AutoSoft Dynamics (Private) Limited, Pakistan's leading global supplier of complete financial and banking automation solutions, is now a part of Constellation Software Inc (CSI), the largest Canadian software company.

On 15th April 2022, Contour Software (Private) Limited, the Pakistan division of the Perseus Operating Group of Constellation Software Inc. (publicly listed on the Toronto Stock Exchange as TSX: CSU), acquired control of all outstanding shares of AutoSoft Dynamics (Pvt.) Limited, and shall be supporting and nurturing the business going forward. CSI is publicly traded on the Toronto Stock Exchange (TSX: CSU), and together with its subsidiaries, is an international provider of market-leading software and services to a number of industries, with the mission to acquire, manage and build market-leading software businesses that develop specialized, mission-critical software solutions to address the specific needs of particular industries. CSI and its subsidiaries have well over 30,000 employees generating in excess of $5B in global revenues, across more than 100 countries.

Team AutoSoft is looking forward to usher in a new era of product evolution and support for AutoSoft's customers!

Inside this Issue

The Journey So Far (2000 – 2022)

2000
• AutoSoft Started with 18 staff & 3 clients.

2000-2014
• AutoBANKER 1 launched.
• 2006: AutoBANKER II (GUI) new version launched.
• AutoIBanker (Islamic Banking System) launched.
• Signed contracts with 15 local & 08 International banks/FIs.

2015 - 2021
• 2015: AutoBANKER Premium (Browser Based) version launched.
• 2016: Branchless Banking Platform launched.
• 2019: Loan Origination System (LOS) new version launched.
• Signed contract with 08 local & 03 International banks/FIs.

2022
• AutoSoft acquired by Contour Software, a subsidiary of CSI.

Our Founder

• As AutoSoft turned 22 in the month of June, we celebrated our Founder, Mr. Lutfullah Khan.
• His indomitable entrepreneurial spirit made our first two decades of growth possible.
• As we look to take his legacy forward, we invite you to take a look at his journey in this short tribute video.

New Management Structure

While Bilal Mahmood, MD Contour Software, shall also serve as CEO of AutoSoft, Mr. Shahzad Rafique, who brings 20+ years of experience in operations, marketing, product & software development, including 16 years with AutoSoft, has been promoted to COO.

AutoSoft management is now organized, per CSI standard structure, as below:

Customer Support/Maintenance (CS/MA)
• VP (CS Lead): Mr. Amir Latif

Professional Services (PS)
• VP (PS Lead): Mr. Naveed Younas

Sales & Marketing (S&M)
• Sr. Manager (S&M Lead): Ms. Saadia Samad

Research & Development (R&D)
• CTO (R&D Lead) : Mr. Junaid Ahmed Siddique
• SVP (QA Lead): Mr. Kamran Haider

General & Admin (G&A)
• CFO: Mr. Khurshid Alam
• CIO: Mr. Azhar Amin
• GM HR: Mr. Adnan Khan

Two AutoSoft leaders shall gain key professional development experiences at our Perseus Academy in Canada this September!

Your Feedback

A high-level client care survey and calls were conducted in the weeks before the acquisition of AutoSoft by CSI/Contour. Subsequently, we launched a more detailed survey to all customers, and also conducted web/phone conversations and in-person meetings with many of you.

We would like to thank all those who took the time to respond to the detailed survey. We also enjoyed speaking to many of our customers to discuss the feedback and suggested areas of focus.

Training was one of the key areas of improvement you identified. We heard your feedback loud and clear, and are incorporating both live as well as pre-recorded video trainings, and some tailored training hours into the New and Enhanced Support services plan. We shall continue to add to this library iteratively.

Documentation was another service element you asked for improvement in. Better and more accessible product and release documentation shall be delivered via our new Support Portal.

