HELPDESK

Provida prides itself on its commitment and service to our clients. We provide a range of Helpdesk services designed to support you long after the Sage ERP/CRM system is implemented:

- ▶ Citrix remote support
- ▶ Email, remote, and telephone support
- ▶ Free call helpdesk & web based helpdesk
- ▶ Terminal Services remote support.

### SERVICE LEVEL AGREEMENT (SLA)

Provida's Service Level Agreement (SLA) provides software support coverage for our clients. The available support includes Helpdesk, plus:

- ▶ Annual site audits
- ▶ Guaranteed response time
- ▶ Unlimited free incident logging
- ▶ On-site visits and follow up
- ▶ Monthly newsletter,

as well as access to Provida's full range of available software and consulting services. The SLA fee is either payable annually or monthly by direct debit.

### TRAINING SERVICES

Provida provides structured training for Crystal Reports, Sage CRM and the Sage ERP software.

- ▶ Classroom training and Citrix remote training
- ▶ On-site training seminars.



*“Provida took over as our support company and immediately solved our receipting problems. They were fast and dependable and my web based receipting processes are now much more efficient.”*

## WHAT WE OFFER

### SOFTWARE DEVELOPMENT

Not only are Provida re-suppliers of the industry leading Sage software series but we also create and develop our own range of web-based software solutions under the brand name CloudSuite.

These are specially crafted Java based modules designed to implement into, and compliment existing business software in order to create tailor-made business solutions for our clients.



Modules include:

- ▶ Web Store
- ▶ Web Point of Sale
- ▶ Web B2B for wholesale orders
- ▶ Web Document Management
- ▶ Web Invoice Workflow
- ▶ Web EDI.

### HOSTING SOLUTIONS

Provida now offer a state-of-the-art hosting facility at our Sydney premises. The building has excellent communication links through the Telstra backbone and is fire rated as a data centre.

The servers and switch facilities are located in a separate air-conditioned locked room, with all server equipment being housed in a locked security server rack.

The lines running into and out of the servers are 10Mb/10Mb Symmetrical HDSL. This provides a high quality guaranteed bandwidth speed both up and downstream. The packet data transfer is also configured at premium business grade to provide a high-speed data transfer rate.

Disk storage is completely scalable, but currently has an 8 by 2 Terabyte rack mounted array giving 16 Terabytes of data. This is configured using RAID technology to provide redundancy and speed of delivery.

The servers are all HP brand and rack mounted for security. Our servers:

- ▶ Use VMWare ESXi technology allowing multiple servers on each piece of hardware all being controlled independently
- ▶ Controlling access to the network are duplicated to give redundancy
- ▶ Utilise dual processors to ensure no performance degradation during high peak times
- ▶ All have dual UPS power supplies to ensure no downtime.

Backup uses a local 8 disk array for backup on an hour by hour basis for client recovery needs. A NAS system consisting of a further 8 terabytes of data provides “mirroring” backup.

### WEB DESIGN

We have an in-house design service capable of creating bespoke web store customisation, website and user experience (UX) interface design.

*“When comparing Provida with other competitors it was clear that the high number and calibre of customers that Provida has is not a coincidence - it is just a reflection of a loyal and referable base of satisfied clients through the provision of quality, value-added products and services”*



## SOFTWARE PRODUCTS

### SAGE ERP ACCPAC

Sage ERP Accpac is a completely integrated, multinational business management solution built on the most flexible and expandable architecture available today. Cost-effective, quick to implement and simple to use, Sage ERP Accpac provides best-in-class solutions to automate workflow throughout your organisation. A unified solution delivers enterprise-wide visibility maximising collaboration and providing insight for strategic decisions that drive revenue growth and improve profitability.

Sage ERP Accpac provides midsized companies with a highly adaptable solution for financials, CRM, operations and business intelligence. The flexible design of Sage ERP Accpac makes it the ideal solution to tailor your management system to your needs as your business grows, domestically, and internationally.

