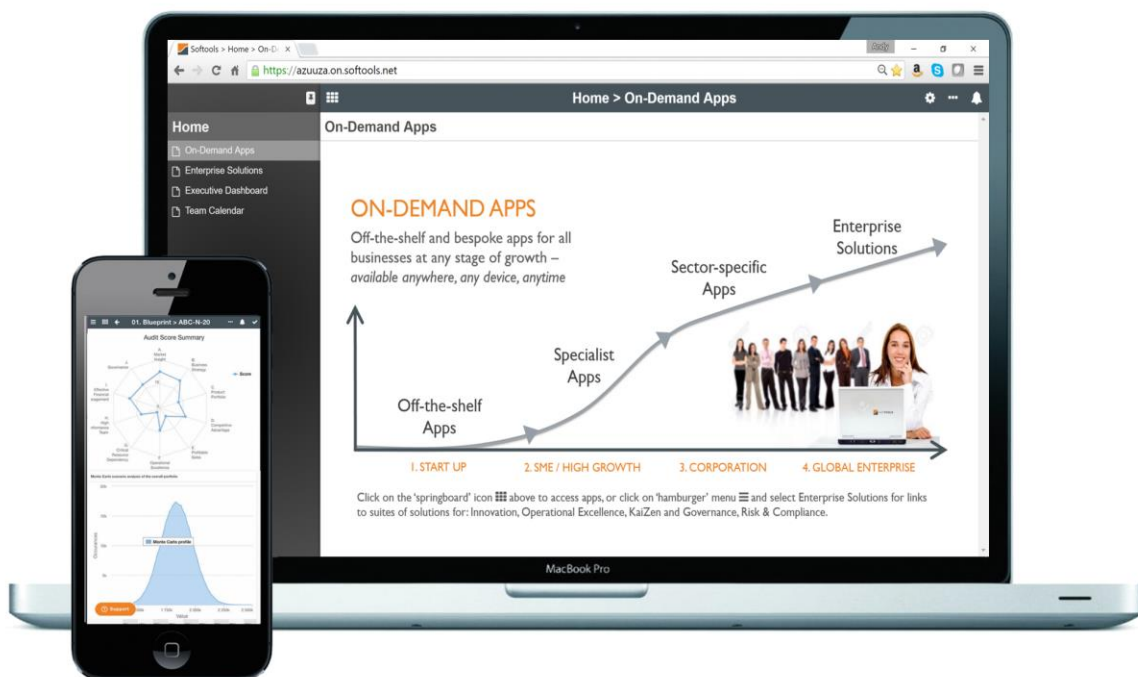# SOFTOOLS

Apps Catalogue 2017

SOFTOOLS

Secure, scalable business apps running in the cloud

SOFTOOLS

SOFTOOLS ON-DEMAND APPS

Mobile web apps for all businesses and teams – *available anywhere, any device, any time*

🏢 BUSINESS CONTEXT

The 3 KEY FACTS that typically restrict your ability to grow dynamically:

- Businesses in all sectors now face increasing competition where margins are tight
- Busy leaders are busy and constantly seek opportunities to manage more effectively and efficiently
- But…. current IT systems are often poorly designed, based on old technologies, not integrated and difficult to use

📦 SOLUTION OVERVIEW

ON-DEMAND APPS are mobile web apps which run on Microsoft Azure, a secure and scalable global web platform. The apps cover all the core processes across the 'value chain' from Sales, Supply Chain Optimisation and Operational Excellence; to Governance, Risk and Compliance.

