

BriteHR Manage employees through an intuitive eHR

Introduction

BriteHR is the most recent addition to BriteSoft's applications. It is a SaaS (Software as a Service) model for managing employee leave, appraisals, training etc. Companies can register online, enter their employees, their holiday plans, their appraisal definitions and simply start using the system.

Everything is context (employee) sensitive, or role based, and each employee can only see information pertaining to himself/herself. Items that require authorisation such as leave and appraisals are automatically routed to the individual's manager and the menu items are automatically adjusted to reflect the status of applications and approval requirements.

BriteBugz Manage all your customer incidents in one place

Introduction

BriteBugz is also a SaaS model which allows a company to register online, enter their customers, their representatives, their products, projects, status and other values and start using the system. BriteBugz can be used by the organisation for internal bug/incident reporting, or for their customers to report on the company's products.

BriteBugz is role based, such that only certain representatives can access administrative functions and any level of data access can be set by the organisation so that they can control which customer sees which types of incidents.

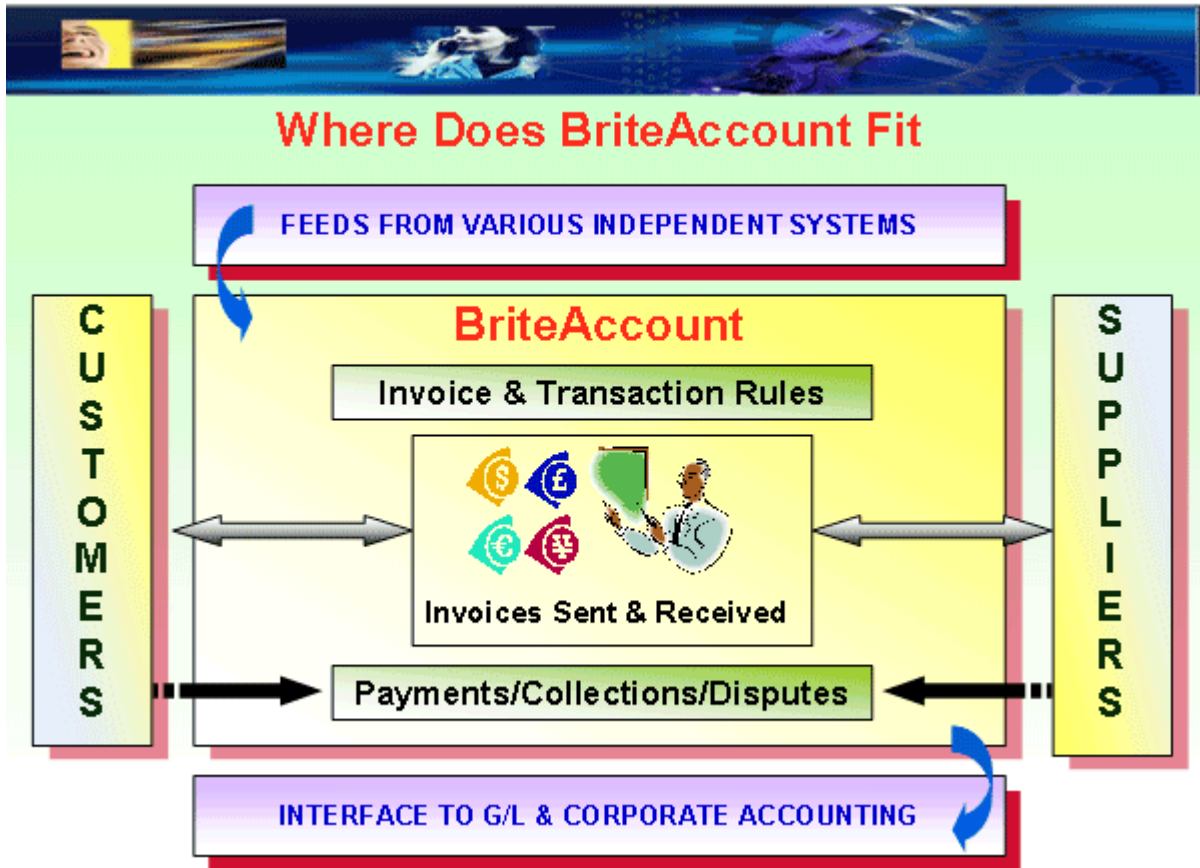
Reports are available to gauge the number and rate of resolution of incidents.

