Corporate Overview

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1983

Frontier
software

www.frontiersoftware.com

About Frontier Software

Founded on commitment, built on quality, unrivalled in delivery

Frontier Software was formed in Melbourne, Australia, in 1983. Our software products are the result of more than three decades of investment in technology and people with a sharp focus on the provision of comprehensive, world class, integrated HR and Payroll management software solutions. Today, our software products are the cornerstone of HR and Payroll departments worldwide as they continue to evolve to meet expectations in a competitive market. Our internationally proven solution delivers unsurpassed levels of modularity, flexibility and functionality.

Frontier Software is founded on commitment, built on quality and unrivalled in delivery.

International footprint

Frontier Software is a world leader in developing, delivering and supporting HR and Payroll management software solutions. We serve more than 1,500 organisations in the public, private and third sectors across Asia-Pacific, Europe and the Far East. We have offices in Australia, India, Malaysia, New Zealand, Philippines, Singapore and United Kingdom. Our operations span the globe and include clients in remote locations such as Aruba, Fiji, Falkland Islands, Papua New Guinea and St Helena.

Many companies are now combining their HR database onto a global platform with data accessible from any location, but always according to security.

Financial growth

Frontier Software has exercised care in expense control and company expansion. We have invested heavily in design, innovation and human capital development and this has enabled us to create a future-proof software and service environment. Frontier Software is a profitable company and 20% of revenue is used every year to fund product Research & Development.

Investing in excellence

Frontier Software is committed to ensuring that our products always meet your needs and we have a policy of investment in research, developing enhancements and delivering leading-edge software. In addition, we monitor changes in business practice, technology and legislation and seek input from our user groups.

Technology

Our technologically advanced solutions operate on a wide range of server operating systems – Microsoft Windows, Solaris, IBM-AIX and Red Hat Enterprise Linux. With a proprietary database or Microsoft SQL Server/ Oracle database options.

User customisation

Frontier Software has designed a user friendly method for user customisation of the software. Authorised users can change form (screen) field names, add and delete fields, amend menu names and create new forms (screens) as required. All of these changes can be made without affecting software upgrades and, most importantly, you do not need to be an IT expert.

Innovation

A Human Capital Management solution that can expand when your organisation grows is essential and we have a range of modules to ensure our software will meet your needs. Innovation is crucial to our continuing success and Frontier Software is an award winning industry leader in the provision of HCM solutions.

Global revenue expressed in GBP, USD, AUD and NZD currencies

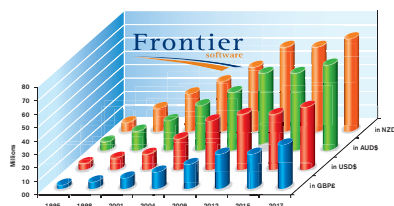### Frontier Software delivery options

We offer a wide range of software products and associated professional services and our solutions can be implemented as:

- Licensed Software (on-premise)
- Software as a Service (SaaS)
- Application Service Provider (ASP)

Any combination of the above can be used to enhance your business strategic requirements and we also offer flexible and cost effective payroll processing services; from a traditional bureau approach to fully outsourced.

Our deployment options are as flexible as our software. Select whatever is the best option for your company. The cloud means either a 'private' or 'public' cloud whereby hardware can be hosted by Frontier Software (or its third party agent) or by your own IT division.

Your Human Capital Management Solution

Integrated software solutions provide a single database of HCM data

Local, National, Global Human Capital Management

Does your organisation have a requirement to maintain information for a global workforce? If the answer is yes, then Frontier Software has the ideal solution. The ichris product suite provides you with a local, national or global environment for your Human Capital Management software requirements. Data from any country can be stored and accessed from within your global company network or via the Internet. One database for all countries, all group companies and all your employees is a reality. Access is controlled by the comprehensive security functions inherent to the software, including audit controls to ensure all data changes are logged and reportable. With global organisations, rules and regulations differ and internal employment terms and conditions may vary, but the design of our product allows rules to be defined globally or for individual countries within your organisation.

Customer Service

Commitment to customer service is our number one priority. The implementation process is performed by experienced, accredited consultants who have the knowledge and capability to ensure that your project is a success.

We provide a national Helpdesk to ensure support is always available and to answer your queries.

Multi Country / Currency / Language

Frontier Software can offer a single database for all your employees wherever they are located. Any country can be accommodated with your data accessed through common browsers at any time. Different currencies for any form of remuneration (salary), allowances /benefits can be created.