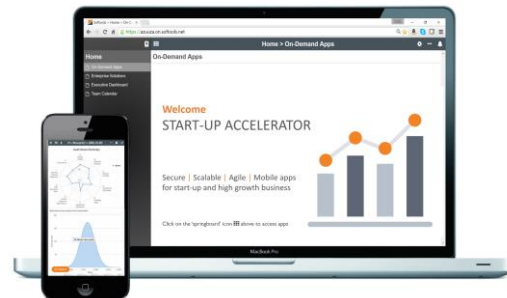|				
INNOVATION & INCUBATION	EXECUTIVE VISIBILITY & CONTROL	GOVERNANCE RISK COMPLIANCE	CROSS-TEAM KNOWLEDGE SHARING	INCIDENT PROBLEM & ISSUES
OPERATIONAL EXCELLENCE			DIGITAL TRANSFORM	SALES & GO-TO-MARKET
SECURE SCALABLE HOSTING			CONSULTANT TOOLKIT	INDUSTRY BEST PRACTICE
START-UP TOOLKIT	KAIZEN & CONTINUOUS IMPROVEMENT	ZERO CODE APP BUILD	SUPPLY CHAIN OPTIMISATION	ON-DEMAND APP STORE

🎛 RETURN-ON-INVESTMENT £$€

Softools work with industry leaders such as Coca-Cola, IBM and RBS and major Public Sector organisations to drive business, operational and financial performance where:

- Apps provide a common approach based on industry Best Practices – *from end-to-end*
- Performance dashboards deliver real-time Executive visibility, control & confidence
- The platform can be accessed from any device from PC and tablet to smartphone – *anywhere, any time*

Our 2017 Catalogue

Softools apps continue to reflect the need to drive performance in all aspects of the modern enterprise from innovation management to implementing operational excellence and governance across all part of the supply chain. The 2017 catalogue also reflects general requirements to: 1) enable people to work anywhere, any time and on any device, 2) enable apps to talk to each other and to existing legacy systems – 'real time', and 3) enable apps to run in a secure cloud environment and to scale automatically as and when required.

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START-UP APPS

50% of small businesses and as many as 90% of tech start-ups fail in the first five years. Investment in such enterprises is uncertain, and so to gain the confidence of Executive sponsors and potential funders, the leaders of start-ups and entrepreneurial teams require a different mind-set and suite of tools. As well as a core accounting system, the team needs a suite of apps that enables them to define and drive towards clear goals but in a way that enables agility, speed of response and innovation in the face of a rapidly changing environment.

Mobile web apps for start-ups, high-growth businesses and entrepreneurial teams

BLUEPRINT	The Business Blueprint app is a strategic planning tool based on the Business Model Canvas that provides an assessment of the health of an entrepreneurial business unit or team based on best practices. It provides the basis of any performance improvement program and acts as an 'Investment Readiness' checklist.
KPI DASHBOARD	The Key Performance Indicator app is used for tracking the performance of any business unit, function, process or team. It monitors and reports on monthly indicators, compares them against expectations using a five-point scale and assesses trends and current status (Red = major concerns and corrective action required, Amber = risks that need to be monitored closely, and Green = on-track).
WORKPLANS	The Workplan App is a 'plan on a page' that captures opportunities for performance improvement (strategic changes, new products, entering new markets) and tracks them through a systematic approach from idea screening and prioritisation to closure and return-on-investment (RoI).
PROPOSITIONS	The Propositions app captures details about products and services and presents an on-line register/catalogue of all offerings or outputs from a business unit or team. It is also used to enable an end-of-year Keep-Invest-Change-Kill (KICK) review.
PILLARS	The Pillars app provides a list of key stakeholders, who are the people that will drive performance. Included in this list are Customers, Suppliers and Internal Subject Matter Experts (SMEs). Each will need to be assessed in terms of importance and degree of advocacy in order to determine the level of support needed.
DEALS PIPELINE	The Deals Pipeline app captures sales opportunities and tracks them via a process from initial identification through to successful closure. It includes the completion of a Win-Loss analysis which provides a comprehensive Customer Relationship Management (CRM) application linked to the Contacts Database.
RAID REGISTER	The RAID Register app is used to capture, manage and track Issues: Risks, Actions, Insights and Decisions. It is a core application for any business or team and provides the basis for tracking performance improvement actions, collaborating across teams or key stakeholders, and capturing and sharing knowledge.

