stepsoft

Enterprise Software for any size

Delivered via the Cloud

Stepsoft Pty Ltd, founded in 1998, is an
independent professional software development
company specialising in hosted ('cloud
computing') online membership,
client management and customer
knowledge systems.

Lower Costs, Increase Efficiency, Improve Service

Stepsoft's state-of-the art cloud based enterprise systems deliver the following benefits to your organisation:

- Lower costs, maximise efficiency and increase service quality
- Pay only for what you need, scale up and down as desired
- Access anywhere and anytime over any Internet enabled device
- No large capital outlays: pay monthly or quarterly or annually as suits

Stepsoft is the developer of Foxtrot Web, Foxtrot Cloud and Foxtrot Mobile. Foxtrot is a flexible, scalable and modular, web based enterprise management system suitable for organisations of any size, from a 1 person consulting company with a few clients to a large national or multi-national organisation with hundreds of staff and hundreds of thousands of customers. Delivered via 'The Cloud', Foxtrot provides all of the benefits of an enterprise application but without the massive development and license costs of traditional systems.

Stepsoft is the developer of Foxtrot CKS, an advanced cloud based Customer Knowledge System

foxtrotcks web cloud mobile
Customer Knowledge System

- Reduce Costs, Maximise Efficiency, Improve Service Quality
- Advanced Online Client and Membership Management
- Monthly, Quarterly or Annual Subscription

Foxtrot Benefits

- A complete and comprehensive online solution that can be delivered quickly.
- Will work for all staff, users and stakeholders regardless of where they physically work from.
- Will work equally well for one, a few or many offices regardless of geographical location.
- Requires no technical or IT expertise—users simply need access to a standard web browser.
- No large capital outlay required and no additional purchases of hardware, software or network infrastructure. Everything needed to run the system is provided by Stepsoft.
- Highly scalable: it will work for any number of client or membership records, from one or two hundred to 100,000 or more without difficulty.
- Highly modular: use only what you need, add new modules and custom services if and only as required.
- Configured to suit. Able to be highly customised as required.
- Comprehensive security, privacy and data integrity features included.
- Comprehensive data audit tracking included (who updated what and when).
- Comprehensive and flexible reporting features included.

Foxtrot Optional Modules

- Customer and Contacts Management
- Customer Relationships Management (CRM)
- Membership Management
- Debtors Management
- Electronic, Automated Billing and Online Payment facilities
- Groups Management
- Simple Events Management
- Integrated Service Requests Management
- Simple Surveys Management
- Integrated HR & Staff Rostering
- Secure Online Portal for Members and Clients
- Integrated reporting and query tools
- Documents and multi-media management tools
- Comprehensive and flexible security features
- Calendar and Tasks Management
- Extensive Customer Notes, History and Data Audit Trails
- Interfaces to many standard accounting and other systems
- Many, many more existing generic modules and features

Included Professional Services

- Hosting and everything needed to run the online service.
- Daily backup and backup and recovery services.
- Professional training and help desk support, including on-site training.
- Data migration and data cleansing services (if requested).
- Interfaces and systems integration services (if requested).
- Implementation, Consulting and Project Management services.

Stepsoft Capability and Experience

Stepsoft possesses extensive and relevant experience and professional capability. Since its inception in 1998 Stepsoft has completed numerous large, medium and small Foxtrot implementations. Current and recent clients of Stepsoft and Foxtrot users include:

The Department of Prime Minister and Cabinet

The Department of Health and Ageing

Engineers Australia

The National Road Transport Operators Association (NATROAD)

The Order of Australia Association

The Order of Australia Association Foundation

Central Australian Stolen Generation & Families Aboriginal Corporation

Kimberley Stolen Generation Aboriginal Corporation

Link-Up (NSW) Aboriginal Corporation

Link-Up (Queensland) Aboriginal Corporation

NT Stolen Generations Aboriginal Corporation

Nunkuwarrin Yunti Incorporated

Victorian Aboriginal Child Care Agency Co-operative Limited

Yorgum Aboriginal Corporation

Woden Valley Soccer Club

Body Training Solutions/Mossa Australia/Alive Health Clubs

The Life Drawing Workshop

Moreton Consulting

Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS)

Richmond Fellowship

What Our Clients Say

"Your team are fantastic and have always responded efficiently to any of our requests. Thank your team for their very friendly and easy going manner. They are a pleasure to work with".

Mo Wood, Finance Manager, Body Training Solutions

"It is great working with such an innovative company with the smarts to support it!".

Julia Farina, Club Administrator, Woden Valley Soccer Club

"Fifteen years ago Stepsoft undertook the substantial task of providing Engineers Australia with a membership management system. Since then Stepsoft has provided the software, full technical support and ongoing product development to meet the changing needs of our business. Foxtrot, as our core business system, has been a key business partner of Engineers Australia over the period and has been a vital part of our member engagement strategy."

Stephen Durkin CEO, Engineers Australia

"Great work Victor. Congratulations and thank you. The support of your team is greatly appreciated"

Stephen Durkin, CEO, Engineers Australia

"We have appreciated Stepsoft's responsiveness to the particular needs of the Link Up service".

Helen Rankin, Director, Department of Health and Ageing

"NatRoad would highly recommend Stepsoft to any business looking for a 'made to measure' management information system and would like to thank Victor, Steve, Russell, Elton and Claudio for their dedication to our project"

Lois Wurzer, Member Services Manager, NATROAD

Stepsoft Contact Information

Web: www.stepsoft.com.au

Facebook: www.facebook.com/Stepsoft

Address: Level 1, Engineering House
11 National Circuit Barton ACT 2600

e: enquiries@stepsoft.com.au

p: +61 2 62330900