SoftExpert
Excellence *Suite*

The Roadmap for
Business Excellence and Enterprise Compliance

Improve processes | Meet regulations | Reduce costs

Soft Expert®

Software for Performance Excellence

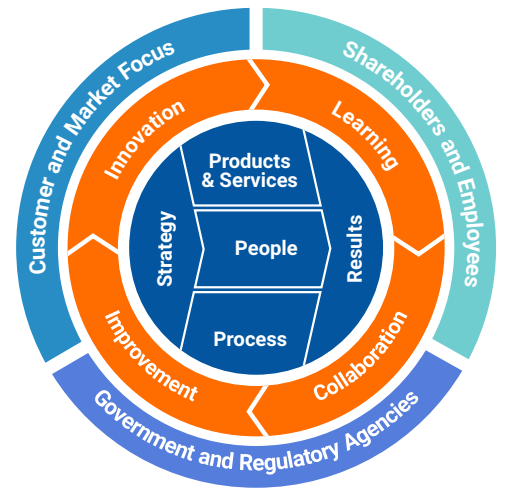# Exceed Business Performance and Compliance Levels with SoftExpert Excellence Suite

Companies across all business sectors are facing many intense challenges, including rising costs, declining profitability and widespread inefficiency. In addition, they have to deal with a fast-changing regulatory environment and a constant pressure to improve innovation, quality, safety and efficiency.

Therefore, organization's leaders face many complicated questions each day. How to maximize organization profits without sacrificing superior customer care? How to streamline operations and processes across the enterprise while increasing quality and productivity levels? How to increase customer and employee satisfaction without significantly raising costs? How to enhance workforce capacity and capability to better accomplish changing organizational needs and demands? How to effectively meet regulatory demands while cutting costs and increasing efficiency? How to make sure the objectives and goals at all levels are realized by everyone in the organization?

Performance Excellence Framework

The answer for all questions is Business Performance Excellence that organizes disparate programs into a unified whole, creating a highly systematic and structured environment for continuous improvement that leads to sustainable organizational excellence and success.
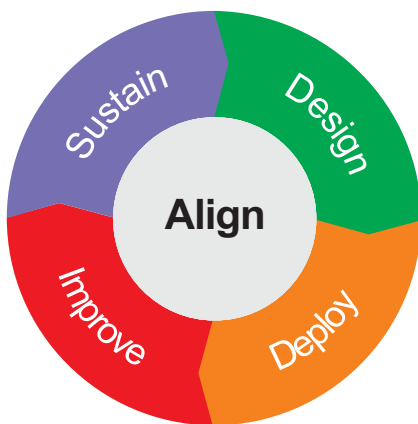
Business Peformance Excellence Lifecycle

Business Performance Excellence is achieved when an organization is generating the maximum level of profitability possible given the human, physical, material, technology, information and financial resources it possesses.

Business Performance Excellence refers to outstanding practices in managing the organization and achieving results, all based on a set of eight fundamental concepts: results orientation; customer focus; leadership and constancy of purpose; management by processes and facts; people development and engagement; continuous learning, innovation and improvement; partnership development; and public responsibility.

Boosting Productivity through All-in-One Multi-Application Suite

SoftExpert Excellence Suite provides an integrated performance excellence platform that enables organizations to think and act strategically, align processes and resources, engage workforce and customers, and focus on key results: product and service, customer, financial, workforce, process and leadership.

SoftExpert Excellence Suite leverages the collaborative business management processes to support the continuous improvement and optimization of today's heterogeneous enterprise.

The software helps leading companies earn a competitive edge through predictable business and compliance processes involving people across departments, business units, suppliers and customers.

SoftExpert Excellence Suite Platform

- EQM — Enterprise Quality Management
- BPM — Business Process Management
- HDM — Human Development Management
- EHSM — Environment, Health and Safety Management
- ITSM — IT Service Management
- EAM — Enterprise Asset Management
- ERM — Enterprise Risk Management
- ECM — Enterprise Content Management
- GRC — Governance, Risk and Compliance Management
- CPM — Corporate Performance Management
- PLM — Product Lifecycle Management
- PPM — Project and Portfolio Management

The Roadmap for Multi-Regulation Compliance

The need for compliance is driven by far more than just the threat of potential fines and penalties from government, regulatory agencies and customers. A proactive compliance program ensures improved employee morale, greater job satisfaction, less waste, higher quality control, less loss time, increased productivity and maximized profitability.

