# eBISP
Integrated Systems Platform

# Overview

2020

BUSINESS SYSTEMS

Customisation | Reliability | Scalability | Security

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## *MISSION STATEMENT*

*We are committed to develop and maintain, though effective strategic alliances and allegiances with key suppliers and specialist service providers, interactive web based solutions to our corporate clients, enabling them to add value to their customer offerings, operate more efficiently and compete more effectively. We will provide such solutions in a timely and profitable manner allowing us to develop long term business relationships with customers and suppliers."*

*The core values within the organisation are based on:*

*An understanding that long-term profitability is based on establishing mutually beneficial business relationships which may need to be built at the expense of short-term profits*
*An over-riding respect for the dignity and importance of all members of staff and their contribution towards the achievement of the company's objectives*
*A commitment to develop results oriented physical and virtual teams able to build and sustain long term business relationships.*

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# Our Team

*Core members of the eBusiness Team*

eBusiness Systems is a Maltese registered limited liability company established in 2000 in Malta. The company was set-up as a boutique software development house to specialize on what was then the radically innovative concept of software-as-a-service solutions. the company was established on the basis of the directors' experience and vision of web based business solutions as a key source of strategic competitive advantage to businesses.


*The directors of AllSecure Ltd, operators of eBusiness Systems at the eBS stand in a local financial services exhibition*

Over the years, the firm has been involved in developing customized web based solutions for a wide variety of businesses in four core sectors namely: - education & training, financial & investments, hospitality & tourism, and professional & support services.

The eBusiness team prides itself on being a diverse international team of experts in various fields. Our top priority is finding the right web based solution for our clientele.

## *Our Commitment*

The eBS mission statement highlights a number of issues critical to the strategic development of eBusiness Systems operated by AllSecure Ltd. These reflect the firm's commitment to:-

- Forging of strong links with key local and international suppliers or collaborators to facilitate long term business relationships and a mutual commitment to excel in customer service;
- Development of interactive solutions to electronic business opportunities facing corporate clients;
- Close collaboration with corporate clients to ensure a sound understanding of the clients' business and the manner in which they can deliver added value to their different customer groups;
- Provision of value to corporate clients assisting them in operating and competing more efficiently and effectively through eBS solutions;
- An emphasis on relationship marketing and the importance of strategic alliances and allegiances to provide profitable long term solutions to the benefit of all concerned.

# General Framework

The eB-ISP (Integrated Systems Platform) is designed and developed for Small and Medium Enterprises (SMEs) and Medium Enterprises (MEs) to integrate better their service delivery operations to their people management priorities. It allows for more effective management and distribution of the time of employees to core activities, be they internal support or revenue generating activities. This web-based software-as-a-service (SaaS) solution helps to improve HR, accounting and sales operations. It also allows for improved communications between clients and their customers through the use of the document management, messaging & instructions management functionality and video conference capability.
The eB-ISP system is based on the following process:

**Creation of users:** Users can be created within different user groups which have varied access rights on the system.

**Creation of employees:** Employees can be created to include full-time or part-time employees, or to include freelance individuals whose time and billing also requires tracking.

**Creation of tasks:** Tasks can be created and costs and rates assigned to each task.

**Creation of clients:** Clients can be created and each client can be assigned different projects.

**Creation of projects:** Projects can be created for each client and within these projects, employees and different tasks for those employees to perform may be assigned.

Once these elements have been created, users within the different user groups, can access the system. These can enjoy the rights and privileges given to their relevant user group.

The eB-ISP solution comprises a number of modules including:-

| Category: | Modules: |
|---|---|
| HR | Time Management<br>Absence<br>Staff<br>Training |
| Communications | Doc Sharing<br>Notifications<br>Video Conference |
| Accounts | Asset Management<br>Billing |
| Sales | Lead Management |
| General | Admin<br>Calendar<br>Charts<br>Kanban Board<br>Reports<br>Support |
| Company Secretarial | Board of Directors |

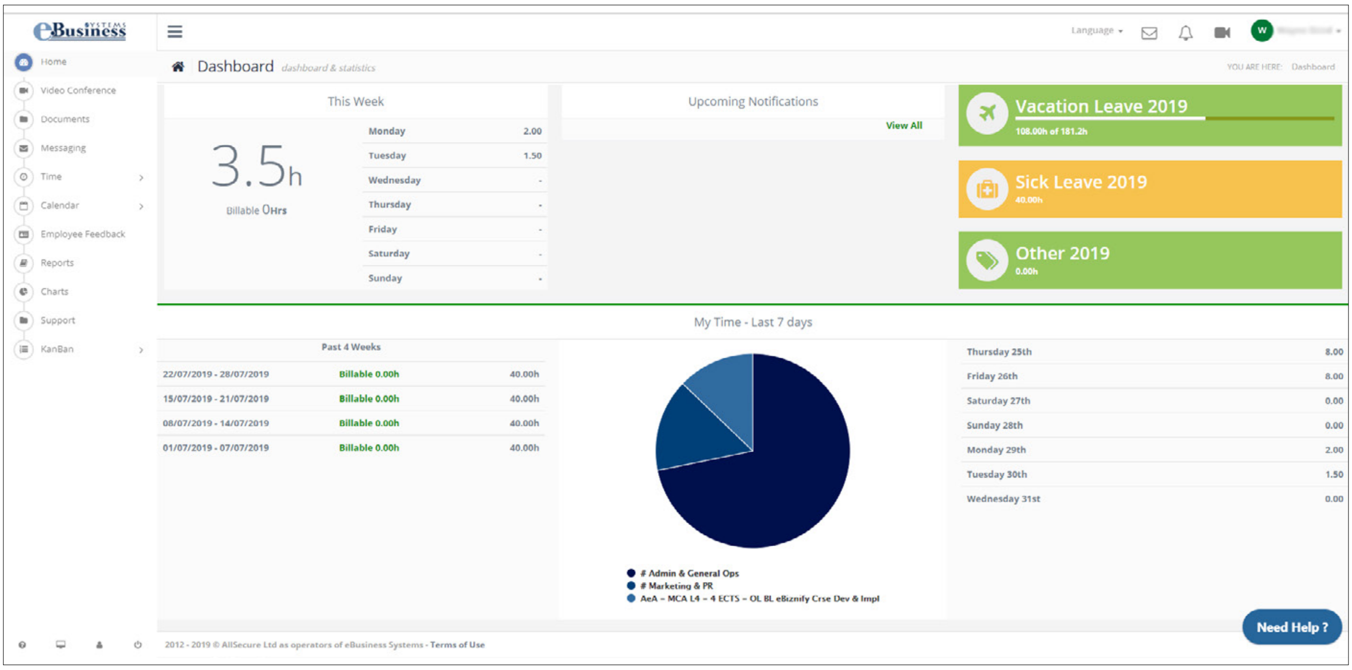
The web-based eB-ISP solution stores client data in an encrypted format on cloud systems via what is referred to as buckets. This provides a much higher level of security than having such data stored on a local server system. This Software-as-a-Service solution is available at Starter, Business and Enterprise bundles providing cost effective deployment to organisations of different levels of complexity.

