

## About Softek Inc.

Softek is a company headquartered in Puerto Rico with more than 22 years of experience working with design, development and implementation of automated information systems in the Pharmaceutical, Government, Education and Manufacturing Industry sectors. Softek has manufactured systems under the highest quality standard, security validation protocols, in compliance with rules and regulations; tools for the development of applications database, consulting services, resources in technology, informatics and project management.



**Profile** Softek is a privately held company registered with the Puerto Rico Department of State as a corporation. Softek has developed software for applications like: Training Management, MRO Purchasing, SOP Circulation/Approval, Plant Medical, Budget Tracking, Project Cost Tracking, Direct Labor Distribution, Manufacturing Control, BRP Printing (Printing Batch Records), and Instrument Calibration Program.



**Company Philosophy** Softek's strategy for software development is to strive for Customer Satisfaction, Built-in Quality, and Continuous Improvement. As a company of software professionals, Softek incorporates into all of its services high standards of skill and knowledge, a confidential relationship with all clients, and strict ethical values.



**Clients Distribution Profile** Softek has clients from three business areas: Pharmaceutical Sector (50%), Private Sector (10%) and Government Sector (40%).



**Staff Proficiency** Each staff member engaged in any company function shall have the education, training, and experience, or any combination thereof, to perform functions. Staff members shall be trained in current GMPs as they relate to the members functions. Training in current GMPs shall be conducted and documented by qualified individuals on a continuing basis and with sufficient frequency to ensure that staff members remain familiar with applicable GMP requirements.



**We work closely with you from beginning to end** We provide an extensive variety of services across a broad field of sectors, working closely with you from specifications to implementation, including installation, data analysis, development, integration, management and research. The entire process is formally quoted based on your requirements and is SOP-governed using industry standard project management tools.



**We hope to be a part of your team** Softek is here for you! Consider us a part of your Team.



## ISOtrain: Make your business soar

For decades, ISOtrain has occupied a world-wide leadership position in the regulated Life Science Industry. It is a dynamic product designed to measure up with an ever-changing environment. Regardless of technology, acquisitions, mergers, audits, budget cuts, and increased staff responsibilities, you can rest assured ISOtrain will keep you in compliance with your corporate management and regulatory agencies' training requirements.



**Manage your People** Keep a training profile of every person in your organization and set data access levels with ease - anytime, anywhere. Assign self-train courses and instructor led sessions, and be proactive with automated enrollment and reminder e-mail notifications.



**Qualify your Employees** Empower your employees with qualification ownership through an Online Training Portal. Manage their qualifications through access to extensive Aging and Metric Statistical Data - Past, Present and Future Qualifications, Real time or Stored Date based Automatic Qualification for Pre-Requisites, Equivalents, Skills and Exceptions.



**Just In Time (JIT) Training Management** Schedule live training events, send out invites, offer self-registration, and track event attendance. Benefit from Hierarchical Management Approval and Automated Course Versioning Management to ensure your training requirements are compliant and up-to-date.



**Promote E-Learning** With your web based LMS, provide online courses with learning material such as 3rd party content, videos, audio, and presentations that will allow your employees to reach their qualification goals through the provided media. Create assessments to measure knowledge transfer and surveys to gain feedback from your learners, while automatically grading test results and seamlessly updating qualifications.



**Custom Branding** In addition to standard out of the box functionality, use intuitive configuration for a built in theme or select your own color scheme for a personalized look & feel. Customize messages your learners will receive as they go through their training. Support global workforces with translations to more than 11 languages.



**Track, Analyze & Report** Effortlessly track learning in your organization with real time - past, present and future - paperless reporting and statistics. Use drill down reports, schedule automated report runs to produce and export reports in PDF, Excel, CSV and HTML formats for further analysis. View graphical and percentual qualification statistics at any time.



**Integrate with 3rd Party Systems** Seamlessly integrate your employee, training and qualification data with Third-Party Applications. Some examples are: Document Management Systems (DMS), Content Management Systems (CMS) and Human Resources (HR).



