

TECHNICAL PROPOSAL

ISOFT ERP

Business management for **medium to large-sized enterprises in Angola**: finance, sales, purchasing, stock, HR, projects and more, on one platform.



PHONE
+244 938 777 777

EMAIL
erp@isoft.ao · isoft.ao

ADDRESS
Avenida Comandante Gika, n.º 114, Alvalade, Luanda, Angola

Contents

01	Introduction Empowering Angolan enterprises with modern business management solutions	2
02	Technology A proven open-source foundation	3
03	Modules An all-encompassing solution for enterprises	4
04	Main Features Built for everyday operations	5
05	Customization Adapt ISOFT ERP to your processes	7
06	Deployment The deployment option that best suits your needs	8
07	Integration Connect ISOFT ERP to the services you use	9
08	Pricing Guide A pricing model that adapts to your growth	10
09	Training and Support Local expertise from implementation onwards	13

Introduction

We are pleased to introduce ISOFT ERP, a business management solution built on a solid, proven open-source foundation and designed for the specific requirements of medium to large-sized enterprises in Angola. The software covers a wide range of robust features, provides extensive customization capabilities and uses the strengths of web-based ERP SaaS. With ISOFT ERP, your organization can navigate the intricacies of Angola's business landscape and optimize operational efficiency. Committed to delivering dedicated support, we offer a highly customizable and scalable solution that helps Angolan businesses succeed in today's competitive market.



ISOFT ERP overview

ISOFT ERP is a comprehensive, full-featured business management solution designed to meet the unique needs of medium to large-sized enterprises in Angola.

Finance, sales, purchasing, stock, human resources, projects and more, on one platform.



Target audience

ISOFT ERP caters to medium-sized to large-sized enterprises across various industries in Angola.

It is ideal for businesses seeking a scalable, flexible and user-friendly ERP system that can streamline their operations and drive growth.



Why choose ISOFT ERP?

Industry-specific functionality: tailored modules and features designed for the requirements of specific industries in Angola.

Local support and expertise: our team understands the local business landscape and provides dedicated support for a successful implementation and smooth operations.

Key features and benefits



Web-based ERP SaaS

ISOFT ERP uses cloud technology, enabling businesses to access their data securely from anywhere, at any time.



Customizable and extensible

Extensive customization options let businesses tailor the system to their specific requirements.



Built on open source

ISOFT ERP is built on a well-known open-source ERP platform, with robust functionality and the support of a large community.

The platform

ISOFT ERP is built on a proven open-source ERP platform. With a foundation of powerful features and scalability, it helps companies automate processes, boost output and promote sustainable growth.

It delivers end-to-end integration, workflow automation and customization with an extensive range of modules covering finance, inventory, sales, purchasing, project management and more. Businesses around the world rely on the platform for its dependability, adaptability and capacity to meet the demands of different industries.

Architecture and development

ISOFT ERP is a comprehensive and scalable web application built on a powerful Python web framework, with a robust set of libraries and tools for building scalable applications. Its modular architecture allows each module to be customized and expanded to match specific organizational requirements, so businesses can adapt the ERP system to their own processes.

The framework includes a powerful backend that manages many tasks and provides a solid base for ISOFT ERP, with a core API for simple backend

Whether deployed on-premises or in the cloud, it improves financial accounting, project management, human resources and inventory management. From setting up employee records and handling expense reports to monitoring project tasks and generating real-time Gantt charts, it gives companies the tools to manage their resources. Its sales tools make it possible to track leads, handle opportunities, quote prices and send personalized emails.

interaction and effective data management and processing. It also incorporates Jinja, a templating engine that enables dynamic web pages and flexible module customization.

Organizations manage their operations from a single platform thanks to the smooth integration of its modules. This integrated approach streamlines operations, eliminates data duplication and saves time by encouraging effective communication between departments.

AT A GLANCE

Finance, inventory, sales, purchasing, project management, human resources and more, on one integrated platform, **on-premises or in the cloud.**

Incorporating a wide variety of modules that address different facets of corporate management, ISOFT ERP offers an all-encompassing solution for enterprises.



Purchase Management

Manage the procurement process: purchase orders, supplier information, purchase invoices and inventory replenishment.