SoftExpert Excellence Suite enables organizations to address an ever-increasing variety and number of standards, laws and regulations that affect business operations by delivering enhanced compliance capabilities based on industry-specific best practices.

Overcoming the Barriers of Stand-Alone Business Applications

Homegrown, non-integrated and manual management systems require paper and labor-intensive processes and result in a lack of data visibility across the enterprise. The impacts of an inefficient, un-unified and un-enforced system include higher IT administrative and overhead costs, less IT productivity and ineffective resource utilization. Ultimately, these inefficient systems require employees to devote an overwhelming amount of time to tasks that could be streamlined by an integrated multi-application system.

Companies may not need all applications at once, or may want to deploy one application module at a time, allowing their systems to grow gradually as the need arises. Whatever the strategy chosen, as applications are deployed they need to work together. Only a fully shared environment allows its applications to fit together like puzzle pieces and work seamlessly.

With SoftExpert Excellence Suite, a unified workplace replaces isolated management systems with interconnected applications, leading to huge reductions in overlapping functionality, data duplication and unneeded redundancy. In contrast to multiple vendor solutions with varying user interfaces, different technologies, long learning times, uncoordinated upgrade cycles and multiple support sources, SoftExpert provides one software platform, one common interface, one service level agreement, one technical support number and one responsible partner.

SoftExpert Excellence Suite
Information Technology Value Chain
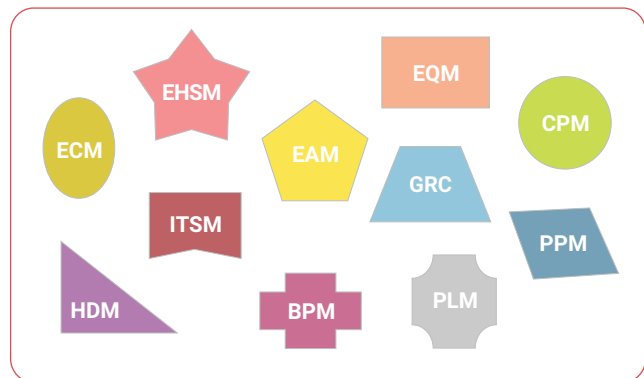
Multi-vendor management solutions

SoftExpert Excellence Suite	Multiple Vendor Solutions
✓ A single unified workplace	✗ Application silos
✓ A common interface style	✗ Different user interfaces
✓ Fully integrated data and functionality	✗ Disconnected technologies
✓ Increased productivity and reliability	✗ Overlapped functionality
✓ A single cross-platform portability	✗ Data duplication and redundancy
✓ One service level agreement	✗ Long learning times
✓ One technical support number	✗ Mostly conflictive portability
✓ One responsible partner	✗ Uncoordinated upgrade cycles
✓ Lower shared licensing and maintenance costs	✗ Multiple technical support sources

Business and Operational Performance Excellence

The 12 critical management elements collaboratively integrated across the organization into **SoftExpert all-in-one multi-application suite**

Performance
How to align strategic and operational objectives and targets to fully achieve future business performance?

SoftExpert CPM
Corporate Performance Management

Products
How to foster continuous innovation and deliver the right products and services faster with superior quality and value?

SoftExpert PLM
Product Lifecycle Management

Processes
How to streamline and control business and production processes to achieve new levels of daily operations excellence?

SoftExpert BPM
Business Process Management

Projects
How to effectively manage resources and projects to improve customer services and business initiatives?

SoftExpert PPM
Project and Portfolio Management

Competencies
How to ensure the right workforce skills and competencies required to increase overall performance?

SoftExpert HDM
Human Development Management

Assets
How to manage and maintain high-performance assets to greater operational and production productivity?

SoftExpert EAM
Enterprise Asset Management

Risks
How to minimize business, financial and operational exposure to risk to ensure legal governance and compliance?

SoftExpert ERM
Enterprise Risk and Control Management

Quality
How to leverage business and operational quality standards to increase efficiency while minimizing failure costs?

SoftExpert EQM
Enterprise Quality Management

Knowledge
How to collaboratively manage documents and records to support and leverage organizational knowledge?

SoftExpert ECM
Enterprise Content Management

IT
How to keep all software, hardware and information technology current with business and operation needs?

SoftExpert ITSM
Information Technology Service Management

Ecosystem
How to sustain workplace health and safety initiatives to much better care for employees, community and ecosystem?

