

— MALAYSIAN TECHNOLOGY PARTNER

Digital systems designed around the way your business really works.

Strategy, design, engineering and AI automation — brought together by one Malaysian technology partner.

Custom Systems

Digital Platforms

Automation

Long-Term Support

20+ PROJECTS COMPLETED**20+** HAPPY CLIENTS**10+** YEARS EXPERIENCE

WHERE PERFORMANCE GETS LOST

The cost of disconnected operations hides in everyday work.

When information lives across messages, spreadsheets and separate tools, teams spend more time coordinating work than improving it.



Repeated manual work

Data is copied, checked and updated in more than one place.



Slow customer response

Context is lost between channels, teams and handovers.



Limited visibility

Leaders see the problem only after it has affected delivery.



The issue is rarely a lack of tools. It is the lack of a connected operating model that people can actually use.



— FROM TOOLS TO AN OPERATING MODEL

Digital momentum begins when customers, teams and data move together.

The goal is not another piece of software. It is a clearer operating model supported by technology that people can actually use.



Clear journeys

Make it easier for customers to discover, decide and act.



Coordinated work

Give teams one shared view of tasks, status and ownership.



Visible decisions

Turn activity into signals leaders can use.





— CLOSE TO THE WORK

A Malaysian technology partner that stays close to the work.

Evertech Network turns business ideas and operational challenges into websites, platforms, automation and systems that are practical to run.



Business-first thinking

Goals, users and workflow come before technology choices.



End-to-end ownership

Strategy, experience, engineering and improvement stay connected.



Practical delivery

Visible progress supports useful feedback and clearer decisions.



Long-term improvement

Systems can evolve as the organisation learns and grows.

BUILT FOR MALAYSIAN REALITIES

Designed for local operations — with room to grow.

Local language, familiar customer behaviour, multi-branch operations and practical compliance needs shape the systems we design.



Education

Learning, attendance, fees and parent communication.



Transport & Logistics

Service coordination, status and operational tracking.



Hospitality

Discovery, booking, guest communication and owner visibility.



Wellness & Services

Consultation, appointments, customers and business operations.

SME Commerce

Professional Services

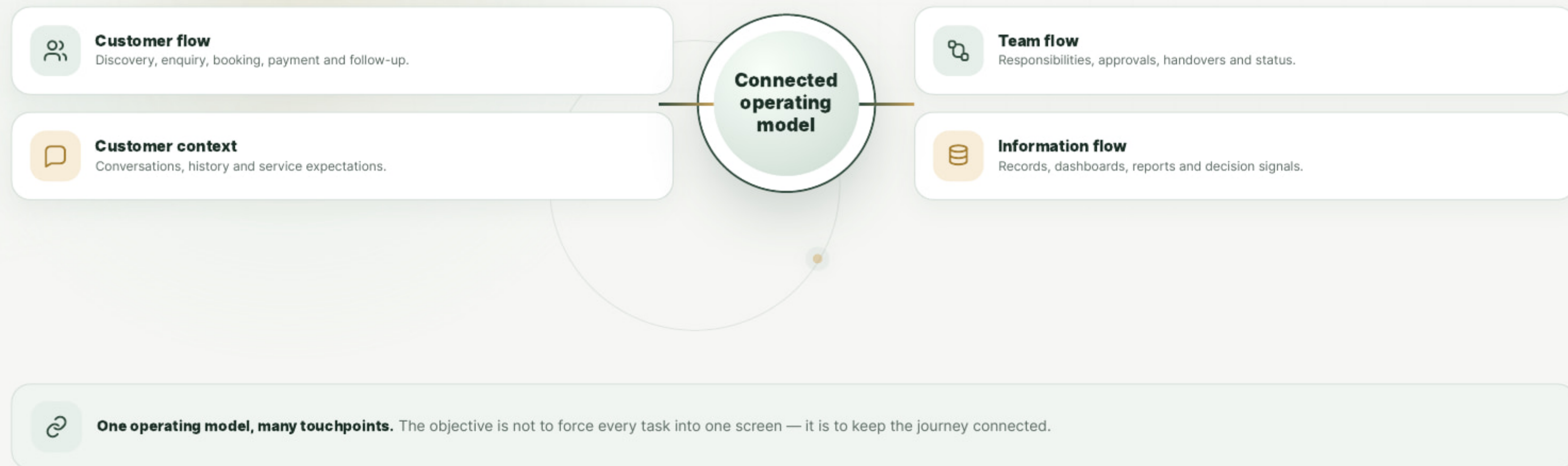
Multi-Branch Operations



THE OPERATING MODEL

We connect the three flows that determine daily performance.

The strongest systems make customer action easier, team coordination clearer and management information more useful.



— ONE CONNECTED CAPABILITY STACK

From first idea to continuous improvement.



01



Discover

Goals, users, pain points, workflows and priorities.

02



Design

Journeys, interfaces, content and system structure.

03



Build

Websites, applications, platforms and integrations.

04



Automate

AI assistants, routing, notifications and repeated task reduction.

05



Improve

Support, optimisation, new modules and operational learning.

BUILT AROUND REAL WORKFLOWS

Operational platforms shaped around roles, rules and daily work.

When generic software forces the team to work around it, a custom system can create one reliable operating environment.