At Enterprise level, there is also additional scope for customized development to deal with very specific operational requirements that organisations may need to address.

# HR

## *Time Management Module*

This provides a user-friendly process for the collection of time allocated by staff to the different projects, tasks and activities within an organization. The system allows for identification of department or business specific projects and tasks and allows for customized views to ensure that staff only get to view those activities and projects they are authorised to be working on.
Users make use of a simple interface to enter time daily. Typically, this is done in 15 or 30 minute segments, to allow for grouping of activities of lesser duration. Users can also be linked to multiple employers. This allows the use of one system to cater for associated companies. Users are only shown client companies they have been assigned, with the relevant Rates set to each Task. The rates can be set across a number of users or can set per user. The use of a "Comments" section allows user to provide detailed descriptions to their entries when required. Users can make use of built in charts and reports to analyse and self-manage their time. The wide range of reports provide management with the right information on demand. These are presented in a structured format to assist management in understanding better how to optimize the allocation of the staff time to the many internal or client projects and tasks.

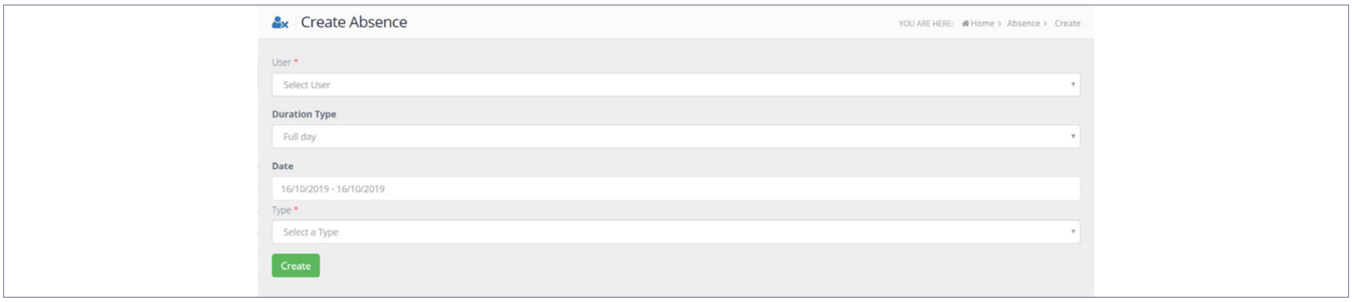



The above screen shot shows the manner in which the eB-ISP dashboard displays information related to the hours of work registered by the user. Amongst other data it shows the allocation of employee time to different tasks, the billable time allocated to various tasks and projects. It provides quick reference to vacation leave utilised and the outstanding balance, as well as sick leave utilised.



## *Absence Module*

This allows users to request a new Absence booking. The system handles four main types of leave, namely:- Vacation Leave, Sick Leave, Study Leave and Special Leave (other types of leave). Users can request Vacation and Sick leave which need to be approved by an authorised user. The Study and Special Leave bookings would be created on their behalf by their manager as an authorised user. Once an Absence has been booked, the system automatically emails a summary notification to the employee the absence is booked for, and the relevant authorised user for approval. The system offers authorised users with the option to cancel or approve leave which has been booked. It provides an easy-to-use interface with summary details and clearly marked action buttons. The system has an easy to use calendar view, allowing all users to review absence booked. Using colour coding to easily distinguish the different types of absence/ status booked. Once Absence has been confirmed by the employee's manager, the time record is automatically added to the employee's timesheet. These automated time records cannot be adjusted but must be cancelled if not required. The Absence can be cancelled by a manager or the employee to whom the absence belongs too. Once cancelled, the system automatically issues email notifications to both parties.




Users here can register their absences within the organisation, with absences being segmented into Vacation leave, sick leave, study leave and special leave.

