DIGITAL Transformation Platform for

By

ZCOM Systems Limited
Solution not a problem

By
Rapidly converting ideas to Process Driven Apps
at an amazingly accelerated pace, however complex they may be !

ICTAZ

ZCOM Systems Limited
Solution not a problem

Digitally Transform Zambia

About ZCOM Systems

IT Tech Company

Digital Transformation

Low Code Platform
+
BPM Platform
+
Content Management Framework

Strong Resources Trained specifically on the Low Code Platform

Solutions and Services around the platform

What is Low Code Platform

A Low Code Platform is one where complex enterprise Apps can be built very rapidly without writing code

- Apps can be created 10 times faster than traditional development
- Apps built on Low Code Platforms are designed for change – use drag and drop interface to modify any part of the application in a hazzle free way!

Using an Industry 4.0 Compliant Low Code Platform, Apps can leverage the following capabilities with ease

Workflow Management + Dynamic UI for Web + Dynamic Mobile Apps + Process Automation + AR/MR/VR Contents + Integration Framework

iPROOF Platform ERP– Key Differentiator

- **Low Code Development is the future of how IT systems would be built - Especially in the Post COVID ERA**
- **Industry experts predict 65% of all development would be through low code platforms**
- **Low code platform with BPM shall drive Digital Transformation**

ZCOM specializes in Low Code Platform based development.
We are proud to see our developers create Apps and modules in 2 to 3 weeks using our Digital Platform

iPROOF Platform based Development

Low Code Platform

BPM Platform

Integration Framework &
Message Oriented Middleware

iPROOF Digital Transformation Platform

Big Data, BI and Ad-Hoc Reporting

Robotics Process Automation
& Smart Decisioning System

Mixed Reality/Augmented Reality/
Virtual Reality

iPROOF Low Code Platform based

ERP

Benefits of Implementation of a Digital Ops Platform

- Increase in Operational Efficiency by 60%
- Complete visibility, transparency and control on operations
- Alignment and Compliance to Ministry's SOPs & policies built into the system
- Paperless office and Digital operations
  - Study indicates that about 55 to 60% of office waste is recyclable, but on average only 7.5% reaches a recycling facility.
  - Paperless operations tremendously reduces cost and waste
- Achieve about 30 to 35% savings in cost of internal operations through structured Digitization of operations
- Accomplish significant reduction cycle time and complete adherence to key SLA's and KPIs

iPROOF Based Configurable ERP Modules

Financial Accounting

Sale Order Management

Purchase Management

CRM

Human Resource Management

Workforce Management

Inventory &
Warehouse Management

Asset Maintenance &
Management

Project Management and
Task Management

User Guidance System

VR Based Training

Electronic Document Management
System

iPROOF Based Configurable ERP Modules (cont)