BriteAccount More than just Accounting

Introduction

BriteAccount is a highly generic accounting and invoicing system that automatically generates financial transactions, manages disputes, payments, collections and provides a whole series of reports on the balance of trade and customer accounting. It is a powerful medium that can be used to integrate products and services from disparate systems and business into one invoice.

BriteAccount is much more flexible and has many more business rules than the average accounting system. The following is a pictorial representation of how BriteAccount can fit into your business.



Metrics

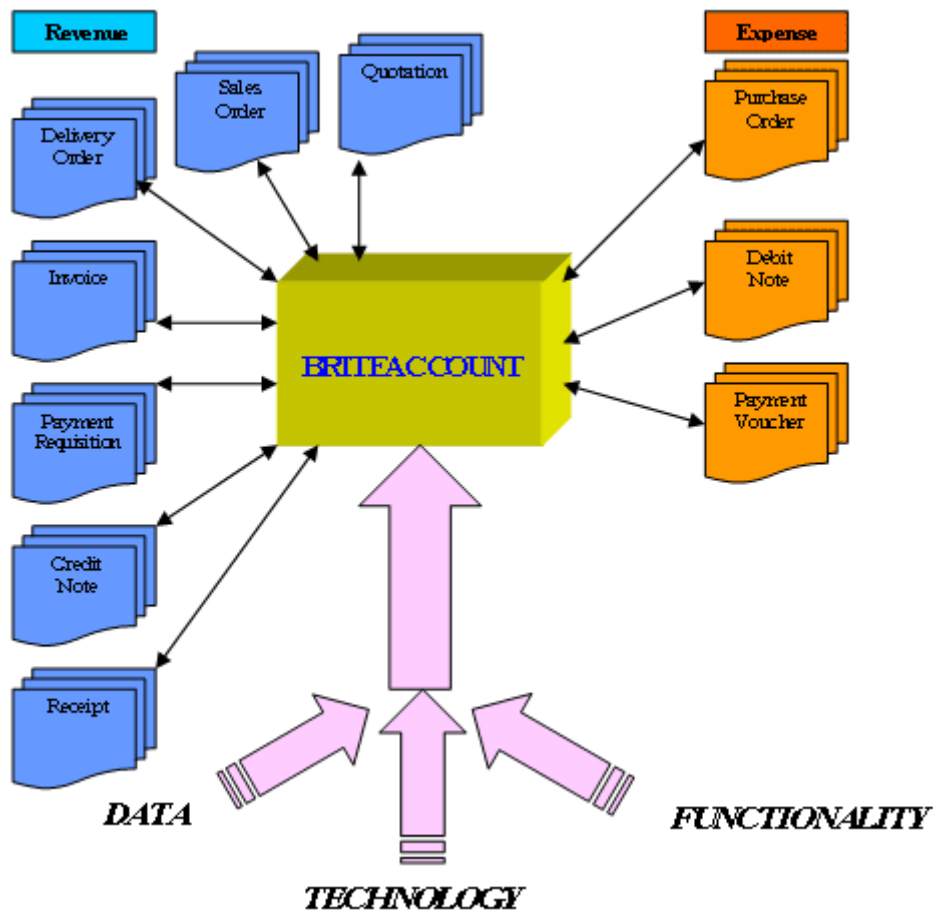
BriteAccounts was developed in record time frames given the level of functionality that is incorporated into the product (see [General Overview](#)). The following are the facts and figures behind this generic application.

Item	Quantity
Tables	85
Attributes	699
Windows	75
Reports	38
Plug-ins	4
Interfaces	3

- 2.5 months from Requirements Capture to User Acceptance
- 6 weeks actual development (4 weeks Requirements & UAT)
- Many BriteWorks Runtime Features (such as Security, Audit etc)
- 2 Full time analysts, 1 part time (4.75 man-months)
- Estimated 60 man-months in 'conventional' developments

General Overview

BriteAccount manages all customer information and account details and can interface to practically any system to accept transaction feeds which will ultimately end up in an invoice, along with other manual or automatic transaction such as ad-hoc charges, recurring charges, taxes, interest, discounts, surcharges etc. The following diagram depicts, at a very high level, some of the functions of BriteAccount:



BriteAccount categorizes transactions according to parameter value groups that are later used for invoicing. BriteAccount allows transaction rules to apply to transactions in order to formulate other charges. User may choose to invoke transaction manually, using a scheduler or via invoicing. Invoice rules are later created to accommodate specific terms and conditions that should apply. BriteAccount caters to the needs of both Account Receivable and Account Payable.