CRM & Customer Management



ERP & Internal Operations



Booking & Service Systems



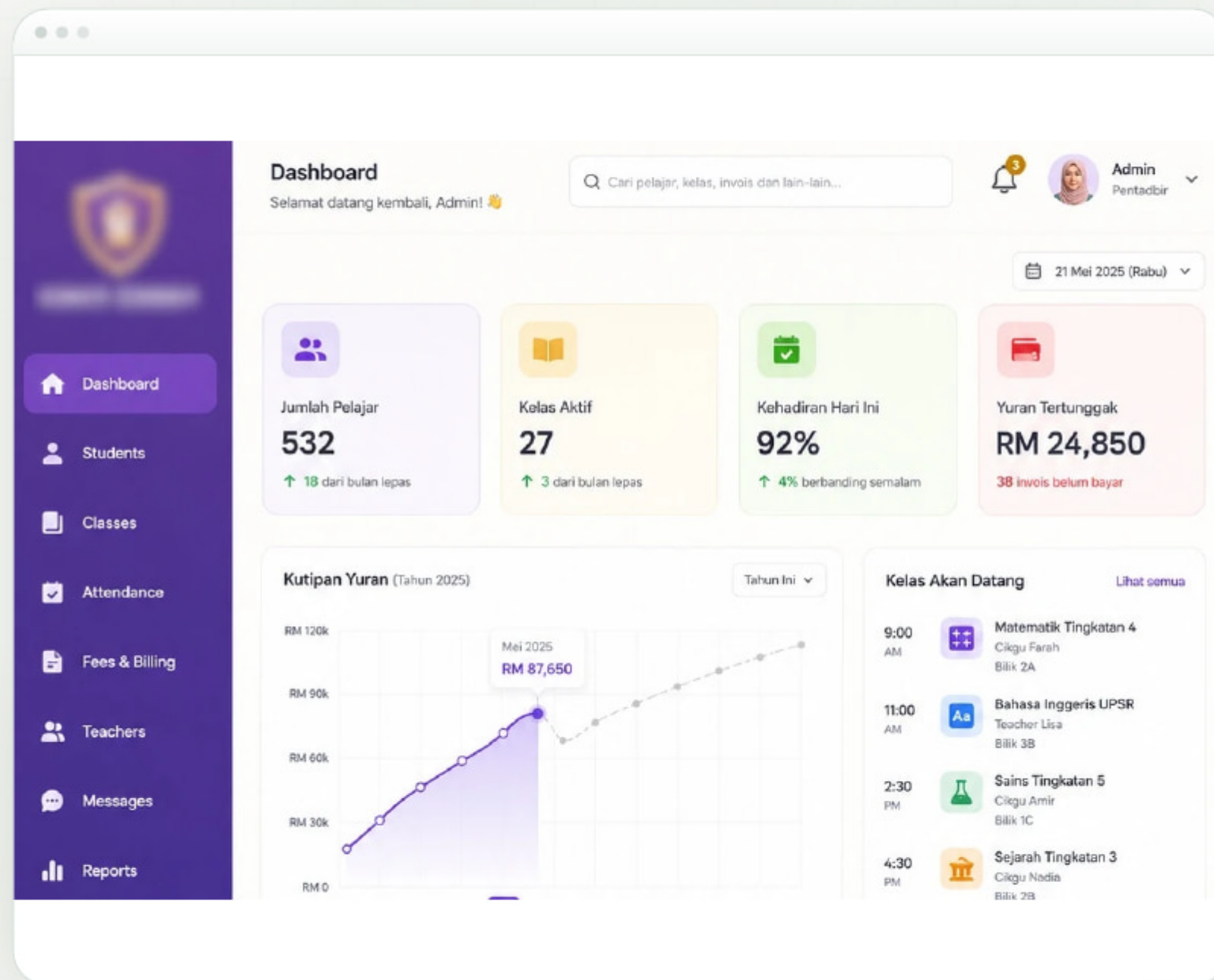
Learning & Training Platforms

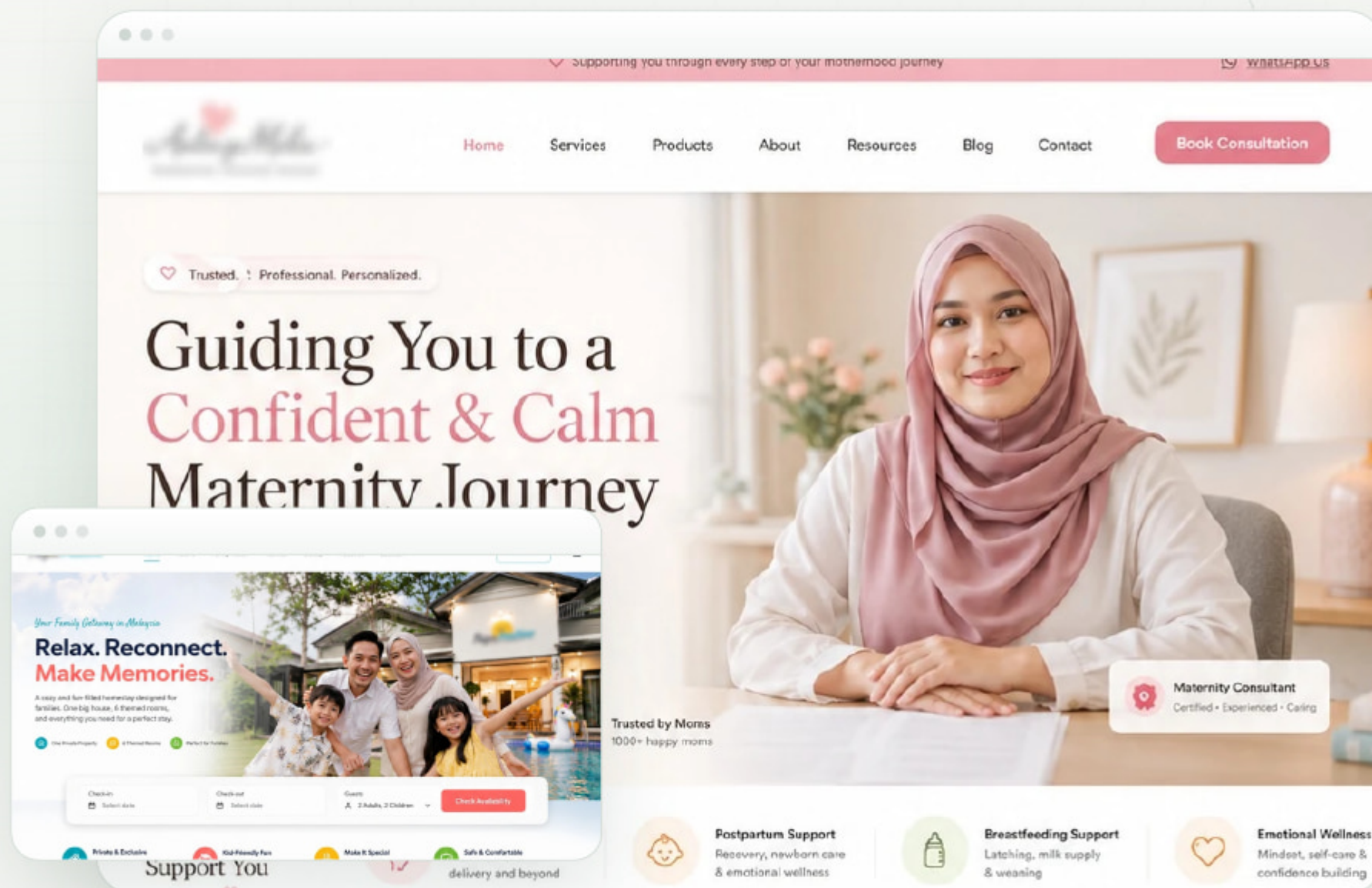


Records & Document Workflows



Dashboards & Reporting





FROM ATTENTION TO ACTION

Digital experiences that help customers understand, decide and act.