General Administration

Departmental Workflow Management

Employee Self service portal

CEO Office management

Incident Management

Legal Cell Workflow Management

Audit Compliance reports

Digital Ops Framework

Case Management

Partner Portals

Ticketing System

Project Management

Limitations of Packaged Products

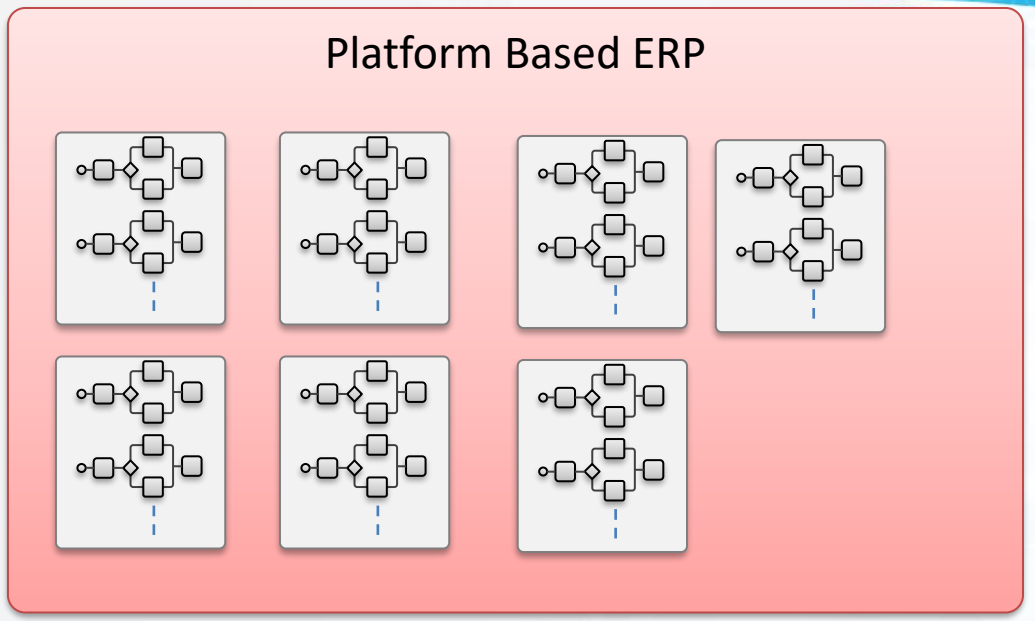
- The requirements of any org are very unique – Standard packaged products are not designed to address these
- Customizing the packaged products would be extremely tedious and as they are not designed to be customized so much
- More importantly, for institutions like any other GO Live is NOT the end of the project, but is the beginning of IT ecosystem.
  - Requirements would keep changing very frequently
- Unless the ERP system is designed to be hyper-flexible, it is our strong belief that it would not be viable and sustainable for any org

Future Proofing any org

- One thing we have learnt is that the only constant in enterprise software is CHANGE
  - Change during implementation
  - Change post Go Live
- Our Approach is perfectly suited for this paradigm
- The Platform is Designed for Change
- The ERP can be changed at any point without any constraints

iPROOF Platform Based ERP – How is it conceived?

- Each Module of ERP shall be considered as a collection of Processes
- Each process of each Module shall be independently managed
- Each process shall evolve over a period of time – The platform approach is designed for changes



- The Design studio shall be used to create and manage each and every process of each of the Module

- ZCOM IT Team along with any Org's IT shall be able to create a new Module, modify any Module (adding processes, removing processes, changing processes without any constraint)

Low Code Platform based ERP – Key Benefits

Seamless and Harmonious Service Orchestration

- One Platform for all Modules of a Port
- Huge Savings in License Fee & AMC, Huge savings in Professional Services
- Seamless integrations with other vendor platforms and apps

Extremely Flexible / Configuration based

- Platform is Configuration based.
- Minimal code written to build applications
- Very specific customizations as required by any org can be accommodated with ease
- Even after Go Live changes can be made to the applications

Constant Innovation and Disruption through technology

- Technologies like Low Code, Business Process Management, Analytics, Augmented Reality, virtual Reality can be leveraged
- Integration to other systems
- Any org can be a trend setter by adopting new technology