## *Staff Data Module*

This provides a database of the member of staff's employment achievements, accomplishments and performance records within the organisation. It provides a structure within which employment and performance records are centralised and access to such documents controlled. This framework includes eight categories of data, namely:- Employee Personal Information personal details of the employee; Employment milestones – details of date of recruitment, promotion or change in position etc; Employee Appraisals – details of the results of periodic employee performance appraisals; Employee Achievements – details of any noteworthy employee achievements or activities; Employment Training & Development – details on the inhouse and external training and development activities pursued by undertaken by the employee; Employment Disciplinary Actions – details on any disciplinary actions taken against the employee; Employment Notes – general details on any additional information to be recorded; Employment Termination – details of employee termination details and any exit interview particulars. Each section has a file upload functionality, where appropriate, to allow for uploading of scanned documents etc. facilitating the online centralisation of all relevant records.

# HR (continued)

## *Staff Feedback Module*

This is typically used by organisations adopting a 360 appraisal approach as it enables staff to enter comments on an ad hoc basis on their own performance or on the performance of their colleagues. Similarly, management can register feedback on a subordinate's performance whenever appropriate. The system also allows for ad hoc interventions to facilitate tracking of outstanding performance or specific issues or incidents that reflect poor performance.

Use of the system is very simple. Users just click on the feedback icon on the top menu bar and the feedback form is loaded. The feedback to be provided needs to be rated, Positive, Neutral or Negative, and the relevant feedback comment entered. In this way, staff feedback can be given on an ad hoc basis or on a regular schedule basis. The Staff Feedback Module, will provide the feedback that was submitted over the appraisal period by the member of staff being evaluated as well as by the manager carrying out the evaluation. The staff feedback module also includes an online Suggestion Box allowing members of staff to forward suggestions to management on an ad hoc basis or in response to specific calls by management communicated through the eB-ISP platform.


The staff feedback module allows employees to offer suggestions on organisation processes, enabling managers to better evaluate employee performance and sentiment.

## *Staff Appraisal Module*

Staff Appraisal forms are an effective tool for management to gauge their employees' engagement and sentiment within the organisation, as well as incentivize employee productivity. The staff appraisal module within eB-ISP allows management within organizations to send-out appraisal forms to be completed by employees. Management can send out different appraisal forms with different sets of questions to different departments. This can be done effectively through the saving of templates of appraisal for easier use. This initiative also helps when comparing different appraisals over a period of time. Management can choose to use a set of pre-defined questions or create their own.

Once management sends the appraisal form through the system, employees assigned to that appraisal forms can fill in and give scores on different criteria set out by management, as well as leave comments for each criteria. Once completed, the appraisal form is sent back to management, whereby the employee scores are compared to management scores. According to organization policy, if there are significant discrepancies between the scores, management can choose to proceed and set out personal meeting with the concerning employees. The staff appraisal module can also be used to determine end-of-year performance reviews and a solid basis for performance renumeration packages for employees.

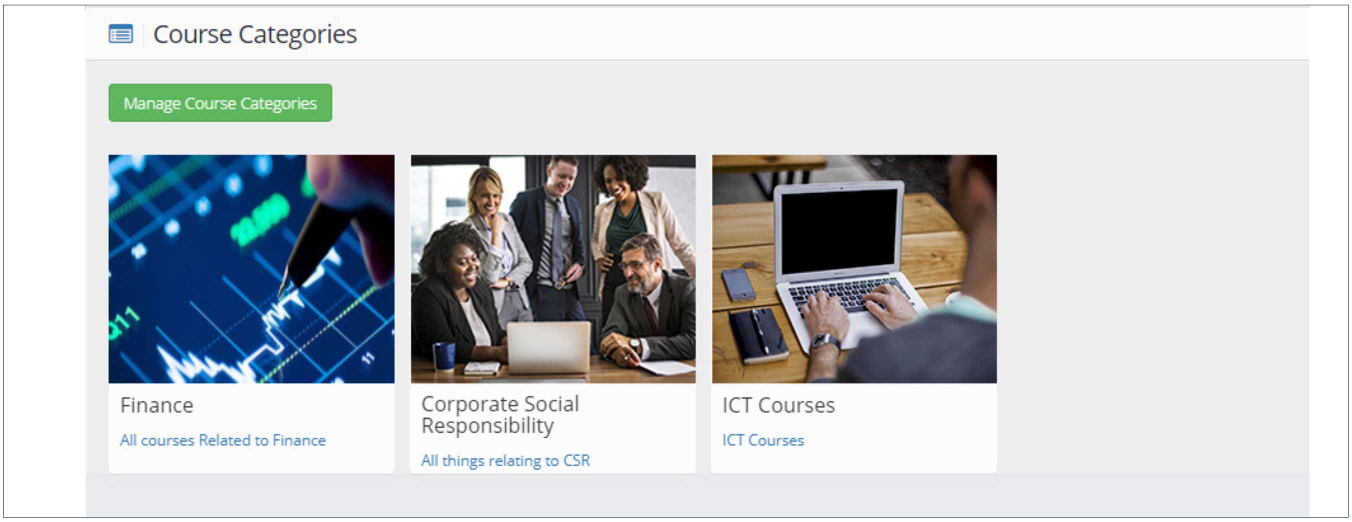
# HR (continued)

## *Training Module*

This is designed to enable clients to provide in a controlled environment, various in-house staff training activities. The system allows for the creation of courses, and uploading of training materials. This includes the upload of audio video files, You Tube links, and files in various formats including word, excel, pdf. It allows for the creation of course categories, and courses within each of those categories to cater for the training needs of different departments or units within the organisation. Access to each of the course categories can be controlled to different groups of users, either in terms of their position within the organisation, (e.g. management, technical, front line, etc) or in terms of their unit (e.g. Accounts, Administration, Operations, Sales, etc)

The eB-ISP Training Module allows for the publishing of training courses for definite periods of time as the operational period of time is required when creating a course. This functionality is particularly relevant when the online training being provided is part of a compliance process which requires updating of training content material. A course may be withdrawn very easily by an authorised user who can change the operational status from Active to Non-Active or Expired. Non-Active or Expired courses, whilst not available to users, can still be accessed by authorised users.