Clear positioning, useful content, responsive design and conversion paths support the way customers make decisions.



Corporate presence

Credibility, service clarity and lead generation.



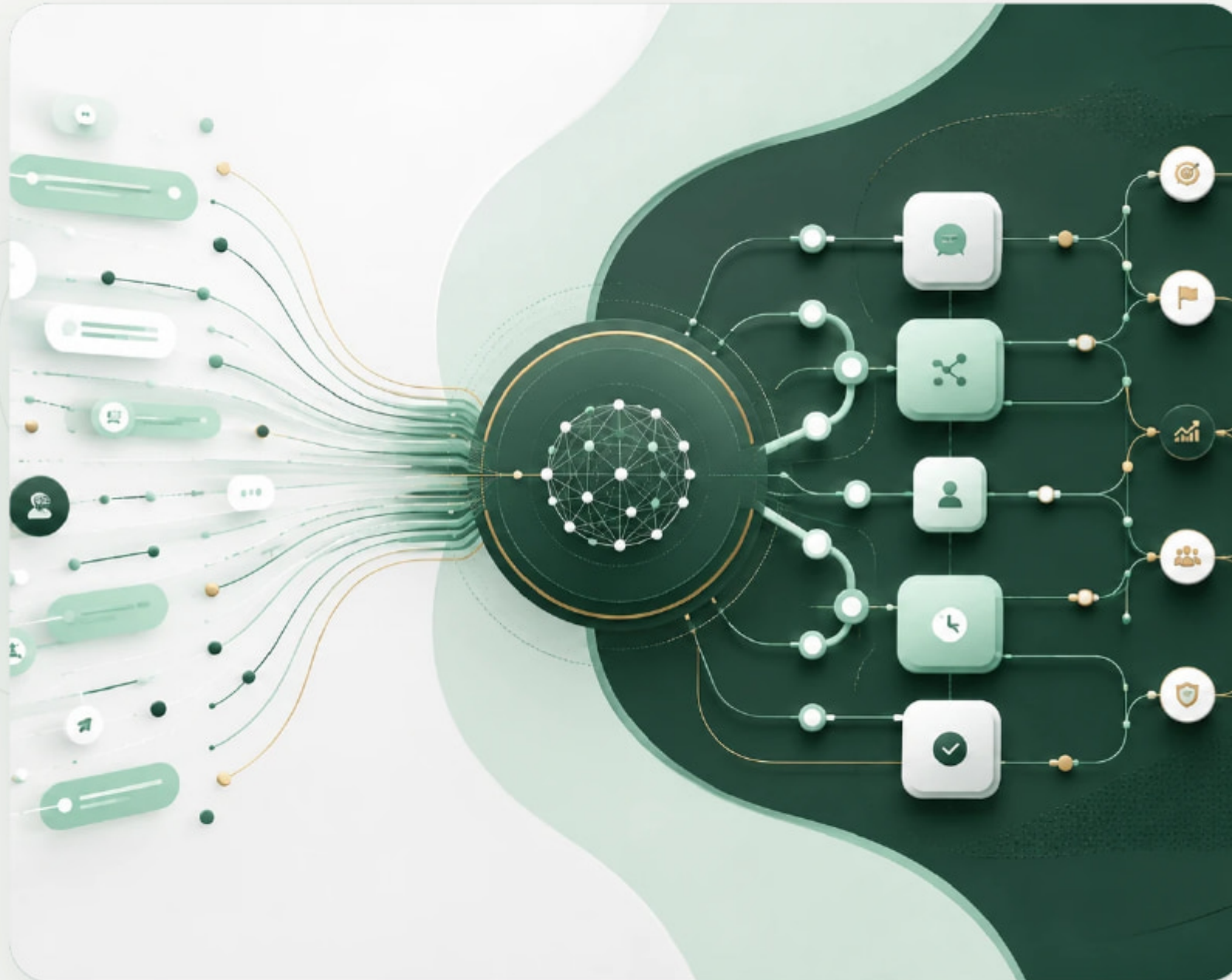
Booking & commerce

Discovery, selection, payment and follow-up.



Performance foundations

Mobile experience, speed and structured content.



APPLIED AI

Use AI where it improves response, structure and follow-through.

Automation is focused on practical jobs: understanding requests, retrieving knowledge, drafting responses and turning conversations into structured work.



AI Assistants

Guided responses grounded in approved knowledge.



Smart Routing

Direct conversations and tasks to the right owner.



Meeting Intelligence

Transcripts, summaries and action items.



Human Oversight

Clear handover, review and access control.

MANAGEMENT VISIBILITY

Turn activity into visibility that supports better decisions.

Useful reporting begins with consistent data and clear operational questions — not a dashboard filled with numbers.



Operational dashboards

Current workload, status and service health.



Management reporting

Trends, performance and exceptions.