Sales Management

Streamline sales processes, manage customer orders, track sales activities, monitor sales targets and generate reports for effective sales management.



CRM (Customer Relationship Management)

Build strong customer relationships by managing leads, opportunities, customer interactions and support tickets on one central platform.



HRM (Human Resource Management)

Manage employee information, attendance, leave, recruitment, performance evaluation and training.



Payroll

Automate payroll calculations, tax deductions and benefits administration, and generate payslips for accurate and timely payroll processing.



Project Management

Plan, execute and monitor projects with resource allocation, task management, progress tracking and budget control.



SAF-T (Standard Audit File for Tax)

Generate standardized tax files for reporting, in the structured format required by the regulatory authorities.



POS (Point of Sale)

Run retail operations: sales transactions, inventory and customer interactions at the point of sale.



Accounting

General ledger, accounts payable, accounts receivable, financial reporting and budgeting, for accurate financial data and informed decisions.



Stock and Inventory Management

Manage stock levels, track inventory movements, handle stock transfers and perform stock valuations to minimize stock-outs.



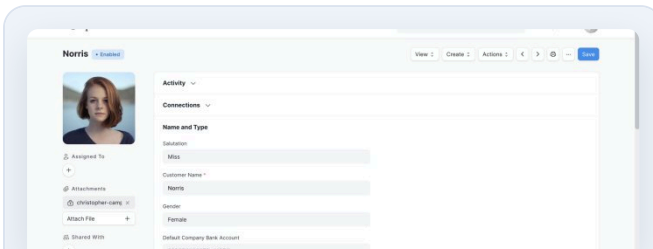
Manufacturing

Production planning, work orders, bills of materials (BOM), routing, quality control and product costing.

04

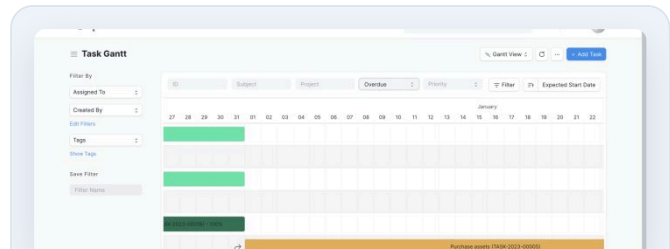
BUILT FOR EVERYDAY OPERATIONS

Main Features



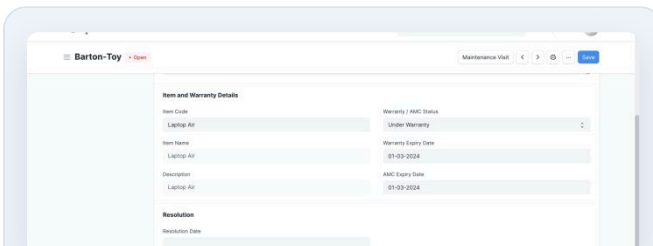
Manage your customers

Assign dedicated account managers, tax IDs and tax categories for automatic tax calculations. Use different currencies for your overseas customers and exchange rates are calculated automatically. Store multiple contacts, emails and phone numbers for a customer, set a credit limit to prevent new sales to customers with large outstanding balances, and set up a loyalty program.



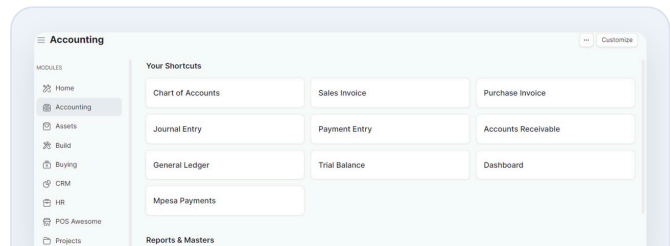
Project management

Manage internal and external projects efficiently. Bill your customers for the time your employees spend on their projects using timesheets. Create and track tasks to keep your team on schedule during important projects.



