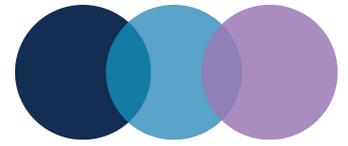


# Solutions & Services



## Solutions & Services Overview

Pulsion Technology is an established IT development and services company with an exceptional track record of successful delivery and customer satisfaction. Incorporated over 15 years ago and headquartered in Scotland, we have grown from being a small software house to a prominent player with an impressive client list, spanning many industries. Our key focus is on the provision of web and software development, integration, consultancy and support services.

We are well aware of the issues faced by many organisations today. The economic challenges have created a renewed pressure to increase internal efficiencies, reduce running costs and improve customer service in order to remain competitive. The software solutions and IT services which we provide are assisting organisations to do exactly that.

## Why Pulsion?

What sets us aside is our focus, vision and capability to deliver. We are accredited, come highly recommended and invest heavily in both product development and our first class consultants. The satisfaction levels of our client base are testament to this. Here are some other reasons why clients choose to work with us:

- » Supplier on a number of frameworks including the Scottish Minister's Multi Supplier Framework Agreement for Applications, Web Services & Associated Services and NHS Framework for Application Development & Support
- » Microsoft Gold Certified & Oracle Partner
- » We operate industry best practice processes such as ITIL, ISO9001:2008 and PRINCE2
- » Highly accredited pool of development staff and consultants, led by an experienced 'hands on' management team

## Fast Growing Client Base

- » Barclays
- » Citizens Advice Scotland
- » Glasgow City Council
- » Ignis Asset Management
- » NHS
- » NHS Institute for Health Research
- » Refugee Councils
- » Strathclyde Fire & Rescue
- » Student Loans Company
- » UK Payments Authority
- » University of Bristol
- » University of Glasgow

## Products & Services

- » Software Development
- » Web Development
- » Systems Integration
- » Microsoft SharePoint
- » eSquiggles Mobile Software
- » Caman Case Management Software
- » Business Intelligence
- » IT Support Services
- » Project Recovery

**9001**

ISO 9001:2008  
TickIT quality  
accredited

**50**

Previous finalist in  
Deloitte Fast 50 IT  
awards

**£18m**

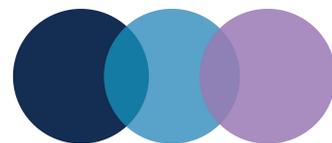
Partner in  
consortium awarded  
a contract worth  
£18 million by  
Transport Scotland

**20%**

Average productivity  
increase using  
eSquiggles Mobile  
Software

**84,000**

Number of health  
professionals using  
a NHS website that  
we develop and  
support



**Caman** 

Pulsion Technology's Caman solution is web based case management software which transforms ways of managing paperwork and processes. For organisations managing large amounts of paper there will be pressure to increase turnaround times on case processing whilst ensuring the accuracy of data is maintained. An automated approach to case handling will alleviate this pressure.

Caman combines document management, workflow, extranets, management reporting and escalation management to process cases electronically. Cases are routed without risk of duplication and designated members of staff can monitor the status of cases quickly and securely. Some key features of Caman include:

- » Document Management
- » Task List Management & Workflow
- » Allocation Manager
- » Escalation Management
- » Management Reporting
- » Financial Management
- » Call Centre Manager

Caman is built on Microsoft technology and is a hybrid solution which delivers the benefits of both Commercial Off The Shelf (COTS) and custom built bespoke software solutions. It is built on robust proven technology, with defined upgrade paths, yet is flexible and fully customisable.

"All in all, Caman has led to positive change within CAS. Our advisers are able to work much more efficiently and it has led to a better management reporting process."

**Malcolm Melville**  
Head of ICT  
Citizens Advice Scotland

**eSquiggles** 

eSquiggles is Mobile Data Collection Software which runs on PDAs or mobile phones. It can be used in a range of industries to automate on-site data collection and mobilise the workforce, reducing data collection times, automating report generation and increasing productivity.

eSquiggles allows staff out in the field to capture data electronically, complete jobs large or small such as surveys, inspections or risk assessments and send the data back to the office electronically. Paper forms are replaced by mobile forms, IT systems or reports can be populated without the need to retype data and travel time back and forth to the office is significantly reduced. eSquiggles can automate a range of functions such as job scheduling, resource planning, asset tracking and management reporting.