Most importantly the eB-ISP Training Module allows for a monitoring of the participation of users in the training courses provided. The system allows authorised users to invite other users to access courses, to track access of courses by different users, and even to track the progress of users on the different courses. On successful completion of a training course, an automatic confirmation of completion is issued by the system to the participant and to the relevant authorised user who authorised the user's access to the course. This level of monitoring is essential to organisations operating within regulated environments, (such as financial services, gaming, educational, health & safety, pharmaceutical, etc) where structured ongoing staff training is an integral part of licensing requirements.




Organisation can utilise the training module to assign learning objectives to certain users of the system, thus allowing upper management to keep track of which employees are assigned to which learning objectives.

# Communications

## *Doc Sharing*

This is designed primarily to facilitate the sharing of internal documents and data files amongst system users. These typically include different categories of employees, but may also include external service providers such as freelancers or consultants working for the organisation. The system is designed to facilitate group work by making relevant documents available online in a controlled environment. The system allows for the tracking of what is being accessed by whom and when, allowing controlled access to folders and files to users from wherever they have internet access to the system. The secure document storage area allows for sharing of different versions of documents, many of which may be in a state of working- progress and require review and feedback of different members of the team. The system allows for the creation of folders and sub-folders within which the relevant documents can be placed. It also allows for the creation of different users and user- groups with different read, write, edit, upload and download rights.

The Document Management Module maintains date and time stamps on access to each and every document in the storage folders, thereby providing a clear audit trail of who accessed what and when. Built-in viewing of documents uploaded, allows users to view while in the browsers content. This tool allows users to read and review material online without having to download content to their PC. The eb-ISP Document Management Module includes easy to view and mange content with automated notification. A search function is available to allow for searching of files or folders by name. Each file or folder has different levels of permission rights which can be set by users.

## *Notifications Module*

This is designed to handle internal announcements ensuring that the dissemination of important instructions or information is recorded and tracked along with user access. The eB-ISP Notifications system allows for the operation of a number of pre-set Notification Boxes, say Inbox, Outbox, Orders, etc. Each of these can be set for details on the Status, the Subject matter, Sender, data, attachments (if any), action status, and date of scrubbing, if relevant. The Notifications scrubbing feature allows for notifications on a specific notification box to be scrubbed and deleted without any trace according to pre-set parameters. Users are notified before any scrubbing and have the option to print all notifications at any time prior to scrubbing.

Authorised Users of the system are able to view inbox and user filters to view selected data. All users can see and send notifications with the same filters. Since the system stores all notifications, Admin users can also use the Admin Inbox to view all notifications within the system. Users are able to send new, reply or forward a notification using an easy to use Graphical Interface. This interface allows users to only notify users within the system, keeping all information contained and centralised. Users are able to attach files to a notification just as they could do when sending an email.



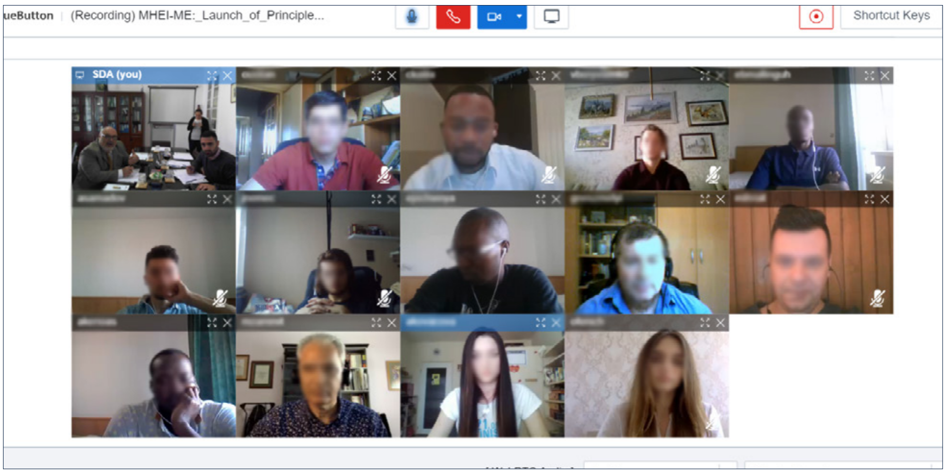
## *Video Conference Module*

This includes an integrated video conference facility for users. Users are able to schedule, create and invite other users to video-conferences to facilitate more efficient communication between users of the system, allowing for better project management and delegation of tasks and activities. The eB-ISP video-conference can handle up to 20+ users simultaneously. This capability is ideal for involving team members who may not be available to attend on-site meetings.

