ESD
ELEVATING SOFTWARE DEVELOPMENT

iPortal

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Executive Summary

iPortal is an overall business management system which helps organisations manage their day to day business well, the system helps employer to manage staff, procurements, file management and various divisions within the organisation.

The system works both online and offline, and clients can choose whichever package they are most comfortable or the most efficient one for the company.

Online application - allows employees to connect from anywhere when connected to the internet, this helps the employees to connect and manage their information where ever they are.

Employees would be able to apply for leave even when they are away from home, also check the tasks due for them to do even when they are away from the premises.

Offline application – only allows the employees to connect to the **iPortal** when they are in the premises and connected to the Local Area Network of the organisation.

Once connected the employee will not be limited in terms of functionality and using the software, the offline application is more secured offline than the one hosted online.

iPortal has proved to be a useful tool for businesses as it helps trace all the paper trail of the business, giving the owners a true reflection of the day to day operation happening on the ground, making sure that documentation is managed properly, all this at a low cost.

The company will save more time, paper, ink and always have relevant info for audit purpose. **iPortal** will provide different access level to control user rights on the system, limiting people with what they can do on the system.

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Software Solution

Features and Functionality

**iPortal** offline application is deployed on the client's server on their premises.

Storage space for our offline application is determined by the space available on the client's server.

iPortal online application is hosted by us, the provider.

The online application offers 50GB storage and includes user-generated and automated backups.

The application is web-based and can be accessed with any web browser, this also allows users to access it via their mobile phones.