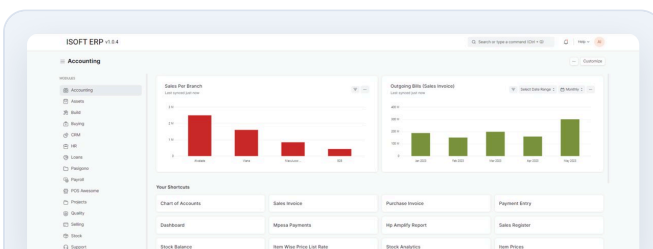
Register warranty claims

Record and manage annual maintenance and warranty contracts for serialized items sold to customers. With serialized inventory, you know exactly which units are in or out of warranty.



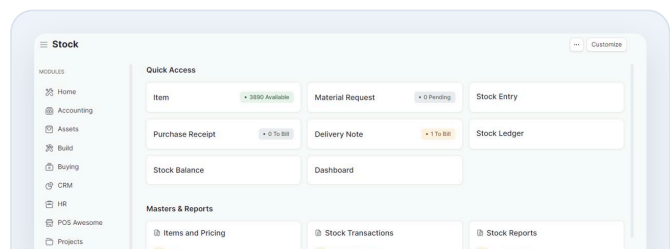
Accounting in multiple currencies

Send invoices and add expenses in any currency and let the system convert them to your base currency. You can even view financial transactions and reports in multiple currencies.



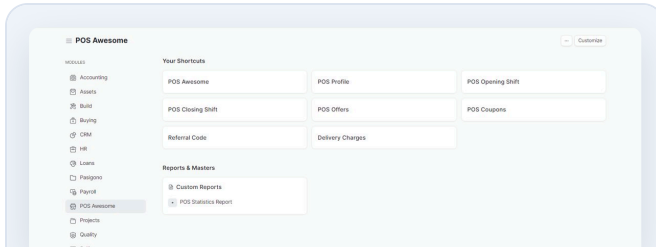
Instant customizations

Map the data you are interested in by adding custom fields to your forms. Customize form behaviour by fetching values automatically, hide fields based on user roles and create custom print formats, all without a single line of code.



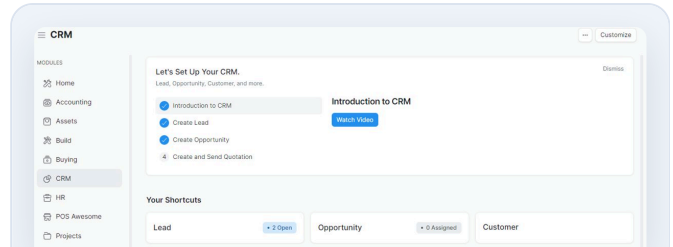
Stock

Built-in inventory gives a real-time view of product availability, stock levels in your warehouses, stock transfers and more. Choose batch or serialized items, and scan barcodes with your device's camera for fast stock searches.



Multistore retail management

Register new company branches in a few clicks and start trading right away. Configure the dimensions of each branch and analyse its expenses, inventory movements and profit and loss to assess its profitability.



Customer acquisition and loyalty

Set up loyalty programs and special pricing schemes in a few minutes. Maintain credit limits, view accounts receivable and total billing, and analyse average customer revenue to make informed decisions.

Also included

Multilingual ERP software

ISOFT ERP is a multilingual application: each user selects their preferred language.

Promotional schemes

For large retailers and distributors: manage rate-based or value-based discounts or margins for different items or conditions. Promotional schemes automatically change the applicable pricing rules.

Billing and pricing

Invoice your customers and collect incoming payments with payment requests and email or SMS notifications. Process transactions faster with custom print format templates (HTML or Jinja) and a one-time setup.

Automate stock replenishment

Track each item's reorder level. When stock falls below it, ISOFT ERP automatically creates a material request, so stock is replenished at the right time.

Item variants

Distributors manage thousands of product permutations in different colours, finishes, shapes and lengths. In ISOFT ERP the main item is stored as an item template and each variation as an item variant.

Customization

ISOFT ERP can be adapted to your specific needs, so the system supports your business processes instead of the other way round.



Personalization for each user

Users customize their interface, layout and preferences to their needs, for a personal experience and better productivity.



Custom fields and new documents

Add custom fields to existing modules or create entirely new documents to capture the data your business needs.



