

ISOPro Points of Difference

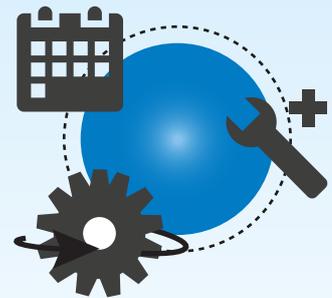
1) User Support is an integral part of ISOPro's service

Each client has a dedicated support team that you interact with and get to know. We do as much or as little as you want; anything that the system does not allow clients system administrators to do is done by the support team at no charge. Anything client system admins can do but chose to ask ISOPro support to do, are included in the service provision component of the monthly fee. Clients decide how much or how little support they want.



2) Massively configurable

ISOPro has easily configurable forms and workflows and reporting templates and documents are easy to upload. The key is '**configurable**'; not **customisation** because it doesn't require coding or development. No changes are made to the underlying ISOPro system. Configuration is quick and easy and the client system administrators can do large parts of it themselves (with some training!) Changes are easy to implement (and easy to roll back as well).



3) Full client data sovereignty

ISOPro clients have full access to all their data and export functionality is available to (client) approved users. There is no data or file attachments that the client cannot **export in bulk on demand**.



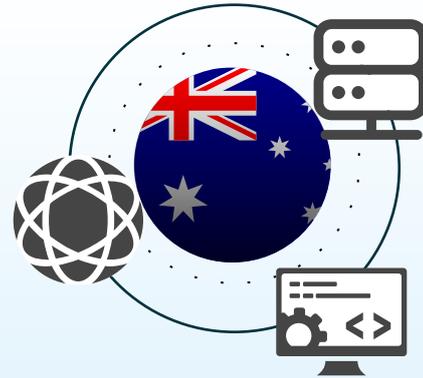
4) Local

ISOPro is 100% Australian.

All hosting is onshore.

All development, testing and server management is handled onshore.

All support is handled onshore (our overseas clients are handled either in Aus or in South Africa).



5) Certifications

ISOPro is ISO9001 and ISO27001 certified.

We are also "Advanced" level SaaS providers to NSW Gov under their ProcureIT framework.

We are a QANTAS approved ICT service provider.

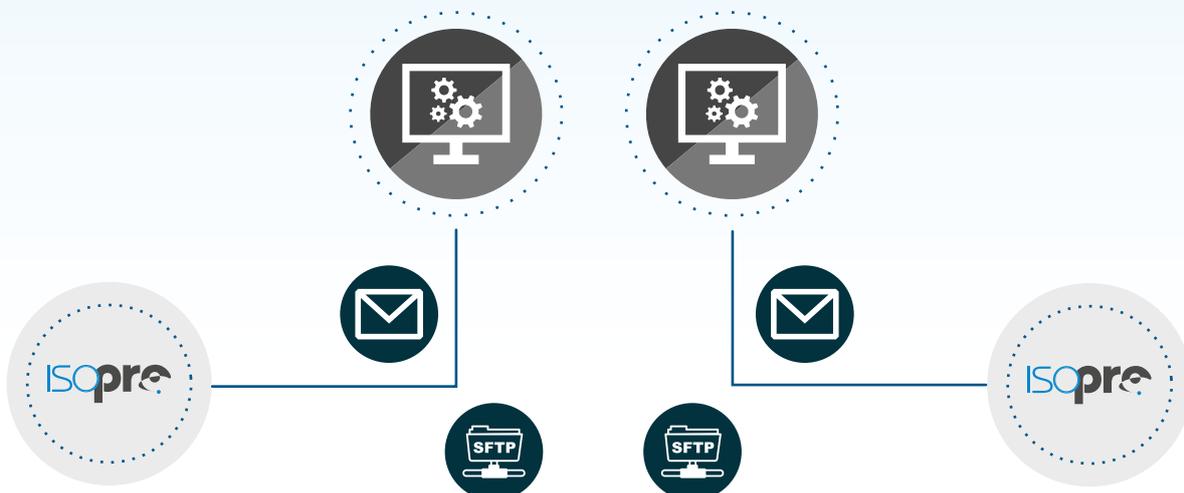


6) Data transfers to / from other software

ISOPro understands that compliance software needs to 'talk' to the other software systems.

The system has out-of-the box automated data transfer options included at no extra cost.

Transfers via SFTP and email allow information to move between systems in near real time.



7) Full Management System solution

For organisations that run ISO-style Standards, incl HACCP, Clinical Standards etc., ISOPro suite of modules support all the operational elements of these system.



8) Reliable partner

ISOPro is an enterprise-level B2B provider; we understand the challenges large organisations face in change management and how sensitive the software purchase decision is. We recognise that software implementations have a notoriously poor track record and pride ourselves in always delivering an implementation on time, on budget and meeting all the stated requirements.

The client doesn't pay for the implementation unless the system delivers what was expected.



9) Our risk-free guarantee

The client doesn't pay for the implementation unless the system delivers what was promised and subscription charges don't start.