The following is a summary of the characteristics of BriteAccount:

- A Generic Invoicing/Accounting System
- Can take Data Sources from ANY System
- Unifies Your Products & Services into ONE Bill
- Allows Generic Transactions & Rules
- Allows Multiple Invoice Formats & Rules
- Format & Rules According to Customers
- Allocates All Transactions to Accounts
- Handles Dispute Management
- Interfaces to Your General Ledger

The following is a list of functionality that is incorporated into BriteAccount:

- General Features
 - Import / Export Format Definition
 - Import / Export Invocation & Log View
 - Reference Data Generation based on Feeds and Contents
 - Source Data Definition & Grouping of Parameters
 - Security, Auditing, Language, Offline Access
- Standard / Generic Data Definition
 - Departments & Employees (Linked to System Users)
 - Documents (Invoice/Debit Note) and Variables (Invoice Parameters)
 - Services & Service Types and Currencies
 - Customer Ranking and Benefits

- Customer Accounts Profiles and Account Categories
- Transactions
 - Transaction Types and Groups
 - Transaction Rule Definition (Rules for Recurring Charges, Ad-hoc, Taxes, Interests, Penalties/Rebates, Payments etc.)
 - Transaction Generation & Posting
- Transaction Search and Reversal
 - Assigning Transaction Types to Accounts
 - Exclude Exceptions
- Invoicing
 - Invoice Types and Invoice Groups
 - Invoice Sent and Invoices Received (Capturing)
 - Invoice Rules (Inclusion of Transaction Types)
 - Debit/Credit Notes Sent and Received
 - Invoice Generation
- Settlement
 - Payments from Customers / Business Partners
 - Collections from Business Partners
 - Allocation of Payments to Invoices
- Disputes Management
 - Disputes Lodged & Received
 - Association of Disputes to Invoices
 - Identification of Actual Values under Dispute
- Reports
 - Invoices / Debit Notes / Credit Notes
 - Statement of Accounts
 - Status with Business Partner
 - Disputes
 - Ageing Analysis
 - Miscellaneous
- BriteAccount can be extended with the following:
 - Orders and Delivery Notes
 - Inventory & Asset Management
 - Interfaces to Cash Registers
 - Interfaces to Collections Systems
 - On-line Payments
 - On-line Invoicing and Data Interchange
 - Customer Orders (with web access)

BriteTrader Business Routing Intelligence

Overview

BriteTrader helps telecoms operators to trade more effectively in the carrier wholesale market. Through a comprehensive set of tools for buyers, sellers and their managers, BriteTrader will help them improve their businesses operating margins using the following functions:

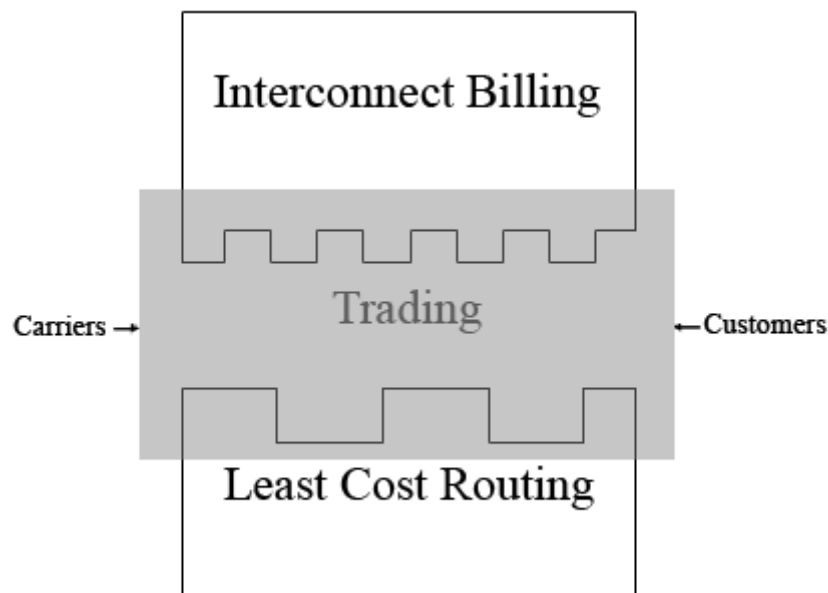
BriteTrader's Buyer module helps an operator negotiate better agreement with foreign carriers. BriteTrader's Seller module helps an operator set prices to their customers based on routing in their network and manage actual customer pricing agreements. BriteTrader's Manager module provides information about how well an operator is trading and uses objective measures to monitor progress.