Frontend customization (client scripts, JavaScript)

Implement specific behaviours, validations and automation in the user interface.



Print format builder for every document

Design the layout of invoices, purchase orders, delivery notes and other documents to match your branding.



Custom reports

Define filters, select data fields and generate the reports your business needs.



Backend customization (new module development)

Develop new modules to add functionality or integrate with third-party systems.



Custom APIs with server scripts (Python)

Create custom APIs to integrate with external systems or develop custom functionality, with data exchange and automation.

THE RESULT

A tailored solution that supports your unique business processes and improves overall efficiency and productivity.

Deployment

The deployment strategy for ISOFT ERP includes several options for different scenarios and preferences.



Linux distribution or WSL

Deploy on Linux distributions such as Debian 11 or Ubuntu 20.04 for a stable and secure environment, or with Windows Subsystem for Linux (WSL) in Windows-based environments.



Virtualization (ESXi, Hyper-V, Proxmox)

Deploy with VMware ESXi, Hyper-V or Proxmox for efficient resource use, scalability and easy management.



Private or public cloud hosting

Deploy on a private cloud or on public cloud platforms such as Amazon Web Services (AWS), Azure or Google Cloud Platform (GCP), accessible from anywhere with an internet connection.



Local hosting on enterprise servers

Host ISOFT ERP on servers in your own data centre, for direct control over the infrastructure and data privacy.



Hybrid online/offline with data replication

Host some instances online and others offline. Data replication between them, using event streaming technology, keeps the online and offline environments synchronized and consistent.

YOUR CHOICE

The deployment strategy takes into account the flexibility, scalability, security and specific requirements of each organization, so you can choose the option that best suits your needs.

Integration

ISOFT ERP connects with a wide range of services and platforms, extending its capabilities and the efficiency of your operations.



Backup services

Google Drive: automated backups and secure storage of data.

Dropbox: easy backup and synchronization of data, as an additional backup option.

Amazon S3: reliable and scalable cloud-based backup storage.



Google services

Google Calendar and Contacts: synchronization of events, appointments and contact information.



Authentication

Social login keys: sign in with social media credentials.

LDAP: centralized user authentication and access control.

OAuth 2.0: secure authorization for third-party applications.

OAuth provider: ISOFT ERP can act as an OAuth provider for other applications.



E-commerce platforms

WooCommerce: synchronization of products, orders and inventory.

Shopify: e-commerce operations, order processing and inventory.

Amazon MWS: Amazon marketplace orders and inventory.

CS-Cart: synchronized e-commerce operations and data.

Unicommerce: multi-channel order management, inventory and fulfilment.



Payment gateways

Braintree, PayPal and Stripe: secure online payment processing.

GoCardless: automated direct debit for recurring billing and subscriptions.

ProxyPay Multicaixa (Angola): coming soon: a payment gateway tailored for Angola.



Webhooks and Jira

Webhooks: real-time data exchange with external systems and applications.

Jira project management: collaboration, task management and issue tracking between ISOFT ERP and Jira.



Pricing Guide

The ERP pricing model aligns costs with the requirements of each business, making it a scalable solution that adapts to your growth.

It distinguishes between business sizes: two bundles for micro businesses with fewer than five users, and further bundles for small, medium and large companies, with transparent pricing for larger businesses. You only pay for the services you use.

Bundles

	Basic	Micro business	Small business	Medium business	Large business	Enterprise
Users	1-4	5-10	11-29	30-69	70-150	150 to unlimited
Price	1.500 USD bundle	3.000 USD bundle	6.000 USD instance licence (server)	12.000 USD instance licence (server)	24.000 USD instance licence (server)	Dedicated quotation
Included licences	1 POS + 1 station	1 POS + 1 station	1 POS + 1 station	1 POS + 1 station	1 POS + 1 station	On request
Implementation	Free	Free	Service fees apply	Service fees apply	Service fees apply	On request
Training included	Up to 3 hours	Up to 4 hours	—	—	—	On request
Annual continuity	20% of package value	20% of package value	20% of package value	20% of package value	20% of package value	On request
Standard modules	Accounting, Stock, Sales, Purchasing	Accounting, Stock, Sales, Purchasing	Accounting, Stock, Sales, Purchasing	Accounting, Stock, Sales, Purchasing	Accounting, Stock, Sales, Purchasing	On request
Asset and finance modules	—	—	—	Included	Included	On request
Optional modules, billed separately	—	—	—	HR, Payroll, Quality, Production, Loans	HR, Payroll, Quality, Production, Loans	On request
Each additional POS user	350 USD	350 USD	350 USD	350 USD	350 USD	On request
Each additional station user	650 USD	650 USD	650 USD	650 USD	650 USD	On request