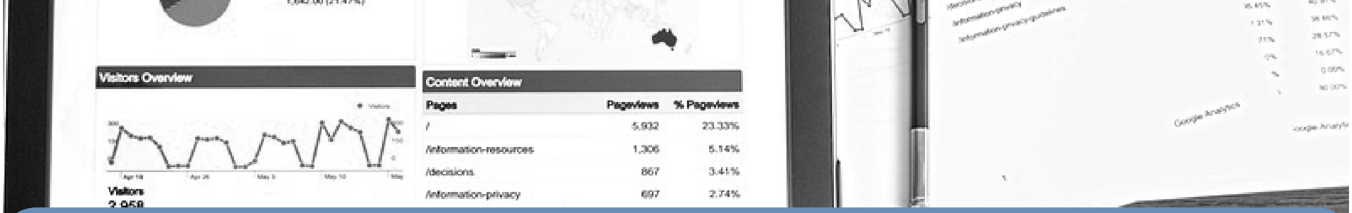
These video conferences can also be recorded for users to be able to view at a later time. Video-conferences can be created in advance, allowing for multiple conferences to be created at one point for future deployment. Once a video conference session is created, an email confirmation can be sent automatically to all invited users confirming their invitation to the video conference. An email reminder can be sent to invited users at pre-determined time before the video conference with the relevant link to the video conference session for ease of access and convenience.

Once within the video conference session, users need to activate their web camera and microphone to be able to and see speak to each other. Users who do not have access to this hardware, can instead participate via the integrated chat functionality. Users can opt to chat publicly to all the users within the video conference, or privately to one or more users within the video conference. The eB-ISP Video Conference Module allows for various layouts to accommodate different types of video conference calls, be they one-one, one to few or even webinar requirements. These layouts can be selected from the standard list provided, or they can be dragged and dropped to the user's needs, displaying certain criteria of the conference in different positions on the screen, according to the user's preferences.

The use of the interactive whiteboard is extremely useful, allowing for documents to be uploaded within the video conference and reviewed and discussed online. The presenter of the video-conference can then edit and highlight different elements within the document for all users to see, making efficient use of time and resources. When completed, recorded video-conferences are automatically saved and can be accessed by authorised users through the Past Video Conference tab.



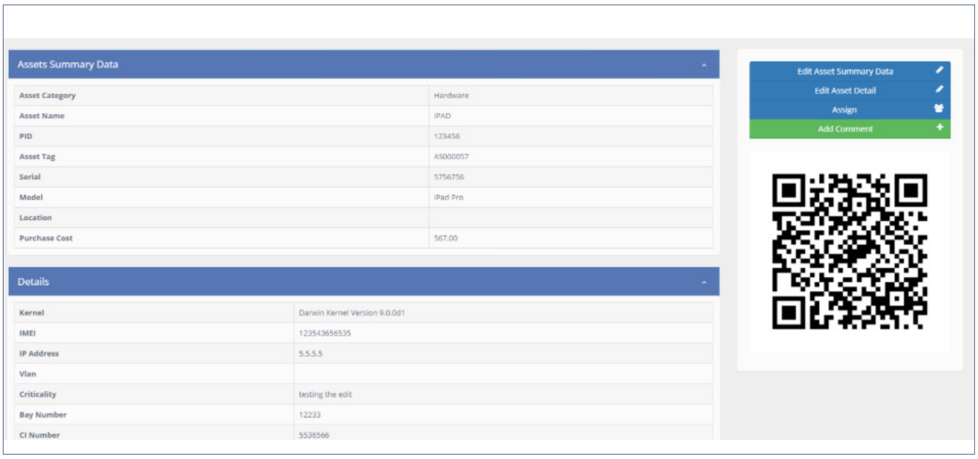

One of the video-conference view options, whereby 20+ users can be invited and engaged in a video-conference to discuss the relevant learning objectives. This view can be modified in different ways to allow for the use of interactive whiteboards for presentation purposes and also allows for chat publicly and also privately between users or tutors and users.




# Accounts

## *Asset Manager*

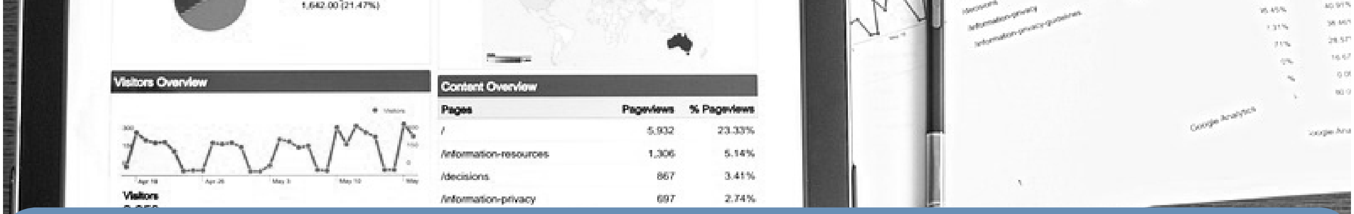
This is designed to help organisations keep track of various kinds of assets it owns, leases or rents. Assets can be segmented into different categories such as computer hardware or vehicles. The relevant assets are inputted into the system and can be assigned to different users. Having multiple categories of assets with hundreds of different items, such as Ipads, laptops and other hardware can be daunting to keep track of. The eb-ISP Assets Manager allows authorised users to enter assets into the system and track their status or utilisation. Different criteria can be set to better describe the assets, such as date of acquisition, cost, category, serial number and model. The system can then allocate a unique QR code to be printed and attached to the required assets, this QR code can then be matched to that on the system, making tracking of assets a much easier task. The system allows for comments by users to be inserted along with each asset, allowing users to describe any activity or issues related to the asset's utilisation, such as damage or faulty hardware. The system can also be used to track intangible assets such as IP rights, lease or rental contracts, etc. Customisation is also possible to allow for tracking of particular asset classes which may require special treatment.