If your organisation requires multi language capability then we have the solution. You are not limited to one language, For example, one manager could be in Brazil (Portuguese), with others located in Paris (French), Rome (Italian) or Madrid (Spanish). Each user selects their language of choice. Naturally, country and data security is essential and can be managed from within the solution.

Quality Assurance

Frontier Software is totally committed to quality assurance throughout the organisation and certified under the ISO 9001 Quality Assurance standard and the ISO 27001 standard on Information Security Management Systems. Together these constitute our Business Improvement System. Some departments of Frontier Software are also certified against the ISO 20000 Service Management standard.

Virtual HR Office

Our software environment - ichris - offers organisations of any size and from any industry sector the opportunity to create a centralised, virtual HR office incorporating a comprehensive choice of functions. These functions will save your organisation time and money with a rapid return on investment within two - three years.

Our solution includes:

- **A 'browser' software solution** Licenced software or SaaS (Software as a Service)
- **Integrated Solution** where data is only entered once for use by all modules
- **Report Designer** unmatched in terms of flexibility, capability and user-friendliness
- **Maintain extensive HR information** vital to managing your most valuable asset – your staff
- **Modularity** purchase only those modules that match your current requirement and then build in line with business growth
- **First class** maintenance and ongoing support services
- **User customisation/flexibility** achieved by utilising our integrated form (screen) designer

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Your Reasons for Choosing

Commitment to customer service is our number one priority

Longevity – Frontier Software has been in the business of providing HR and Payroll management software solutions since 1983 – it is our core business.

Unsurpassed portfolio of integrated HR applications – if you have a specific requirement for your organisation, you can trust Frontier Software to deliver the right solution.

Proven track record – HR and Payroll management functions are mission critical – incorrect or late pay is not an option. We have proven, time and again that we can accommodate individual software requirements to meet sector-specific anomalies.

Customers – over 1,500 organisations with employee headcounts between 50 and 100,000 across all business sectors have selected Frontier Software to manage their HR and Payroll data.

Software maintained by us – we have a proven track record of providing timely software enhancements and upgrades. You can always trust Frontier Software to deliver.

Understanding – getting to know your business requirements is fundamental to a successful project and key to our approach.

Integrity – with Frontier Software there is no risk: our past performance and long standing customers prove our business integrity.

Loyalty – Frontier Software develops close relationships and, as a result, our customer retention is extremely high. Our level of staff loyalty is excellent thus ensuring you receive support from truly experienced professionals.

Commitment – dedication to building and supporting a robust solution underpins the business philosophy of Frontier Software.

Product Technology – our products are mission critical hence we rely upon proven technology to develop and recommend to customers. We offer a modern environment using the most popular web browsers and databases.

Deployment – Today, more than ever before, it is important to be flexible and our software solutions can be delivered in-house (on-premise), or hosted (cloud). Payroll processing services are also available.

Management Information – our integrated Report Designer provides unlimited extraction, analysis and reporting, whilst our dashboard module gives you superb charts and gauges for instant access to management information.

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Our Professional Services

A seamless extension to your business

User Groups

Regular user group meetings and conferences provide a customer forum for mutual feedback, sharing experiences and exchanging ideas. Many innovations have evolved from these discussions.

User Training

User training is an essential part of our service to customers. Comprehensive training programmes cater for all skill levels and user training can be conducted at your premises or in our training centres. Standard training and refresher courses are also available, offering a cost-effective option for new recruits and to learn new products and features.

Support

Our products are simple to install and maintain and are easy to upgrade, so require a minimum of technical support. However, if you do need help, Frontier Software's Helpdesk is a one stop shop for any queries – wherever you are. Our comprehensive online user guides and help facilities are available, together with associated documentation including hints and tips, topic notes and new release notes.

Helpdesk support is included as part of your annual maintenance agreement and support calls during business hours are answered free of charge.

Data Migration

Data migration facilities are available for transferring data from your legacy systems and our Import / Export tool is a simple to use and cost effective solution to this important aspect of your project.

Project Management

With our experience, gained from hundreds of successful implementations, we guarantee a professional approach to project management from the outset. We create realistic project plans with your business in mind, so that completion targets are met – on time and within budget.

Consultancy

If you require assistance with implementation, data conversion, specification of requirements, system reviews or perhaps cover for short-term staff absences we can help. Frontier Software has trained consultants, with experience across all business sectors, who are able to accommodate any task that requires a specialist understanding of HR or Payroll management. We also have our own internal accreditation process, which ensures they are suitably qualified in all aspects of our extensive product range.

Post Implementation Review

A successful company understands the need to constantly review to gain the best from any system. Frontier Software delivers a post implementation review service to achieve these aims.

