



CUSTOM SOFTWARE DEVELOPMENT · SOUTH AFRICA

⚠ PAPER COSTS YOU MORE THAN THE SOFTWARE
EVER WILL

HOSTED
99.9%
UPTIME SLA

Any paper process. Digital, **in months.**

Bespoke software built for the way your business actually runs — pharma, manufacturing, warehousing, logistics, services. Hosted on infrastructure we own. Mobile, web, native. **Real data, real-time, real decisions.**

For businesses tired of off-the-shelf software that doesn't fit, paper trails that don't scale, spreadsheet sprawl that nobody can audit, and SaaS dependencies they can't control.

Bespoke-Built

Designed for your actual process

Multi-Stack

C# · ASP.NET Core · iOS ·
Android

Mobile, Web & Native

One platform, every device

Industry-Proven

Pharma · Manufacturing ·
Logistics

Self-Hosted

Our data centre · 99.9% uptime

Single Accountability

One team, build to support

Six things paper, spreadsheets, and off-the-shelf are doing to your business.

The system on the desk is a clipboard. The data on the PC is a spreadsheet. The "ERP" is three modules nobody finished configuring. **Your business runs — but the cost of running it that way grows every month:** in lost time, in errors that compound, in decisions made on data nobody trusts, in compliance exposure nobody's documented.



Software That Doesn't Fit

You've bought a package. It does 70% of what you need. The other 30% is workarounds, manual exports, side spreadsheets, "we'll just keep doing it the old way for now." The package that was meant to digitise the business is now its own paper process.

Annual cost: workarounds + lost productivity + ongoing licence fees



Paper That Doesn't Scale

Job cards on clipboards. Yard slips on triplicate paper. Quality checks on photocopied templates. The system worked when there were 10 jobs a day. At 100, it's chaos. At 1,000, it's invisible. The data you need to run the business never reaches your dashboard.

Lost data · Lost insight · Lost decisions



Spreadsheet Sprawl

The master spreadsheet is on Janine's laptop. The other master is on Pieter's. Five team members have local copies, three of which are out of date. The one with the right formula was last seen in 2022. Nobody knows which is current. Audit nightmare.

Decisions on stale data · Audit failure waiting to happen



Integration Hell

Pastel doesn't talk to your CRM. The CRM doesn't talk to the warehouse system. Nothing talks to the website. Every transaction is re-keyed somewhere by someone, and the errors compound silently until the year-end stocktake reveals the gap.

Re-keying time · Reconciliation effort · Compounding errors



SaaS You Can't Control

The vendor changes pricing. The vendor stops supporting the feature you depend on. The vendor gets bought. The vendor goes offshore-only. Your business runs on someone else's roadmap — and you have no say in any of it.

Forced upgrades · Feature loss · Pricing surprises



Data You Can't Trust

You ask "how much stock did we move last week" and get three different answers from three different people. You ask "which jobs are running late" and nobody can say. The numbers exist somewhere — they just don't add up to a single source of truth.

Bad decisions · Lost confidence · Risk you can't quantify

Discovery to delivery, without the surprises.

Most custom software projects fail in three ways: **scope drift, vague requirements, and developers who go quiet.** We don't run projects that way. Our approach is structured, documented, and transparent — agile where it helps, disciplined where it matters. You see progress every two weeks. You sign off the build, not the brochure.

01 · DISCOVER

Process & Pain Discovery

We walk your floor. We watch the paper move. We interview the supervisors, the operators, the auditors. The system has to fit your real business, not the version described in the project brief.

02 · ARCHITECT

Solution Architecture

Written, signed-off architecture before a line of code. Data model, integration points, mobile vs web vs native, hosting plan, security model. The hard decisions made up front, with you in the room.

03 · BUILD

Two-Week Sprints

Working software every two weeks. You see it, test it, change your mind. Scope drift handled visibly, not in silence. The system grows in front of you — not in a black box.

04 · PILOT

Real-Site Pilot

Before the full rollout, we run the system in one branch, one yard, one production line. Real users, real data, real edge cases. The bugs nobody anticipated get caught here — not after go-live.