With the new economic drive of the new millennium, BriteSoft's objective is to help carriers maximise their profits through two basic principles; increasing revenues and reducing costs. Though this seems an obvious business practice, it is astounding how many operators neglect to delve into the detailed aspects of these two areas. BriteTrader looks at Carrier revenues and costs using the following business principles:

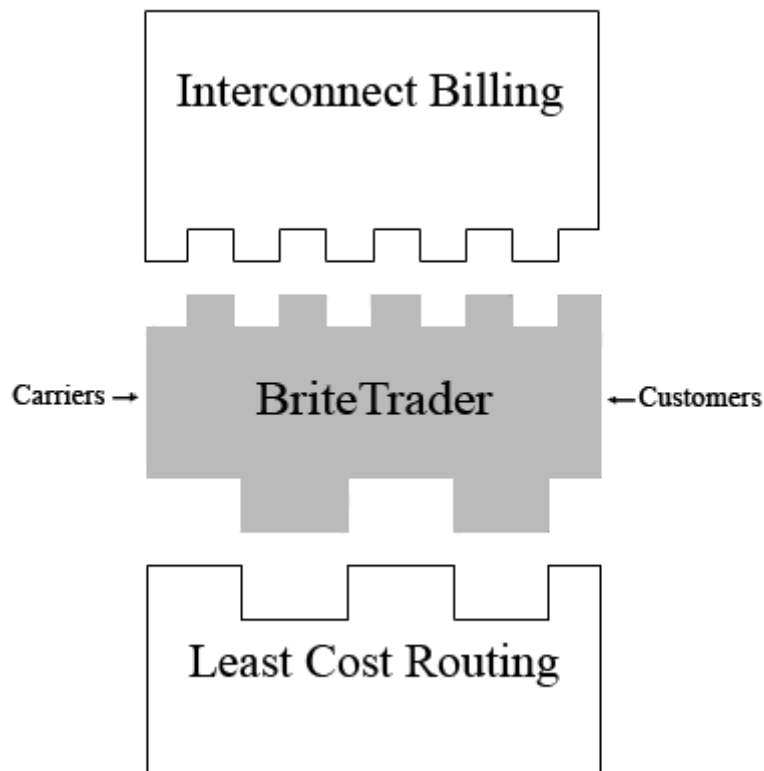
- Intelligent Trading
- Informed Negotiation with other Carriers
- Smart international traffic agreements
- Optimal Routing by bridging the gap between Least Cost Routing and Interconnect Settlement.

BriteTrader is an innovative and state-of-the-art software product, designed to produce more efficient trading and routing of traffic for fixed, mobile, cable telephony with IP and GPRS compatibility.

BriteTrader is initially targeted at public network operators that market voice services (retail) or carry voice traffic over their network (wholesale). The objective of BriteTrader is to help an operator to trade on a day-to-day basis so that they maximise the profit they realise from the traffic they switch in their network.



In this environment all operators have an Interconnect Billing System (IBS) and some form of Least Cost Routing (LCR) process, if not an LCR OSS (LCRS). Most operators believe that the primary elements of trading can be handled in the main by these 2 systems. In reality, when they attempt to integrate these 2 processes/systems they find incompatible systems and difficulty in solving this specific problems.