SoftExpert EHSM
Environmental, Health and Safety Management

Excellence
How to join all these challenges together in a unified collaborative workplace to a much better business performance excellence?

SoftExpert Suite
Business Excellence and Compliance Management

Performance

SoftExpert CPM allows organizations to align strategic and business objectives with day-to-day operational performance indicators, by integrating all organizational levels through best practice approaches like Balanced Scorecard. The software offers a complete range of planning, execution, monitoring and reporting capabilities in a collaborative environment, leading to better decision making and improved business performance across the organization.

Products

Combining engineering best practices with automated workflows, SoftExpert PLM enables Stage-Gate®, Design for Six Sigma, APQP-PPAP and other methodologies in a comprehensive PLM environment to increase enterprise-wide collaboration and innovation. The software brings together company's product, process and quality knowledge across the entire product lifecycle, from concept and development, through validation and manufacturing, to service and end of life.

Processes
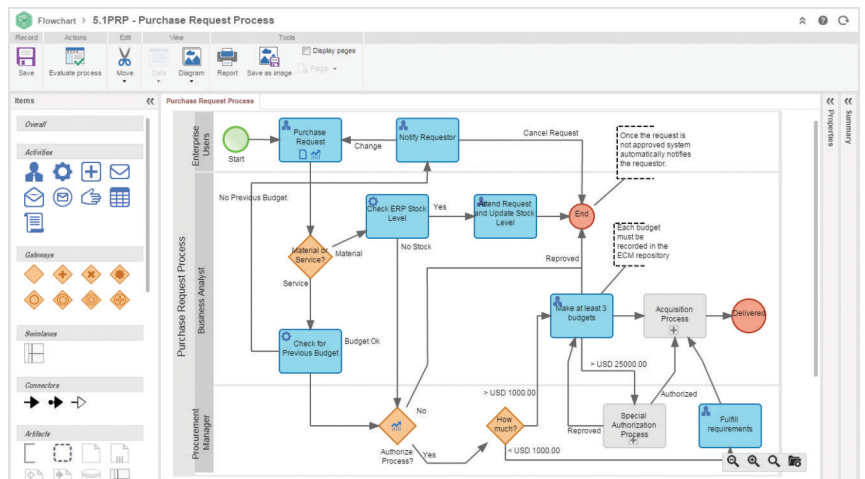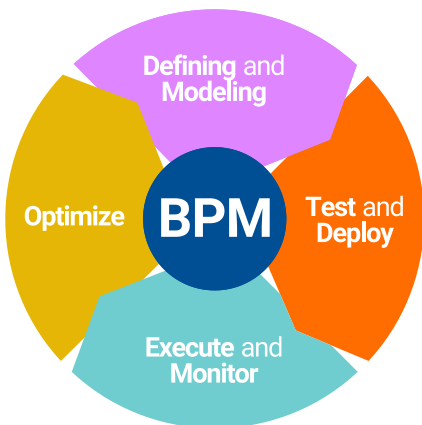
SoftExpert BPM enables organizations to standardize and automate business processes from beginning to end, improving quality and efficiency while reducing costs, functional silos and response time. It also promotes continual process improvement across the enterprise by monitoring performance of daily business activities, tracking of incidents and deviations and automating change control.
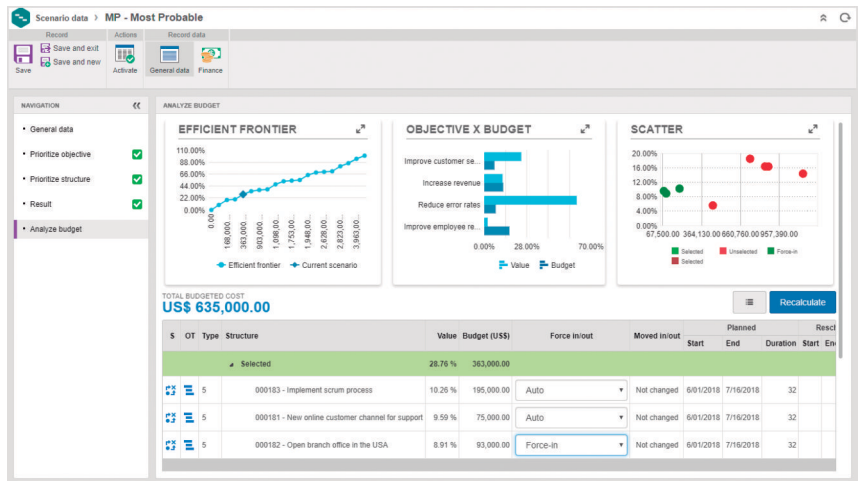
SoftExpert PPM unifies project and portfolio management to help organizations align resources and investments with business priorities, gain control across all types of work, and visualize performance using powerful dashboards. The software empowers project managers to plan the work, assign resources, forecast to completion, and communicate to stakeholders, while streamlining collaborative project execution across cross-functional teams.
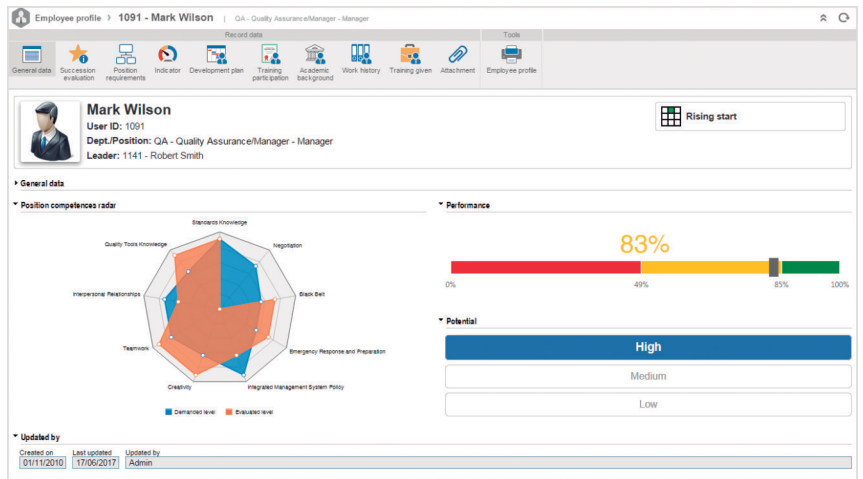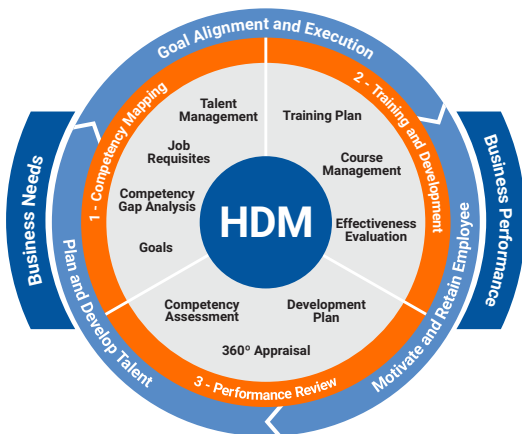
