

Innovation & Capability Voucher – Productivity Solutions

The 30 current Integration Solutions available are listed below.

SPRING will continue to roll out relevant Integrated Solutions in the near future.

| | Integrated Solutions | Description | Supportable Components |
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| 1 | Accounting Management System | <p>The system manages accounting functions and provides analysis reports that enable better financial management. The system allows multi-user access, integrates seamlessly with any existing systems and should minimally include the following modules:</p> <ul style="list-style-type: none"> • Financial Statement (consisting statement of financial position, comprehensive income, and cash flow) • Account Receivable/Payable • Purchase and Sales Order • Billing and Invoicing <p>Solution must be compliant with Singapore’s accounting regulations and standards, as well as IRAS e-Tax guide, especially GST.</p> | Software system, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 2 | Appointment Scheduling and Booking System | <p>The system automates appointment scheduling and booking processes, helping companies to save manpower and time. It can also customise and send booking notifications, reminders and confirmations emails to staff and/or customers.</p> | Software system, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 3 | Asset / Worker Identification and Tracking System | <p>Comprising a combination of hardware (i.e. RFID tags, scanners) and software, the system enables real-time identification and tracking of asset or worker locations. This system is useful for companies which need to track workers or assets that are on the move.</p> | Hardware (RFID tags, scanners etc.), related software, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 4 | Attendance Tracking System | <p>The attendance tracking system is a biometric or RFID system that tracks the attendance of the employees or students, and automates attendance report generation. The system should have an API (Application Programming Interface) to integrate with the human resource management or student profile Page 2 of 8 management system for issuance of customized emails/SMS notifications to employees or students for information, warning or detention purpose. It may optionally include a system component to measure and track temperature of the employees or students.</p> | Software system, hardware (RFID tags, fingerprint punch), on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 5 | Audit Management System | <p>This system automatically generates standard, detailed audit reports which highlight key audit findings, assessments, resolutions and other audit-related results. The system utilises audit tools and integrates with existing management platform, including HR, payroll, finance, ERP, etc. It has automated workflows for escalation of approval notifications.</p> | Software system, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 6 | Clinic Management System | <p>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 needs to have an API (Application Programming Interface) 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.</p> | Software system, on-boarding services and customisation, related training and subscription cost (up to 2 years). |

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| 7 | Crowd Video Analytics Tool | This tool combines video surveillance and video analytics Technology into one easy-to-implement solution for retail chain stores and/or F&B outlets to gather information on customer behaviour and measure store traffic to determine sales conversion rates and/or optimize staff allocation. | Software system, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 8 | Customer Relationship and Loyalty Management | 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 is able to integrate with Microsoft Outlook and the company's accounting software. It is able to provide dashboard/reports to allow sales teams to view, analyse and manage sales activities, objectives, leads generated, leads follow-up, etc. efficiently. | Software system, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 9 | Digital Mannequin Simulation for Retail Enterprises Only | This is a product relevant to the retail industry. The solution allows customers to try-on clothes virtually without physically wearing them, thus accelerating the clothes-fitting process. The system encompasses an Internet of Things (IoT) empowered, human profile analytic tool and enables companies to collect information on customers' profiles (e.g. gender, age, shopping preferences) so as to in turn enhance the customer experience. | Software system, hardware (display panel), on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 10 | 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. | Software system, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 11 | Energy Management System | The system enables companies to monitor their energy usage in real-time through a web browser. It provides in-depth energy analytics reports which enable the company to identify areas of energy wastage and validate the impact of energy efficiency initiatives. | Software system, hardware (smart metering), on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 12 | E-Procurement Management System | This is an all-in-one procurement system for Business-to-Business buyers and suppliers that automate procurement processes. The system enables seamless electronic execution of supply delivery, ordering, goods receipt and invoice generation. | Software system, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 13 | Face Recognition and Customer Profiling Tool | The tool enables retailers to deploy tailored advertisement targeted at specific customer groups through face recognition and customer profiling technology, which detects customers' facial expression and behaviour when they look at the digital advertising signage. It is able to capture information on customers' profiles and product preferences. This allows the company to track and measure the popularity of display items, effectiveness of advertisement content, as well as customer satisfaction. | Software system, hardware (electronic billboard), on-boarding services and customisation, related training and subscription cost (up to 2 years). |

