From scratch to success

The Techno Set Sdn. Bhd.'s impressive
digital transformation journey
with Zoho Creator

TECHNOSET

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About Omar Khamam

Omar Khamam is the CEO of The Techno Set Sdn. Bhd., a business solutions provider and Zoho Creator partner based out of Malaysia. Fueled by a keen interest in cloud, artificial intelligence, and IoT solutions, he has the knowledge and expertise to successfully implement technology solutions at scale in large organizations.

In this ebook, we follow the ITSM (information technology service management) certified business strategist's ascent with The Techno Set Set Sdn. Bhd. through Zoho Creator.

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"Application development with Zoho Creator is automated and expedited, resulting in faster delivery while reducing human error, a factor that is all too common with the manual approach."

- Omar Khamam, Founder & CEO, The Techno Set Sdn. Bhd., Malaysia

Early career

After his MCSE (Microsoft Certified Systems Engineer) and CCNA (Cisco Certified Network Associate) certifications, Omar worked as a solutions expert for multiple organizations, focusing primarily on the oil and gas industry, for over a decade. His networking and IT management prowess has enabled him to drive the development of multinational companies worldwide.

The challenge of automating manual processes and storing data on the cloud efficiently piqued Omar's interest in the low-code world. During his time in Egypt in 2015, he found Zoho Creator after researching and weighing different low-code options.

"I compared different low-code platforms and found that Zoho Creator was the best, primarily owing to its flexibility and expandability of features. There is no limit to what you can achieve, and the possibilities are endless."

- Omar Khamam, Founder & CEO, The Techno Set Sdn. Bhd., Malaysia

First project with Zoho Creator

The growing need for businesses to achieve maximum results while minimizing the effort required to develop complex business solutions led Omar to Creator.

Beginning with a job ticketing system and developing to a unified ERP system, Omar made steady inroads with Creator by developing five more systems for an Egyptian oil services company.

"I built HR, CRM, QHSE, Oil Field Services Management, and numerous oil and gas solutions from the ground up with Creator. Zoho Creator helped facilitate the production of different solutions made to reflect custom business processes while proving to be extremely cost-effective."

- Omar Khamam, Founder & CEO, The Techno Set Sdn. Bhd., Malaysia

Founding TechnoSet Sdn. Bhd.

Omar embarked on a new journey in 2016 when he founded The Techno Set Sdn. Bhd. in Malaysia. The Techno Set Sdn. Bhd. provides customized business solutions across a plethora of industries, including oil and gas, logistics, education, and manufacturing. Since their inception, their digital transformation efforts through Zoho Creator have been quite remarkable.
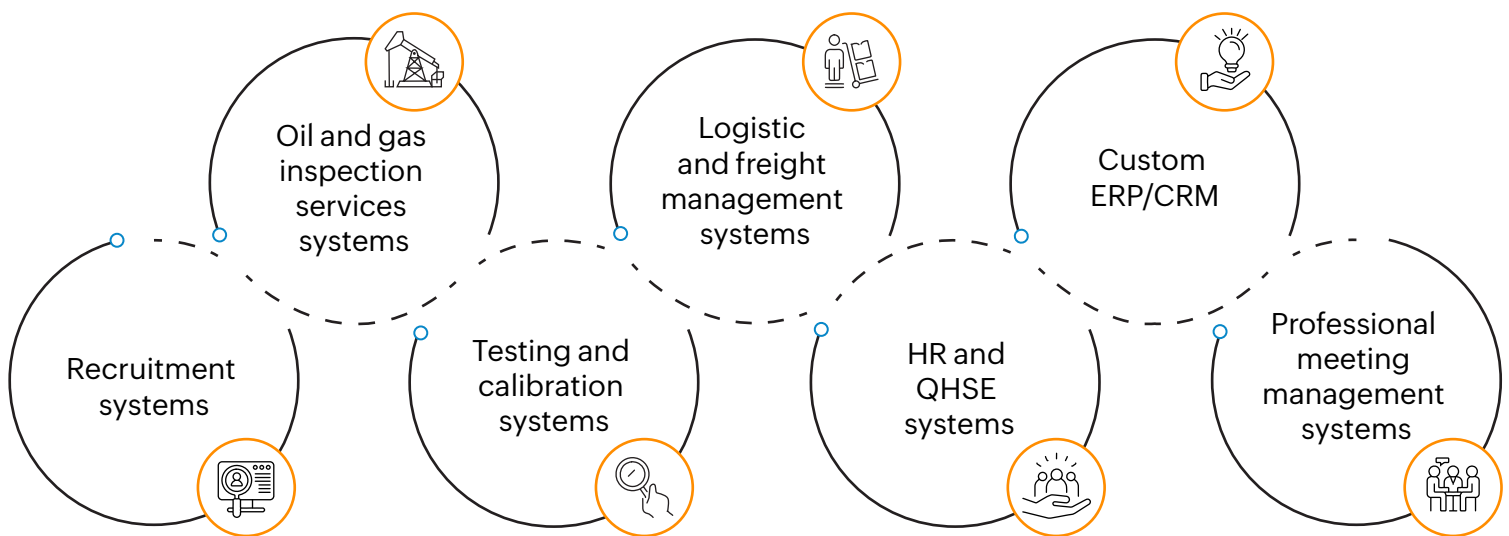
"Zoho Creator enables The Techno Set Sdn. Bhd. to create applications that automate workflows and also integrate them with other technologies, ultimately enhancing the capabilities of existing systems. Our solutions improve communication between employees, who are encouraged to work from home to ensure flexibility, and work still happens faster and more efficiently than before."