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INNOVATION & INCUBATION APPS

In the current competitive business environment, innovation can be a catalyst to growth. With rapid advancements in technology, customer partnering and supply chains over the past decade, the old-world concepts of competitive advantage which focused on a company's distinctive capabilities are outmoded for today's global economy. Industries and businesses must constantly transform their products and services together with their economic model, organisational structure, systems and core processes in order to survive and prosper.

The innovation process within sector leading organisations is often supported by internal incubators where ideas for new products, services and processes are screened, prioritised, resourced and tracked through to delivering tangible Returns-on-Investment.

Innovation Apps is a suite of mobile web apps to enable, nurture and drive strategic | product | process innovation across the modern enterprise	
I-MATURITY	This I-Maturity app provides an assessment of the Innovation health of your business. It is based on a Capability Maturity Model (CMM) which uses a 5-point scale to provide an 'as is' and 'to be' state using 30 pillars of world class innovation.
I-SCORECARD	The I-Scorecard app is used for tracking the performance of your innovation process. It monitors and reports on monthly indicators, compared against expectations using a five-point scale and assesses trends and current status (Red = major concerns and corrective action required, Amber = risks that need to be monitored closely, and Green = on-track).
SCOUTING	The Scouting app encourages teams to register and log interesting ideas or projects happening across the market that may be of benefit to the team/company.
QUICK IDEAS	The Quick Ideas app captures a library of ideas for strategic change, product development or process screening and prioritisation improvement using the VSAFE criteria (Value, Suitable, Acceptable, Feasible, Endure).

INITIATIVES	The initiatives app is used to define, plan, manage and monitor projects through to successful completion - on-time and in-budget. It captures opportunities for performance improvement (strategic changes, new products, entering new markets) and tracks them through a systematic approach from idea screening and prioritisation to closure and return-on-investment (RoI).
RAID REGISTER	The RAID Register app is used to capture, manage and track Issues: Risks, Actions, Insights and Decisions. It is a core application for any business or team and provides the basis for tracking performance improvement actions, collaborating across teams or key stakeholders, and capturing and sharing knowledge. This app can be used at any stage and throughout the process of innovation and incubation.
PROPOSITIONS	The Propositions app captures details about products and services and presents an on-line register or catalogue of all offerings or outputs from a business unit or team. It also enables an end-of-year Keep-Invest-Change-Kill (KICK) review, and is used to plan and track the development of innovative new products.
INCUBATOR	The Incubator app captures and tracks start-up businesses or teams from initial concept through to Implementation via a structured process: Pre-Incubation	Business Model Validation (including Business Model Canvas	Innovation Development	Go-to-Market	Financial Modelling.
I-REVIEW BOARD	The Innovation Review Board app is used to plan, track and report on regular (weekly, monthly and annual) Performance Review Meetings or special team activities.
I-PARTNERS	The I-Partners app provides a list of key external stakeholders for any business unit or team. Who are the key stakeholders that will drive performance? These will include Customers, Suppliers and internal Subject Matter Experts. Each Stakeholder or 'I-Partner' will need to be assessed and supported.
I-CHAMPIONS	The I-Champions app captures key information relating to internal contacts and stakeholders of a business unit or team. This app aims to capture the relevant skills of individuals within a company, so that projects may be assigned to the correct stakeholder.

OPERATIONAL EXCELLENCE APPS

The supply chain in any modern organisation is a system of processes, functions, people, activities, information, and resources involved in delivering products or services to customers. These activities are rarely all performed within the organisation, but are reflected in the network and relationships with suppliers and channel partners to form an extended supply chain. The effectiveness and efficiency of the Supply Chain ultimately determines whether a business will survive and grow, or wither and die.

Operational Excellence is a leadership philosophy that focuses on the application of industry best practices, principles, systems, and tools which are all geared towards achieving sustainable improvements, measured against target Key Performance Indicators (KPIs). The approach embeds continuous improvement methodologies, such as Lean Manufacturing, Six Sigma, and Scientific Management. The focus of Operational Excellence is to drive 'Excellence' in all core processes and a long-term change in organizational culture. This suite of apps provides a complete solution to optimise any supply chain and sustain improvements through an integrated operational excellence program.