Product: Finally, your identified key product-specific areas of improvement included:
• Reporting Capabilities
• Quality Assurance
• Updates & Enhancements Timeliness

> ❝
>
> *We shall keep our valuable clients posted on all happenings regarding upcoming training webinars, product roadmap, enhanced support initiatives, Roadmap community meetings and strategy, via our newsletter on a quarterly, or sometimes more frequent, basis. We look forward to taking our customers on-board on this exciting journey based on your valuable feedback and participation.*
>
> *- Shahzad Rafique (COO)*
>
> ❞

New & Enhanced Support Services

While AutoSoft shall continue to maintain, enhance and support all licensed solutions, the quality and manner of delivery of support services shall be improved significantly.

Greater Value: Some clients have received our formal communication by now (coming up for the rest of you), covering the greater value you shall receive as part of the AutoSoft Enhanced Support Program going forward.

Support Services Portal: based on your feedback, the new portal we have launched provides you access to enhanced support services, including:
• Ability to enter as well as monitor support and enhancement requests.
• Access to KBase of FAQs, as well as general and client-specific documentation, for self-service during off hours.
• Access to calendar of upcoming live training,
• Access to the pre-recorded on-demand training videos library - IN PROGRESS.
• Helpdesk Hotline – COMING SOON.

Upcoming Product Roadmap

While your feedback spoke to the symptoms observed, our acquiring company identified and helped resolve root causes such as org structure, work management tooling and release cadence, to allow for greater focus to each stream of work, better quality and throughput, based on Constellation's best practices.

In an unprecedented break from the past, the 2023 & Beyond Enhanced Support Services plan shall incorporate not just the enhanced services mentioned, but also include product upgrades (not just updates) as part of your support package.

What we shall require from our clients, to enable this new chapter, is to embrace a better planned and managed roadmap-based release cycle, instead of a reactive release cadence, for greater quality and product evolution in terms of features as well as user experience.

Additionally, your cooperation in maintaining a single and updated source of truth on our new support portal, shall enable correct and equitable prioritization, both for resolution of backlog issues as well as for the evolution and growth of the features and functionality of the systems, as per your growing needs.
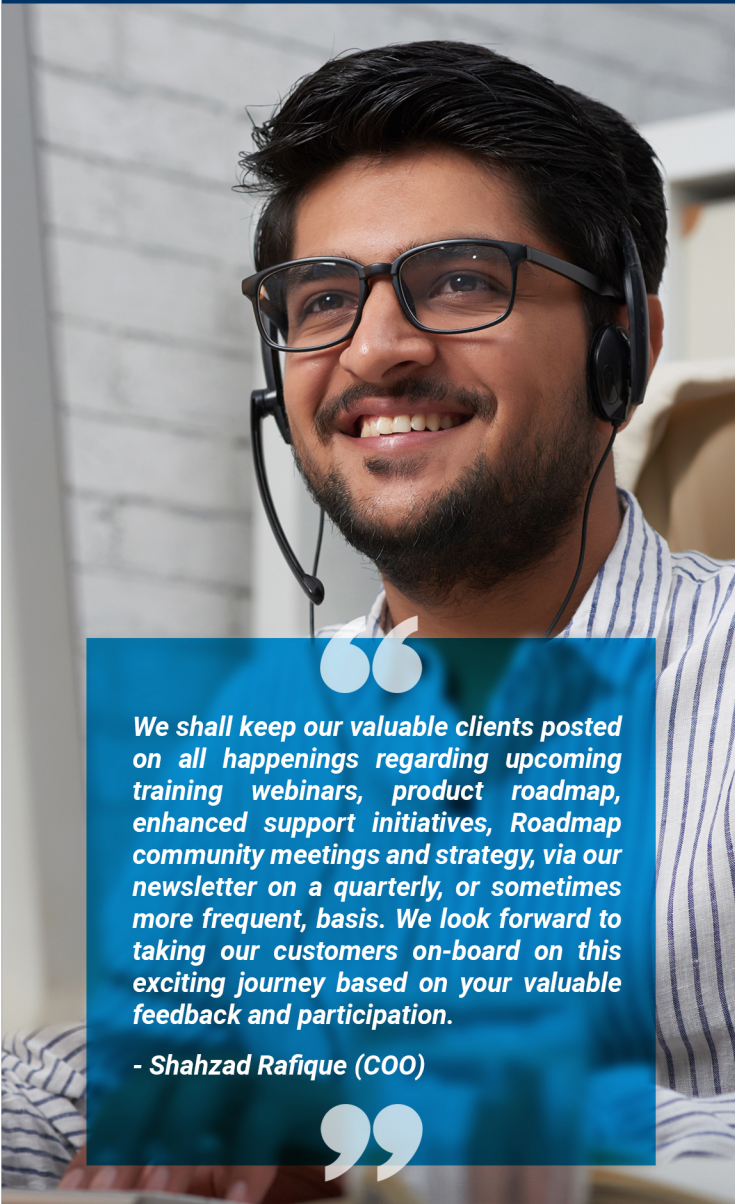
The next Newsletter shall announce details about the exciting new releases across our product suite!