SoftExpert HDM improves organizational and individual talent with a broader understanding of technical and behavioral competencies, skills and gaps to address them with targeted development plans. The software offers an effective way to perform employee performance appraisals, and helps managers at all levels of the organization to plan, budget and control training activities linked with competency gaps.
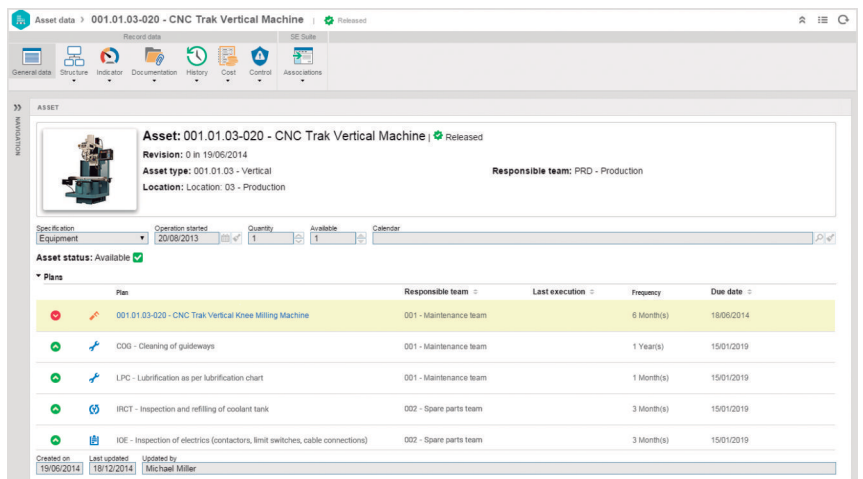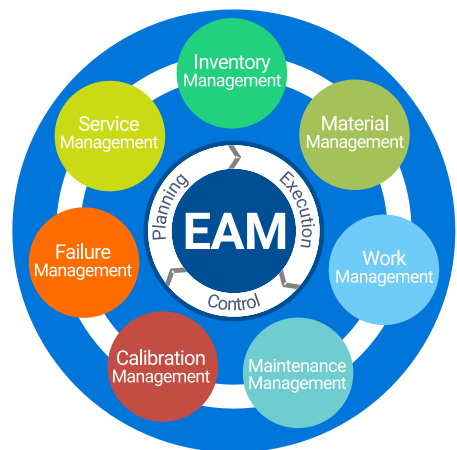
SoftExpert EAM significantly improves asset utilization and performance at lower operating costs to optimize the lifetime value of all assets types – facilities, equipments, IT and vehicles. The software enables the organization to develop comprehensive programs for preventive, predictive, routine and unplanned equipment maintenance and calibration, improving the daily effectiveness of operations and technical staff.
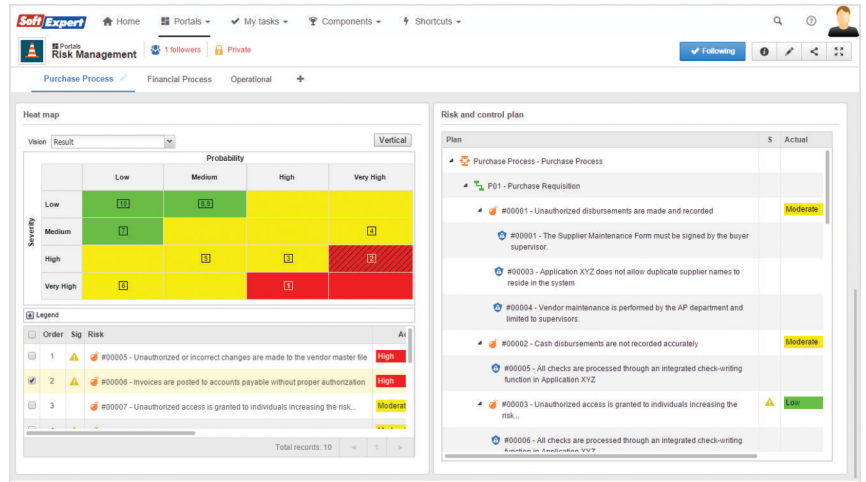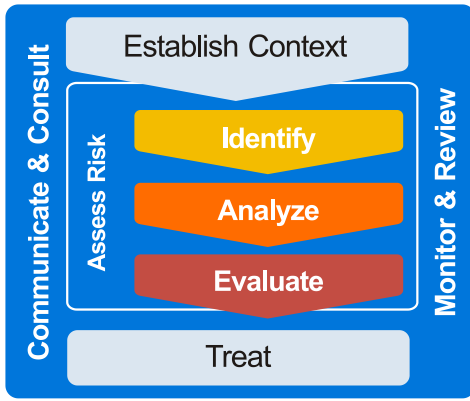
SoftExpert ERM provides an enterprise-wide risk and control platform, enabling organizations to manage risk across multiple regulations and requirements. Integrated communication and workflow processes engage all levels of the organization in proactive risk identification and analysis, control assessment, and action plan execution to effectively reduce risk levels associated with day-to-day operations and processes.