Empower Port's IT Team and be Vendor Independent

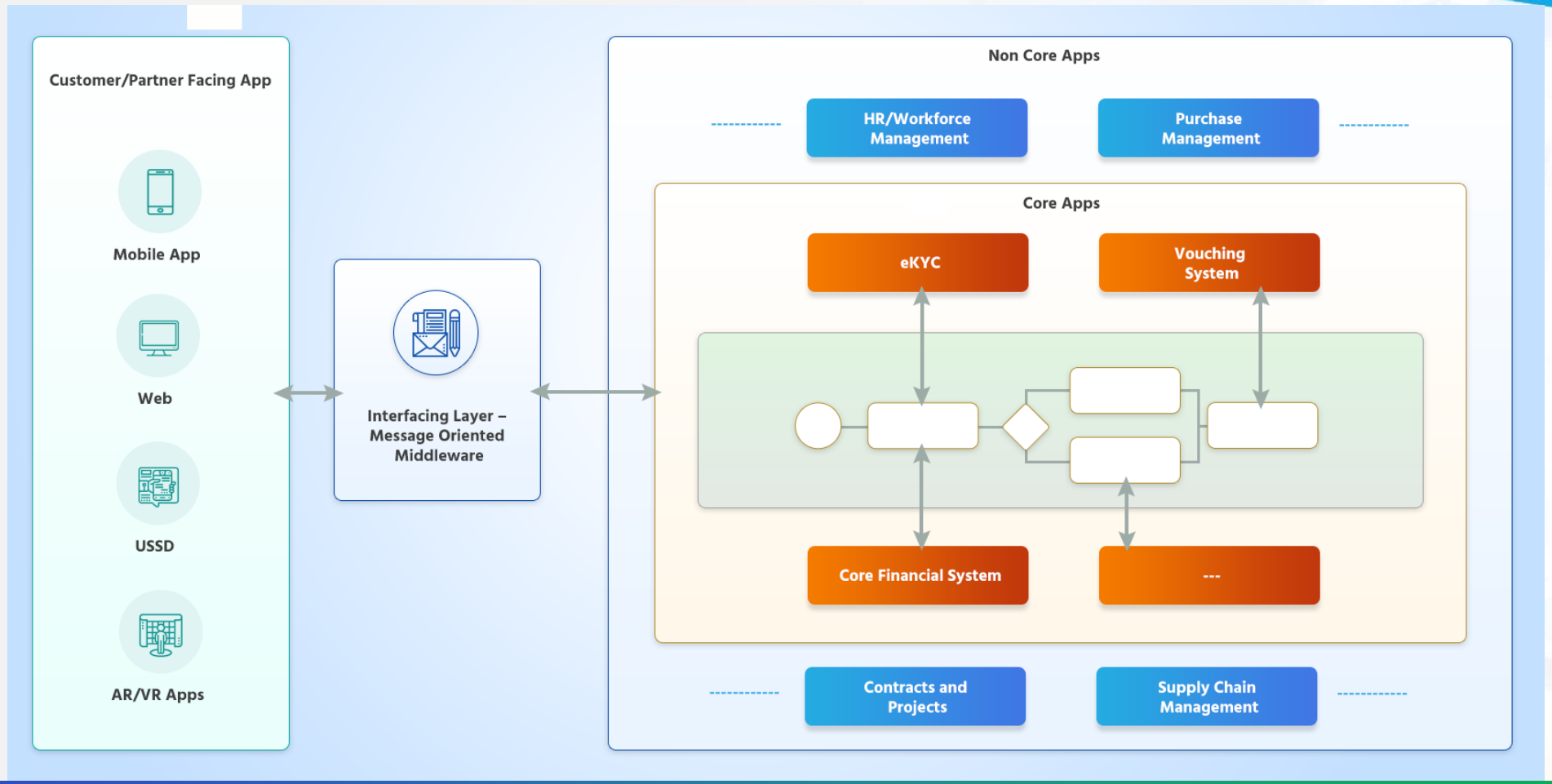
- Org's IT team can be independent of Vendor
- They can be easily trained on the platform
- Over a period of time, the IT team can independently manage any module of ERP on their own without vendor dependence