05 · CUTOVER

Phased Rollout

Site-by-site, branch-by-branch, with parallel running where it makes sense. The old paper process stays available until the new system has earned trust — typically 30 days after each go-live.

06 · SUPPORT

Lifecycle Support

The day after go-live isn't the day we leave. Bug fixes, enhancements, performance tuning, scale-up — handled by the same team that built it. **Build-to-support, not build-to-handover.**

*Most software projects fail because the developer disappears between sign-off and go-live. **Two-week sprints make disappearance impossible** — you see exactly what we built, every fortnight, until it ships.*

Eight industries. Real systems running today.

We don't claim to know every industry. We do know the ones we've already built for — **pharma, manufacturing, logistics, warehousing, services, multi-industry CRM, business management, and weighbridge operations**. When you're considering a custom-software partner, the right question isn't "have they built software?" — it's "have they built it for a business like mine?"

REGULATED · HIGH-COMPLIANCE

Pharmaceutical Laboratories & R&D Centres

Sample tracking, batch records, audit trails, lab workflow management. Built to the regulatory standards pharma demands — auditable from sample receipt to result release. Compliance is engineered in, not bolted on.

Sample Chain-of-Custody

Batch Records

Audit Trails

Result Workflow

REAL-TIME OPERATIONS

Manufacturing Plants

Real-time inventory, works orders, bills of materials, production scheduling, shift reporting. Built for the floor, used by the floor — mobile-first interfaces designed for gloves, dust, and shop-floor reality. The data that runs the plant.

Real-Time Inventory

Works Orders

Bill of Materials

Production Scheduling

SALES & CUSTOMER OPERATIONS

Custom CRM Systems

Industry-specific CRM built around your sales process — not a generic Salesforce-clone forced to fit. Multi-industry experience: financial services, professional services, distribution, B2B trading. The CRM your team will actually use.

Lead-to-Cash

Pipeline

Quote Engine

Multi-Industry

SERVICE DELIVERY

Task Management Systems

Service delivery platforms — task assignment, SLA tracking, technician routing, customer communication, completion sign-off. Built for businesses that earn revenue per ticket: IT services, facilities, maintenance, professional services.

SLA Engine

Routing

Customer Comms

Sign-Off Workflow

*Industry recognition matters. **The pharma audit conversation is different from the manufacturing shift report** — different from the warehouse pick-list, different from the CRM pipeline. We've already had each of those conversations, with each industry's auditors, supervisors, and operators.*

— THE SWISS SYSTEMS INDUSTRY POSITION

From job cards to weighbridges to depots.

Different industries, same disciplined approach. Each system is built specifically for the business — but the underlying engineering, hosting, security, and lifecycle support is consistent across every project we deliver.

FIELD OPERATIONS

Job Card Systems

Mobile-first job cards for installation companies, field service teams, and contracting businesses. Photo evidence, signature capture, materials used, time logged, customer sign-off — all from a phone or tablet, online or offline.

Mobile-First

Offline Sync

Photo Evidence

Customer Sign-Off

OPERATIONAL SPINE

Business Management Systems

Full-stack operational platforms — orders, invoicing, inventory, customers, suppliers, finance integration. Built for businesses that have outgrown their accounting package but don't want to commit to a six-figure ERP rollout.

Order-to-Cash

Procurement

Finance Sync

Reporting

STOCK & THROUGHPUT

Warehouse Management Systems

Receiving, putaway, picking, packing, dispatch — engineered for the floor. Bin-level location tracking, scanner-driven workflows, wave picking, cycle counts, integration to logistics carriers and ERP. The stock data your business actually depends on.

Scanner-Driven

Bin Locations

Wave Picking

Cycle Counts

HEAVY OPERATIONS

Logistics & Weighbridge Management

Yard management, gate-in/gate-out, weighbridge integration, load tracking, transporter coordination, POD capture. Built for depots, mines, agri, fuel — anywhere the business runs on trucks, tonnage, and time-stamps.