**FDA Compliant** Be in compliance with procedural and industrial regulations -FDA, cGMP, CFR 21 part 11 and other regulatory requirements- through robust security management, Login, Electronic Signatures and Audit Trails. All activity is automatically tracked, documented, traceable and readily available for auditing purposes.



## The power to efficiently manage knowledge assessment

Our powerful, comprehensive Knowledge Assessment Tool works with ISOtrain to seamlessly integrate your Knowledge Assessment, Training Documentation and Qualification processes, keeping you in compliance with regulatory and company requirements.



**Quick Assessment Creation** Speedily create effective assessments from your own customized question pool – by topic, subject matter, group, type, and other criteria. Easily define the assessment’s behavior and characteristics – duration, question order, show answers, scoring. Deliver an appealing and helpful experience by adding images, links, hints, feedback, and embedding videos.



**Multilingual Assessments** Improve multinational workforces’ performance by allowing them to take assessments in their native language. iKAT’s multi-language capabilities – including standard assessment screens, controls and login pages – are already available in more than 11 different languages. You may also use its Translation Management System to streamline translation and manage and deliver localized content to any language you need.



**Categorize Your Questions** Categorize your questions by topic and groups and then pull an unlimited number of topics – single or multi-levelled – into any assessment.



**Mobile Compatibility** Increase iKAT’s accessibility by making exams available through iOS and Android devices. Regardless of where your employees are, they will have their exams available, resulting in their timely qualification to meet with the Company’s requirements and goals.



**Optimal Results with Question Types** Compose questions that produce significant knowledge acquisition measurements by choosing the most appropriate question type – multiple choice, multiple answer, true or false, yes or no and matching item. Mix them into your assessments to produce both an engaging experience and optimal scoring results.



**Reporting and Analytics** iKAT offers many pre-defined reports and analytics – including item analysis, test analysis, scores and trending, survey reporting and more– that enable you to evaluate and share results with stakeholders.



**Automatic Grading** Get full benefits from automated assessment grading – with customized scores and weight per question – and integrated qualification updates based on grading results. Fully control whether test takers will immediately see scores upon completing the assessment, receive them from the trainer, or never see them at all.



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## Global Access - Anytime, anywhere

Have access to ISOtrain's Portal, anywhere and anytime, through tablets, smartphones and other mobile devices. ISOtrain Mobile takes Training and Performance to a new level of communication, interaction and decision-making potential



**Access your Personal To Do's** Easily access daily tasks with same login credentials as for ISOtrain's Portal. Use your personalized Dashboard to view your To Do List and past, present and future requirements, access self-train courses, register for instructor-led sessions, view your present qualifications, read company news and events, and more!



**Manage your Supervised Employees** Supervisors and Training Coordinators can remotely perform administrative tasks such as approving session enrollments, course completions, training plans, job changes, and content revision reviews. They can easily communicate with any supervised employee, view their present qualification status at any time, and assist them with managerial needs such as resetting passwords and unlocking accounts.



**Browse Available Courses** View the Course Catalog. Choose from available training needed to meet your job qualification requirements. Whether online readings or training sessions, make an informed choice by reviewing course details before you choose. You can easily enroll in Waiting Lists when no sessions are available, or automatically qualify yourself by successfully completing readings.



**Manage your Instructor Record** Instructors can keep abreast of their personal training schedule, manage their training commitments and course enrollment. They also know at any time their present instructor qualifications and keep up-to-date so that they, too, are qualified to teach.



**Manage your Schedule** Plan ahead and never miss a training commitment. Know at any time which requirements are due and which courses you are scheduled to attend that day, week or month. Be proactively aware with automatic e-mail notifications and reminders, and easily reschedule or cancel attendance when needed.



**Remote User Support** Administrators can remotely perform managerial functions such as resetting passwords and unlocking accounts. Expedited mobile support increases administrator's effectiveness which, in turn, results in employees that are timely qualified.



**View your Qualifications** Be up-to-date with your job requirements and have confirmation of your qualification status through graphical representations of your Personal Qualification Information, including Percentages and Individual Training Plan (ITP).