BriteTrader therefore provides functionality that not only smoothes the operation of working with incompatible IBS and LCR systems, but very importantly it uses the data held at this level to provide comprehensive management information that greatly assists in the day-to-day process of trading with carriers and customers. In addition to the above, BriteTrader provides various features and tools that help an operator negotiate better agreements. Please see the following sections for details. The picture below shows a typical environment where BriteTrader would be utilised.

BriteRouter *Optimize your way to profitability*

BriteRouter is a comprehensive application that automates the process of optimal cost routing. This process is sometimes referred to as Least Cost Routing (LCR), however, this is a misnomer as cost is not the only factor in routing a call; quality and other criteria are also considered.

The objective of BriteRouter is to increase Carrier profitability by reducing costs through the selection of optimal routes that reflect lower cost and higher quality.

In most countries there are multiple vendors for both domestic and international call traffic. Each new entrant creates a more competitive alternative and thus the whole industry has become streamlined in terms of pricing. This puts pressure on each operator to take a closer look at their profit margins and try to maximise use of their network while offering even more competitive prices to their interconnecting partners.

Needless to say, this creates an environment of change as Carriers are continually offering and negotiating new rates. It almost creates a need for a spot market for

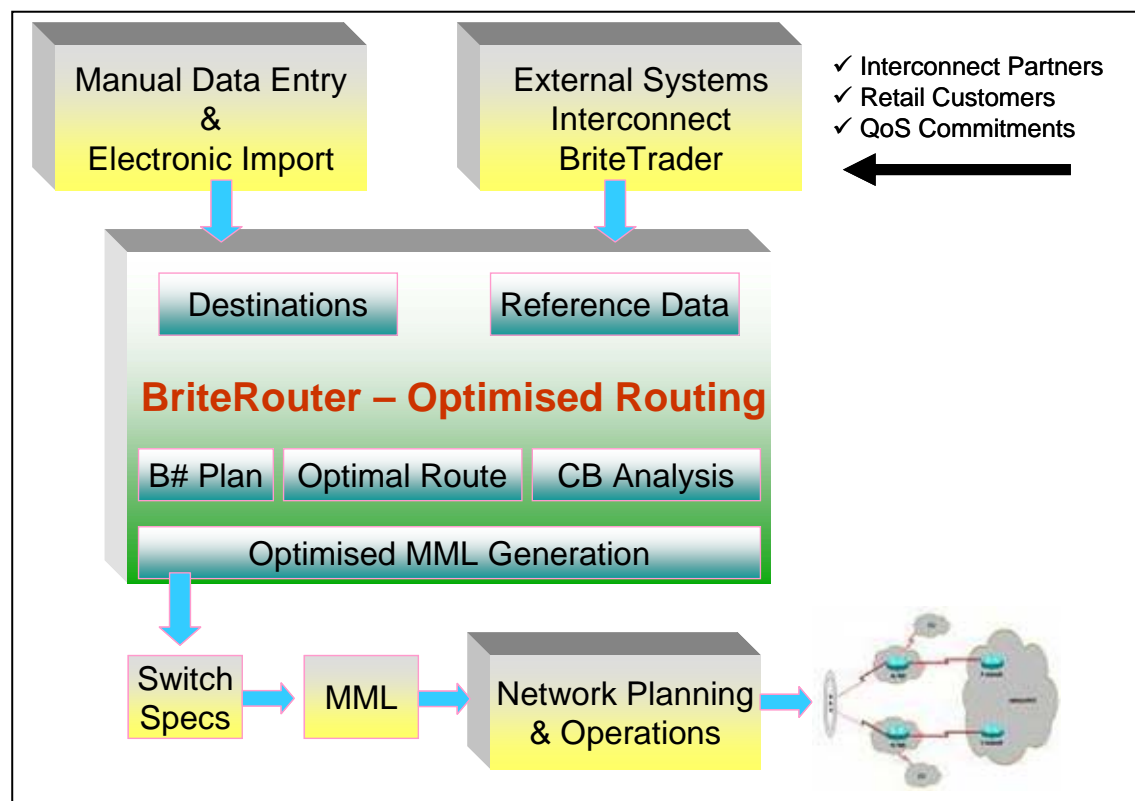
international prices, where Carriers can exchange minutes online. This is an area where BriteSoft is moving towards.

