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REVOLUTIONIZING EXPATRIATE
MANAGEMENT IN MALAYSIA

POWERED BY





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ABOUT US

Established in year 2006 and recognized as an IT solution provider and software development company that innovates business process and creates software's that help companies handle daily challenges better , we pride ourselves on delivering cutting-edge technology solutions tailored to meet the unique needs of each client. Our dedicated team of professionals brings a wealth of experience and expertise, ensuring that every project is executed with precision and creativity. Whether it is a small startup or a large enterprise, we offer a comprehensive suite of services designed to enhance productivity, streamline operations, and drive growth. Join us as we continue to push the boundaries of innovation and make a meaningful impact in the tech world.



OUR RECOGNITION



MSC Status

Awarded to iTOOLS Sdn. Bhd. in 2013, this recognizes the company's commitment to excellence in the IT sector.



30Q21950

ISO 9001:2015

The Quality Management System received in 2023 demonstrates our ongoing commitment to process improvement, customer satisfaction, and compliance with international standards.

Copyright & Intellectual Properties

iTOOLS holds multiple copyrights and intellectual property, reflecting our innovative approach to technology solutions. Our dedicated team develops cutting-edge products that exceed industry standards, emphasizing creativity and ingenuity. We deliver tailored solutions that enhance client success and efficiency, demonstrating our commitment to advancing the IT sector.



copyright



XPATNOVA
intellectual property

OUR SERVICES



Technology Solution

Custom software application to meet your needs for a robust, highly scalable and flexible solution



Project Management & Consultation

Supporting through every aspect of delivering exceptional programs and projects.



System Integration

Ready to integrate with any required related systems including online payment gateway.



Support & Maintenance

Support based on SLA and offers maintenance services which covers preventive, corrective and operational improvements for your current system.

OUR EXPERIENCE



01

Ministry of Health (MOH)

Design and Development of Radiation Licensing and Monitoring System (RADIA)

Malaysian Investment Development Authority (MIDA)

Design and develop Permission to Entry/Exit Malaysia for Short Term Business Traveler

05



Medical Device Authority (MDA)

Design and Development of Medical Device Database Registration Framework for MOH

02



06

Malaysia Digital Economy Corporation (MDEC)

Migration of eXpats 2.0 Database into eXpats Malaysia Digital (MD) Platform Database



03

Malaysia Digital Economy Corporation (MDEC)

Design and Development of database integration of e-Xpats registration system.

Iskandar Regional Development Authority (IRDA)

Design and develop Expatriate Application (EP, DP & PVP) and Processing System for IRDA using the latest XPATNOVA system

07



Talent Corporation Malaysia Berhad (TalentCorp)

Design and develop Expatriate Application (EP, DP & PVP) and Processing System for MYXPATS & Expatriate Services Division, Department of Immigration Malaysia.

04



08

Malaysia Digital Economy Corporation (MDEC)

Implementation of an Integrated Solution and Professional Services for Expats 3.0

XPATNOVA

XPATNOVA is an available online platform developed using iTOOLS eFOXs framework, with a focus on helping any authorizing body to manage the application of a company or organization to hire professional foreign workers to work in Malaysia.

It's main focal point is to provide the platform to process the Expatriate pass application and other related passes efficiently.

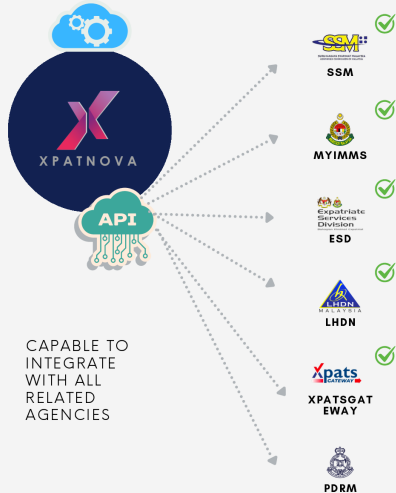
XPATNOVA uses the latest modern technology and updated features and are blockchain ready.



Dynamism Factor

XPATNOVA is built with flexibility and adaptability in mind, featuring a modular architecture that accommodates regulatory changes and evolving business needs.

It can seamlessly integrate with other government systems, ensuring scalability for use by additional agencies. This forward-thinking approach positions XPATNOVA as a dynamic enabler of Malaysia's digital transformation agenda.



XPATNOVA FEATURES

01

Smart form processing

- Online Application Submission
- Online Payment
- Online Notification



02

Intelligent workflow

- Smart verification functions
- Return application for amendments
- Customise stages according to business needs
- AI Assist - Automatic scoreboard



03

Digital Signature

- Finalise decision using digital signature
- Comply with Malaysia Digital Signature Act 1997
- Sign via mobile app or web



04

E-pass and Face ID

- Produce digitalised identification
- Facial Recognition with instant verification
- Verify using app via QR code
- Online and offline environment



05

Integration Ready

- Integration with payment gateway
- Integrate with any systems from other agencies.
- Current integration with SSM, LHDN, PDRM, JIM is ready.



06

High Level Security

- Highly secured using blockchain technology
- Any tampering of data can be detected
- All information and actions are recorded in a history log

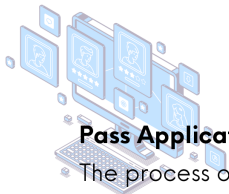


XPATNOVA MODULES



Company Module

The module for submitting, processing, and approving company registrations.