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## Get proactive. Get qualified

ISOtrain's integrated Notification Management tool, iMail, automatically informs your employees of their personal due requirements through training reminders and qualification-related e-mail notifications, giving them control to remain proactively qualified and keeping your organization in compliance.



**Who to Qualify** Predefine criteria to automatically determine which employees to perform qualification check on – based on Language, Divisions, Type, Class, Plant, Department and more– with customized notification and e-mail content. Also specify how to handle e-mail, language and supervisor assignment discrepancies.



**What to Qualify** Predefine criteria to automatically determine which courses and modules to perform qualification check on –based on Type, Group Type, Compliance, Certification, Self-train and more– with customized training notifications for first notice, second notice, training day notice, missed training notice, and schedule reminders.



**When to Qualify** Predefine your qualification processing and notification delivery schedule – which types, how often, which days and times– and let iMail automatically performs the jobs as scheduled. iMail evaluates employees' Qualifications based on your criteria, determining due requirements, constructing and sending appropriate notifications and reminders, without user involvement!



**Total Notifications Integration** Easily access iMail with same login credentials as for ISOtrain and enjoy a user interface that looks and feels just like ISOtrain. Increase your productivity with automated, seamless qualification checks against one or multiple ISOtrain licenses, accurately producing notifications based on ISOtrain's employee, course and module requirements. Help all employees maintain an up-to-date Qualification Status and boost your company's training operation by automating communications and centralizing management.



**Customize your Notifications** Indicate which training notifications you wish to send – first notice, second notice, training day notice, missed training notice, or schedule reminder–, how often to send them and how to escalate. Let iMail do the rest for you, determining what, when and whom to notify, and informing your employees –in a timely manner– what is required and what is scheduled for them so they will remain qualified.



**Customize your E-mail Content** Tailor your e-mail settings and content per license, types of employees, training and modules, including Server, Domain, Sender, Subject, Introduction, Send Off Comments, Footer, and more. iMail automatically obtains training or qualification details from ISOtrain, composes the applicable e-mail and automatically sends it to the appropriate employees without human involvement.



**Be Informed** Let iMail produce previews and printable hardcopies of Recipient and Discrepancy Notification Reports. With iMail, management is always in the know!



**FDA Compliant** Under ISOtrain's umbrella, be in compliance with procedural and industrial regulations -FDA, cGMP, CFR 21 part 11 and other regulatory requirements- through robust security management, Login, Electronic Signatures and Audit Trails. All notification activity is automatically tracked, documented, and readily available for auditing purposes.



## Quick and easy Report scheduling and delivery

iReport automatically runs your scheduled report queue according to your timetable and delivers due reports in a timely manner directly to the person needing the information. This ISOtrain-integrated Report Scheduling Management tool will greatly assist you to remain in full compliance with regulatory requirements.



**Manage your Reporting Requests** Create your own report queues for management purposes by easily selecting individual ISOtrain reports or groups of reports for batch processing, or let iReport automatically collect and register all ISOtrain users' report scheduling requests. Once a report's criteria and its execution parameters are defined, iReport automatically produces the report at the pre-established time and delivers it to the requester.



**Manage your Schedule** Be in control with iReport's centralized schedule, including today's reports and a calendar view. View, filter, print and list your report queue, navigate through the calendar to manage reports for selected dates and update scheduled reports' status. Specify your desired execution parameters, handling of errors and reports that reach failure tries, and receive logs and e-mail notifications upon report execution.



**Manage your Reporting History** Always know which reports have been produced, when, and to whom they were sent with iReport's automatic Service/Execution Log, Events/Errors Log. You can also use the report's Service Log at any time to adjust a scheduled report status.



**Complete Reporting Integration** Easily access iReport as part of ISOtrain's reporting features or as an integrated Report Scheduling Management tool with same-credentials login to ISOtrain. Increase your productivity with automated report request collection, scheduled execution and timely delivery of accurate reports directly to the requester, all containing up-to-date data directly from ISOtrain's database with no human intervention.



