

1.1 Executive Summary

This comparison of HansaWorld vs Munsoft is based on the review of the reports of the auditors general of regional councils and local authorities in Namibia. In addition, some of the input comes from the pre-analysis engagements we did with the implementation that is underway with the Municipality of Katima Mulilo in Namibia. The positive side of Munsoft against HW SERP with regards to Budgeting originated from the Munsoft Budgeting User Manual.

1.2 HansaWorld vs Munsoft

Functionality	MunSoft	SERP
User Interface	Not so user friendly user interface. No window consistency.	A very user friendly user interface. Each window is designed with the same look and feel.
Localisation & Customisation	Munsoft seems to be following the IFRS accounting standard whilst Mu Public Sector Accounting Standards (IPSAS)	HW has localization procedures in place to adapt HW software to local needs. Source code available to customize software to meet customer requirements.
Financial Statements	The system does not produce a complete set of Financial Statements	Financial statements / Management accounts can be created as per customer requirements. In addition, we have report settings that allows the customer to create own and edit existing financial reports.
Control Accounts	Control accounts do not balance that is to say for example debtors control account in Trial Balance does not match with the sales ledger report or Asset control account balance in Trial balance does not match with the asset list balance.	This works perfect in SERP. The control accounts balances to the relevant reports.
Compatibility	Incompatible with existing accounting standards like the International Public Sector Accounting Standards	Was developed with accounting standards at the core and can be customized accordingly.
Land Sales	Land sales do not have a module	The land sales process can be easily customized in SERP to the extend of

		creating a new module.
Response Times	Munsoft personnel takes time to respond to issues	HW has organised engagements with its customers through partner calls and directly through members of the channel team.
Training	Inadequate training provided to customers after implementation	Organised training system through the partners portal and HansaWorld University.
Cost of Implementation	It is very expensive compared to HW SERP at a ratio of about 1:19 that is, for every dollar spend for SERP, the customer can easily spend 19 dollars for Munsoft.	Low cost of implementation and subscription.
Budgeting	It is more thorough with regards to the Budgeting Process for Municipalities	There is no link between Project Budget or company wide budget with a Purchase Order so that when you try and spend what is more than the budget, you get an alert. Also, Project Budgets need to integrate with company wide budget. Also, for both company and project budgets we need to have an import routine to import budgets from spreadsheets.
Integrated Development Plans (IDP)	Integrated Development plan for municipalities starts with the KPA (Key Performance Areas) and how it flows through to the final cost of achieving it. Munsoft can keep track of what municipalities have done and achieved.	We do not currently have this in HW SERP.
Discounts based on item types	Pensioners qualify for certain discounts at the municipalities on rates, water and electricity, taxes etc	SERP easily handles this using price lists.