Terminology

Continuity

Customers pay annual fees to cover software code reviews, vulnerability disclosure, bug fixes, system core updates and updates required by SAF-T tax reporting.

Instance

A single server installation of the software, deployed on a physical server at the client site (on-premises) or on an ISOFT ERP private cloud virtual server.

Station

An ISOFT ERP user with access to all modules and services requested by the licence. The default licence includes Accounting, Stock, Selling, Buying and POS (Point of Sale).

About the bundles

Basic bundle

A gateway to efficiency for small and medium-sized businesses: manage inventory, sales and customer relations seamlessly.

Micro business

Extends the Basic bundle with the same modules and services while increasing user capacity and system performance. The instance licence is introduced to match the upgrade.

Small business

For growing companies that rely on the ERP system to improve their operational workflow and the robustness of their stock and accounting processes.

Enterprise business

A dedicated quotation is prepared on request. Contact our sales department for an exact price based on your requirements.

Service fees

Setup mode	Server (instance)	Station	POS
On-site	500 USD	100 USD	50 USD
Online	200 USD	50 USD	25 USD

Installation and deployment fees for each instance (server) and each client installation. For the Small, Medium and Large Business bundles only.

Instances, hosting, replication and migration

Additional instances

Deployed for service availability (always-on failover server) or in offline mode on-premises for branches without reliable internet or network connectivity.

Additional online instance **500 USD**

Additional on-premise instance **1.000 USD**

Hosting

ISOFT ERP works with different virtualization technologies for better resource use, backups and disaster recovery.

Plan A: local hosting on an on-site server **No additional fees**

Plan B: dedicated virtual private server (4 CPU cores, 6 GB RAM, 40 GB NVMe) **250 USD/year**

Data replication and synchronization

Between system instances and servers, one-way or two-way, through the ISOFT ERP event streaming module.

One-way replication **500 USD**

Two-way replication **1.000 USD**

Company settings, configuration and migration

Data migration from an old ERP system and configuration of special workflows (POS, Stock and Accounting), billed per hour.

Remote **50 USD/hour**

On-site (minimum 2 hours) **50 USD/hour + 25 USD transport**

For the Small, Medium and Large Business bundles only.

Training and Support



Training

Our training specialists, with extensive real-world experience of ERP software, deliver ISOFT ERP training at your branches or at our headquarters in Alvalade, Luanda. Courses combine practical, hands-on training with the theory, so your staff can carry out every business procedure in the system.

Participants also receive an in-depth guide and free training videos in English and Portuguese for every transaction and document in the system.



Support

Our ERP specialists help and advise on the implementation of business procedures and the use of the software. Our technical support team resolves any technical issues you may encounter.

Training sessions

At your branch (minimum 2 hours)	50 USD/hour + 25 USD transport
-------------------------------------	---

At our headquarters (minimum 2 hours)	50 USD/hour
--	--------------------

Up to 4 people per session.

ERP support

Remote, by phone and AnyDesk (minimum 10 minutes)	25 USD/hour
---	--------------------

On-site (minimum 2 hours)	50 USD/hour + 25 USD transport
------------------------------	---

Technical support

Remote, by any remote access method	50 USD/hour
--	--------------------

On-site (minimum 2 hours)	100 USD/hour + 25 USD transport
------------------------------	--



Thank you for considering ISOFT ERP. Our team in Luanda is ready to help you plan, implement and support your system.

PHONE

+244 938 777 777

EMAIL

erp@isoft.ao · isoft.ao

ADDRESS

Avenida Comandante Gika, n.º 114, Alvalade, Luanda, Angola