System users can register assets owned by the company and assigned them to employees in order to track assets. The system can then allocate a unique QR code to be printed and attached to the required assets, this QR code can then be matched to that on the system, making tracking of assets a much easier task.

## *Billing*

This provides a convenient dashboard system for easy reference to critical billing data. The top panel displays billing totals for proforma bills, fee notes and invoiced amounts. In addition, the top panel dashboard shows top clients and the amounts invoiced in the current year. The two lower dashboard panels list Pending Proforma Bills and Pending Fee Notes thereby providing a complete status of the billing process. The eB-ISP Billing Module is designed to handle time-based billing as well as fixed fee billing. When fixed fees are set on a calendar basis, the fixed fees can be set for an automatically issue of the relevant fee note. Although automatically generated, for added security, a user is required to review and may add fees to proforma at the review stage. Fixed fees can be timed for issue on a monthly, quarterly, twice yearly or yearly basis. Each time the fee note is created it can be adjusted, until billed, when at that stage the fee is locked. In this way billed data always matches proforma data.




## Accounts (continued) & Sales

The time management functionality can also be supplemented with an expenses and disbursement control module. All expenses can be charged to a particular client or project or more than one employer (allowing for employee sharing between associated or affiliated companies). Employee entries can be linked to individual clients, projects and even down to individual products setup within the expenses module. In addition the system allows for the creation and use of pre-set product catalogues. Each product can have a fixed cost with provisions set for the addition of a mark-up on cost to obtain a billable amount. Each Product must be assigned to a project, this ensures that during billing process no expenses are missed. Inclusion of free text referencing and detailed description facilitates billing and allows for correlation of data with accounting system records. All Expenses are allocated to the designated client and shown during the billing stage, duly sorted by billing date.


Dashboards in the billing module allows for an easy high-level evaluation of current bills due and bills paid, giving a clear indication of the organisations finances.

### *Lead Management*

The eB-ISP Lead Management Module serves as a powerful web-based tool to assist staff involved in customer-support or sales to track contacts, leads and follow-up activities. Users can create and input different leads into the system and assign different "lead statuses" to them according to a number of criteria. These criteria include whether they have been contacted yet, and if they are viable or "qualified" leads for the product or service being offered. There are a host of other lead statuses which enable transparency and improve the effectiveness of dealing with the same leads on different enquiries over time. The system allows for the tracking of leads from different sales or customer-support staff who may not been involved with the initial lead creation and enquiry. This organisation of leads reduces the amount of time users spend on preparations to make a sales call or send a follow-up email. With contact details, company information, and historical communication right at the user's fingertips, users can easily follow-up to revive cold leads or prepare to tailor pitches to new prospects.

Summary of last 5 records updated

Showing **1-2** of **2** items.

| # | Salutation | First Name | Last Name | Company | Industry | Lead Status | Rating | Assigned To | Target Feedback Date | Products Of Interest | Notes | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Select S | | | | Select Industr | Select Lead Status | Select R | Select Assignee | | | | |
| 1 | Mr. | John | Lenon | Company A | Other | In Progress - Attempting to Contact | Active | Nicholas D'Alessandro | 31/10/2019 | EB-IT Support | | |
| 2 | Ms. | Alba | Voli | EBS | ICT & Telco | New - Researching Prospect | Acquired | Alba Voli | 12/09/2019 | EB-ISP - Package 1 | testing alba | |

The lead management module allows sales representatives to register leads for future reference by other members of the organisation ensuring efficient sales communications.

# General

## *Admin Module*

This is a mandatory core module which allows for the set-up and administration of eB-ISP and the service modules selected. eB-ISP provides a broad range of settings and functionalities which can be set up independently by an experienced systems administrator. The set-up and ongoing administration of the system should be carried out by a competent and experienced systems administrator within the client organization. This module provides extensive powers to the administrators and with such powers come added responsibilities for the proper management and access of the data within the system.

Users with limited experience in setting up online business systems may request on-line support from the eBS team. Different support tools and services are available to ensure that assistance is available to those who do not have experience in setting up such systems. This client support includes detailed training videos, online manuals, online chat to live video conference trouble shooting or train-the-trainer sessions. Different support service packages are available to assist those firms which do not have an experienced system administrator available to set-up the system. eB-ISP Admin Module allows for the creation and management of users and user groups, giving them varying access and usage rights. It allows for creation and management of customer fields allowing for customization of the various service modules to client requirements.