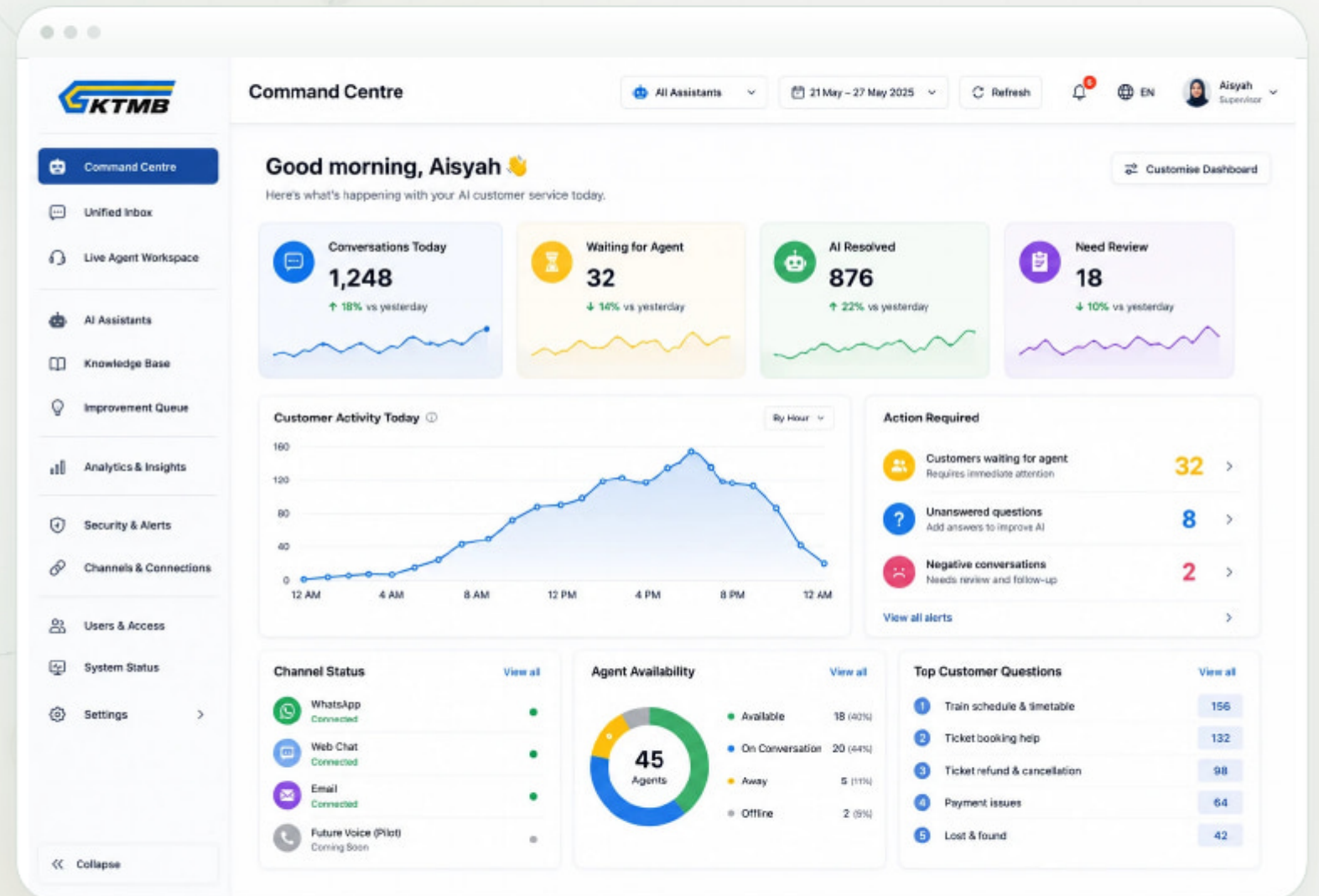
Role-based views

Relevant information for each decision maker.



Actionable signals

Highlight what needs attention next.



— WHAT HAPPENS BEHIND THE INTERFACE

Reliable systems depend on connection, control and continuity.

Architecture, access, integration and operational support are considered early so the platform can remain useful as the organisation changes.

01 / CONNECT



Integrations & APIs

- ✓ Approved services and data sources
- ✓ External platforms and payment services
- ✓ Reduced duplicate work

02 / CONTROL



Access & Governance

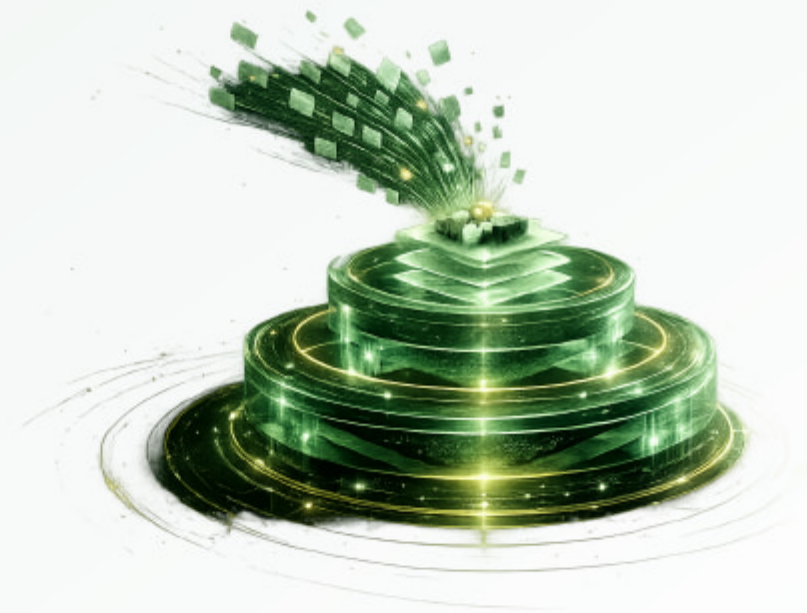
- ✓ Role-based permissions
- ✓ Accountable actions
- ✓ Appropriate safeguards

03 / CONTINUE



Support & Resilience

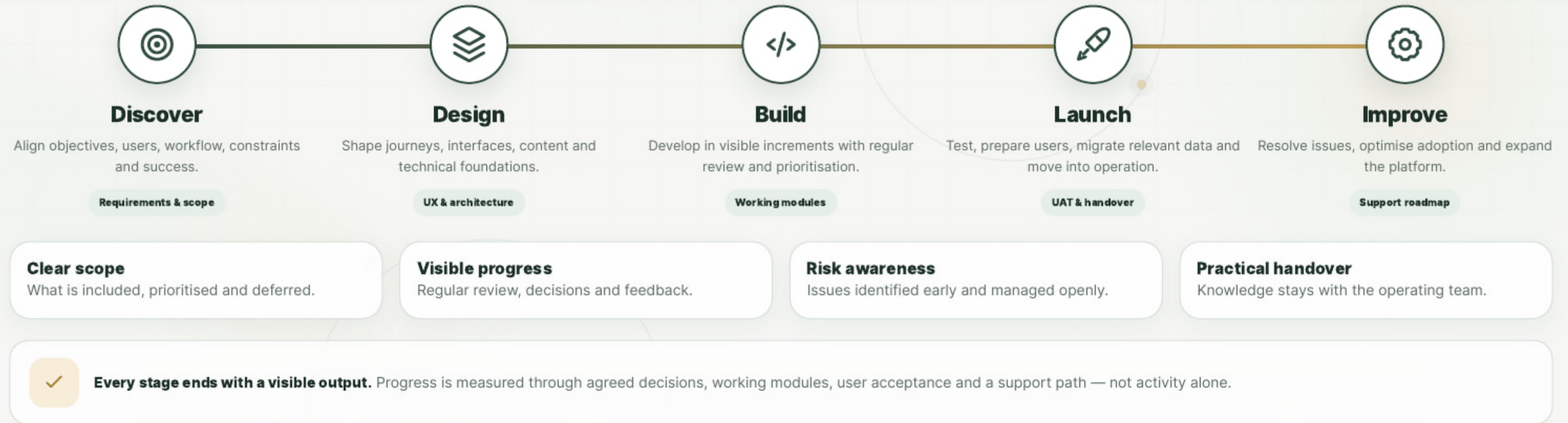
- ✓ Monitoring and backup thinking
- ✓ Fixes and optimisation
- ✓ Improvement after go-live



— CLARITY BEFORE CODE

Visible progress throughout delivery.

