



Paltrack (Pty) Ltd. offers a range of additional value add services to our clients over and above our functionality rich solution.

## BESPOKE DEVELOPMENT

As a dedicated software house, Paltrack (Pty) Ltd. is well positioned to develop customized software solutions that address your unique business requirements. This bespoke development can either be an extension to PALTRACK™, or could be a stand alone solution customized to your unique requirements with little or no interaction with our core solution or additional services.

Some of the recent bespoke development projects that have been completed include:

- Pooling and Producer Payment solutions
- Debtors Systems
- Integration with ERP/Financial systems
- Invoicing solutions
- Quality Assurance Solutions
- Helpdesk Systems
- Website development
- Data Warehouse solutions
- Temperature monitoring solutions
- Solutions for a variety of handheld devices

Our development methodology ensures that solutions are well designed, exhaustively tested and successfully implemented, as well as being fully documented. An additional maintenance contract can be entered into that will provide you with ongoing support to ensure long term continuity and peace of mind.

## CONSULTING

Paltrack (Pty) Ltd. staff has gained unmatched experience through our significant install base and exposure to all aspects of our vertical market from producer to export agent. Customers can access this experience through our consulting service. This service includes:

- Conducting needs analysis and assessments to determine your system requirements
- Troubleshooting and creative problem solving
- The ability to analyse, translate and define business requirements into technical solutions or to document and streamline your business processes.

## TRAINING

Paltrack (Pty) Ltd. provide a number of training courses that address the wide spectrum of our solution and user groups. Training covers basic to advanced levels.

Training can be provided for new installations. Additionally, we offer refresher courses which are typically scheduled at the beginning of a season or on request. The depth of training varies from operator and clerk level instruction to administrator functionality. Where necessary, specific sessions can be arranged to cover areas of need or focus within your business. Training is held either on-site at our customer's premises or at the Paltrack offices. Training usually combines theoretical sessions as well as practical hands on exercises. When necessary, we are able to provide a trainer on-site to assist with on the job training or mentoring.



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