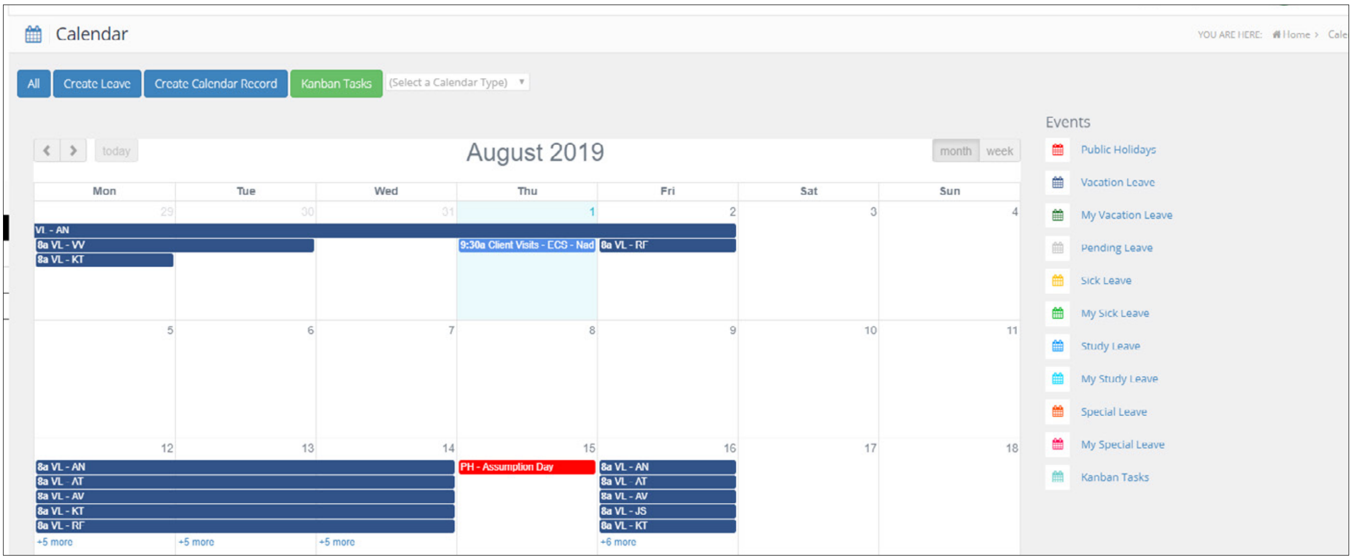
This module provides access by the Administrator to the system logs, audit and retired record functionality. These are integral parts of the system which ensure data integrity throughout operations. The system logs provide access to extensive traffic and utilization data related to usage of reports, login access to services, communications log, blacklisted IPs, system maintenance activities as well as time warnings for different users.

## *Calendar Module*

This provides a graphic perspective to the scheduling of different activities and events related to the implementation of tasks and activities by users as well as allowing for the calendaring of corporate events. Authorised users may create different calendars and resources to be calendared. They may choose which users to be given access to which calendars and which filters will be available. The calendar system allows for filters to be set to display all or only selected activities or events. In this way, the calendar filter may be set to show all user leave bookings, or, only the leave bookings of the particular user.

Similarly, it can quickly be set to show other categories of leave. Alternatively, it may be set to show asset utilisation, such as bookings for the use a meeting room, or other resource. It also allows for display of task activities set in the eb-ISP KanBan module, making it easier to follow-up on tasks and delivery deadlines.






This screen shot shows the eB-ISP interactive calendar view. The Events legend provides a quick and easy reference to the activities displayed. The filtering selection box enables users to conveniently filter out those activities not relevant to their enquiry. This helps users to display and share details of scheduled events enabling other users to plan their own activities accordingly. Users can view scheduled meetings and edit calendar entries to reflect nature of their entry.

## Charts Module

eB-ISP provides charting with visual representations on:-

- **Client Costings** - providing a visual representation of cost, charges, discounted charges, expected profit and actual profit for selected clients.
- **Client Time** - providing a visual representation contrasting the ‘time spent’ with ‘billable time’ on a selected project.
- **Client Time Costings** - providing a visual representation of cost, charges, discounted charges, expected profit and actual profit for selected clients.
- **File Views** - providing a visual representation of the access to the various files uploaded.
- **Project Billable Time** - providing a visual representation contrasting the time spent with the billable time on a selected project.
- **Task Billable Time** - provides a visual representation contrasting the time spent with the billable time on a selected Task.
- **Time** - providing a visual representation of for time data for analysis.
- **User/client Time** - providing a visual representation of time spent on clients segregated by user.

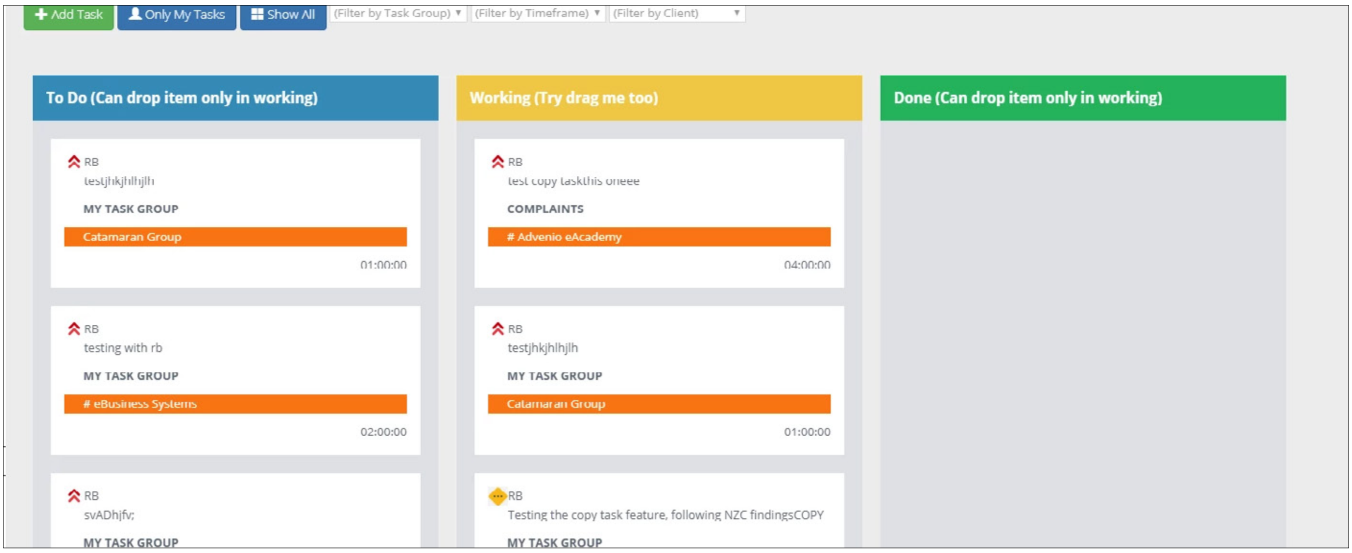
# General (continued)

