

Revolutionizing HR & Identity Verification for

Public Service Excellence



USE CASE :

User Story



As an HR Manager, I want to onboard new employees to my organization, process their payroll, make payment to their bank accounts



As a Biometric Officer, I want to capture the biometric details of employees and verify their effectiveness in the future.



USER PERSONAS

HR Manager & Payroll Officer

User Personas	Goals	Pain Points	Needs
HR Manager	Efficient onboarding of employees and Effortless payment of salaries	Difficulty navigating multiple platforms and Lack of integration between tools	A unified HR system that centralizes employee information, payroll, appraisals, and self-service.
	Centralized employee database and Effortless end-to-end employee lifecycle management.	Managing HR, payroll, and appraisal systems across multiple disconnected platforms.	Custom approval workflows and role-based access to HR transactions.
	Quick processing of payroll, benefits, deductions, and compliance reports.	Difficulty tracking changes, employee history, or accessing accurate records on demand.	Integration with external payment systems (e.g., Remita, GL systems, banks).
	Real-time access to employee records, appraisals, and organizational insights.	Errors in payroll computations leading to distrust or escalations.	Automated reminders for performance reviews, contract renewals, and compliance tasks.
	Reduce dependency on manual tasks and improve HR process turnaround time.	Slow recruitment and onboarding due to lack of automation.	Localized solution that understd ands government-specific requirements (e.g., tax, PFA, HMO, NHF etc.
	Maintain audit-ready HR records to meet government regulations and labor laws.	Lack of visibility into workforce performance trends and metrics.	Automation of repetitive tasks
Payroll Officer	Quick and accurate processing of salary runs for large employee volumes.	Manual computations are prone to human error and time-consuming.	Retroactive payment processing (e.g., RetroPay).
	Easy handling of arrears, negotiated pay, tax computations, and allowances.	Adjustments and reversals often lead to data inconsistency.	Approval and reversal workflows built into payroll.
	Automated payment transfers to banks and financial platforms.	Limited visibility into salary history, overpayments, or loan deductions.	Integration with financial tools and export-ready formats for audit or remittance.
	Ability to make adjustments before or after approval, without full reruns.	No audit logs to track who changed what payroll data.	Activity logs and salary movement history per employee. Secure and traceable payroll threading.

USER PERSONAS

Biometric & Compliance Officers



User Personas	Goals	Pain Points	Needs
Biometric Officer	Capture accurate biometric data (face, fingerprint) during onboarding or re-verification.	Existing biometric systems are complex, unreliable, or not integrable.	Easy-to-use biometric tools Scalable storage and retrieval systems
	Identify and eliminate ghost workers through aliveness checks and identity matching.	Duplicate entries due to lack of de-duplication checks (AFIS/NIN/BVN).	Simple, intuitive biometric application with mass upload capability.
	Secure storage and retrieval of biometric records, linked to employee IDs and biometrics.	No linkage between biometric data and HR data, making verification ineffective.	Integration with HRMS (like SoftSUITE), national identity systems (NIN/BVN).
	Long-term identity verification	Difficulty tracking verification attempts and outcomes.	Enforced onboarding window control (Enrollment Period feature).
	Conduct biometric capturing in remote areas with limited connectivity.	Unreliable systems	Audit trail of verifications, including success/failure logs.
Compliance & Internal Audit Officer	Ensure every employee or pensioner has been biometrically verified.	Disparate systems make audits tedious and error-prone.	Real-time dashboard with filtering and exportable verification reports.
	Maintain a tamper-proof audit trail of identity and salary validation.	Lack of documentation or history for biometric updates or changes.	System that enforces biometric checks at critical points (onboarding, Annual Audit).
	Spot discrepancies in headcount, duplicate records, or ghost workers.	Non-compliance penalties due to unverifiable records.	Email notifications or red flags for failed/alive checks or duplicate records.
	Meet external regulatory mandates (NDPR, KYC, AML) with minimal manual effort.	No centralized reporting dashboard.	Secure access controls and logging of every action taken by users.

Why choose SoftSUITE?



SoftSUITE is a comprehensive, cloud-enabled Human Capital Management (HCM) solution designed to automate and streamline the end-to-end lifecycle of people management. Built with public sector realities and enterprise-grade flexibility in mind, it simplifies HR processes and supports informed decision-making through intelligent workflows, analytics, and integrations.