### SAGE ERP X3

As a competitive alternative to SAP, Microsoft AX and Oracle, Sage ERP X3 has been designed in line with local and international requirements, making it ideal for organisations that are growing here in Australia and New Zealand as well as those expanding overseas.

Sage ERP X3 integrates all your information and business processes within one single software system. By maintaining only one database, it simplifies the way you manage your business, in the areas of Finance, Sales, Customer Relationship Management, Purchasing, Inventory Management and Manufacturing.



### SAGE CRM

Sage CRM is an easy to use, web based CRM solution with out-of-the-box but customizable business process automation. It can be easily deployed on-premise or ondemand, delivering freedom of choice and rapid return-on-investment for your organization. Award-winning Sage CRM is feature-rich and offers a broad range of functionality to SMBs worldwide.

Sage CRM provides your organization with the features and functionality that you require to find new customers, decrease the length of sales cycles, and build lasting, more profitable relationships across all channels. Regardless of how, when or where customers, partners, and prospects choose to interact with your business, Sage CRM provides a decisive competitive advantage by delivering a comprehensive, easy-to-use system to successfully manage these relationships.

*“The Provida team has provided us with a reliable and flexible business system that satisfies our current requirements and can adapt to our evolving needs.”*



## SOFTWARE PRODUCTS

### NIMBUS WEB STORE FROM CLOUDSUITE

Nimbus is a feature rich cloud-based web store fully developed in Java and as such is totally compatible with all operating systems, devices and internet browsers. Java is a robust, secure and lightweight programming language that is totally at home on the web and in the cloud.

Nimbus has been designed as a standalone shopping cart with a comprehensive range of features that will attract many small to mid-sized businesses.

However, Nimbus also offers powerful Business To Business (B2B) features that integrate with leading Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) software from companies such as Sage, SAP and Microsoft.

### ACCELLOS WAREHOUSE MANAGEMENT SYSTEM

Combining radio frequency and barcode technology with a robust, three-tiered, Internet-based architecture, Accellos One Warehouse delivers a powerful, scalable and flexible real-time warehouse management system that helps you boost productivity, reduce costs, shorten order fulfillment times and increase customer satisfaction.

Accellos One Warehouse integrates seamlessly with many popular accounting/order-entry packages and shipping systems to provide the warehousing link in a total supply chain solution. Accellos offers a feature-rich solution to automate, streamline and verify all your in-warehouse processes. From the receiving dock to the shipping dock, Accellos tracks every movement of stock into, out of, and within the warehouse.

### DOCUMENT MANAGEMENT SYSTEM

The Document Management System (DMS) is designed for Sage Accpac and is a full Sage Accpac ERP SDK based document management solution.

Key features include the ability to scan documents into binary format and store in the Accpac database for future retrieval.

The DMS is another step towards a paperless office and cuts down on physical storage space as well as allowing the document to be quickly and easily retrieved at any stage.

Documents are backed up with the Accpac data. There are also powerful document search facilities.



PROVIDA PROVIDES A DEDICATED HELP DESK

**1800-88-00-69**

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**Provida  
New South Wales**

Sydney Head Office  
Suite 206, Level 2  
Newtown Business Centre  
1 Erskineville Rd, Newtown  
New South Wales, 2042  
Australia

Phone: 02 9238 0987  
Fax: 02 8456 5982

**Provida  
Victoria**

Melbourne Office  
Level 2  
492 St Kilda Road  
Melbourne  
Victoria, 3004  
Australia

Phone: 03 9820 3284  
Fax: 02 8456 5982

**Provida  
Queensland**

Brisbane Office  
Suite 1  
55 Douglas Street  
Milton  
Queensland, 4064  
Australia

Phone: 07 3607 5520  
Fax: 02 8456 5982

**Provida  
China**

Beijing Office  
Room 702, Building 12  
5 Changchun Qiao Road  
Haidian District  
Beijing, 100089  
China

Phone: +86 10 8256 4540  
Fax: +86 10 8256 4540