Weighbridge Integration

Yard Mgmt

Gate Control

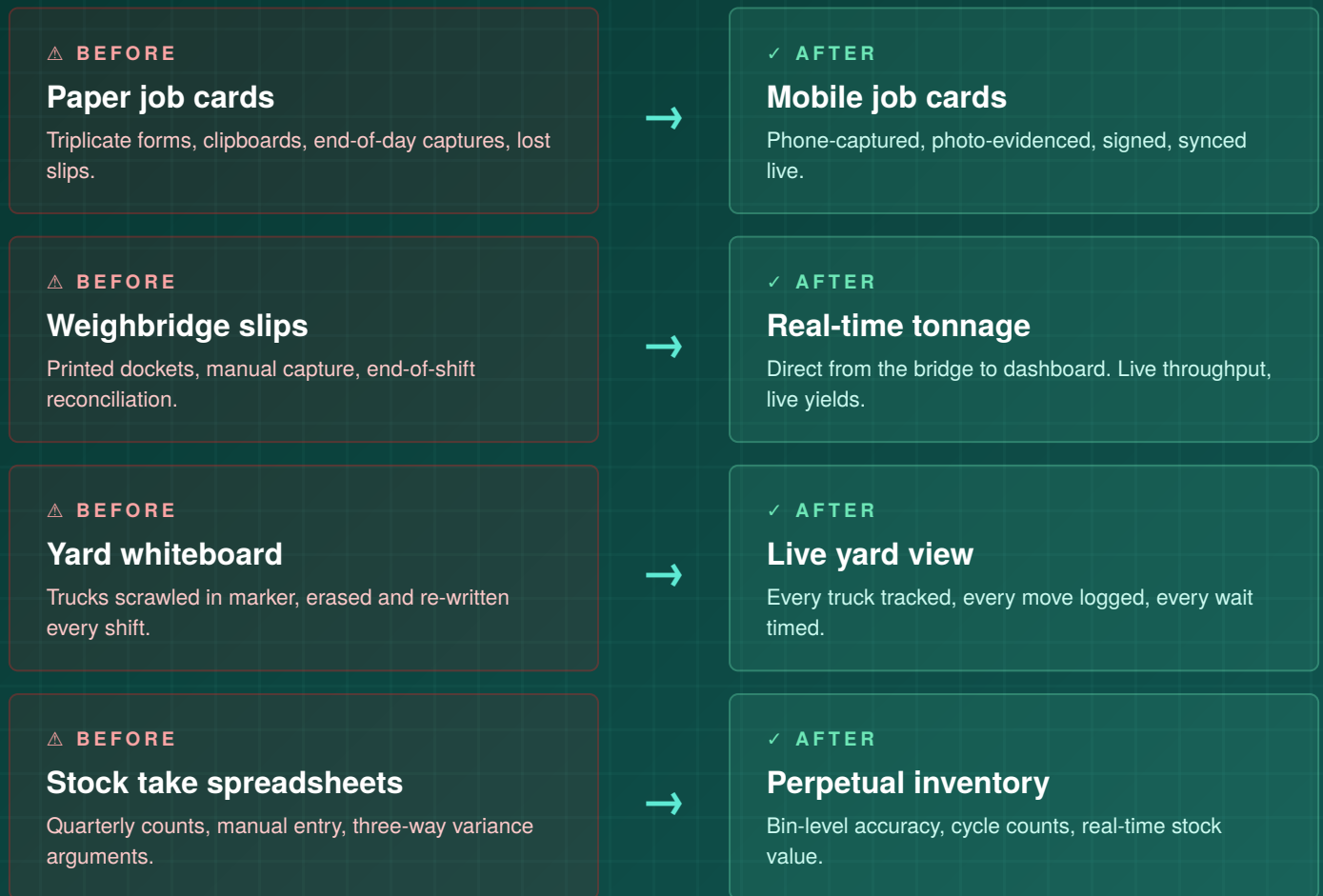
POD Capture

NOT YOUR INDUSTRY?

The eight industries above are where we've delivered repeatedly. **The approach works for any process-driven business.** If you've got paper, clipboards, three spreadsheets and a workaround — there's a system in there waiting to be built. Book a discovery call and we'll walk it with you.