- » **Unified Platform:** HR, payroll, leave, performance, and payment processing in one system
- » **Secure and Centralized database:** Encrypt and manage all your employee records in a single safe storage location with easy access
- » **Smart Recruitment Process:** Filter through multiple job applications in a breeze, collaborate with colleagues and hire the right candidate
- » **Effortless integration:** SoftSUITE can be integrated with either your existing or preferred payment Solution for automated disbursement of salaries and Financial application for Journal Posting
- » **Affordability:** SoftSUITE is affordable and cost efficient for your business
- » **Scalable:** Built for organizations of all sizes, including multi-tenant use
- » **Faster Payroll Threading:** Easily process payroll for large employee base in record time
- » **Customer Support:** SoftSUITE offers real-time after service support for effective issue resolutions
- » **All-in-one Solution:** SoftSUITE is a comprehensive Human Capital solution for businesses of all sizes
- » **SoftSUITE streamlines HR activities:** like people management, payroll, and payment management, which improve efficiency and accuracy.
- » **Secure:** encrypted employee database compliant with NDPR
- » **Made For You:** SoftSUITE is an indigenous product designed for indigenous businesses.

Key Feature Overview of SoftSUITE

- ❏ Open APIs for ease of integration
- ❏ Automated Payroll Approval Workflow
- ❏ Automated email alerts and notifications
- ❏ Comprehensive Audit Logs for compliance
- ❏ Enhanced Date Tracking: Retroactive and forward-dated changes
- ❏ Multi-tenancy Support: Deploy SoftSUITE across multiple agencies or subsidiaries
- ❏ Multi-factor Authentication adds an extra layer of security to prevent unauthorized access

Value Proposition

- Reduces administrative burden by automating HR processes
- Enhances employee experience through transparency & accessibility
- Aligns workforce strategy with public service goals
- Supports compliance with local tax and labor regulations



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 **Soft SUITE®**



Ebioverify

products of Soft Alliance

Target Clients

Public Sector and Government Parastatal
Large Enterprises & Private Sector

Current Clients

Government Institutions Using SoftSUITE



Nigerian Army



Nigerian Navy



Nigerian Air Force



Nigeria Immigration Service



Nigeria Security and Civil Defence Corps



Nigeria Correctional Service



Federal Capital Territory Administration



Nigerian Police Force

FGN Tertiary



Niger State Government



Ekiti State Government



Oyo State Government



Akwa-Ibom State Government



Bayelsa State Government



Nigerian Shipper's Council



Lagos State Infrastructure Maintenance and Regulatory Agency



Lagos Water Corporation



Lagos State Parking Authority (LASPA)



Lagos State Government

Private Institutions using SoftSUITE



Knight Frank Nigeria



Fidelity Pensions Manager



Greenwich Merchant Bank



GTL Registrars & Data Solutions



Gelose Marine Services



SmartSend



Primera Group



Koins Bank



Hartleys Supermarket and Stores



Propetrol Nigeria Limited



Frutta Juice and Services



Lekki Concession Company



MKH Properties



Alpha-Beta Consulting



Sabre Travel Network



Nigeria Electricity Liability Management Company



Soft Alliance and Resources Limited



Pacific Holdings



ETEX Group (Nigerite and Emenite)



OES Energy Service Limited



Why Choose Ebioverify?



Ebioverify is an identity verification platform designed to authenticate individuals through biometric and document verification. It ensures that organizations, especially within the government and regulated sectors, can verify citizen or employee identities accurately, mitigate fraud, and comply with regulatory standards.

- » **Integrable:** The open API of Ebioverify allows for streamlined integration with any Human Resources Management Systems
- » **Biometric Enrollment & Verification:** Facial and fingerprint recognition with duplicate prevention
- » **Flexible Deployment:** Standalone or integrated with HRMS like SoftSUITE
- » **Identity Assurance:** Verifies identity and aliveness during lifecycle events
- » **Multi-tenancy Support:** Onboard multiple agencies or business units under one platform
- » **Secure Storage:** Built for organizations of all sizes, including multi-tenant use

Key Feature Overview of Ebioverify

- Enrollment Period Configuration to control access: Curb illegal onboarding of employees into the system through approved recruitment periods.
- Multi-modal biometric capture: Ebioverify captures the facial features and fingerprints of employees and uses state-of-the-art technology to eliminate fingerprint duplicates and securely stores captured fingerprint in the database
- Real-time identity verification: Verify the identity of employees by matching current biometric details with stored biometric details
- Liveness verification prevents theft/ghost-worker schemes
- Workflow Approval: Approve only authorized processes and personnel on Ebioverify
- Offline Mode: Allows you to perform assigned activities without the internet and sync later.
- Secure audit trail and verification logs
- API integration with HR, CRM, and other systems
- Integration with National Identity Systems (NIN, BVN, etc.)

Value Proposition

- Prevents ghost workers and identity fraud
- Ensures regulatory compliance for KYC and AML use cases
- Boosts security in employee and people management
- Verifies identity even in remote environments

Target Clients

Public Sector and Government Parastatal
Large Enterprises & Private Sector

Current Clients

Government Institutions
Using SoftSUITE



Ekiti State
Government



Oyo State
Government



Niger State
Government

Trusted By:

- Federal and State Government Ministries
- Agencies and Parastatals
- Military and Paramilitary Agencies
- Private Sectors (Large and Small-scale Enterprises)



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