Desktop and Mobile Interfaces
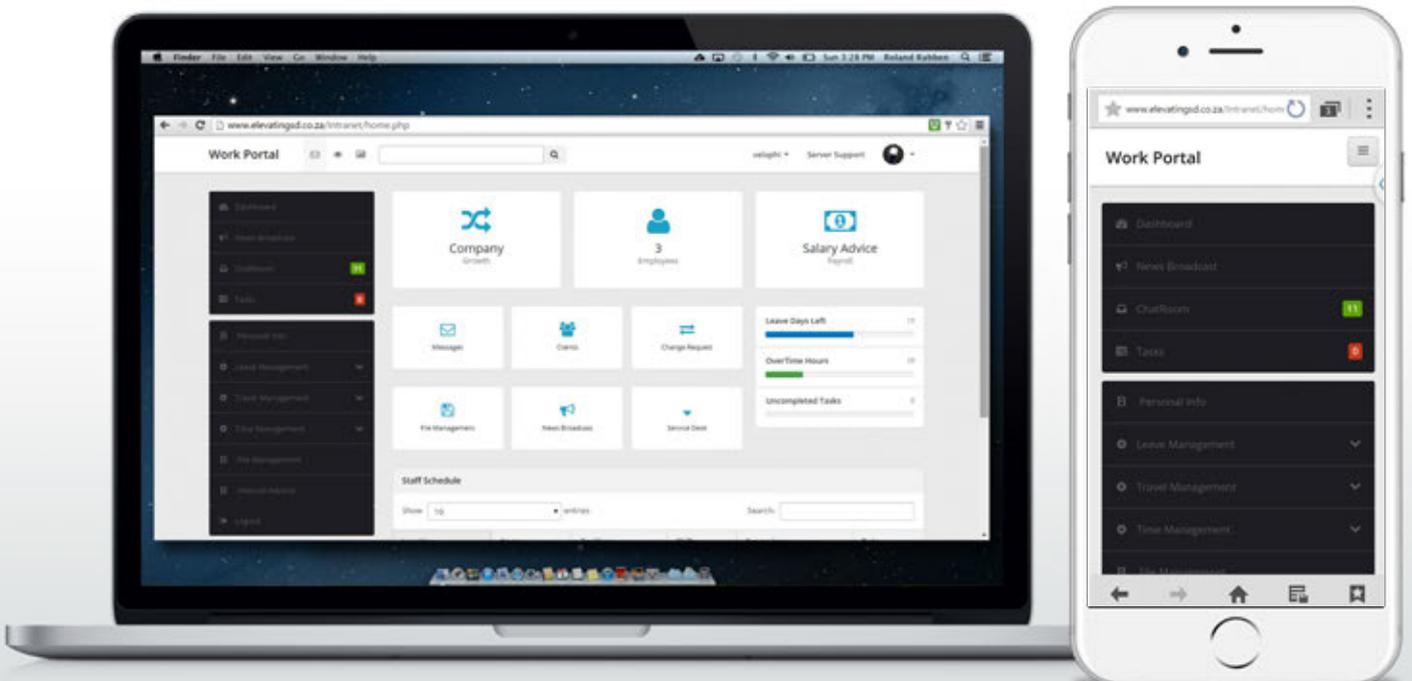
Domains

The platform uses its own **private domain.** Depending on what the client wants, each company will have its own database and own domain link to access the application.

e.g www.iportal.co.za/xtremeportal | www.iportal.co.za/esdWork | www.iPortal.co.za/Alexkor

Work Portal Proposed Functionality

iPortal will provide the following functionality

- **Leave Management**
  (Request, Approval, Historyand Projection)

- **Employee Information Management**
  (Personal Info, Contact Details, Address Details,
  Employment Details, Birthday Alerts)

- **Travel Management**
  (Request, Approval, History)

- **Payroll**
- **News Broadcasts**
- **Internal Adverts**
- **File Management**
  (Forms, Letters, Documents, SOPs, JDs)
- **Access levels**
- **User Matrix**

This service addresses the following

1. Information System security (User Account Management)

iPortal will help create a user matrix and allocate user rights to the system.
To access the system the employees will have to be allocated a strong password.
The process of changing the password or retrieving it will be in place.

2. The portal will formalise the communication for new user access requests (Network) and user (Network).

  We achieve this with the use of forms that mandate the capturing of the following information:

- **User name**
- **User job title / position (rank)**
- **User functionality, required:**
  Supervisor / Manager (approver) name
  Supervisor / Manager (approver) signature

- **Date user requested**
- **Date when admin created a new account**
  or changed an existing account

> The Portal allocates the rights to the applications on the server,
> based on the rights a person has on the system.

More Benefits

Helps an organisation to cut cost on paper and ink - less paperwork and every process is captured in a database that is regularly backed up, which also addresses Ensure Continuous Services (DRP and Backup) from the IT Audit Finding.

Minimizes security risks - files for each and every employee are secure and only accessed by the owner, unless if the file is shared with another employee. A file shared document will be available for all users.

IT Security and Continuity

The content stored in the database is password secured.
This ensures that only certain individuals can access their profiles and data.
The application only allows passwords that are strong enough
and encrypted on the database.

Continuity

The maintenance team will have scheduled backups and provide a temporary back office to keep the application running should something happen to the server hosting the portal offline or on the company's premises.

The online application is backed up regularly and 24 hour security is provided by the hosting company. Should the domain go down, there is a backup site which allows a failover that takes over operations when experiencing interruption.

Online Application

Reliable infrastructure

Your servers will be securely hosted at one of MTN's state-of-the-art data centres. These facilities provide redundant power, fire suppression and excellent physical security.

Managed Hardware

We use the latest rack-mount servers with Xeon processors and ample RAM depending on your requirements. Afrihost will ensure that the hardware is maintained and will be responsible for any hardware issues.

Locally Hosted

Our servers are hosted locally, which means that you and your customers will get the fastest connection to your website. We also offer international hosting.

Fast and Reliable Network

Your servers will be hosted on MTN's backbone at the hub of South Africa's online community, with redundant links to international audiences.

Managed Service

We manage the physical environment, network, hardware and operating systems, leaving you to concentrate on your applications and data.

Maintenance and Development

Maintenance standard procedure

Client logs a ticket with us via support@iportal.co.za
An automated respond with a ticket number is sent
back to the client for tracking purposes.