A structured lifecycle keeps scope, decisions and outcomes visible from the first conversation through continuous improvement.



MATCH THE STAGE OF THE OPPORTUNITY

Choose an engagement model that fits the outcome.



01

Build a focused solution

A defined website, application, workflow or operational platform.

Discovery and scope

Design and development

Launch preparation

Best when: the problem and target outcome are already clear.



02

Move an idea towards market

A digital product or service concept that needs validation and a usable first release.

Product framing

Prototype and MVP

Iteration roadmap

Best when: the idea needs structure, validation and a path to launch.



03

Strengthen an existing system

An operating platform that needs fixes, optimisation, automation or new modules.

Technical audit

Prioritised improvements

Ongoing support

Best when: the foundation exists but delivery, adoption or scale needs improvement.



Not sure which model fits? Start with a focused discovery sprint to validate the problem, priorities, scope and most practical delivery path.

A RELATIONSHIP THAT CREATES CONFIDENCE

A delivery relationship should create confidence — not dependency.

Decisions stay visible, responsibilities stay clear and the system remains understandable to the people who operate it.



“The best handover leaves the team more capable, not more dependent.”

PRACTICAL PARTNERSHIP PRINCIPLE



Clear scope and priorities

Everyone understands what is being solved first and why.



Visible progress

Working increments support useful feedback throughout delivery.



Practical handover

Users receive the knowledge and support needed to operate confidently.



Room to improve

The platform can evolve as the organisation learns and grows.

— HOW THE APPROACH COMES TO LIFE

Recent concepts and systems demonstrate the operating model in practice.

The following work spans enterprise service, event technology, education, hospitality, wellness and multi-role business operations.

Enterprise Service

Events

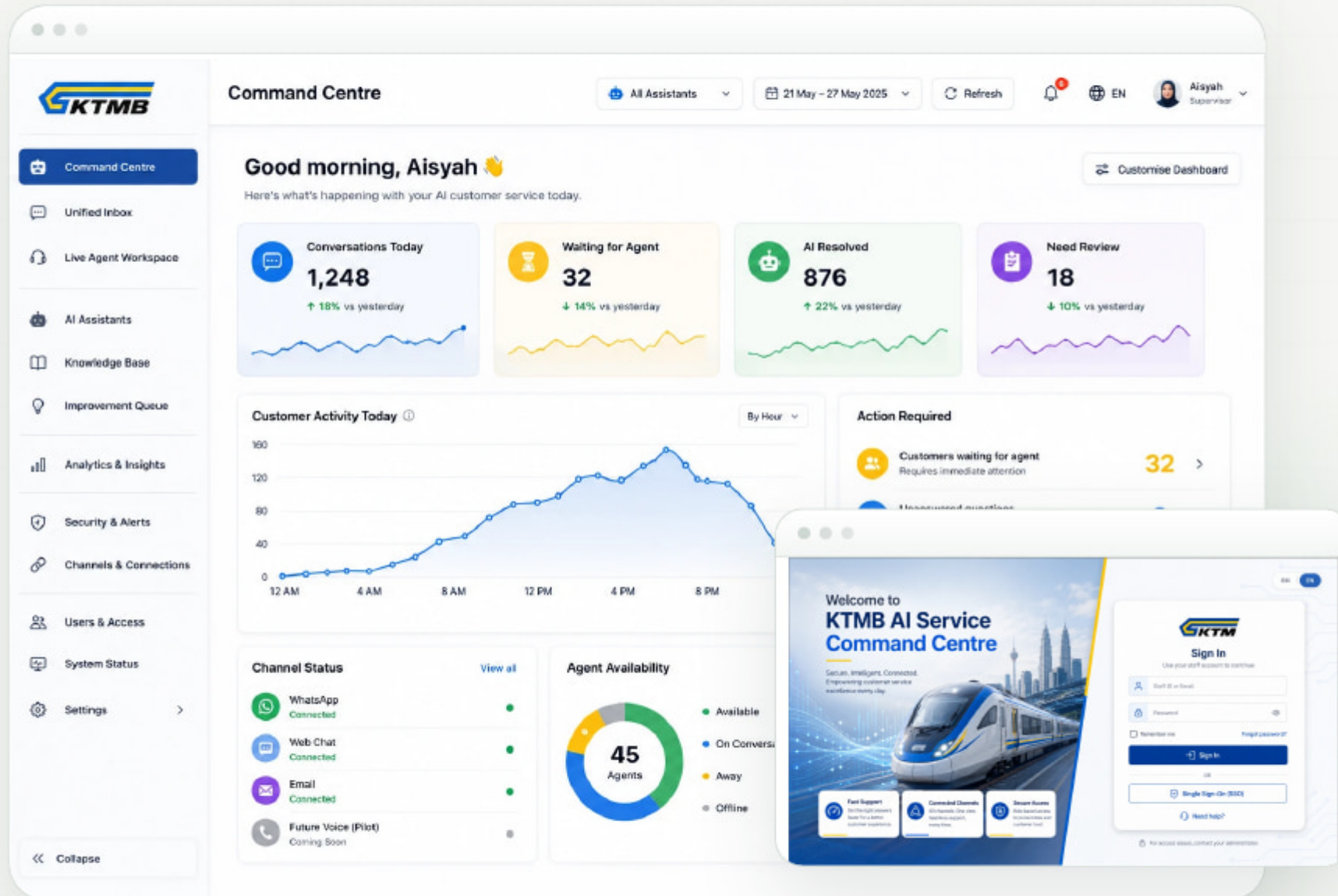
Education

Hospitality

Wellness

AI Operations





ENTERPRISE AI PLATFORM CONCEPT

KTMB AI Service Command Centre

A deployment concept for a unified customer service workspace combining AI assistance, live-agent control, knowledge and operational analytics.

CHALLENGE Customer conversations and service knowledge can become fragmented across channels and teams.

SOLUTION Unified inbox, AI assistants, live-agent handover, knowledge tools and management dashboards.

DESIGN VALUE Clear service ownership, faster access to context and better operational visibility.

Unified Inbox

AI Assist

Analytics

PUBLIC WEBSITE + ORGANISER OPERATIONS

Corporate Event Booking Platform

An end-to-end event experience connecting the public website with organiser operations, ticketing, attendee check-in and reporting.