OE APPS is a suite of mobile web apps for driving Operational Excellence across your extended Supply Chain

SC BLUEPRINT	The Supply Chain Blueprint app is a strategic planning tool based on the Business Model Canvas that provides a plan for the end-to-end Supply Chain based on an assessment of the current health of the business based on best practices. It provides the basis of any performance improvement program.
ASSESSMENTS	The Process Assessment app is used to assess or audit core processes across the business from Logistics, Manufacturing and Integrated Planning to HR, Finance and Sales. It is structured as a Capability Maturity Model (CMM) where Performance Levers are used to assess each core process using a five point 'maturity' scale; from 'not-defined' to 'best practice'. Red and Amber indicators are then used to identify opportunities for performance improvement. These details can be entered on an app record using a mobile device such as a tablet.
KPI DASHBOARD	The Key Performance Indicator (or Visual Dashboard) is used for tracking the performance of any part of the Supply Chain or any Supplier. It monitors and reports on monthly indicators, compares them against expectations using a five-point scale to assess trends and current RAG status; where R is Red (major concerns and corrective action required), A is Amber (risks need to be monitored closely), and G is Green (on-track).
PROCESS AUDIT	The Process Audit app is used to identify core business processes, assess current maturity and performance and identify opportunities for performance improvement, based on process maps for 'As Is' and 'To Be' states. It can be used across the entire value chain, from customers to suppliers, and from HR to Finance.

CAPEX ASSESS	The Capex Assess app provides a register of all the capital assets within a business. It enables quick identification and tracking of all these important assets by type – facilities, equipment and vehicles – and location. This facilitates the process of inspections, maintenance plans and audits through a comprehensive set of records that are vital inputs for operational reviews and planning.
IMPROVEMENTS	The Improvements app is a 'plan on a page' that captures opportunities for performance improvement (strategic changes, new products, new markets entry) and tracks them through a systematic approach. It covers the cycle from idea screening and prioritisation; planning and implementation; through to closure and measurement of the return-on-investment (ROI). Improvements are achieved based on the results of the Capability Maturity Model assessments and Process Audits.
RAID REGISTER	The RAID (Risks, Actions, Insights, Decisions) Register app is used to identify, manage, and resolve Issues. It is a core application for any business operation or project team, as it provides the basis for tracking performance improvement actions, collaborating across functions and key stakeholders, and sharing knowledge or insights.
SRM	The Supplier Relationship Management (SRM) app provides a list of key suppliers (and stakeholders) for any business unit or team. Each Supplier can be assessed against agreed criteria based on: Supplier KPIs, Contract KPIs, Capability Audit, Process Audit, Collaboration Readiness and Voice-of-the-Supplier. Performance plans can be jointly agreed and implemented.
REVIEW BOARDS	The Supply Chain Review Board app is used to plan, track and report on regular (monthly / annual) Review Meetings or special events. This includes formal Supplier audits, Supply Chain risk activities, and monthly Performance Review Meetings (PRMs). Priorities can be agreed, decisions analysed and implementation plans actioned.
OE CHAMPIONS	The OE Champions app gives a full register of all the Operational Excellence resources by location and capability level – yellow belts, green belts and black belts – to make sure that the business has the right people in the right place to achieve its process improvement goals. It guides personal skills development planning and aligns this activity to the core functional processes to make sure that OE champions are deployed across all key business areas.
RISK REGISTER	The Risk Register app is a list of risks or potential problems across the extended Supply Chain, and is used to capture, identify and mitigate the priority business, operational and program risks. It is based on assumption-analysis and includes Monte Carlo scenario planning. As a result, risks are assessed and managed in a systematic way through a set of preventative and contingent measures to proactively address each risk.