Although a Carrier may acquire new rates regularly, even on a daily or hourly basis, there is a great deal of work to be done before the network and switches are actually changed to reflect the new routes negotiated by the business. Doing this manually is almost an arduous task and as the move toward the spot market becomes ever so closer, a manual process becomes close to impossible.

BriteRouter provides a high level of automation that allows business personnel to carry out their duties through effective use of technology. Its processes help take Carriers from the point of negotiation to the point of switch implementation by facilitating decision making and removing the bottlenecks that prevent Carriers from maximising their profits.

The BriteTrader and BriteRouter processes combined provide the end to end business process by allowing the trading (buying and selling) of minutes in the international market. Then, an environment is created where all this data can be analysed and synchronised with downstream systems and eventually an optimal route (cost, quality and volume commitments considered) generated. The final step is the automatic generation of MML (Man Machine Language) to update the switches with the new routes.

The user will have the capability to override the automatically generated optimal route in order to fulfil service level agreements with interconnecting partners or to honour the volume commitments agreed to. All such changes will be logged and preserved for future reference.



BriteRetailer Manage Your Daily Sales

Overview

BriteRetailer automates the process of managing customers, orders, invoicing, shipments, stock etc. for small and medium sized retail outlets. BriteStore integrates with various Cash Machines and automatically download transaction journals so that each transaction can be viewed online and reported upon based on time of day, customer (if applicable), mode of payment etc.

This application is ideally combined with the BriteAccount system to provide a complete supply chain solution.

The following is a list of functionality that is incorporated into BriteRetailer:

➤ General Features

- Import / Export Format Definition
- Import / Export Invocation & Log View
- Security, Auditing, Language, Offline Access for point of sales

➤ Standard / Generic Data Definition

- Branches, Departments & Employees (Linked to System Users)
- Documents (Invoice/Debit Note) and Variables (Invoice Parameters)
- Products, Product Types and Currencies
- Customer Ranking and Benefits
- Customer Accounts Profiles and Account Categories
- Suppliers, Shippers, Forwarders, Shipments etc.
- Ordering Sub-system
- Combines branch orders into one company order
- Manages customer orders - both corporate and individual
- Manages order through to completion

➤ Expenses and Expense Types

➤ Interfaces and downloads from cash registers

➤ Stock Control and Inventory Management

➤ Transactions

- Transaction Types and Groups
- Transaction Rule Definition (Rules for Recurring Charges, Ad-hoc, Taxes, Interests, Penalties/Rebates, Payments etc.)
- Transaction Generation & Posting

➤ Transaction Search and Reversal

- Assigning Transaction Types to Accounts
- Exclude Exceptions

➤ Invoicing

- Invoice Types and Invoice Groups
- Invoice Sent and Invoices Received (Capturing)
- Invoice Rules (Inclusion of Transaction Types)
- Debit/Credit Notes Sent and Received
- Invoice Generation

➤ Settlement

- Payments from Customers / Business Partners

- Collections from Business Partners
- Allocation of Payments to Invoices

➤ Disputes Management

- Disputes Lodged & Received
- Association of Disputes to Invoices
- Identification of Actual Values under Dispute

➤ Reports

- Sales by country, region, branch etc.
- Statement of Accounts
- Total revenues and expenses
- Disputes
- Ageing Analysis
- Miscellaneous

BriteWorkEnvironment Health & Safety at Work

Overview

BriteWorkEnvironment is a product that allows organisations to keep track of all employee health and safety considerations. This is especially useful for manufacturing type of industries where many accidents happen on shop floors. Incidents such as doctor and dentist visits, hospital admissions etc. are all managed within the system and can be reported upon at a later date. The system is also integrated with smart cards that allow organisations to provide benefits such as lunch and other coupons on a credit basis. Topping up of units can then be obtained either online or at the company HR department. The following is a list of functionality that is incorporated into BriteWorkEnvironment:

➤ General Features

- Import / Export Format Definition
- Import / Export Invocation & Log View
- Security, Auditing, Language, Offline Access
- Standard / Generic Data Definition
- Departments & Employees (Linked to System Users)
- Doctors/Dentists/Hospitals
- Services & Service Types and Currencies
- Locations & Sites

➤ Benefits & Settlement

- Definition of benefits
- Association with Smart Cards
- Interfaces to Payroll
- Payments or re-imburement of Employees
- Collections for excess payments or not benefit expenses

➤ Disputes Management

- Disputes Lodged & Received
- Association of Disputes to Incidents
- Identification of Actual Values under Dispute

➤ Reports

- Number of Incidents per day/month/year/period
- Reasons/date/time etc. of incidents

- Total Payments for Incidents
- Miscellaneous

BriteDocuments Manage Your Corporate Documents

Overview

BriteDocuments is a document management system which allows you to store any type of document. It helps you search through your library by originator, date, file name, key words or any other value associated with each file.