**Customize your Selection Criteria** Predefine reports' user selection criteria, whether within ISOtrain itself while saving a report definition for scheduled processing, or within iReport with filters that look and behave exactly like ISOtrain's. iReport ensures your criteria applies and delivers the expected results straight out of ISOtrain's database.



**Customize your Processing** Tailor your recurring report processing by spelling out execution dates, times and frequency, quantity and owner. Also set output and delivery options – including email or export– for notifications on failures, retries, overrides and others. Let iReport use your specifications to query and filter ISOtrain's data, produce the report and send it at the right time and to the right person.



**Receive E-mail Notifications** Be automatically notified via e-mail when a report fails to execute as specified, and when retries are attempted. With iReport, your reports run automatically but you are still fully informed and in control.



**FDA Compliant** Under ISOtrain's umbrella, be in compliance with procedural and industrial regulations -FDA, cGMP, CFR 21 part 11 and other regulatory requirements- through robust security management, Login, Electronic Signatures and Audit Trails. All reporting activity is automatically tracked, documented, and readily available for auditing purposes.



## Increase productivity with HR data bridging automation

iHR automatically keeps employee-related information at par between ISOtrain and your industry-standard HR software, bridging the maintenance gap without human intervention and keeping you in compliance with regulatory requirements.



**Wizard Approach** Follow iHR's step by step configuration to easily establish how ISOtrain will interact with your HRS. You can easily map ISOtrain's record definitions to one or multiple HRS structures, map file locations, customize transaction tracking, versioning and output files preferences, and establish ownership through automatic electronic signature and e-mail notifications.



**Scheduled Processing** Perform an initial load and then automatically upload HR information into ISOtrain at pre-defined times. Let scripts containing stored procedures and execution packages access, select, validate, track errors, notify you of changes, and upload your HR information directly into ISOtrain's database –including security adjustments– without user involvement. You may also choose to execute the upload manually at any time for immediate uploads.



**Automated Data Validation** Eliminate data entry errors through automated upload and data validations, with full control of which HRS data is brought into ISOtrain. Perform all content data maintenance functions with accuracy and speed, and manage and resolve errors and failures through logs, e-mails and reports. iHR increases productivity and grants your HR personnel the time they need to do their work.



**Seamless HR Integration** Easily access iHR with same-credentials login to ISOtrain. Seamlessly interact with one or multiple commonly used HR systems, allowing you to maximize and fully integrate your available resources while meeting the industry's compliance requirements.



**Customize your Data Definition** Define file and record mapping for each HR system you want to synchronize with ISOtrain. Specify upload from text files or interface tables, field attributes, equivalencies, defaults and required codes, record selection criteria and processing flags and formulas for evaluation, restriction and error management, and output files' directory placement, prefixes and file sizes.



**Customize your Processing** Pre-establish your recurring upload schedule, configuring your jobs by start date, day of week, time of day and frequency. Specify input and output file locations and attributes, management logs for error, uploads and termination, version tracking, and electronic signature auditing.



**Customize your Notifications** Indicate which notifications you wish to receive and where and how to receive them. Configure your e-mail's domain and SMTP, and customize message content for upload, errors and restrictions. Automatically receive all information pertaining to your scheduled updates for further evaluation and handling, to ensure cross-application compliance.



**FDA Compliant** Under ISOtrain's umbrella, be in compliance with procedural and industrial regulations -FDA, cGMP, CFR 21 part 11 and other regulatory requirements- through robust security management, Login, Electronic Signatures and Audit Trails. All upload and validation activity is automatically tracked, documented, and readily available for auditing purposes.



## Automatic, accurate and fast

Automatically maintain course-related information at par between ISOtrain and your industry-standard DMS software with ISOtrain's interface to Document Management Systems. iDoc bridges the maintenance gap without human intervention and keeps you in compliance with regulatory requirements.



**Wizard Approach** Follow iDoc's step by step configuration to easily establish how ISOtrain will interact with your DMS. You can easily map ISOtrain's record definitions to one or multiple DMS structures, map file locations, customize transaction tracking, versioning and output files preferences, and establish ownership through automatic electronic signature and e-mail notifications.



