

Annex 1

Research GAP Analysis

Research conducted on Software Applications available on the market, focusing on the following areas:

FOCUS AREAS	CURRENT STATUS	TARGET
Innovation	Currently using multiple application, the applications cannot be scalable and cannot be enhanced. The staff has multiple steps to follow to achieve their goals.	To identify an innovative Solution, that is scalable and easy to use. Can be customisable to achieve the full potential. Help user to work to their full potential in an efficient way.
Generic	The current system lack from automation capabilities; does not record audit trails; does not have AI capabilities; very limited search capabilities; data input is free text with no generic predefined fields; does not support GDPR requirements; not fully integrated with other applications; does not provide dashboards; does not monitors log-ins and log-outs, holds a static database.	To identify a solution to consolidate all third-party applications with seamless integration or the solution provide the functionalities to omit the use of third-party applications To identify a solution to track changes and user access for security purposes; have AI capabilities; have a strong search and filtering capabilities; GDPR compliant; provides an easy way to create dashboards; having a dynamic data and easy to create workflows and processes.

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Finance	<p>Current Financial solution is a Standard Accounts package that meets the Chamber of SMEs their standard requirements.</p> <p>The disadvantage is that is a standalone solution and not integrated with other modules.</p>	<p>To identify an ERP solution that the core module is the Finance and other addition modules are plucked in that will allow transactions from other modules updated automatically in the Finance module with a workflow of approval process.</p> <p>Invoice generation and payments will be created from the respected module and converted to the actual invoice with an approval posting into finance. Solution must be SEPA compliant.</p>
CRM Members Marketing	<p>Current Members database is very static and has limitations to generate report with the flexibility to have multi filtering criteria. Every time a user needs to create a particular list to send emails; SMSs need to export and import to another 3rd party application.</p> <p>Not user friendly and it has a very unfriendly look and have</p>	<p>The aim is to have a full 360 view of the member profile, with all the activities; payments; requests and statuses, this will give the Chamber of SMEs a better understanding of the member's interest and to engage more with the members.</p> <p>Giving more ability to send bulk emails through the system with the</p>

	no view of the member activities and requests.	<p>facility to follow-up and direct the task to specific personnel.</p> <p>Having an integrated solution to cater for the management of the members giving the facility to issue Surveys; to manage cases and issue tasks;</p> <p>automating certain processes and send reminders and keep track of all the communication.</p>
Events	<p>Managing events, currently publishing a form on the website for registration, with manual intervention to send the invitation to the pre-defined list. Updates of registrations and attendees are done manually with an XLsheet.</p> <p>Follow-ups are done via email.</p>	To consolidate the events module with the CRM, having the ability to invite and trace the activities per member.
Purchasing	Current solution has the standard functionality of a Purchase Module	To have the Purchase module part of the Finance package, with the facility to upload the documents such as supplier invoices

FOCUS AREAS	CURRENT STATUS	TARGET
eRegistrations	Current solution MemberPress; this solution provides Chamber of SMEs the facility to have an online platform for the members to register their membership.	To have a solution that can be integrated with the CRM Membership database for automatic updates and improve the functionalities from the online platform member interface, for the member to be more self-sufficient, having as well the facility to interact more and raise requests online.
Integrations	Current solutions are working autonomously, each user need to generate the information required with the download and upload facility.	To have a solution that can provide seamless integration and updates are done in real-time across all the modules
Timesheets	Timesheets are updated manually on an XLsheet	<p>To Provide each user with auto feature to calculate the time on a particular job, such as using of emails, projects, IP calls, meetings from calendar, etc. from the system. Can as well allocate a particular job and register the time for any additional jobs, such as mobile calls manually.</p> <p>Recorded time will be easy to monitor and reported.</p>