The bridge between factual and non-factual data.

A paper job card has data. It just isn't **data your business can act on** — not until someone re-keys it, summarises it, emails it, files it, loses it. The Swiss Systems approach is to capture the data *where it happens*, in the format that's useful, and stream it into the systems that drive decisions. **The same data, but real-time, structured, and trustworthy.**



*Paper isn't data. **Data captured at the point of work, structured at the source** — that's data. The difference between knowing what your business did yesterday and knowing what it's doing right now is exactly that.*

— THE SWISS SYSTEMS DIGITISATION PROMISE

Modern, mainstream, supportable. For the long term.

Bespoke software lives for years. The technology choices matter — not because they're trendy, but because they have to be **supportable, hire-able for, and current a decade from now**. We standardise on Microsoft's mainstream stack with mobile-native edges and modern web frontends. **No exotic frameworks. No vendor lock-in to last week's fad.**

BACKEND & SERVER

C# & ASP.NET Core

Microsoft's mainstream backend platform. .NET 8 LTS. Industry-standard, vendor-supported, hire-able for. The same stack our infrastructure team operates — built, tested, deployed end-to-end by Swiss Systems.

[.NET 8](#)[ASP.NET Core](#)[Entity Framework](#)[SignalR](#)

DATABASE & DATA

SQL Server & PostgreSQL

Enterprise-grade relational databases for line-of-business workloads. SQL Server for Microsoft-stack deployments, PostgreSQL where licence cost is the deciding factor. Both engineered, indexed, and tuned by people who know data.

[SQL Server](#)[PostgreSQL](#)[Reporting Services](#)[Power BI](#)

WEB FRONTEND

React, Angular, Blazor

Modern responsive web UI — chosen per project based on team skills, integration needs, and longevity. React for app-style interfaces, Angular for enterprise apps, Blazor for tight Microsoft-stack integration.

[React](#)[Angular](#)[Blazor](#)[TypeScript](#)

MOBILE NATIVE

iOS Swift & Android Kotlin

Native mobile development — not hybrid wrappers. Swift on iOS, Kotlin on Android. Built for proper offline-first sync, hardware integration (cameras, scanners, GPS), and the performance the field actually needs.

[Swift](#)[Kotlin](#)[.NET MAUI](#)[Offline Sync](#)

APIS & INTEGRATION

REST, GraphQL, Message Queues

API-first architecture by default. Every system we build exposes proper APIs — so your other systems can integrate cleanly. RabbitMQ or Azure Service Bus for asynchronous workloads. Webhooks for real-time integrations.

[REST APIs](#)[GraphQL](#)[RabbitMQ](#)[Webhooks](#)

DEVOPS & QUALITY

CI/CD, Git, Code Review

Continuous integration with automated testing. Git source control. Code review on every change. Deployment pipelines that release to staging, then production, with rollback path always available. Engineering discipline, not heroics.

[Azure DevOps](#)[Git](#)[CI/CD](#)[Automated Tests](#)

One throat to choke. Not three vendors pointing at each other.

Most software companies build the system, then hand you off to a third-party cloud — AWS, Azure, GoDaddy, somebody offshore. **When something breaks, the support phone tree starts.** We don't operate that way. The systems we build live in our own data centre — same engineers, same accountability, same single point of contact for the build, the host, and the support.

⚠ THE INDUSTRY DEFAULT

Three vendors, three blame-shifts

Software developer says it's a hosting issue. Hosting provider says it's a code issue. ISP says it's a config issue. **You're the one stuck in the middle, on a Friday afternoon**, trying to get your business running again.

Result: hours lost in vendor coordination · No single accountable party

✓ SWISS SYSTEMS

One team, build to run

The engineers who built it host it. The data centre that hosts it is ours. The network it runs on is ours. **One phone number for everything technology-related** — no buck-passing, no escalation games, no "let me check with the hosting team."