- Omar Khamam, Founder & CEO, The Techno Set Sdn. Bhd., Malaysia
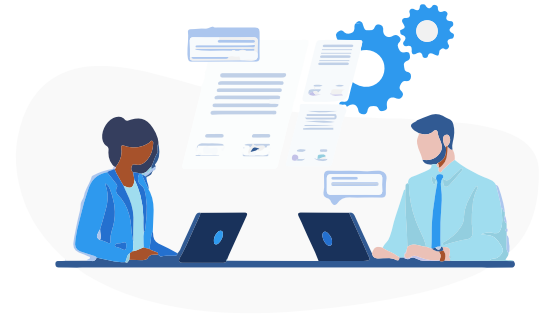
Interesting projects

The Techno Set Sdn. Bhd. has had a slew of pioneering projects spanning various industries in its seven-year journey as a solutions provider. Every enterprise requires a solution that is specific to its industry, and Zoho Creator offers an avenue to develop all that and more. The Techno Set Sdn. Bhd. has used Creator to develop various systems, including:

- Oil and gas inspection services systems
- Logistic and freight management systems
- Custom ERP/CRM
- Recruitment systems
- Testing and calibration systems
- HR and QHSE systems
- Professional meeting management systems

Omar took some time to discuss specific use cases where The Techno Set Sdn. Bhd. successfully used Creator to help their clients.

C. Melchers GmbH & Co.

Headquartered in Bremen, Germany, C. Melchers GmbH & Co. is a global trading company with more than 50 subsidiaries worldwide. Melchers Malaysia has been coordinating the company's trading activities in Malaysia since 1958, with several offices located across the country.

Omar noted that Melchers Malaysia relied heavily on paper-based processes and could benefit from more automation.
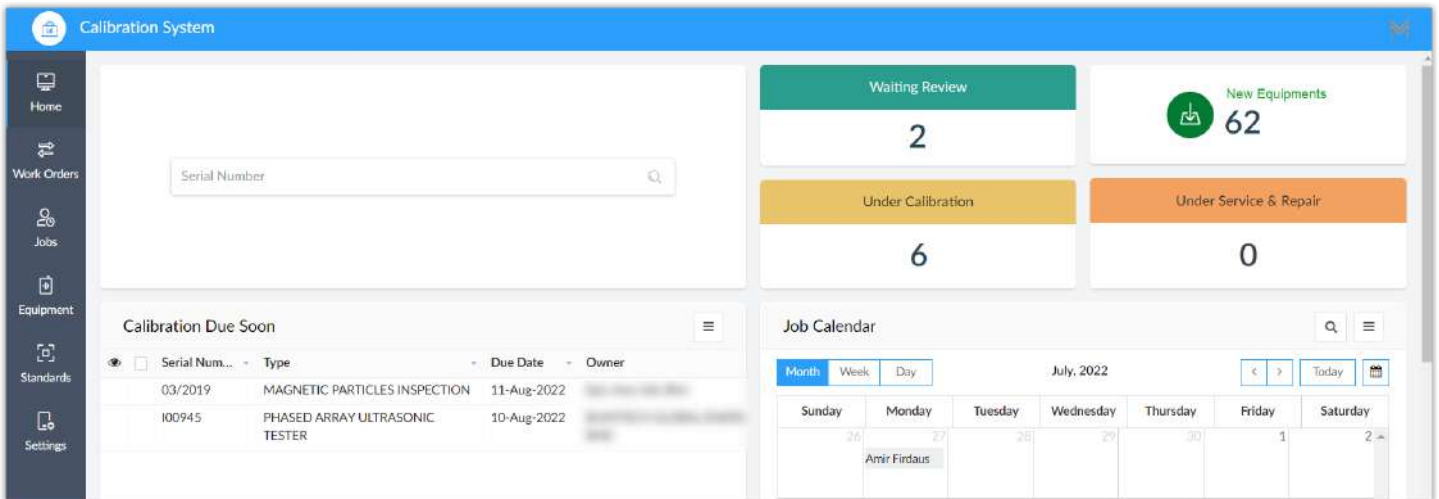
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"Through Creator, The Techno Set Sdn. Bhd. developed a calibration system and a customer credit application portal for C. Melchers GmbH & Co. in Malaysia. Critical business functions in their trading activities were digitised, replacing the paper-heavy processes that were initially relied upon."