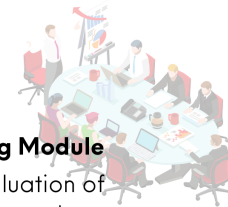
Pass Application Module

The process of submitting expatriate applications by the company, processing and recommendation to the next stage for approval.



Inspection Module

Company investigations conducted by internal officers to assess premises, evaluate presentations by companies, and more.



Meeting Module

Presentation and evaluation of applications by committee members for the approval of company and expatriate requests.



Integration Module

Integration to multiple agencies (IRDA, Immigration, LHDN, SSM) for seamless data sharing and improved compliance monitoring.



Payment Module

Streamlining payment processing, tracking, and reporting for enhanced management and effective financial oversight.



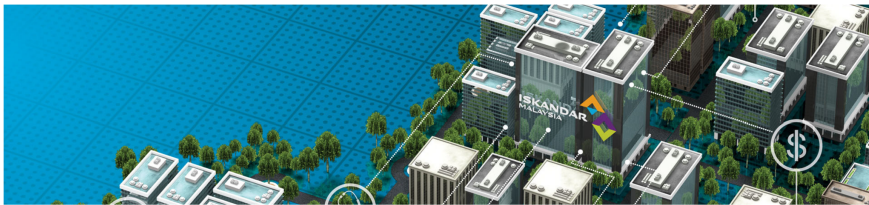
XPATNOVA

XPATNOVA

CASE STUDY



The XPATNOVA platform has been adopted by the Iskandar Regional Development Authority (IRDA) since June 2023 to improve expatriate management procedures. By centralizing workflows and integrating with key agencies such as Immigration, LHDN, and SSM, XPATNOVA accelerates and simplifies the expatriate hiring process, supporting Malaysia's ambition to be an inviting destination for investors.



KEY CHALLENGES ADDRESSED

- 1 Manual Workflows**
fully digital platform, reducing processing times
- 2 Fragmented Agency Operations**
Integrated multiple agencies for seamless data sharing and monitoring.
- 3 Business Impact**
Simplified expatriate hiring, enhancing ease of doing business.
- 4 Scalability and Adaptability**
Provided a replicable solution for other regions and agencies with similar workflows

STATISTICS

2711 Company accounts created	704 Company approved
2829 Total expatriate submitted	2787 Expatriates approved

TOTAL REVENUE COLLECTED

RM3.94 mil
since June 2023

SYSTEM IMPACT

- ✓ **Enhanced Efficiency:** Automates application workflows, reducing processing times and manual intervention.
- ✓ **Integrated System:** Seamless MYIMSS connection with XPATNOVA ensures faster validation and approval of applications.
- ✓ **Improved Stakeholder Satisfaction:** High user satisfaction rates (93.4%) reflect positively on IRDA's service delivery.



Client Testimonials

The platform has streamlined workflows, significantly reduced processing times, and enhanced overall operational efficiency.

Various engagement with the user's especially company within the Iskandar Malaysia area the platform's provided is efficient, reliable, user-friendly and easy to use.

En. Arif Kasmuri
Head, Iskandar Malaysia Investment Service Centre (IMISC)

Event

IRDA OPEN DAY

On December 4, 2024, IRDA hosted an Open Day for businesses in the Iskandar Malaysia region. The event aimed to inform companies about the latest regulations and requirements shared by relevant government representatives, as well as updates and upcoming features on the XPATNOVA platform.



CONCLUSION

XPATNOVA is a transformative solution that improves expatriate application processing, aiding Malaysia's economic growth and digital transformation. It streamlines workflows, enhances compliance, and supports sustainability, making business operations easier for companies and government agencies.

WHAT YOU CAN EXPECT

A meticulously crafted system aimed at enhancing efficiency, adaptable to any agency with comparable approval workflows. Our committed team will collaborate to ensure that the system is ideally suited and tailored specifically for your organization.

SURVEY

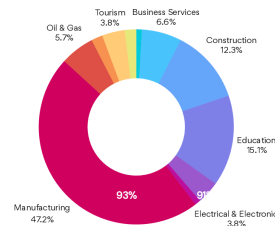
A thorough survey was carried out during the event to gauge participant experiences, satisfaction levels, and feedback aimed at enhancing future events. Additionally, the survey assessed the likelihood of future participation and collected insights from diverse sectors.

Overall Findings

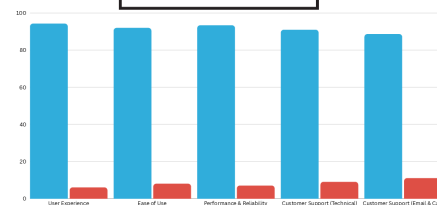
Overall, participants rated highly across all dimensions, with scores above 88% in each area. The findings underscore the success of the services provided, while opportunities for refinement exist, particularly in customer support via email and calls.

Company Sector

The event had representation from a diverse range of sectors, with notable participation from the Manufacturing industry, which accounted for the majority of attendees.



Overall User Satisfaction



GET IN TOUCH

For any enquires or further questions, please don't hesitate to contact us. Our team is eager to assist you and provide any additional information you might need. We look forward to hearing from you and exploring how XPATNOVA can benefit your organization.



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