Key benefits include:

- » Easier and quicker method of data collection
- » Automatic population of data into clients' documentation
- » Reduction in operational costs, manual processes and increase in productivity of the mobile workforce
- » Client or subcontractor access to information remotely via a client portal
- » Available software as a service, with no large upfront investment

The eSquiggles solution set includes:

- » eSquiggles Data Collection
- » eSquiggles Risk Assessment
- » eSquiggles Compliance
- » eSquiggles Field Service Management

"The department had great expectations from the project and to date it is meeting cost reduction and efficiency expectations."

**Kevin Thomas**  
Estates IT Manager  
University of Bristol

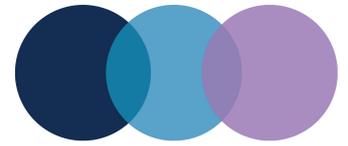
## Microsoft SharePoint

Information is one of an organisation's greatest assets, yet in many companies members of staff have to spend great amounts of time and effort in locating information. Microsoft SharePoint provides a single, integrated location for collaboration and sharing.

These intranets and extranets allow individuals to search for resources, share information and manage content. Teams can work together more effectively, gain better control over information, maintain task lists and implement workflows. Critical data can be accessed easily and information can be searched across applications via the enterprise search tools.

These types of secure web-enabled portals promote collaborative working with clients and partner organisations, providing remote and secure access to content, data and documents.

Pulsion has a dedicated SharePoint practice, which has grown over the past few years and has a thriving client base. Projects vary in size from a man month to several man years. The range of services provided from within our SharePoint practice includes implementation, requirements gathering and analysis, business process definition, workflow design, front end design, development, customisation and setup.



## Microsoft SharePoint

Some key features include:

- » Access to all documentation and IT systems via one single point of entry
- » Access to management reports seamlessly
- » Sharing of information across departments, offices and externally with partner companies

“Pulsion Technology has allowed us to gain a better understanding of SharePoint and what it could do for us as an organisation. The knowledge and consultative approach by Pulsion has added significant value to this project.”

Gavin Docherty  
Head of IT  
VisitScotland

- » Development and support of a high profile NHS website, accessed by over 84,000 health professionals
- » Provision of a pilot Joint Client Database (case management) solution for the UK’s three national Refugee Councils
- » Lead development company on the Volo Consortium’s world first on-train entertainment system.
- » Web development project for Citizens Advice Direct providing multi access to advice, dealing with 42,000 enquiries per annum

“Pulsion Technology has delivered a website which promotes self-service and includes key features such as instant messaging, email integration and SMS messaging. Feedback on the website has been great and we are really happy with the end results.”

Kirsteen McDonald  
Chief Executive  
Citizens Advice Direct

- » quick and secure access to detailed management reports
- » secure access to business intelligence with internal and external sources
- » data warehouses, management information systems and digital dashboards

## Systems Integration

Most organisations today operate using a growing number of ‘back office’ IT systems. These systems and the information they hold are pivotal to the success of an organisation. Quite often these systems will operate independently of each other and remain in different ‘silos’ within an organisation. Joining up these systems and information across an organisation is key to driving more efficient ways of working. Integration can be achieved cost effectively.

Organisations can transfer and share data across departments, geographic locations and with external partner organisations. Pulsion has worked with clients to integrate back office IT systems, and in particular with applications such as CRM to allow organisations to gain a corporate view of clients and data, and manage information in a seamless way.

## Software Development

We have embarked on a large number of bespoke application development type projects, for a range of public and private sector clients. The premise behind a large majority of our projects is streamlining business processes, enhancing information sharing and ultimately, driving business efficiency.

As a respected Microsoft Gold Partner, a large proportion of the web and application development we undertake is within the Microsoft .Net framework. Some key projects we have delivered include:

- » Development of a grants management system for Glasgow City Council

## Management Reporting

Analysing data and extracting management reports from systems is complex. Pulsion Technology has extensive experience of designing sophisticated yet intuitive management reports for clients in a number of markets. These provide decision makers with:

- » detailed management information across an organisation
- » analysis of performance against Key Performance Indicators

### Contact Us

To find out more about our offerings, pricing or projects please contact us or visit our website.

