

Case Study

www.generixsol.com



Small and Medium Enterprise Authority

This case study is about a major switch from a legacy system to a modern way of doing business through engagement and empowerment of the SMEs sector. This case study also highlights as how some serious government organizations and IT companies from private sector are supporting the public sector to create a technology oriented eco system where every small and medium enterprise feels herself an effective part of the main stream. Being a highly socio supportive organization, Generix helped SMEDA in development of a highly successful accounting package called "SMAP" that is being now considered the back bone of SMEs business and a core source of data collection for SMEDA for its monitoring & control and future planning.



Premier institution of the Government of Pakistan under Ministry of Industries. SMEDA was established in October 1998 to take on the challenge of developing Small & Medium Enterprises (SMEs) in Pakistan. With a futuristic approach and professional management structure it has focus on providing an enabling environment and business development services to small and medium enterprises. SMEDA is not only an SME policy-advisory body for the government of Pakistan but also facilitates other stakeholders in addressing their SME development agendas.

Initiating the Project

Back in 2004, SMEDA Business Development Services (BDS) department took initiative to launch the Free of Cost – Accounting Application for the SME Sector of Pakistan for Improvement & Growth of SME Organizations in terms of Business Management, Analysis & Reporting, Improvement in Operational Efficiency & Information Accuracy.

The Key challenges were:

Automation

A required solution is a generalized and off the shelf business application for small and medium level companies of different business types and sectors. System should replace the manual process and provide a complete back & front office solution to optimize business flow.

Scalability

A system should be scalable to cover the current business needs of more than 50 business sectors of different type of industries like services, trading and manufacturing and that could adapt to their rapidly growing business needs.

User Friendliness

A System should be very user friendly and easy to understand for the users and business owners who never use the business software before. A normal computer user can easily download, install and register the application.

Flexibility

A system should be flexible enough to meet the requirements of every type of business sector and type. User can easily configure the application and their modules according to their needs.

Small and Medium Enterprise Authority of Pakistan Case Study

www.generixsol.com



“Growth of globally competitive SME sector, through a conducive environment and support services, serving as an engine of sustainable growth for national economy”

*Chairman,
SMEDA Pakistan.*

The Solution Study

Generix started its study with a detailed project plan with an approach that fulfills requirements and needs of every SME in the sector. It was a tricky assignment that demanded a high amount of knowledge, commitment and simplicity from user point of view. The community in target was not much aware about the computerized accounting so there was a great desire of a comprehensive training. The components that were under focus, are given below:



In the Solution Study interviews, Generix and SMEDA worked together to review thoroughly the SMEs business processes, documentation, accounting requirements, and management and centralized reporting. SMEDA management monitored all meetings to ensure consistency and conformity with SMEs ongoing business requirements and SMEDA strategy to implement the system.

System Development

Gaps Analysis started by taking Generix's "Smart Business Suite" as a baseline followed by a standard Software Development Life Cycle (SDLC).

Worked on each of these areas proceeded through the normal development sequence of:

- **Business Analysis:** where Generix's Business Analysts worked with SMEDA staff to understand and document the users' requirements behind each area of work
- **Software Development:** where Generix's developers created and tested the modules required
- **Unit and Link Testing:** where Generix's test teams firstly tested the new modules, and then tested their integration with the whole SMAP solution
- Training and User Acceptance Testing
- Implementation

Small and Medium Enterprise Authority of Pakistan Case Study

www.generixsol.com



Implementation

SMAP is a ready to install bookkeeping software for Pakistani Small and Medium Enterprises (SMEs) in Trading, Services and Manufacturing sectors. New features such as Local Area Networking (LAN) have been included to facilitate and support a multi user friendly system. SMAP also offers a free Electronic Point of Sale (ePOS) module to facilitate SMEs of the Retail Services Sector. The package offers nine different modules to cater to different types of businesses.

This was followed with an intensive training program conducted at SMEDA Head Office. Generix staffs were present on site intensively during the whole implementation phases – SMEDA staff showed tremendous commitment in managing the workload during this period.



Outcome

SMEDA has been providing training on this software usage at various locations. Over 25000 SMEs across 200 cities have downloaded this software and approximately over 10,000 are actively using it for their bookkeeping requirements.

“This software helps us to keep track of our finances. It is some of the very best business accounting softwares. It helps us to achieve our entire business objectives and our business processes such as order processing, invoicing, stock control and management reporting. It has wide range of reports.”

Bilal Razzaq Khawaja

Pulse Communication and Trading Co.

“Generix Solutions is the technical genius behind designing Accounting Software as per various SME business requirements.”

Chairman

SMEDA Pakistan

For more information please contact us at info@generixsol.com or visit www.generixsol.com