KAIZEN APPS

The Kaizen (Continuous Improvement) apps provide a comprehensive toolkit to define, support and sustain Kaizen across a business. It can be used either by organisations that have a long established Kaizen culture; or by those are that have only recently adopted the elements of Kaizen within their business practices. It provides a roadmap to direct the systematic use of Kaizen thinking; from how individuals and work teams learn, adopt and use Kaizen thinking within their work routines through to how an entire enterprise can assess its overall Kaizen maturity, in order to pinpoint the priority areas for continuous improvement.

It also provides the tools to manage the changes – whether these are small scale/Quick Wins or larger scale business process improvements – plus the capability to track these key changes from start to finish and gauge the impact against target KPIs. The aim is to improve and sustain the impact of Kaizen thinking and contribute directly to waste reduction and the maximisation of product yield and quality (zero defects).

KAIZEN APPS are mobile web apps for driving Continuous Improvement across the entire business	
 KAIZEN BLUEPRINT	The Kaizen Blueprint provides a complete picture of the business context that will drive all continuous improvement activity. Specifically, the app gives sharp focus on plans for all products and markets in order to help determine the key changes required to achieve growth targets. Snapshot reports support this planning, by showing where to focus and where not to focus attention with regard to Kaizen activities.
 VISUAL DASHBOARD	The Visual Dashboard is used for tracking the performance of any core process or function. It monitors and reports on monthly indicators, compares them against expectations using a five-point scale and current status in terms of RAG (where R is Red; major concerns and corrective action required, A is Amber; risks need to be monitored closely, and G is Green; progress on-track).
 CAPEX ASSESS	The CapEx Assess app provides a register of all the capital assets within a business. It enables quick identification and tracking of all these important assets by type – facilities, equipment and vehicles – and location. This facilitates the process of inspections, maintenance and audit through a set of comprehensive records that are vital inputs for operational review and planning.
 OPEX ASSESS	The Opex Assess App is used to identify the condition of all core business processes by assessment of maturity levels (current state) in order to highlight performance gaps and the plans required to deal with these gaps in order to achieve the new desired levels of performance (future state). This ensures comprehensive tracking of all changes needed to increase operational efficiencies using systematic Kaizen disciplines, such as 5S.

KAIZEN CHAMPIONS	The Kaizen Champions app provides a full register of all the Kaizen resources by location and capability level – yellow belts, green belts and black belts – to make sure that the business has the right people in the right place to achieve the process improvement goals. It guides personal skills development planning and aligns this activity to the core functional processes to make sure that Kaizen champions are deployed across all key business areas.
KAIZEN EVENTS	The Kaizen Events app makes sure that you keep on top of all the multiple Kaizen events that will take place on a regular basis across the business. Daily, weekly and monthly reviews as well as any special events will be tracked over time to display frequency, consistency of participation. Results are highlighted by Red, Amber, Green status to help focus attention on the key areas for corrective actions required to improve overall levels of performance.
KAIZEN ROUTINES	The Kaizen Routines app captures all the key information and outputs for each daily and weekly routine. These essential activities can be tracked by activity, process and location to facilitate review. Performance against KPIs is an integral part of this process and includes checklists by type of routine in order to quickly show current status and what actions are needed to ensure progress.
PROJECTS	The Projects app provides the means to define and plan the bigger projects identified as a result of Kaizen work. Typically, these projects require more planning time and resource to ensure that the goals in terms of time, cost and performance can be achieved. The app provides a simple and easy to use structure, for project leaders and teams, to help to plan and implement a project, as well as track delivery of the benefits. It facilitates review through each key stage of a Kaizen DMAIC project (Define-Measure-Analyse-Improve-Control).
QUICK WINS	Many Kaizen initiatives are small scale, continuous improvement changes that do not require all the traditional disciplines of project management but do require a process to ensure successful implementation. This app provides the structure for these Quick Win type of projects that are done over a shorter time frame with a limited number of resources.
KNOWLEDGE CUBE	This app gives you a central repository – a 'one-stop shop' to review and use all of your in-company as well as external expertise. It fosters the capability to make better use of this knowledge when it counts. Subject Matter Expertise across each functional area can be quickly accessed via the Knowledge Cube through a number of channels – expert voice; practitioners' tips; articles; useful web links and a range of other sources. These sources make it easier for any user to retrieve vital information speedily to support Kaizen work.