CHALLENGE Event information, ticketing and on-site operations are often managed in separate tools.

SOLUTION Event pages, ticket configuration, attendee records, speaker management, check-in and analytics.

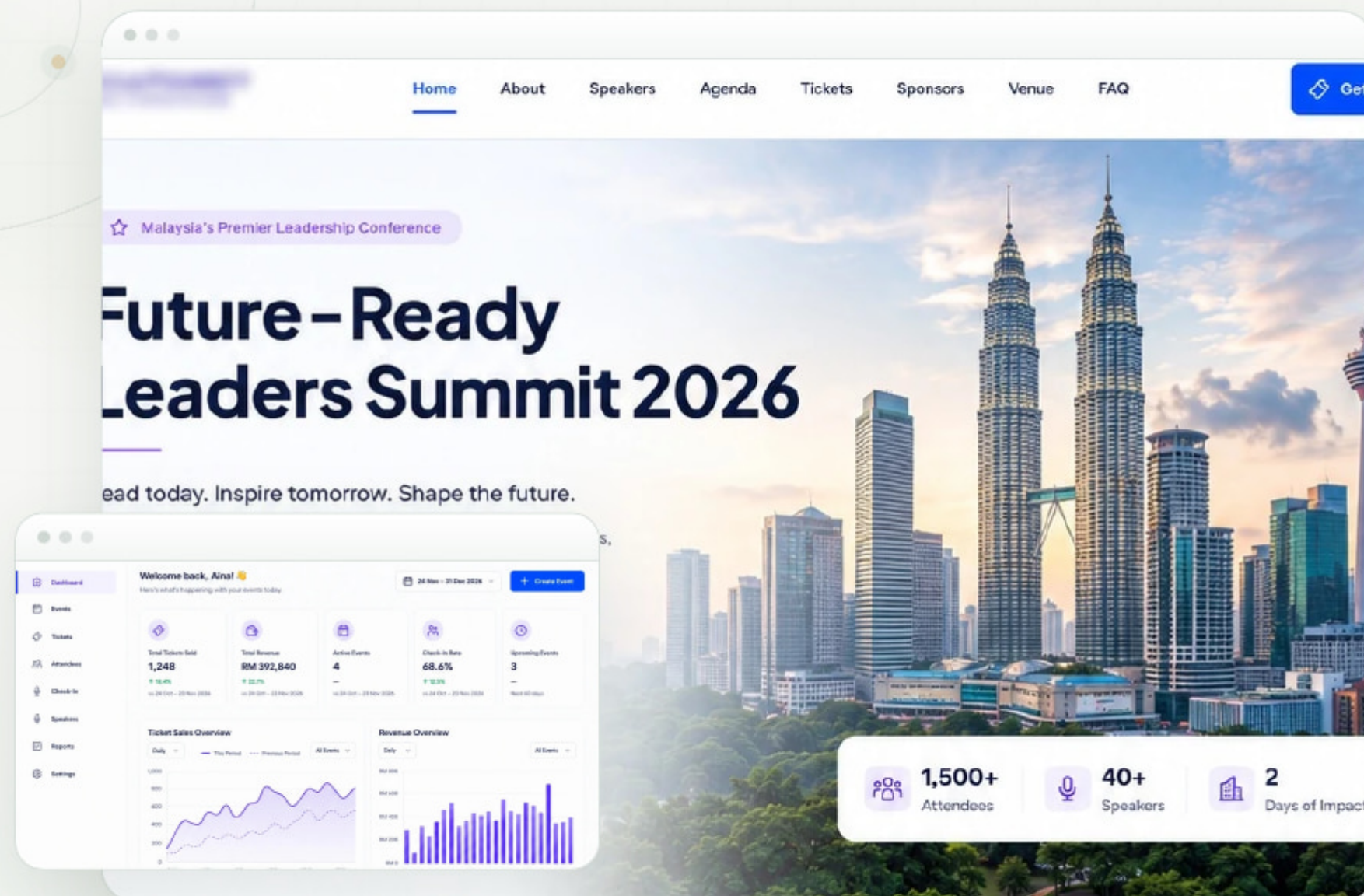
DESIGN VALUE One coordinated journey from event discovery to post-event reporting.