Configuring each Process App using the Design Studio

Case study

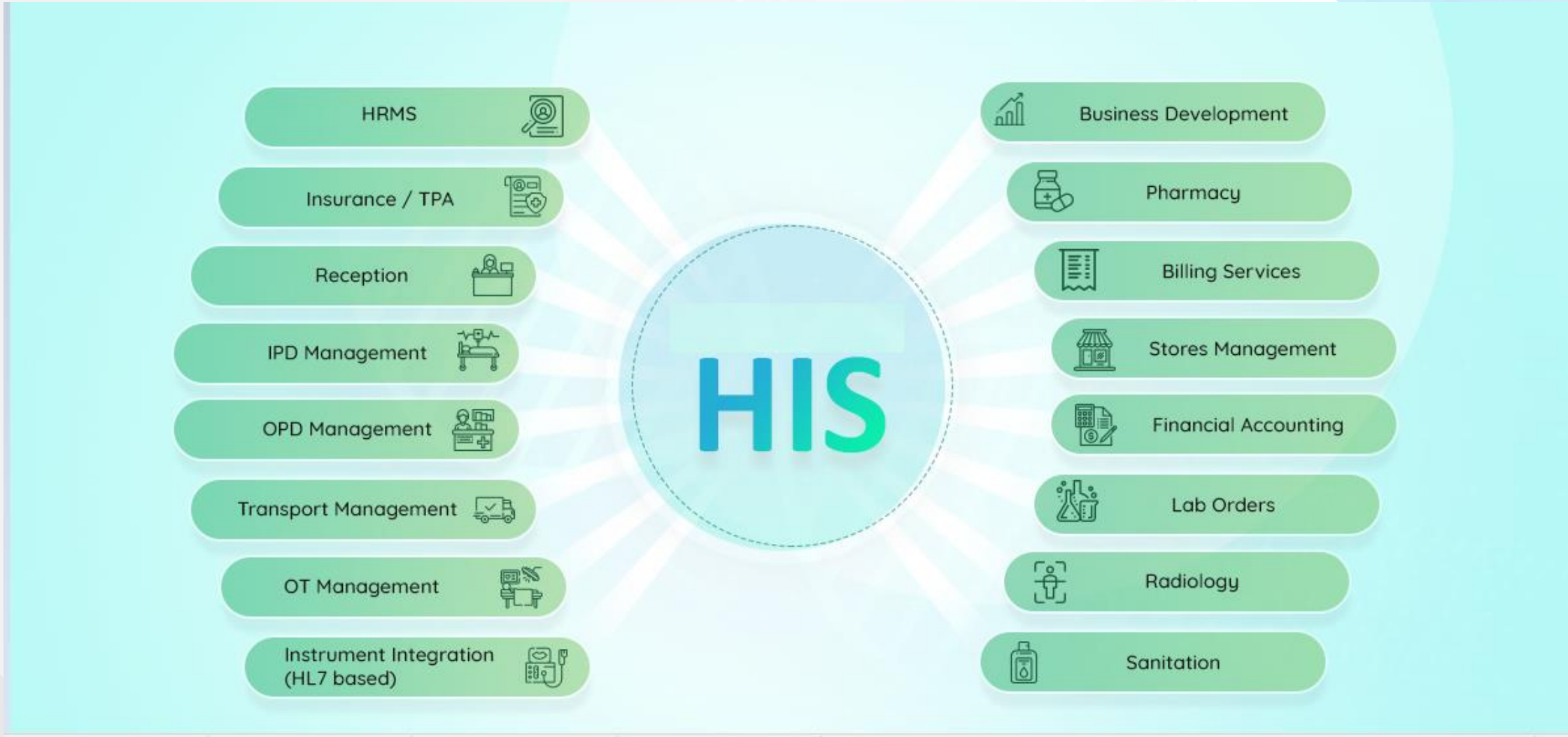
A happy Customer of ZCOM Systems

Case Study



- Example of Zamtel – Launching new Mobile apps, POS devices and self-service kiosks for Dealers, customers resulted in lot of changes to the core systems and development of new apps to align all operations with the business changes
- iPROOF used as an unified platform to integrate all core apps – in alignment with the new business processes

Modules of Digital Health Platform



ZCOM's Digital Health Ecosystem – Vision 2022

Citizen

- **Medical Services**
- **Real-time communication**
- **Virtual doctor visits**
- **Online Videos & Chats**
- **Online Medical Records**