Result: issues resolved at the source · Single accountable team

99.9%

UPTIME SLA

Contractual uptime commitment for every system we host

100 kVA

REDUNDANT POWER

Inverter-backed, generator-supported, load-shedding-proof

10 Gbps

REDUNDANT FIBRE

Tiered failover routes, no single fibre dependency

One throat to choke isn't a slogan — it's the structural difference between a software project that ships and stays running, and a software project that ships and slowly drifts because nobody owns the whole problem.

— THE SWISS SYSTEMS SINGLE-VENDOR POSITION

Bridging the systems you already have.

Custom software doesn't replace everything else. It needs to **connect to your accounting system, your CRM, your existing line-of-business apps, your suppliers' EDI feeds, your weighbridges, your sensors, your label printers**. Integration is where most software projects quietly fail — because the developer "didn't know about that" until week 14. We design the integration layer up front, on day one.

ACCOUNTING & FINANCE

Pastel · SAP · Sage

Integration with your existing accounting and ERP — orders flowing in, invoices flowing out, inventory aligned. We've built bridges to Pastel Partner, Pastel Evolution, SAP Business One, Sage 200, and others.

Pastel

SAP

Sage

Xero

MICROSOFT 365

Email · Teams · SharePoint

Email notifications via Exchange Online. Document storage in SharePoint. Workflow alerts in Teams. Single sign-on via Entra ID. Your custom system feels like a native part of your Microsoft tenant.

Exchange

SharePoint

Teams

SSO

HARDWARE & IOT

Weighbridges · Scanners · Sensors

Direct integration with weighbridge controllers, barcode and RFID scanners, temperature and humidity sensors, label printers, signature pads, biometric readers. Hardware reads into the system in real time.

Weighbridges

Barcode/RFID

IoT Sensors

Printers

COMMUNICATION & COMMS

SMS · WhatsApp · Email · 3CX

Customer notifications via SMS, WhatsApp Business, email. Internal escalation via 3CX call queues or Teams alerts. The system reaches the right person on the right channel automatically.

SMS

WhatsApp

Email

3CX

LOGISTICS & CARRIERS

Courier APIs · Tracking

Integration with major SA courier and freight carriers — DHL, Aramex, Courier Guy, RTT, RAM. Waybills generated, tracking pulled, POD captured. The customer's "where's my order?" becomes "here's the live tracking link."

DHL

Aramex

Courier Guy

+ More

CUSTOM & LEGACY

Anything With An API

Got a legacy system nobody wants to replace? An industry-specific tool with a quirky data export? A vendor portal that needs to send you orders? **If it has an API, an export, a webhook, or even a flat-file drop, we'll integrate to it.**

REST

SOAP

CSV/XML

Webhooks

Integration is where the project value lives — and where it most often dies. We design the integration boundary on day one, written down, signed off. Not at week 14, when "we didn't realise it had to talk to that."

— THE SWISS SYSTEMS INTEGRATION POSITION

One project, one team, one accountable partner.

Most custom software quotes are intentionally narrow — discovery extra, hosting extra, mobile extra, integration extra, support extra. **Ours isn't.** Compare what's included before you compare per-day rates or fixed-price quotes from anyone else. The cheapest project quote is rarely the cheapest project outcome.

What you get	Swiss Systems	Freelance / Offshore / Other
Discovery & written architecture	✓	<i>Project-priced separately</i>
Two-week sprint cadence with demos	✓	<i>Variable / waterfall</i>
Web, mobile (iOS & Android), and native	✓	<i>Web only · mobile extra</i>
API-first architecture	✓	<i>Often missing</i>
Integration to your existing systems	✓	<i>Discovered late, priced separately</i>
Hosting on Swiss Systems data centre	✓	<i>Third-party cloud, separate bill</i>
99.9% uptime SLA	✓	<i>Best-effort, no SLA</i>
Real-site pilot before full rollout	✓	<i>Big-bang go-live</i>
End-user training	✓	<i>Per-session quote</i>
Source code available to customer	✓	<i>Often vendor-locked</i>
Lifecycle support (bugs, enhancements, scale)	✓	<i>"Please raise a ticket"</i>
POPIA-aligned data handling	✓	<i>Self-managed</i>
Single accountable team (build + host + support)	✓	<i>Multiple vendors, finger-pointing</i>
Code review & automated testing standard	✓	<i>Variable, often skipped</i>

THE REAL COMPARISON

Standard engagement

Project price + hosted forever, by the same team.
Compare us to anyone — but compare what's
actually delivered, not just the rate.