The following is a list of functionality that is incorporated into BriteDocuments:

➤ General Features

- Import / Export Format Definition
- Import / Export Invocation & Log View
- Reference Data Generation based on Feeds and Contents
- Source Data Definition & Grouping of Parameters
- Security, Auditing, Language, Offline Access

➤ Standard / Generic Data Definition

- Departments & Employees (Linked to System Users)
- Documents Types
- Size Limitations
- Compression

➤ Storage of any document type, including the following:

- Office Files (MS Word, Excel, PowerPoint etc.)
- Basic Text / RTF etc.
- Images
- Sound
- Movies

➤ Search Facilities by any field, including the following:

- File Name
- Document Originator
- Title of Document
- Date and Time
- Department
- Status (Created/Modified)

➤ Reports

BriteShopper E-Commerce At Your Fingertips

Overview

Almost every business these days is involved in some kind of online shopping or e-commerce. Interestingly, the process of on-line ordering and payment is almost identical in every business, however, it is likely that every company creates its own e-commerce type of application, even for this aspect of the business.

BriteSoft have eased this burden and introduced a generic, simply and easy to deploy e-commerce application which comes with full security, auditing and the capability to shop offline!! A company only has to define the types of items that are purchasable and therefore can be associated to shopping carts.

The following is a list of functionality that is incorporated into BriteShopper:

➤General Features

- Import / Export Format Definition
- Import / Export Invocation & Log View
- Reference Data Generation based on Feeds and Contents
- Source Data Definition & Grouping of Parameters
- Security, Auditing, Language, Offline Access

➤Shopping Cart Content Definition

➤Product Definition

➤Shopping Processes or Steps

➤Choice of Certification Authority

BriteDealership Manage Your Customers and Dealers

Overview

BriteDealership is an application for the automotive industry. It deals with the allocation of cars to areas, dealers and finally customers.

Many car manufacturers or super dealerships may not have a facility to determine the validity of requests made for cars by each dealership. Although it may be valid to simply allocate cars based on dealer requests, this would not necessarily represent actual demand and customer satisfaction. Whereas one dealer may have hundreds of cars sitting in the parking lots, another dealer may not have any cars to supply customers.

BriteDealership ensures that dealers register their customers and their car bookings online so that the car manufacturer can get a good picture of the demand in various areas. The manufacture can then allocate cars based on certain rules such as the number of bookings, length of booking, history etc.

The following are a list of features in this module:

➤General Features

- Import / Export Format Definition
- Import / Export Invocation & Log View
- Security, Auditing, Language, Offline Access
- Web and Client Server Access

➤Standard / Generic Data Definition

- Branches, Departments & Employees (Linked to System Users)
- Areas, Regions, Dealerships, Customers
- Cars and Car Variants such as Colour, Transmission, Car Types etc.

➤Customer & Dealer Registration

- Registration of Dealers
- Registration of Dealers' Customers
- Contact Information and ability to modify details online

➤ Car Allocations to Areas (Internal to Car Manufacturer or Super Dealership)

- Allocation of cars to areas
- Rules for Car Allocation
- Restriction of Area Managers from seeing other Area allocations

➤ Car Allocation to Dealers

- Allocation of Cars by Area Managers to Dealers/li>
- Rules for Car Allocation
- Restriction of Dealers from seeing other Dealers' allocations

➤ Customer Orders / Bookings

- Allocation of Cars to Customers
- Ability to shift priorities of customer car allocation
- Ability to detect multiple order for the same customer

➤ Customer Surveys

- Survey Definition
- Dealer Surveys
- Customer Surveys

➤ Reports

- Bookings by country, region, branch etc.
- Allocation Requirements (Demand)
- Best / Worse Dealerships
- Miscellaneous