Training Schedule

AutoSoft shall be offering training sessions to all supported customers for all modules, in Q4 and beyond. If you have not mentioned in the post-acquisition customer survey form, please share the training need details, as soon as possible, at **trainings@autosoftdynamics.com**.

Further details related to the training schedule will be shared via newsletter, and published on our support portal hub as soon as they become available.

About Constellation Software Inc.

Constellation Software Inc. was formed in 1995 and became publicly listed on the Toronto Stock Exchange in 2006 (TSX: CSU). Constellation is a rapidly growing conglomerate of vertical market software (industry-specific/specialized, mission-critical software solutions: VMS) companies; each focused upon dominating its respective market niche. Constellation's growth is based on a simple strategy: identity promising VMS firms; acquire them, and then integrate them into the Constellation family while building on their fundamental strengths to help them become world-class organizations.

CSI has a long track record as the final home for companies built by great entrepreneurs. Businesses running on systems backed by Constellation can rest assured the systems shall be maintained and supported, at an elevated level of quality, for the lifetime of their business needs.

CSI and its subsidiaries have well over 30,000 staff generating in excess of $5B in global revenues, across more than 100 countries. More information about Constellation Software Inc. is available at www.csisoftware.com

About Perseus Group Software Corp.

Perseus, one of six operating groups of CSI, currently comprises over 50 companies in more than a dozen industry vertical markets around the world. Perseus entered Pakistan in 2010, with the establishment of Contour as an offshore centre to serve the staff augmentation needs of CSI companies all over the world. More information about the Perseus Group can be accessed at www.csiperseus.com

About AutoSoft Dynamics (Pvt.) Limited

AutoSoft Dynamics is a leading global solution provider of Banking, IT and ICT automated solutions for the banking and financial services industry. AutoSoft offers a range of products, solutions and consulting services that cut costs, respond rapidly to market needs, enhance customer service levels and mitigate implementation risks.

AutoSoft, founded in 2000 by Lutfullah Khan, built upon his 30+ years' experience in global banking at the time, to develop a core banking suite of solutions, which 22 years later helps run nearly 3 dozen banks and financial institutions across Asia & Africa. AutoSoft solutions are currently implemented in leading institutions within Asia, the Middle East and Africa. More information about AutoSoft Dynamics (Pvt.) Limited is available at www.autosoftdynamics.com

About Contour Software (PVT) LTD

Bilal Mahmood joined the Perseus operating group (old name Constellation Homebuilder Systems Corp.) of Constellation Software in Canada at the start of 2007. While the groundwork for its inception started as early as 2008, with pilot projects led by Bilal Mahmood over an 18-month period in order to prove the concept, Constellation's acquisition of Gladstone PLC (now Gladstone MRM) culminated in the launch of Contour.

While Gladstone had had a small team in Karachi since 2007, Contour's birth resulted in a tenfold increase in headcount, over the first three-year period. Today, more than 200 of Constellation's global divisions and departments have teams located at the Contour offices in Karachi, Lahore & Islamabad. We continue to seek out bright and experienced talent, to fuel our organic growth initiatives as well as our inorganic growth maintenance requirements. What started out as an offshore R&D and Accounting Support services centre for one operating group, has become a full-featured global centre employing over 1,600 staff in Pakistan, representing nearly 5% of the global workforce of the parent company. More information about Contour Software is available at www.contour-software.com
Software for Life!

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