- Omar Khamam, Founder & CEO, The Techno Set Sdn. Bhd., Malaysia

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This shift away from paper and manual processes proved beneficial and helped resolve many issues for Melchers. Besides a reduction in work hours and an increase in overall efficiency, the applications made for the client do the following:

- Assists with compliance to quality standards such as ISO 9000 and ISO 17025

- Generate automated recalibration reminders

- Control calibration work orders, schedules, and test reminders

- Track customer equipment calibration history

- Accelerate calibration results

- Create calibration certificates simply with online QR-code validation

Full-Warranty

Licensed by Saudi Arabia's Ministry of Commerce, Full-Warranty is a professional maintenance center and online store specializing in maintenance, protection, warranty, and technical support solutions.

Omar discussed building a subscription system for Full-Warranty. "A Zoho-compatible custom payment gateway has been integrated with industry standard security compliance," Omar explained.

Kedah Royal Relatives Cooperative

The Kedah Royal Relatives Cooperative (Koperasi Kerabat DiRaja Kedah) is one of the organizations established to promote the Sultanate of Kedah Darul Aman, and to assist Kedah's family, while providing opportunities for the people of Kedah in socio-economic sectors within and outside the country.

The Kedah Royal Relatives Cooperative and the Kedah Darul Aman Family Council reached an agreement and developed a modern security monitoring system to combat the misuse of documentation, badges, crests, and vehicle stickers. This system was designed by Dato Dr Ahmad Firdaus Wan Teh, one of the directors of The Techno Set Sdn. Bhd. and a member of the Kedah Royal Family Cooperative and the Kedah Darul Aman Family Council.

> "Using the Digital Code System, a cutting-edge technology system with the features of a specially designed central code (KDS) has been deployed. The usage of QR codes will assist in making accurate decisions about the authenticity of documentation, badges, crests, and stickers used by members of the Kedah Royal Relatives Cooperative."