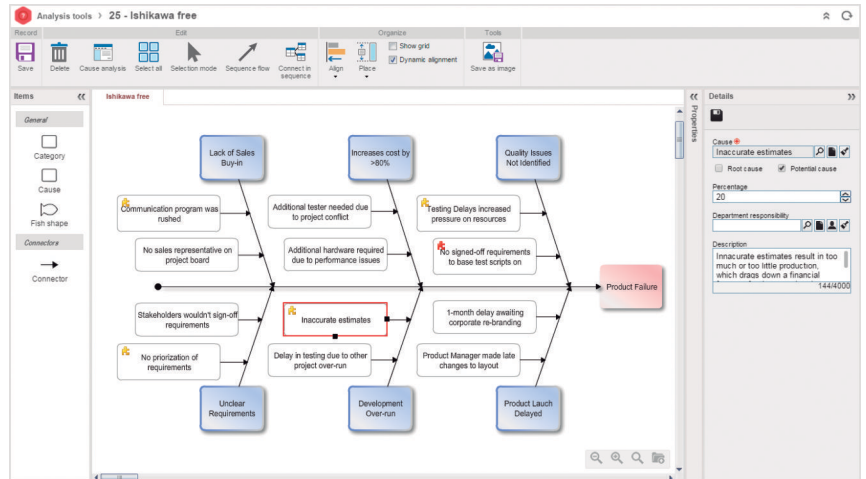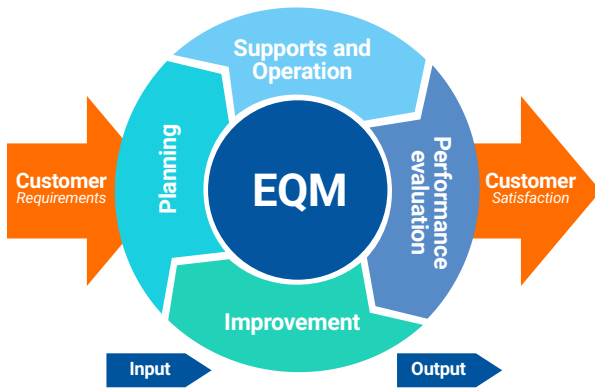
SoftExpert EQM provides the means to implement and simplify closed-loop quality and compliance programs through joining together all key quality elements, including processes, documented information, performance indicators, risks, NCRs, CAPAs, audits, training records, competency assessments, inspection plans, SPC charts, and many others. By improving operational efficiencies in all quality-related processes, the software reduces risk and lowers cost associated with regulatory compliance.
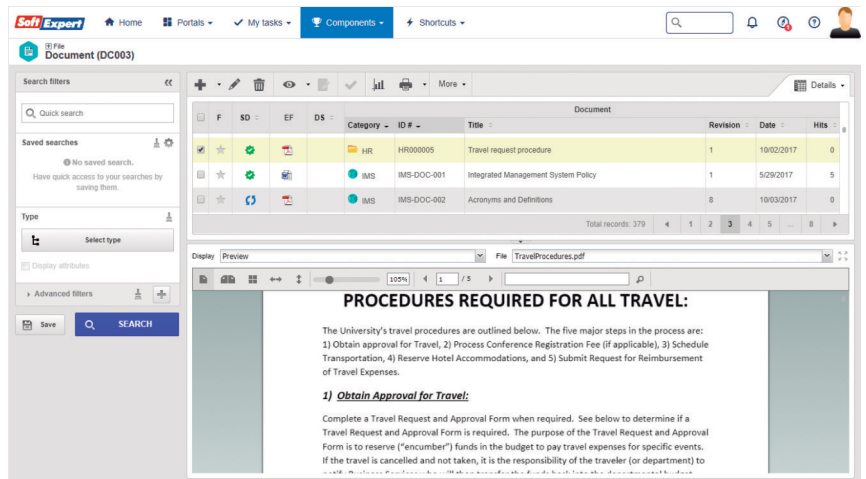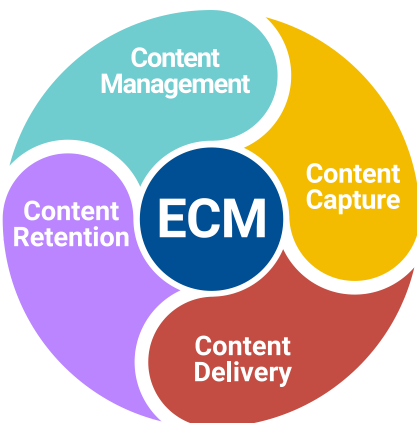
SoftExpert ECM improves business operations by providing immediate access to documents and creating a foundation for capturing, sharing, securing and reusing content across the enterprise. The software enhances teamwork collaboration and workflow, connecting content with processes and applications to streamline everyday business activities and improve decision making, while simultaneously reducing paperwork.