Event Discovery

Ticketing

Check-In

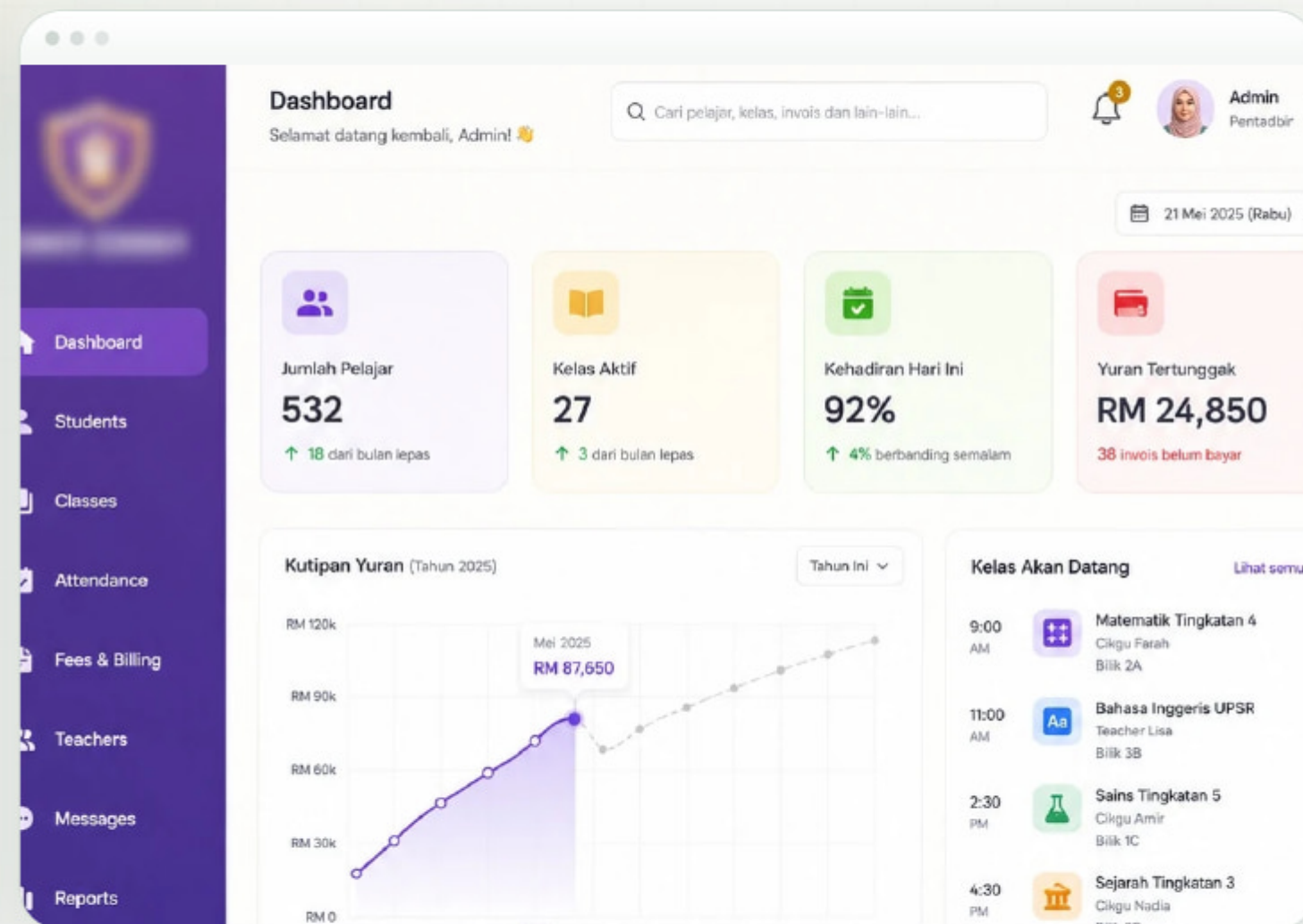
Reporting



MULTI-ROLE EDUCATION PLATFORM

Tuition Management System

A Malaysian-first management platform for student records, classes, attendance, fees, teachers and reporting.



GUEST JOURNEY + OWNER OPERATIONS

Homestay Booking System

A customer booking journey paired with practical room, reservation and owner management tools.

CHALLENGE Guests need confidence and availability information while owners need one view of reservations.

SOLUTION Property discovery, room comparison, booking, guest communication and owner analysis.

DESIGN VALUE A smoother guest journey with better reservation visibility for the operator.

 **Property Discovery**

 **Availability**

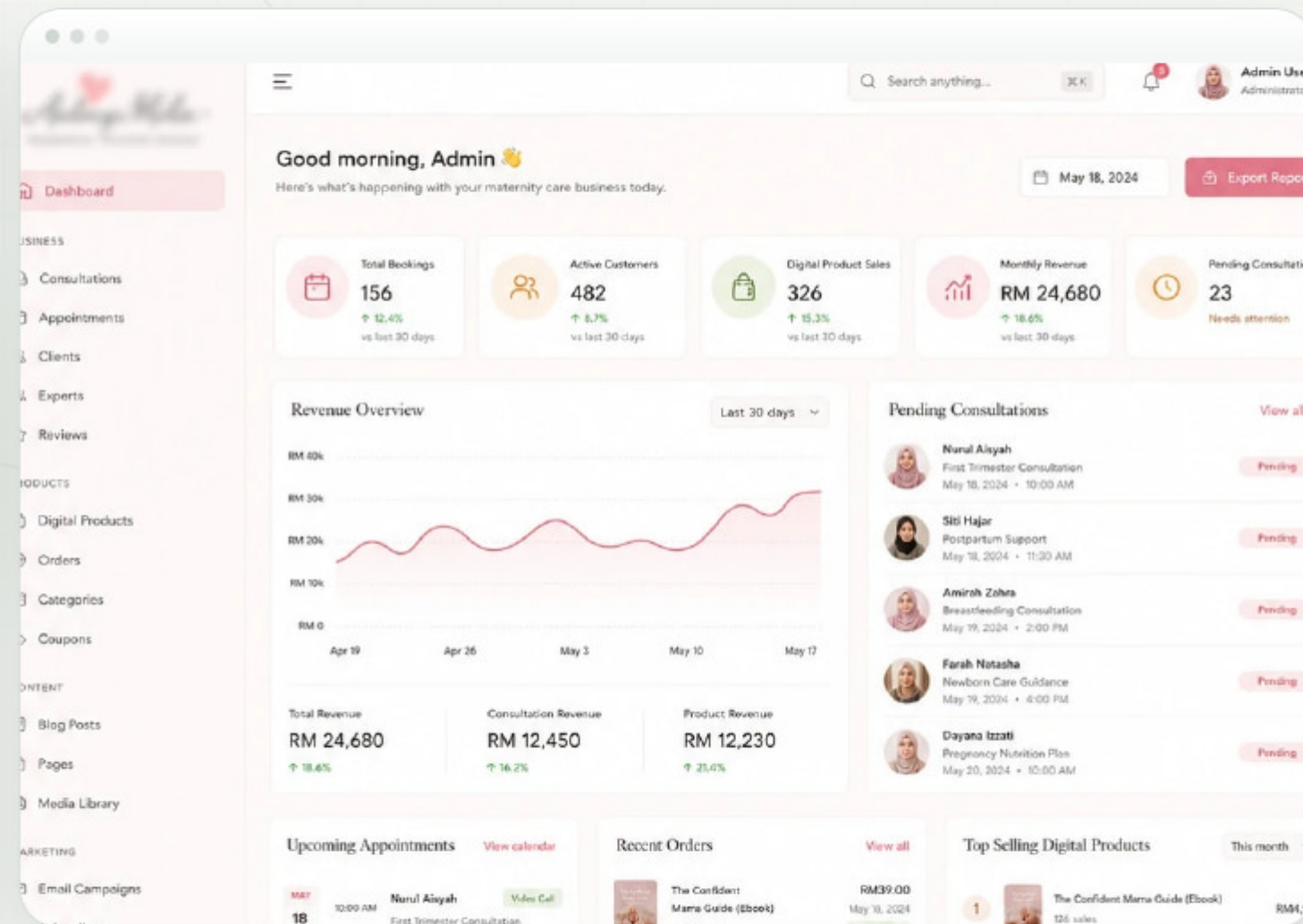
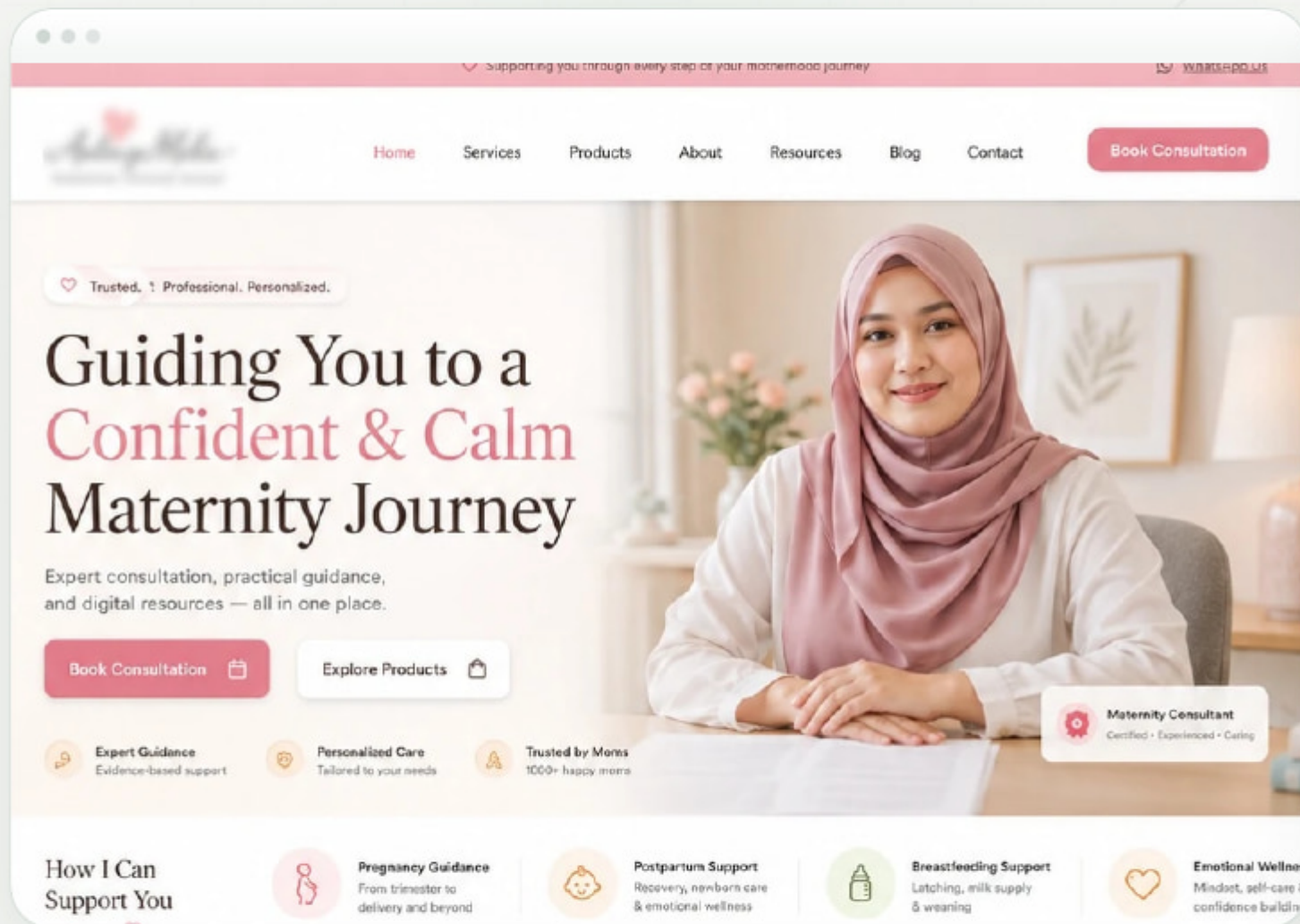
 **Owner View**