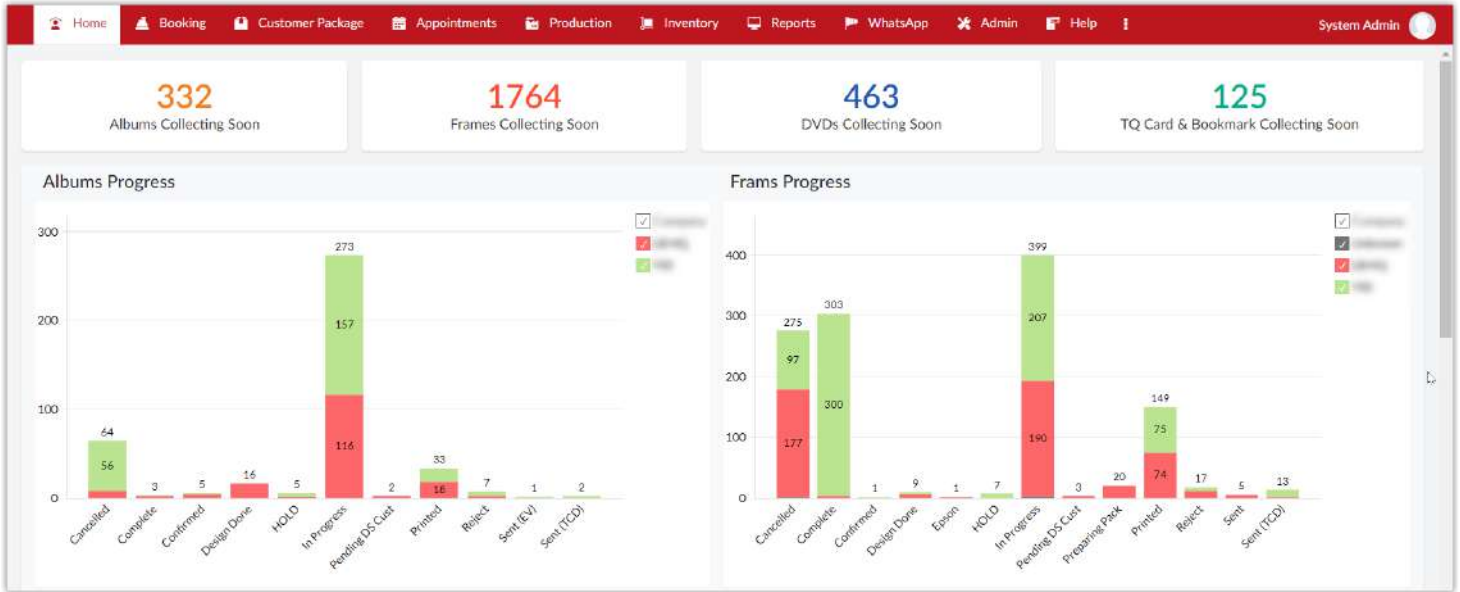**- Omar Khamam, Founder & CEO, The Techno Set Sdn. Bhd., Malaysia**
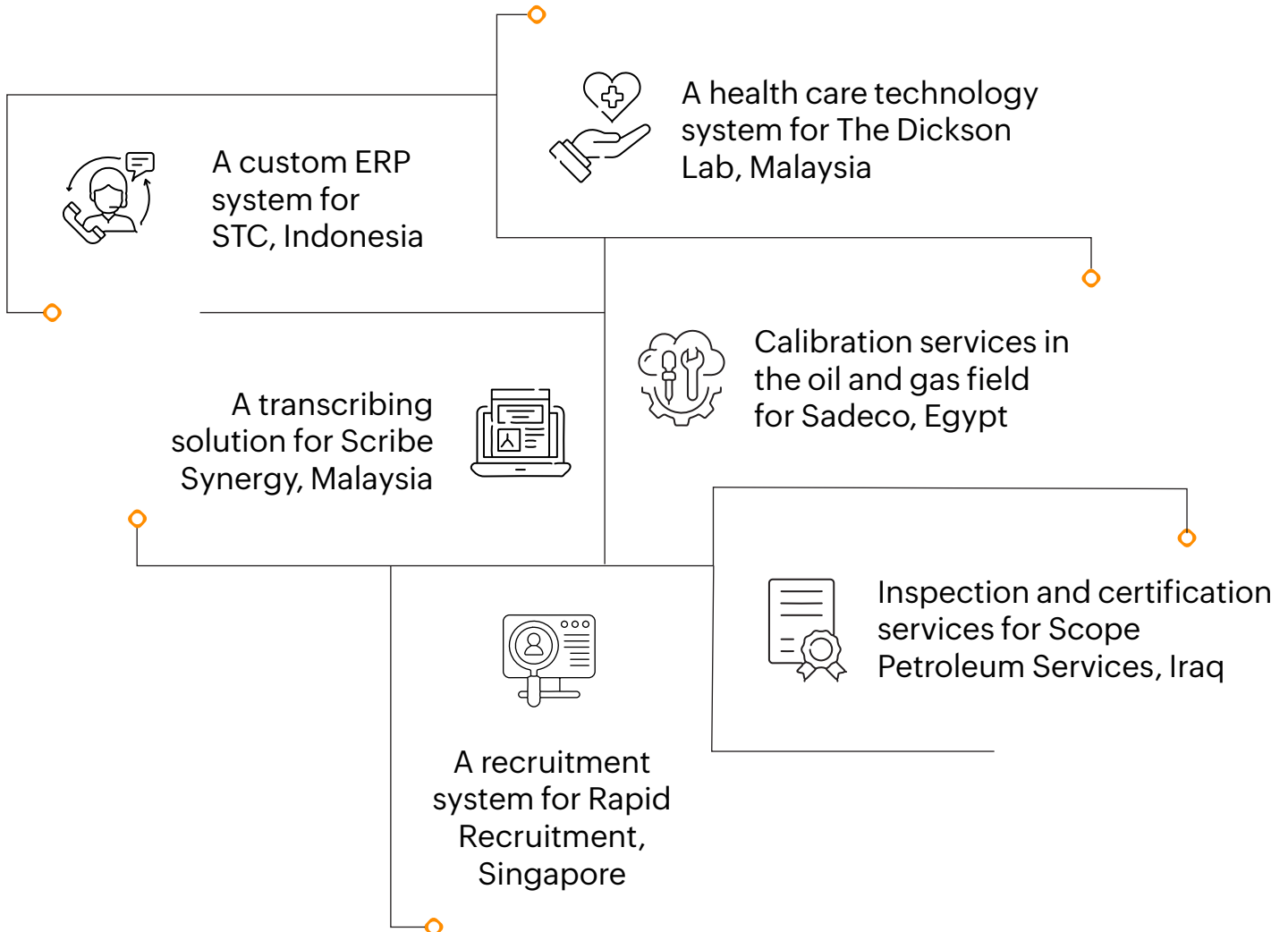
LB Bridal