The objectives of this service are:

- to understand your requirements and expectations of products and services
- to help your organisation review how the product is being used and identify if a better method exists
- inform management if additional user training is required

This is particularly important when new staff have joined the project and may have little product knowledge.

Other Professional Services

- Software Development
- Remote Software Upgrade Service
- Recruitment Services
- Payroll Bureau / Outsourcing
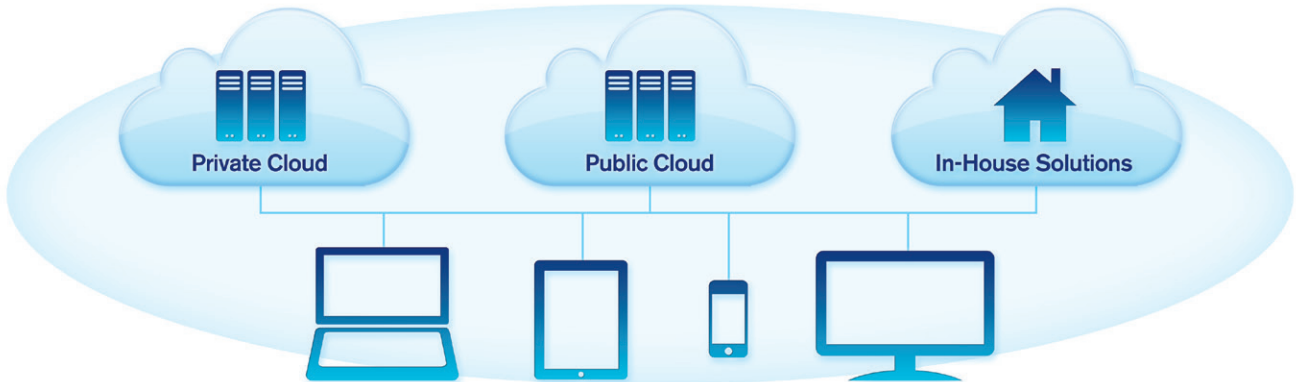- BPO (Business Process Outsourcing)

Visit: www.frontiersoftware.com

Our website is a 24/7 communications hub for providing the latest information to our customer base. Users can access product information, book attendance on training courses and user groups, update contact data and review helpdesk queries.

Frontier
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Cloud Computing, In-House or Hosted

You have a choice

Frontier Software offers all these options

Software as a Service (SaaS)
SaaS is an applications delivery model that is favoured by small and medium enterprises (SMEs) who choose to have no hardware or software to manage in-house. Application functionality is accessed via a web browser.

Infrastructure as a Service (IaaS)
IaaS offers computing power (CPU), memory, storage, networking and security as a total package. By moving infrastructure to the 'cloud', organisations are able to scale the application as if they owned their own hardware and data centre, but potentially keep up-front costs to a minimum.

Platform as a Service (PaaS)
PaaS is a method for delivering operating systems and associated services over the Internet without downloads or installation.

A cloud solution
With the cloud computing environment, Frontier Software is responsible by managing our application for the customer and this includes all software upgrades. Payment for this service delivery model is a subscription method priced according to the business needs of the customer. Definitions of a cloud solution vary and Frontier Software will provide the right solution to meet your expectations.

In-house
Organisations across the globe have been choosing Frontier Software as their supplier of Human Capital Management software for over 30 years and many of these are delivered as an in-house (on-premise) solution. This option is where the software is stored on your server with access by licenced users.

Software upgrades
Regardless of the software deployment options - in-house (on-premise) or in the cloud - Frontier Software will always ensure that the software is updated for statutory compliance, user requests and general enhancements. Constant product improvements generate business efficiencies for you, the customer.

Payroll Services
With Frontier Software's outsourcing services you can enjoy the accessibility, flexibility and control of processing payroll in-house without allocating your time or resources to manage it. When it comes to accuracy, efficiency and flexibility, we can be relied upon. Payroll data can be provided manually or through access to our ichris software, from any location using a range of devices.

- Select your service level and method of operation
- Software located at your premises or ours
- Automatic updates for changes in statutory legislation
- Minimises administration/ infrastructure costs
- Support from our team of software experts
- Self service option for payslip delivery

Access anytime, anywhere

Frontier software

Awards and Accreditations

Accreditations are extremely important to Frontier Software and in countries
where these are relevant, we invest time and effort to gain these awards.

"Innovation, functionality, flexibility and quality are the foundation of our software solution"

Michael Howard - Founder, Frontier Software

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