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| 14 | Freight Management System | The system automates operational tasks and supports overall processes in the logistics industry. It manages import-export costs, freights, and multimodal shipments. It can be integrated with systems used by freight forwarders and ocean carriers, and allows real-time tracking of cargo status and movement. | Software system, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 15 | Fleet Management System | The system includes telematics and GPS tracking technology which provides the company a complete overview of its fleet's location and operating condition. Companies can tailor the fleet journey, manage cost control, improve fleet utilization and improve productivity. | Hardware (GPS/RFID trackers), related software, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 16 | Human Resource E-scheduling System | The system automates worker roster scheduling processes as well as the generation of attendance and overtime reports, enabling companies to eliminate manual processes and effectively allocate manpower resources. The system's API (Application Programmable Interface) should allow integration with the company's existing HR management system which manages employee record and payroll. | Software system, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 17 | Human Resource Management System | The system automates administrative human resource processes and helps SMEs keep their employee records up- to-date. It is flexible and can be configured as needed. The system includes the following modules: <ul style="list-style-type: none"> • Employee Database • Payroll • Leave & Claims Administration | Software system, on-boarding services and customisation, and related training. |
| 18 | Human Resource Performance Appraisal System | This system helps companies to identify and appraise employees' performance. It enables managers and HR administrators to collaborate in the evaluation of staff performance, track performance history and manage the overall the performance appraisal process. The system's API (Application Programmable Interface) should integrate with the company's existing HR management system which manages the employee record and payroll. | Software system, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 19 | Image Recognition and Search Tool | The tool directs customers to more product information when a designated photo related to the product is captured. It is an image capturing tool with a built-in image recognition SDK program for 2D and 3D images, not a simple QR code recognition tool. Upon capture and submission of an image, related information will then be disseminated back to the customer's mobile device. This tool creates awareness for the company's products. | Software system, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 20 | Inventory Management System | The system automates inventory management processes, monitors stock availability and streamlines tracking of transaction data. The system generates inventory reports which provide information on stock movements and status. The system's API (Application Programmable Interface) should allow integration with any existing accounting management and POS system. | Software system, hardware (bar code scanner), on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 21 | Mobile Menu Ordering and Payment System | This is a comprehensive system that 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 API (Application Page 6 of 8 Programmable Interface) should allow integration with any existing POS system. | Hardware (smart devices), related software, on-boarding services and customisation, related training and subscription cost (up to 2 years). |

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| 22 | Online Media Analytics Tool | The tool analyses articles, comments and posts on social media (e.g. Facebook, Twitter, Instagram) and the Internet. It generates real-time reports which enable the company to understand sentiments towards the brand and/or products of the company and/or its competitors. This will help the company understand its standing against competitors, and enhance the effectiveness of public relations and marketing campaigns. | Software system, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 23 | Point-of-Sales (POS) System | The system automates real-time tracking of inventory and sales transactions. The system generates sales report and provides insights on customer behaviour and product popularity. The system's API (Application Programmable Interface) should be able to integrate with any existing accounting and inventory management system. | POS software system, hardware (display panel, smart devices, barcode scanner, receipt printer), on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 24 | Product Display & Store Layout (PDSL) for Retail Enterprises Only | The solution creates an effective product display and store layout for retail businesses. It comprises a series of display cabinets and shelving systems to optimise the overall layout of the entire shop space to facilitate sales. Please note that : <ul style="list-style-type: none"> • Clear pictures that capture the full pre-renovated area(s) should be included as an attachment in the application submission. • Clearly labelled before and after pictures of the full renovated area(s) should be included in the claims submission to show the difference before and after renovation. | Display cabinets and shelving systems which form part of the overall store layout. |
| 25 | Project Management System | The system enables project stakeholders to monitor and manage project status more visibly and with more control. It auto-generates dashboards, Gantt charts and project status for easy-viewing and provides resource assignment, financial metrics-tracking and project trouble - shooting capabilities. | Software system, customisation, set-up costs, related training and subscription cost (up to 2 years). |
| 26 | Queue Management System | The system allows customers of F&B and service companies (e.g. clinics, salons) 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. | Software system, hardware (display panels), on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 27 | Restaurant 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. | Hardware (display panel, wireless paging tags), related software, on-boarding services and customisation, related training and subscription cost (up to 2 years). |
| 28 | School Management System | The system manages data and key resources within schools and/or education institutions, such as parent/student contact details, class schedules and time-tables. It may optionally include a component to automate other operational processes, such as attendance and/or temperature taking. | Software system, on-boarding services and customisation, related training and subscription cost (up to 2 years). |

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| 29 | SMS Notification and Auto-Reply System | The system broadcasts and receives SMS notifications, and can be used for direct mobile marketing or employee communications. The system should be able to automatically generate pre-recorded responses to customers who respond to notifications sent by the company via the system. The system's API (Application Programmable Interface) should integrate with the company's existing CRM system so that SMS messages can be customised according to customer profiles | Software system, onboarding services and customisation, related training and subscription cost (up to 2 years). |
| 30 | 5S Implementation for F&B micro enterprises only | This structured programme on 5S housekeeping practices helps F&B micro enterprises to improve productivity by systematically achieving organisational cleanliness and standardisation in the workplace. | Implementation cost. |