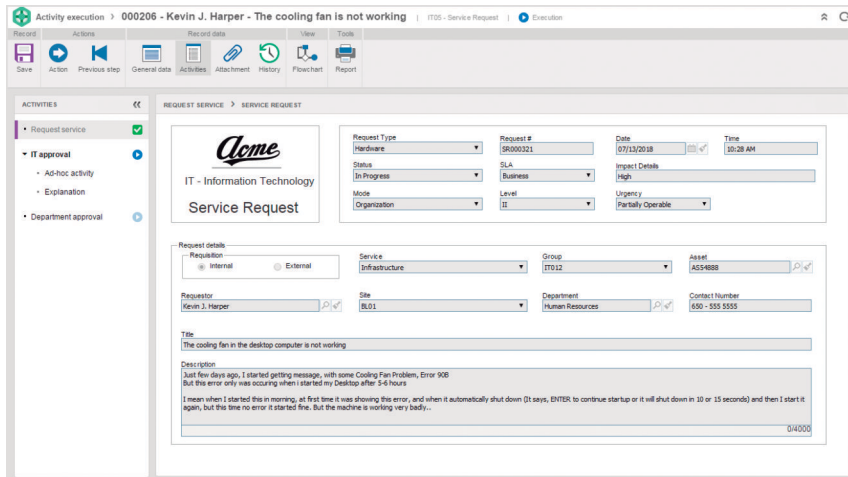SoftExpert ITSM brings together a comprehensive end-to-end incident, problem and change management to improve service levels and productivity, ensure service standardization, and align IT to the delivery of business value. The software delivers enhanced policy management, process management, and planning capabilities that increase agility and efficiency in implementing IT initiatives and best practices.
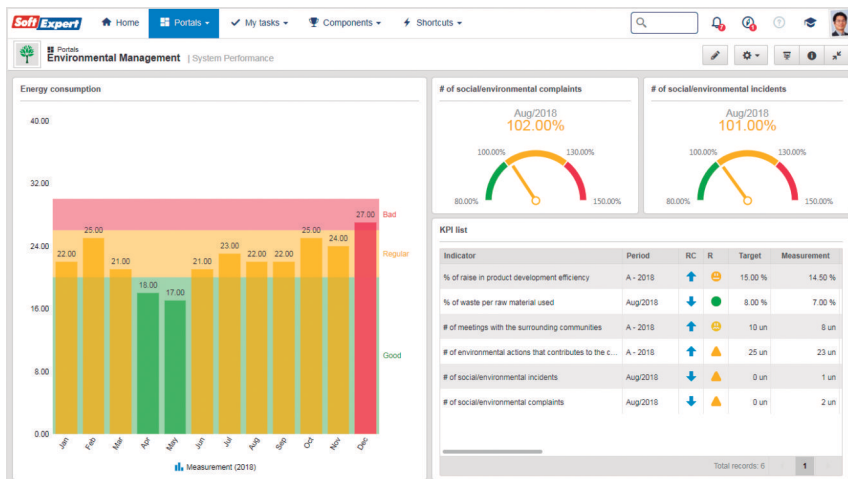
SoftExpert EHSM manages and measures environmental, health, and safety processes, while promoting continuous improvement in manufacturing and business operations through a collaborative change control workflow. The software offers unparalleled effectiveness in implementing initiatives, best practices and controls to increase worker and environmental safety, comply with regulatory requirements and lower exposure to risk.
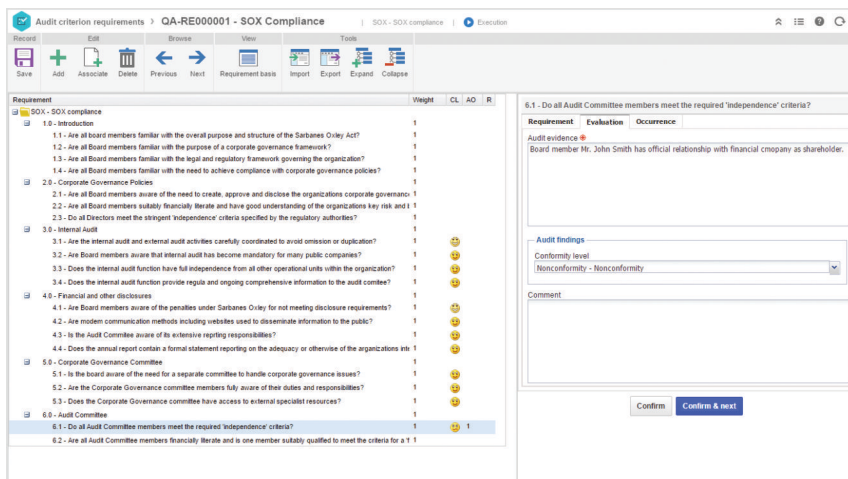
SoftExpert GRC provides an integrated framework to corporate governance, enterprise risk management and corporate compliance with applicable laws and regulations, including SOX. The software helps the organization to act ethically correct and in accordance with its risk appetite, internal policies and external regulations through the alignment of strategy, processes, technology and people, thereby improving efficiency and effectiveness.