**Customize your Data Definition** Define file and record mapping for each DMS system you want to synchronize with ISOtrain. Specify default fields' equivalencies, record selection criteria and processing flags and formulas for evaluation, restriction and error management, and output files' directory placement, prefixes and file sizes.



**Scheduled Processing** Perform an initial load and then automatically upload DMS information into ISOtrain at pre-defined times. Let scripts containing stored procedures and execution packages access, validate, track errors, notify you of changes, and upload your DMS information directly into ISOtrain's database without user involvement.



**Customize your Processing** Pre-establish your recurring upload schedule, configuring your jobs by start date, day of week, time of day and frequency. Specify URLs, management logs for error, deactivations and uploads, version tracking and electronic signature auditing.



**Automated Data Validation** Eliminate data entry errors through automated upload and data validations, with full control of which DMS courses are brought into ISOtrain. Perform all content data maintenance functions with accuracy and speed, and manage and resolve errors and failures through logs, e-mails and reports. iDoc increases productivity and grants your content-management personnel the time they need to do their work.



**Customize your Notifications** Indicate which notifications you wish to receive, and where and how to receive them. Configure your e-mail's domain and SMTP, and customize message content for upload, errors and requirement changes. Automatically receive all information pertaining to your scheduled updates for further evaluation and handling, to ensure cross-application compliance.



**Complete DMS Integration** Easily access iDoc with same-credentials login to ISOtrain. Seamlessly interact with one or multiple commonly used DMS systems and training-related applications, allowing you to maximize and fully integrate your available resources while meeting the industry's compliance requirements.



**FDA Compliant** Under ISOtrain's umbrella, be in compliance with procedural and industrial regulations -FDA, cGMP, CFR 21 part 11 and other regulatory requirements- through robust security management, Login, Electronic Signatures and Audit Trails. All upload and validation activity is automatically tracked, documented, and readily available for auditing purposes.



## Engage and succeed. One-Stop Virtual Training

ISOtrain's link to web conferencing software, iVClass, allows your employees to participate in scheduled instructor-led training sessions from any place with an Internet connection, enabling them to actively keep your company in compliance with regulatory requirements.



**Connect, Attend & Complete Virtual Training** Make it possible for your employees to easily and conveniently attend –and complete– their required training sessions remotely. Whether they are simply out of the office or in another country, ISOtrain's automated e-mail reminders –sent directly to workstations and mobile devices– allow everyone to easily connect and attend training with just a click of a link! Also, virtual classrooms have no physical limitations, complications nor capacity limit, thus reducing your company's operational expenses, maximizing room availability and usage of tangible resources.



**Rich Online Training Experience** Take your training to a new instructional quality level. With high-impact, visual material presentation, improved instructor-student collaboration and communication, help attendees to learn efficiently and effectively. iVClass enriches instructional quality through screen and file sharing, polling, multiple presenters, chatting, Q&A filtering, white boarding in Virtual Meeting Rooms and allowing your instructors and employees to work resourcefully; all of which result in increased employee performance.



**Full Integration with ISOtrain** From Course Catalog to entry of training results, iVClass unites ISOtrain with 3rd party virtual learning applications, automatically maintaining database synchronization. As with all other instructor-led and self-trained sessions, your virtual sessions are readily available through your organization's Course Catalog while, under ISOtrain's umbrella, you remain 21 CFR Part 11 and GMP 211.25 / 820.25 compliant with no extra effort on your part!



**Integrated Web Conferencing** Promote scheduled training attendance with easy access to ISOtrain-integrated web conferencing and automated notifications and reminders. Open the way for real-time collaboration between instructors and employees, and boost your training sessions' quality to a new level with dynamic and interactive virtual tools.



**Engaging Experience** Produce engaging interactive learning experiences through easy content creation and deployment. Benefit instructors and attendees with hi-quality graphical instructional materials, file sharing, polling and Q&A filtering, turning a regular session into a dynamic, productive and unforgettable one.