Centralized, Integrated, Smart Digital Health Market Place

Health services delivered through Web, Mobile, USSD and API Channels

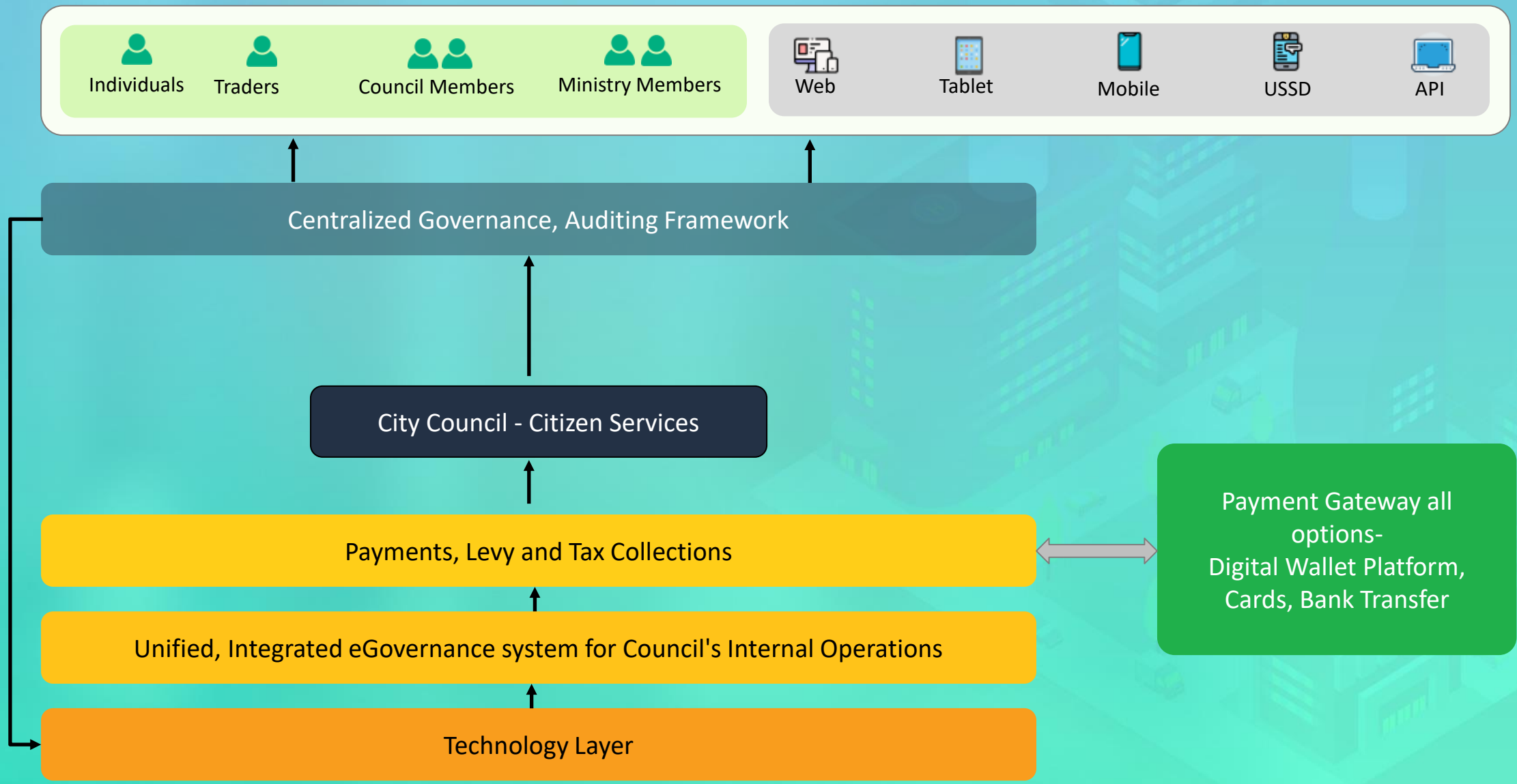
All Payments to happen through Zamtel Mobile Wallet and payment Gateway

Implemented by ZCOM Systems Powered by iPROOF Platform

- Private and Govt Hospitals/Clinics
- Insurance
- Pharmacy
- Laboratory
- Radiology
- Support Services
- Doctors

Regulatory Authorities

City Council – Single click service delivery to citizens



City Council – Single click service delivery to citizens

Trade License

Permit Management

Property Management

Local Markets

Birth and Death Registrations

Ward Works

Door to Door Digital Numbering system

UGD

Public Services Management

Digital Health Platform

Smart Education Platform

Social Media Operations & Management