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GRC APPS

Governance, Risk Management and Compliance (GRC) are three disciplines that work together for the purpose of assuring that an organization meets its stated goals. **Governance** reflects processes that are designed to monitor and review performance and progress towards agreed Key Performance Indicators. **Risk management** is predicting, assessing and managing risks that could adversely impact on performance. **Compliance** reflects the need for all business units, functions and teams with the company to adhere to policies and procedures, laws and regulations.

GRC APPS are mobile web apps for Governance, Risk, Audit and Compliance	
ERM MATURITY	The ERM Maturity assessment app is used to assess or audit all aspects of Enterprise Risk Management in any modern enterprise including: Strategic, Operational and Program Risk Management. It is based on a Capability Maturity Model CMM where the current 'as is' and future 'to be' states are identified, and improvement projects planned and monitored through to completion.
KPI DASHBOARD	The Key Performance Indicator KPI app is used for tracking the performance of any core process or function. It monitors and reports on monthly indicators, compares them against expectations using a five-point scale and assesses trends and current status (Red = major concerns and corrective action required, Amber = risks that need to be monitored closely, and Green = on-track).
AUDIT UNIVERSE	Use the Audit app to assess key business areas and functions with regard to Design and Efficiency standards. The Audit Universe identifies the priority and timing for each Audit. This app is linked to the Tests app and to the Issues (or Findings) app to provide a complete Audit solution.
AUDIT TESTS	The Audit Tests app is used to plan, implement and monitor the specific tests to be completed as part of each Audit. Test are divided into Test of Design and Test of Efficiency. Red and Amber status against any Test will result in specific Issues (or findings) that will need to be addressed.
AUDIT ISSUES	The Audit Issues (or RAID) app is used to capture, manage and track Risks, Actions, Insights and Decisions. It is a core application for any team and provides the basis for tracking performance, collaborating across teams or key stakeholders, and capturing and sharing knowledge.

PROCESS AUDIT	The Process Audit app is used to identify core business processes, assess current maturity and performance and to identify opportunities for performance improvement based on process maps for 'As It' and 'To Be' states. It can be used across the entire value chain from customers to suppliers, and from HR to Finance.
PROJECT AUDITS	The Project Audit (or Quick Assumption Checklist QAC) app assesses the Risk profile for all projects across the business. The Quick Assumption Checklist (QAC) allows all projects to be assessed using a common set of criteria based on best practice assumptions (ie the things that need to happen in order for the project to be successful). Address areas of concern (Red and Amber indicators) using the Workplan app.
ROUTINES	The Routines app provides a checklist of compliance and performance for all parts of the business. Use this to track and report on daily / weekly / monthly reporting of any team, function or process.
WORKPLAN	The Workplan app is a 'plan on a page' that captures areas of non-compliance and opportunities for performance improvement, which are subsequently tracked through a systematic approach from idea screening and prioritisation to closure and return-on-investment (RoI).
GRC EXPERTS	The GRC Experts app provides a list of Subject Matter Experts SMEs across the business. Who are they, what is their type and skill level, what is their ambition and what are their short, medium and long-term goals?
GRC REVIEW BOARD	The GRC Review Board app is used to plan, track and report on regular (weekly, monthly and annual) Review Meetings or special events. This may include formal audits, program risk activities, or even quarterly supplier reviews.
RISK REGISTER	The Risk Register app is a list of risks or potential problems across a business unit or team, and is used to capture the identification and mitigation of business, operational and program risks. It is based on assumption-analysis and includes Monte Carlo scenario planning.

FREE FORM APPS

Don't see what you need – then just ask!

The eco-system of client, partner and Softools' App Builders have built over 1,000 apps in the last 12 months covering every aspect of business management, performance and governance.