**Powerful Virtual Features** Add to the power of ISOtrain by defining an instructor-led training session as virtual. Benefit from virtual tools to increase the effectiveness of your trainings, including chatting, white boarding, hand-raising, screen sharing and multiple presenters. iVClass will result in improved knowledge transfer and communication for your entire company.



**Cost Effectiveness** Reduce travel expenses with Virtual Meeting Rooms accessible from anywhere around the globe. Cut down your cost of absenteeism with automated and integrated e-mail reminders and notifications, making attendance as easy as a click. Lessen instructors and administrators' operational costs with integrated training results entry. All around cost effectiveness through iVClass!

## Connect, Enhance and Empower

iConnect promotes enterprise-wide knowledge exchange for your ISOtrain community, makes informal learning possible and fosters group support. This ISOtrain-integrated Social Collaboration tool will provide an extraordinary knowledge database your employees can tap into to comply with their qualification requirements.



**Browse and Search Social Content** Navigate through your company's informal learning content database, browse available information or search for the specific details you need. Let iConnect bridge the gap between informational requests and availability, and easily find the answers you seek.



**Find Experts and Mentors** Go to the Hall of Fame to discover in-house subject matter experts through their content contributions and group members' rankings. Use these resources as mentors to further promote information sharing and to improve the quality of your informal learning content database.



**Benefit from Idea Banks** Tap into your own organization to find new concepts and ideas on products, training, services, and more. Increase employee satisfaction and pave the way for improved performance within your company.



**Promote Continual Learning** Engage your employees in continual learning by making both formal and social learning a single experience. By letting them drive the experience's direction, it will reflect their communication and learning style, encouraging them to interact and collaborate on a daily basis, to everyone's advantage.



**Integrated Access** Easily access iConnect's collaboration tools with same-credentials login to ISOtrain's Portal. Once inside, access course-specific blogs and forums directly through your company's Course Catalog. Maintain your company's informal learning content database protected under ISOtrain's security management umbrella.



**User Group Management** Define, manage and monitor public and private user groups. Let information and collaboration flow free so your employees can benefit from each other's knowledge and proficiency, keeping your company qualified.



**Social Collaboration** Let anyone –instructors or employees– establish course-related informal learning connections, share ideas and receive community support through questions-and-answers, forums, training-related blogs, and polls. Provide them advanced search features across collaboration dashboard and content database to maximize usage of available information. Also keep them informed of news and events.



**Cost Effectiveness** iConnect maximizes your resources by making information readily available and allowing you to benefit from expert resources you did not know you had –your own employees. Virtual instructor and employee collaboration, along with team effort between user groups, will reduce your costs in keeping everyone qualified.



## Training data integration made simple

iTrain, ISOtrain's interface to 3rd party's Training tools, automatically maintains training-related information at par between ISOtrain and your software, bridging the maintenance gap without human intervention and keeping you in compliance with regulatory requirements.



**Wizard Approach** Follow iTrain's step by step configuration to easily establish how ISOtrain will interact with your training tools. You can easily map ISOtrain's record definitions to one or multiple information structures, map file locations, customize transaction tracking, versioning and output files preferences, and establish ownership through automatic electronic signature and e-mail notifications.



**Scheduled Processing** Perform an initial load and then automatically upload employee training session information into ISOtrain at pre-defined times. Let scripts containing stored procedures and execution packages access, validate, track errors, notify you of changes, and upload your training history data directly into ISOtrain's database without user involvement.



**Automated Data Validation** Eliminate data entry errors through automated upload and data validations, with full control of which training data is brought into ISOtrain. Perform all data maintenance functions with accuracy and speed, and manage and resolve errors and failures through logs, e-mails and reports. iTrain increases productivity and grants your trainers the time they need to do their work.



**Integrated Training Tools** Easily access iTrain with same-credentials login to ISOtrain. Seamlessly interact with one or multiple training tools, allowing you to maximize and fully integrate your available resources while meeting the industry's compliance requirements.



**Customize your Data Definition** Define file and record mapping for each training tool you want to synchronize with ISOtrain. Specify upload from text files or interface tables, field attributes and equivalencies, record selection criteria and processing flags and formulas for evaluation, restriction and error management, and output files' directory placement, prefixes and file sizes.