## *KanBan Module*

The provides a space in which users can manage their personal tasks, projects and workflow more efficiently. Access to the KanBan module provides users with a selection of various KanBan boards which may have assigned to them. Once a specific KanBan board is selected for use, they can add or edit activities and events within the Board. Users will see three status columns within the Board reflecting three statuses for activities, namely:-

- **To Do** – Tasks that have been created but have not been started yet. This is useful for users to fully understand what tasks are still pending
- **Work-in-Progress** – Once a user starts working on a task, the user moves the task into the "Work-in-Progress" column, automatically advising both the user updating the KanBan board and the other users on the same KanBan board. This notification will confirm that the selected task is currently being worked on.
- **Completed** – Once the task is completed, the user moves it into the "Completed" column, automatically alerting designated users of its completion. This is especially useful of the task at hand needs to be evaluated by management.

Users are able to filter the view of the KanBan board, in such a way that they can also see task and activities assigned to them, de-cluttering the KanBan board and making it easier to navigate for individual users engaged in big projects. Views can also be filtered by Task Group and by Timeframe, allowing for easy access to specific tasks of specific projects within a timeframe allocated. Only the System administrators can manage the data of the KanBan board. This means that only they can create, edit and delete a board. This is done for security reasons, whereby users can create and edit tasks of their corresponding boards, system administrators can create and edit whole boards, reducing the risk of loss of data.



Easy to follow KanBan dashboard allowing" with "This screen shot shows the KanBan board displays and the manner in which  it utilisation is tracked. It allows project for better informed business decisions and better delegation of work.



## *Reports Module*

This eB-ISP Reports Module is designed to assist management in better allocating resources to different projects and activities. To this effect the system includes detailed reports on:

- **Emails** - providing details of emails sent through the system.
- **User Permissions** - providing details of permissions assigned to each user role.
- **User Roles** - providing details of users along with their role, full name, email, mobile phone number, and access rights to client messaging.
- **Unactioned Messages** – providing details of messages received by internal users which have not yet been marked as actioned.
- **Tech Support Messages** - providing details of messages received through tech support.
- **Login** - providing a detailed log of client system logins.
- **Document Viewing Rights** - providing details on document files/ folders and users who have access to view such files.
- **Document View Logs** - providing details on document views.
- **Time** - providing details of time entries.
- **Dues** - providing details on dues by Client company and project for a time period.
- **Dues Summary** - providing details of pending dues as at a specific date.
- **Leave** - providing details on staff utilization of vacation, sick leave as well as public holiday entitlements.
- **Time Warnings** - providing details on warnings for late submission of time entries.
- **Weekly Time** - providing details on weekly time entries for users over a period of time.
- **System Usage** - providing an overview statistics of system usage. Reports are provided in Excel format to facilitate further analysis.

## *Support Module*

This is designed to provide support documentation to the system. It includes three areas: New Features, FAQs and System Documentation.

The New Features area provides details of any new features included on the system over a period of time. The system allows for filtering of displayed documents by date order.

The FAQs area includes a series of Frequently Asked Questions and their responses to provide reference to what users have found to be helpful hints or examples of how the system can be used to meet particular organisational requirements.

System Documentation area includes a systems manual with details on the functionality of each of the eB-ISP Modules.

# Company Secretarial

## *BoD Module*

This **eB-ISP BoD** Module allows for the secure handling of documents and communications related to the Board of Directors (BoD) Affairs. The secure access, requiring an additional level of multi-factor authentication ensures timely notification of Board activities and sharing of relevant documents. There are three main roles that can see and access the Director Module, these are; Director, Company Secretary, and Senior Manager.

Due to the importance and confidentiality of the documents stored within the module, access is given to these three roles which are set before-hand. Logging into the module required an added layer of security, with its multi-factor authentication. Upon Login, users will receive an SMS with a specified code to be inserted into the system. Once validated, users can then access the Director Module. Once inside the module, users will be presented with the companies they are assigned to. This is especially useful for users who are involved with more than one company and would need segmentation of documents. The Director Module has different categories of documents which can be stored, including; Board Documents, AGM/EGM meetings, General Board meetings, Timesheets, Messaging and Calendar events.

Users of the Director Module can create new folders with assigned permissions. There are three main types of permissions ;

- **Inherit** – meaning that the folder in question will inherit the permissions from the main folder of contents.
- **Specific** – whereby users can choose specific users which will be able to view to content of the folder
- **Internal** – All internal users with access to the Director Module will be able to view the contents of the folder.

Once a document is uploaded, users, according to the permissions granted to them, can view the documents. Users who uploaded and the document as well as users with higher permissions are able to see how many time the document has been viewed and by which users.

The module allows users to input timesheets within the Director Module. Here all tasks related to BoD activities can be logged an assigned to different users for reference purposes. Once created, the timesheet record can be edited or retired. The system has a designated messaging module which is separate to that of the eB-ISP, allowing users of the Director Module to communicate easily within the system. The calendar module within the Director Module is also segregated from the main calendar in the eB-ISP, making it exclusive to the users within the module. Directors and higher management can easily and quickly access a dedicated calendar that concern BoD affairs.

***"The will to win, the desire to succeed, the urge to reach your full potential, these are the keys that will unlock the door to personal excellence."***

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