TESTIMONIALS

DEKALB
www.dekalbmetal.com   [Metallurgical]

"DeKalb Metal Finishing was able to conquer the process approach, as required in ISO/TS 16949, through the use of SoftExpert Excellence Suite. Not only did this solution allow us to easily map our processes, but it was essential in allowing us to understand how our business was working, and where the inefficiencies were. This solution has allowed us to reduce costs for both our organization and for our customers, through the continual improvement derived from its use."

Paul Fry - Manager

MITSUBISHI
www.mitsubishimotors.com.br   [Automotive]

"We have achieved improved dependability as well as standardization in our processes to assure measurement consistency and the required monitoring to verify conformity in our products. This adds enhanced safety and quality to our customers."

Claudimar Faria - SPC Technical Support

FARMINDUSTRIA
www.farmindustria.com.pe   [Pharmaceutical]

"SoftExpert Excellence Suite has allowed us to streamline and standardize our activities, making everybody speak the same language. This valuable time saving in executing activities was reinvested on analysis and process improvement, as well as getting people trained, making our activities more productive and ahead of our competitors."

Ciceley Cuadros - Quality Manager

MIDEA CARRIER
www.mideacarrier.com.br   [Consumer Goods]

"SE Suite standardized documents, reducing the repetition of work and of the number of documents printed out. The information is stored in a single system that is easily controlled and which meets ISO certification requirements."

Solange Amaral - Quality and Continuous Improvement Specialist

TECPETROL
www.tecpetrol.com   [Oil & Gas]

"Initially, the solution was implemented in the Operations, Drilling and Works divisions, but, with the benefits provided, we decided that the entire organization should adhere to the system."

César Blanco - Chief of Security for the Tecpetrol unit in Mexico

ROYAL CANIN
www.royalcanin-world.com   [Animal Nutrition]

"We value having a vendor that stays current with the ever-changing compliance standards. With SoftExpert Excellence Suite, we're able to match increased regulatory expectations with our daily practice, while reducing the cost of compliance. I have great deal of faith in the reliability and quality of SoftExpert products."

Gabriela Bueno Scapim - Quality Coordinator

UNIPAGO
www.unipago.com.do   [High-tech]

"The solution provided us with organizational agility and improved control of records and documents. We have seen a clear saving of time and resources. The consumption of paper is practically inexistent for the related processes, as well as the need of physical space for the storage of printed documents."

Carmen Quiñones - Head of Quality and Processes

SIMOLDES GROUP
www.simoldes.com/plastics   [Automotive]

"With SoftExpert, we found a BPM solution that helps us to optimize the execution of tasks, by automating routines, reducing physical documents and e-mails. We have significantly reduced the bureaucracy in the administrative processes. The results include time-saving, resource reduction and increased productivity."

Luis Faustino – IT Director for the plastics division

SoftExpert is a market leader in enterprise-wide excellence and compliance application software to implement business process excellence, industry-mandated compliance and corporate governance initiatives. From back office to boardroom, operations to supply chain, internal workforce to external parties, SoftExpert empowers people and organizations to work together more efficiently and use business insight more effectively to stay ahead of the competition.

Founded in 1995, SoftExpert has a rich history of innovation and growth as a true industry leader. SoftExpert solutions are used by corporations of all sizes and types, including manufacturing, automotive, pharmaceutical, food and beverage, medical devices, high tech, energy and utilities, aerospace and defense, oil and gas, government and public sector, retail and distribution, financial services, transportation and logistics, healthcare, education, engineering and construction, IT and software, and many others.

SoftExpert applications and services enable more than 2,000 customers and 300,000 users worldwide to operate profitably, adapt continuously, and grow sustainably. SoftExpert, along with its network of partners, provides hosting, implementation, post-sales support, and validation services for its solutions to ensure that customers realize the maximum value from their investments. We believe that the power of our people, products, and partners unleashes growth and creates significant new value for our customers.

Thinking Global Acting Local

One of the driving forces behind SoftExpert's growth is its global footprint. With its extensive partnership network throughout the world, SoftExpert develops its operations on every continent offering customers strong service with a local approach specific to their markets.

www.softexpert.com | sales@softexpert.com

SoftExpert®
Software for Performance Excellence

Take your business to the next level