LB Bridal is a one-of-a-kind, Malaysia-based firm that provides exclusive wedding couture services ranging from photography and videography to hair and makeup.

While wedding services might not come to mind when people think about businesses that could benefit from automated applications and management systems, Omar noted that LB Bridal has various production lines to keep track of. "They have five line productions—video recording, material sourcing, outfit rental, album production, and photo frames," he began. With so much to keep track of, developing a more streamlined application made sense. "Manual processes on FileMaker and Excel sheets have been replaced by a custom ERP built on Zoho Creator," Omar noted.

Other notable projects include:

A custom ERP system for STC, Indonesia

A health care technology system for The Dickson Lab, Malaysia

A transcribing solution for Scribe Synergy, Malaysia

Calibration services in the oil and gas field for Sadeco, Egypt

A recruitment system for Rapid Recruitment, Singapore

Inspection and certification services for Scope Petroleum Services, Iraq

Thoughts on Deluge & advice to developers

Zoho's scripting language, Deluge, offers intuitive and easy-to-use drag and drop features enabling non-coders to develop customized business solutions. User-friendly and economical, it assists in fast and secure delivery of cloud applications.

"I really like Deluge. It gives me expandable features and offers endless possibilities from integration, data conversion, etc. Digital translation would not be accurate in terms of the emotional aspect; but with The Dickson Lab, we used Deluge to transcribe data from English to Chinese in one click, with human translation saved in the system with the master data to produce 100 percent accurate results."

- Omar Khamam, Founder & CEO, The Techno Set Sdn. Bhd., Malaysia

Creator allows developers to design web and mobile applications for businesses in an easy-to-use, secure environment. The platform also features out-of-the-box automation and integration capabilities, enabling you to work with different technologies to solve complex business problems.

With so many tools available in Creator, Omar suggests developers start with an action plan to figure out the best solutions for their specific customer's needs. "You need to know how to use these tools; just like how a pâtissier handles a knife with care while crafting a cake design or while slicing through it," he quipped. He continued by praising Zoho Creator for its large arsenal:

"Generally, developers aren't necessarily solution providers, so I suggest they prioritize a blueprint to generate solutions that cater to the customer's needs. This is the real challenge, and also why I'm really proud to call The Techno Set Sdn. Bhd. a Zoho Creator certified solutions provider."

- **Omar Khamam, Founder & CEO, The Techno Set Sdn. Bhd., Malaysia**

About Zoho Creator

Running a business is no easy feat, but we believe we can help. Rapidly build custom applications that are a perfect fit for your business, or choose from and modify our extensive range of pre-built apps. The best part? You don't have to be a programmer. Just sign up, pick a plan, and start building!

zoho.com/creator

We'd love to talk! Reach out to us:

hello@zohocreator.com