All apps are configured using the **Softools App Studio** 'app builder' where simple and complex apps are configured using the Softools 8-step 'zero code' process. You no longer need to be a software programmer to build apps. If you are a Subject Matter Expert – then you can build and deploy apps across your business.

⚙️	**CONFIGURE** What is the basic information for describing the app?
✏️	**FIELDS** What data fields will be used to capture data inputs on each record?
▤	**TEMPLATES** How will data input fields be laid out on each screen?
📄	**FORMS** How will Templates be structured and grouped on each web screen?
📊	**REPORTS** What reports and dashboards will be used to present summary level views of the data?
🔧	**WORKFLOW** What automated workshop (If…Then… statements) will drive progress for each record?
🧊	**INTEGRATE** How will this app link to other apps and other third party systems?
☁️	**PUBLISH** Which teams will have what level of access?

⚷ KEY FACTS

ACCESS

Access to the platform is via any modern browser (IE11, Edge, Chrome, Safari, Firefox, Opera+). The platform is mobile-optimised and so can be accessed on any device from PCs and tablets to Smartphones. Off-line capability is enabled using csv export and import routines, or linked-in native apps.

APPS COMPLEXITY

Applications can range from simple list-based stand-alone apps (e.g. Risk Register), to complex apps (e.g. Supply Chain Assessment) that are linked together, driven by workflow and synchronised to 3rd party systems via APIs.

APP BUILD

Certified AppBuilders use the integrated AppStudio to design, configure and deploy apps using a systematic process in hours and with zero coding.

BUSINESS CONTINUITY

The platform is used by many of the world's leading organisations and Governments, and so data is always held in a secure encrypted environment, controlled by clients and exported at any time.

DATA INPUT

CSV import is used to complete a one-off migration of client data during set-up. Then data is entered into the platform in 3 ways: 1) manual data input, 2) export / import via csv, and 3) real-time data synchronisation with 3rd party systems via WebHooks / APIs.

DATA VALIDATION

Data field parameters and logic based on field type will validate data input is consistent and complete. Specific fields can be set to be mandatory. Specific input forms can be visible or hidden using workflow based on user team or field values.

INFRASTRUCTURE

The platform is deployed in a web hosting environment as single-tenant or multi-tenant. Our default hosting partner is MS Azure and so deployments are instantly secure, scalable and stable.

INTEGRATION

The Softools API is a JSON-based (JavaScript Object Notation) RESTful API with authentication via "OAuth

2.0 Resource Owner Password" flow with support for refresh tokens.

LANGUAGES

The platform is configured to enable the dynamic translation feature in modern web-browsers (e.g. Google Translate). This allows users in different regions & countries to work on a common platform in their own language. It is also possible for App Builders to 'hard code' all system labels in local languages.

PERFORMANCE

Speed of access if largely determined by the bandwidth of local wireless & wired network connections or via 3G & 4G mobile networks. The size of the app will also determine how much data in transferred and will impact speed, as will the proximity of the database to the user (latency). Dramatic advances in web technology continue to enable faster data transfer speeds globally, and the potential to work off-line.

SCALE

The platform can scale from 1 app and user to 1,000s of apps and over 1,000,000 users for a single client.

SECURITY

Softools is used by banking, military and nuclear organisations world-wide and can be locked down to any level. Access to the platform is on a named user basis which determines what a user can see (security) and what they can do (permissions). Single Sign-On (SSO) is available as an option.

SUPPORT

Users gain first line support from on-screen help. Second line support is provided by internal Administrators. Third line support is provided to certified Administrators via phone, email and WebEx.

TRAINING

Users and App Builders are trained via webinars or in workshops using an 'action learning' approach:

Level 1 - Basic User (2 hours)
Level 2 – Super-Users / Administrators (+2 hours)
Level 3 – Site Administrators (+2 hours)
Level 4 – Basic App Builders (+ 1 day), and
Level 5 – Advanced App Builders (+ 2 days).

Microsoft Partner