

NEWSLETTER

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Support Services Update

As communicated in our August issue, the new AutoSoft Team Support portal with Customer Hub is live, and as of the start of September:

- we had completed meetings with almost all clients, for consolidation and agreement of enhancements and support requests;
- the single source of truth was now live on Team Support, allowing for monthly calls to review, validate, and ensure alignment on prioritization;
- and Monthly review meetings (with your senior technical leadership) were started, to ensure quality and timeliness on the deliverables and action items on both sides, and greater visibility on deliveries and SOPs (for CRs / enhancements), allowing stakeholders to plan and prioritize more effectively.
- We are all set to launch our Help Desk in the next few weeks to further streamline support call and response.

Knowledge Base Updates:

- The Support Portal Customer Hub now has an initial library of:
 - Installation and setup guides for all our products, including: AutoBANKER Premium, AutoBANKER II, AutoRISK, AutoCOLLECT, AutoHOST, AutoLOS, AutoCOMPLIANCE and ADAMS, AutoMWALLET, AutoRTGS, & AutoSWIFT;
 - As well as all your company-specific documentation (accessible by you only).
- Videos for installation and setup of the above-mentioned products have also been placed on our hub portal for installation and setup needs for UAT, & Staging environments for our customers.
- In the next phase, we are working to deliver configuration and parameterization videos for system administrators. Stay tuned for more updates via our next newsletter.

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Training Services

- As part of a series of training services, AutoSoft shall conduct Webinars – complimentary for Supported customers.
- Our Live Webinar Events series starts from January 2023, with the following:

DATE	TOPIC	PRESENTER
January 23, 2023	AutoLOS Consumer Loan Origination	Mr. Naveed Younas
February 13, 2023	AutoCOMPLIANCE Name Screening	Mr. Abdul Hannan
February 20, 2023	AutoCOMPLIANCE Transaction Monitoring	Mr. Abdul Hannan



- Further details related to the training schedule shall be shared on our support portal hub as soon as they become available.
- Additional required trainings of any module can be booked through the team support portal or by emailing us at trainings@autosoftdynamics.com

R&D Roadmap

We have started working on our roadmap-based releases and we are all set to launch the below mentioned functionalities in the next quarter:

- Browser Based Letter of Guarantee Module Upgrade
- SWIFT Interfacing and integration of MT760, MT761, MT767, MT775, N99 (F6)



- Browser Based version HRMS Back Office functionality (Payroll, Personnel, PF, Gratuity) core features only.
- We shall keep you informed on the progress of our product roadmap in every newsletter.



Client Highlights

In Q3, HBL Microfinance signed off to implement our Treasury & RTGS systems for their needs.



PPCBL Pilot Branch Live in less than 6 Months; All 151 branches migrated by November



It gives me great pleasure in stating that we have successfully migrated all 151 branches of Punjab Provincial Cooperative Bank to AutoSoft's banking solution this month in November 2022. The project started in January 2022 where the end seemed like a monumental task fraught with challenges such as data validation and conversion, training of administrators and end users, deadline of State Bank of Pakistan and localization of the application as per our processes. The pilot branch successfully went live on July 01, 2022 in just under six months, grueling effort by both AutoSoft and PPCBL teams paid off and it was smooth sailing from there.

We are impressed with the quick response and professional approach AutoSoft Dynamics (Pvt.) Limited has given us during the implementation at Punjab Provincial Co-operative Bank Limited. AutoSoft was able to quickly identify PPCBL's needs, adapt and swiftly solve our problems. We are extremely satisfied with our software purchase and we can count on AutoSoft for keeping our business running smoothly. Our joint commitment and professionalism have been the leading factor in the success of this project.

Mr. Mahmood Khan,
CIO Punjab Provincial Cooperative Bank Limited

In early Q3, we had the pleasure of visiting our very first client, running on AutoSoft for core banking and related automation systems for 22 years now – Investrust Bank Zambia.



Corporate Social Responsibility

In September, we raised around US\$37,000 between Contour & AutoSoft staff, and the company's matching contribution, for the flood affectees in Pakistan.

Learning & Development



Perseus Academy

Shahzad Rafique and Azhar Amin from AutoSoft attended the Constellation Perseus Academy leadership summit in September, learning best practices to aid in the ongoing continuous improvement process at AutoSoft.





The Contour Super League

- With its origins in the original Contour Cup of 2010-11, is Contour Software’s annual flagship sporting series, providing staff the opportunity to participate in various indoor and outdoor games and sports, culminating in the cricket tournaments held across Karachi, Lahore & Islamabad.
- This year, AutoSoft got to field three teams in the Lahore phase of the event, which remained unbeaten in the qualifying rounds, and some AutoSoft family members also joined the two ladies cricket teams.
- As we look to work better and harder towards your goals, we shall continue to strengthen the bonds within our teams, for greater knowledge sharing and collaboration, to achieve better results for you.

