SUPPORTABLE INTEGRATED SOLUTIONS CATEGORIES
As of 1 April 2016

	Integrated Solutions	Description
1.	Appointment Scheduling and Booking System	The system allows the customers to book and change appointments. The system will send customised notifications to the staff and the customers of confirmations, reminders and pending appointments. The system should have an API to integrate with any existing Customer Relationship Management systems.
2.	Asset / Personnel Tracking and Identification	The system provides a combination of hardware (i.e. RFID tags, biometric scanners) and software so as to enable real-time identification and tracking of asset or personnel. This system is useful for companies which need to track workers or assets that are on the move. The system should have an API to integrate with any existing HR Management Systems to enable the calculation of the employees' payroll.
3.	Clinic Management System	The system automates day-to-day administration and management of tasks in medical offices. It streamlines clinic management processes such as in-patient record management, appointment bookings, medical billing and payment, as well as drug inventory management. The system may have an API that integrates with the Ministry of Health's (MOH) system, as well as the clinic's existing accounting management system. The integration with MOH's system allows patients who are eligible for Pioneer Generation and/or Community Health Assist Scheme benefits to claim their subsidies at the clinic.
4.	Customer Relationship Management System	The system manages a company's interactions with current and potential customers, and provides a centralised record of all client details and contact history. It provides customer support, case management, knowledge base and membership management (for companies with membership system). The system should provide dashboard/reports to allow sales teams to view, analyse and manage sales activities, objectives, leads generated, leads follow-up efficiently. The system needs to have an API that integrates with the company's accounting software and email systems.

5.	Document Management and Mobile Access System	The system synchronises digital documents across multiple sites for sharing among company employees. Local data is backed up and stored in the storage system, enabling disaster recovery, archiving and rapid access as needed. Additionally, data access is optimised for each remote site with a central point of management. The system enables scanning, storage, retrieval, sharing, tracking, revision and distribution of documents. It reduces the need for manual handling of documents. For cloud-based solutions, data is encrypted end-to-end.
6.	Enhanced Point-of-Sales (POS) System ** Solutions offering these features will be available after the April 2016 CFC has been concluded. Existing ISPs will continue to offer the current POS until 31 July 2016*	The system automates sales transactions and generates sales report and provides insights on customer behaviour and product popularity. The system must include features that improve the company's business processes beyond the standard POS functions. Examples include: • Customer relationship management system; • Inventory management system; • Mobile ordering and payment system; • Restaurant table layout and split billing system; • Queue management system; or • Wireless paging system.
7.	E-Procurement Management System	This is an all-in-one procurement system that automates procurement processes for Business-to-Business buyers and suppliers. The system enables seamless electronic execution of supply delivery, ordering, goods receipt and invoice generation. The system needs to have an API that integrates with any existing accounting and inventory management system.
8.	Fleet Management System	The system includes telematics and GPS tracking technology which provides the company a complete overview of its fleet's real-time location and operating condition. The system will allow companies to tailor the fleet journey, manage cost control, improve fleet utilization and improve productivity.
9.	HR E-Scheduling	The system automates worker roster scheduling and generates attendance and overtime reports, enabling companies to eliminate manual processes and effectively allocate manpower resources. The system's API should integrate with the company's existing HR management system which manages employee record and payroll.

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10.	Inventory Management System	The system automates inventory management processes, monitors stock availability and streamlines tracking of transaction data. The system generates inventory reports and sends notifications on stock movements and status. The system's API should allow integrate with any existing accounting management and POS system.
11.	Mobile Ordering and Payment System	The system streamlines customer ordering and payment processes in the F&B industry. The system facilitates the ordering of products through the use of a mobile device. Customer billing and payment system is an integral part of the solution. The system's API should integrate with any existing POS system and accounting system.
12.	Queue Management System	The system allows the customers to leave the store while waiting for service, thereby eliminating physical queues in the shop premises. The system is able to send SMS notifications to inform customers of their queue number, estimated waiting time and when their waiting time is over. It generates reports that track the efficiency of queue management.
13.	School Management System	The system manages data and key resources within schools and education institutions, such as parent/student contact details, class schedules and time-tables. It should also automate other operational processes, such as attendance and/or temperature taking.
14.	Wireless Paging System	The system enhances customer service by allowing customers to alert service staff through an electronic paging system when service is needed. It is mainly catered for F&B companies such as restaurants, cafes and take-away stores.