CUSTOMER EXPERIENCE + BUSINESS OPERATIONS

Maternity Consultation Platform

A calm, trust-led experience connecting consultation booking, digital products and business management.



- Consultation Booking
- Digital Products
- Customer Records
- Revenue Visibility

— THE SAME DISCIPLINE ACROSS DIFFERENT CONTEXTS

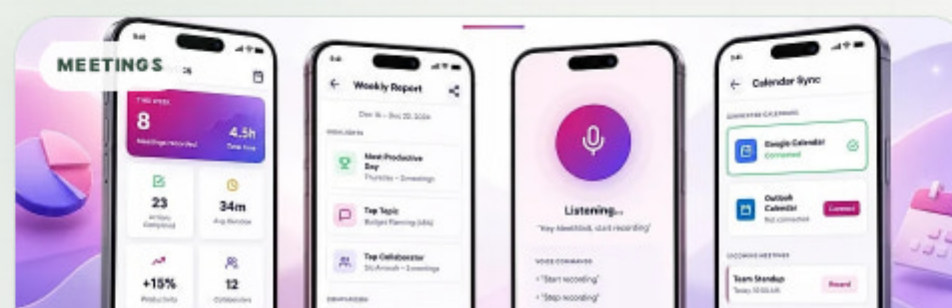
Additional work across learning, logistics, meetings and commerce.

The design and engineering approach adapts to different customer journeys and operational environments.



Keedsflix

Learning discovery and streaming experiences.



MeetMinit

AI-assisted meeting productivity and insight.



UMK Learning

Online distance learning experience.



Keedsmover

Logistics and parcel tracking workflows.



Kekeli

IoT-enabled aquaculture operations.



Kekayu

Commerce and lead generation experience.

— WORK DELIVERED. RELATIONSHIPS BUILT.

Why organisations choose Evertech.

The value is not just in producing screens. It is in translating operational needs into usable systems, keeping delivery visible and supporting improvement after launch.

20+

PROJECTS
COMPLETED

20+

HAPPY CLIENTS

10+

YEARS
EXPERIENCE



Business-first

Technology choices are tied to clear operational outcomes.



End-to-end

Experience, engineering and operations remain connected.



Practical delivery

Visible progress and usable increments support better decisions.



Long-term improvement

Support and iteration protect the value of the platform.

— BUSINESS POSITIONING + TECHNICAL DELIVERY

Two complementary perspectives move every engagement forward.



DIRECTOR
Digital Marketing & Branding

Focuses on digital strategy, brand positioning, customer journeys and business growth.

Digital Strategy

Brand Positioning

Growth



DIRECTOR
IT Development

Focuses on full-stack development, system architecture, infrastructure and scalable platforms.

System Architecture

Full-Stack

Automation

— START WITH THE OPERATIONAL CHALLENGE —

Bring the operational challenge. Leave with a clearer digital path.

Start with one focused conversation about the workflow, opportunity or system you want to improve. We will help frame the right next step.

Start a project conversation

Share the current challenge, who is involved and what a better outcome should look like.

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MEET YOUR TECHNOLOGY PARTNERS