**Customize your Processing** Pre-establish your recurring upload schedule, configuring your jobs by start date, day of week, time of day and frequency. Specify input and output file locations and attributes, management logs for uploads and errors, version tracking, and electronic signature auditing.



**Customize your Notifications** Indicate which notifications you wish to receive and where and how to receive them. Configure your e-mail's domain and SMTP, and customize message content for upload, errors and restrictions. Automatically receive all information pertaining to your scheduled updates for further evaluation and handling, to ensure cross-application compliance.



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## Link ISOtrain data with your solutions

iLink, ISOtrain's extensive library of Data Services, is a Software Development Kit to facilitate delivery of ISOtrain data to 3rd party solutions for any integration need, assisting you to remain in compliance with your qualification requirements.



**Standardized, Secure and Trustworthy API** iLink allows infinite possibilities for applications and solutions' development. Through RESTful model, http protocol and JSON's lightweight format, iLink provides a standardized, fast and trustworthy API. iLink's secure API services make ISOtrain's information readily accessible to you so you have immediate access to your enterprise-wide data. Be in control of the information you need!



**Data Accuracy and Productivity** iLink locates and delivers to you the data you need – up-to-date, accurate ISOtrain information. Make the data directly available to any 3rd party application within your company. Eliminate the need for re-entry, seamlessly improving data accuracy and use of resources. Greatly increase your productivity by allowing your organization to use its data anywhere and in any way it needs.



**Integrated Experience** iLink makes ISOtrain more than just a mobile, fully integrated LMS – it makes ISOtrain database a secure source of qualification information at your disposal at any time and for any reason. Benefit from iLink's Administrator Services for account management purposes, Data Transfer Services, News Services, Role-oriented Services for Employee, Supervisor and Instructor Data, along with Course, Schedule, Sessions, Training, Signature, and Qualification Data Services.



**Expedited Development Results** There is no need for development to wait when you can have the data you need at any time you need it. By directly connecting to ISOtrain, iLink allows you to perform quick, flexible and secure integrations, and to meet your deadlines with ease!

**Data:** Up-to-date and accurate ISOtrain's employee, course, schedule, training and qualification data readily available for integration with your 3rd party solution.



**Integration:** Data and qualifications delivered to you to use with any 3rd party application, bridging the gap between ISOtrain and your applications' need to know.

**Standardized:** Through RESTful model, http protocol and JSON's lightweight format, iLink provides a standardized, fast and trustworthy API.

## SaaS Cloud Solution

Softek's SaaS Hosting Services give your company all of ISOtrain Product Suite's benefits without taxing your IT infrastructure and resources –no costly hardware maintenance, no inefficient deployments, no security breaches. Our services provide application transparency and event-free upgrades. We partner with you for a smooth ISOtrain experience, producing maximum results for optimal



**We install, upgrade and monitor the LMS** Years of industry proficiency allow us to understand and care for your organization's legal and compliance requirements, both at the application and data levels. Your instance resides in a leading-edge data center that is secure, maintaining administrative, technical and physical safeguards to protect your business at all times. Our Hosting Services –a third-party partnership with Rackspace– are 24x7x365.



**Eliminate up-front costs** You can transform the way your IT Department interfaces with ISOtrain Products – from deployment and application management to management of services. Take advantage of our flexible, lower initial cost, secure, expedient and reliable hosting solutions that make financial sense. The choice is yours!



**We keep strict confidentiality** Softek provides you the highest quality integrated service, conducted in strict confidentiality.



**Integrated Web Conferencing** Promote scheduled training attendance with easy access to ISOtrain-integrated web conferencing and automated notifications and reminders. Open the way for real-time collaboration between instructors and employees, and boost your training sessions' quality to a new level with dynamic and interactive virtual tools.

## Our Services Include

- Product Enhancements
- Remedial Software Corrections
- Unlimited Hotline Software Support
- IT Staff
- Product Validation – IQ/PQ
- Application Servers
- Database Servers
- Oracle Database License