**Fixed-scope build · monthly
hosting**

From first conversation to live, in months.

Bespoke software doesn't have to take years. **Most of our projects ship a usable first version in 12-16 weeks**, with phased rollout to additional sites or modules over the months that follow. The lifecycle is structured but not rigid — every phase has clear deliverables, signed off before we move on.



WHAT'S DIFFERENT ABOUT HOW WE RUN PROJECTS

Demos every two weeks

You see real working software, not status reports. Scope drift caught early, in plain sight.

Source code is yours

No vendor lock-in. The code is yours, the data is yours, the IP is yours. We host it because we're good at it — not because we hold it hostage.

Same team, build to support

No handover from delivery to support. The engineers who built it are the engineers who keep it running. Knowledge stays with the people, not in the documentation.

*A custom software project should ship a useful first version **before the original requirements have gone stale**. Our 12-16 week target isn't a fast-track — it's the standard pace for a properly-run project that respects your time and your business.*

— THE SWISS SYSTEMS PROJECT POSITION

Build, host, run — one team.

Anyone can write code. **Very few can write code, host the system, integrate it to the rest of your stack, run it for the next decade, and accept single accountability for the whole thing.** We do — because the same team that builds it is the team that hosts the data centre, the network, the VOIP, and the IT support. **One technology partner. Whole stack.**

01

Industry-Proven Delivery

Pharma. Manufacturing.
Warehouse. Logistics. CRM.
Service delivery. Job cards.
Business management. Eight industries already delivered into — proof you don't need to be the first one we figure out.

→ **Real industry pattern recognition**

02

Modern, Mainstream Stack

C#, ASP.NET Core, .NET 8, SQL Server, React/Angular/Blazor, Swift, Kotlin. Mainstream technology — supportable, hire-able for, current. No exotic frameworks built around one developer's hobby project.

→ **Long-term supportability**

03

Self-Hosted, Self-Accountable

Hosted in our own SA data centre. 99.9% uptime SLA. 100 kVA redundant power. 10 Gbps redundant fibre. Single accountable team for build + host + support. **One throat to choke.**

→ **No third-party blame-shift**

04

Two-Week Sprints, Real Demos

Working software demoed every two weeks. You see what we built, test it, change your mind. Scope drift caught in the open. **The black-box developer that goes silent for months is exactly what we're not.**

→ **Visible delivery, no surprises**

05

Whole-Stack Partner

Custom software sits alongside our data centre, private cloud, VOIP, networking, M365, and managed IT services. **One vendor for everything technology-related** — no juggling four suppliers when something spans systems.

→ **Single accountable partner**

06

Source Code Yours

The code we write for you is yours. The data is yours. The IP is yours. We host it because we're good at it — not because we hold it hostage. **You can leave any day. Most don't, because the relationship works.**

→ **No vendor lock-in**

READY WHEN YOU ARE

Book a free discovery workshop.

Half a day with a lead developer. We'll walk your process, ask the questions that matter, sketch the architecture, and hand you a written outline — including effort, timeline, and cost ranges. **Yours to keep, regardless of whether we end up working together.**

01

Walk Your Process

A real conversation about how your business runs today — paper, spreadsheets, workarounds and all. No assumptions, no upselling.

02

Sketch the System

Architecture outline. Mobile vs web vs native. Integration map. Hosting plan. Effort estimate. Realistic timeline. Yours to keep.

03

Whole-Stack Partner

If we end up working together, you get one accountable partner for build, host, support — and every other technology silo.

TALK TO US

010 006 0666

ONLINE

www.swisssystems.co.za

WORKSHOP

Booked within 5 working days



Swiss Systems South Africa

Your Technology Partner · Custom Software Development · Build · Host · Run