Priority levels

Normal
When the problem is normal our technical team will take a day or two to respond to the problem,
either remotely or via a site visitation.

High
Respond will take 2 – 3 hours to respond, using all the necessary procedures and tools to resolve
the problem.

Highest
Takes 1st priority to our technical team to resolve, this will talke up to 30 minutes to an hour to attend to,
this will mean technicians will assist remotely, if all fails a site visitation will be made as soon as possible.

Our technicians will always be in uniform for our clients to recognise them. A technician should always ask a client's representative to sign their job card.

The client will also receive monthly report for the system on logged calls, the traffic, security bridges and downtime.

Development

Our team is always looking for ways to enhance the application to meet our client's needs, we are willing to make adjustment to the application to work for clients at a fee on top of our basic application offered, clients can also ask us to remove certain functionality offered by us if not needed in their operation.

This makes us unique as our business management application is developed to fit in perfectly in the business and how operations are done.

When a development is required by a client, our team assess the requirements and submit an non obligation quote, if agreed on price and requirement.

The client is required to sign a specification requirement and should there be further changes required by the client, we will have to send a revised quotation and changes will have financial implications.

Business Model and Pricing Strategy

Online Application | Once-off Pricing

Description	Quantity	Amount
Domain Setup	1	R500
User Registration	1	R500
Training	1	R2 000
Account Setup	1	R1 500
All pricing subject to VAT	**Total**	**R4 500**

Offline Application | Once-off Pricing

Description	Quantity	Amount
File Server Setup	1	R2 500
User Registration	1	R500
Training	1	R2 000
Database Setup	1	R1 500
All pricing subject to VAT	**Total**	**R6 500**

Online & Offline Application | Once-off Pricing

Description	Quantity	Amount
Domain Setup	1	R500
User Registration	1	R500
Training	1	R2 000
File Server Setup	1	R2 500
Database Setup	1	R1 500
Account Setup	1	R1 500
All pricing subject to VAT	**Total**	**R8 500**

We offer two payment methods, Pay Per User and Unlimited Users.

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Monthly Payments for Pay Per User

This option allows businesses that have few employees to save money, by only needing to register the employees who will be using the system.

Online application	10 Users	
Description	Quantity	Amount
Users	10	R3 000
Hosting	1	R600
Maintenance	1	R1 500
Total		R5 100

*All pricing subject to VAT

Offline Application	10 Users	
Description	Quantity	Amount
Users	10	R3 000
Maintenance	1	R1 500
Total		R4 500

*All pricing subject to VAT

Online & Offline Application	10 Users	
Description	Quantity	Amount
Users	10	R3 000
Hosting	1	R600
Maintenance	2	R3 000
Total		R6 600

*All pricing subject to VAT

Please note, we have a call out fee of R300 per call out.
The call out fee only applies when a call out was made and a site visitation occurred.

Monthly Payments for Unlimited Users

This option has a fixed rate for an unlimited amount of users.
This means additional employees loaded onto the system
will have no financial implications to the business.

Online application	Unlimited Users	
Description	Quantity	Amount
User Licence	Unlimited	R5 000
Hosting	1	R600
Maintenance	1	R1 500
*All pricing subject to VAT — Total		**R7 100**

Offline Application	Unlimited Users	
Description	Quantity	Amount
User Licence	Unlimited	R5 000
Maintenance	1	R1 500
*All pricing subject to VAT — Total		**R6 500**

Online & Offline Application	Unlimited Users	
Description	Quantity	Amount
User Licence	Unlimited	R5 000
Hosting	1	R600
Maintenance	2	R3 000
*All pricing subject to VAT — Total		**R8 600**

Custom development fee of R500 per hour.

Hours required to work on a required functionality will be determined by the development team and a quote will be sent out to the client for approval before the work commences.

The hours will depend on the magnitude of the work required by the functionality specification.

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Thank You

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