

## **ENAI-CMS - the complete solution for counselling management needs**

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(New Straits Time (Malaysia) Via Acquire Media NewsEdge) QUALITY assurance and customer engagement have significant implications for counsellor-managers and their organisations.

Perhaps the most basic lesson counsellor-managers learn from managers in other industries is the impact of quality on the bottom line. Counsellors in private practice recognise how important it is to have people walk through the front door and how important it is to have them choose to return.

Whether the enterprise is a small practice or a large multi- service agency, whether the counsellor manager is an academic department chair or counselling centre director, focus must be placed on the bottom line.

Researchers from Universiti Malaysia Sarawak Mohd Razali Othman, Safi'ee Madian, Sheilla Lim Omar Lim and Siti Norazilah Mohd Said from the Faculty of Cognitive Sciences and Human Development, have come up with a comprehensive approach in terms of managing counselling more effectively.

Called the ENAI Counselling Management System (ENAI-CMS), it is a feature-rich counselling management solution that allows users to manage counselling and all counselling-related aspects via web.

It offers an innovative three-tiered programme to give employers and employees access to an array of services that address personal life challenges and improves workplace productivity and performance.

It incorporates a complete counselling management package that enables counselling online for internal usage or the rest of the world.

"The ENAI-CMS provides a one-stop solution for government agencies and organisations in Malaysia. The software supports a wide range of Windows platform with all components running purely on Open Source solution," says researcher Mohd Razali Othman.

He said with the installation on dedicated or shared hosted server, ENAI-CMS gives users a complete control.

The software includes the entire source-code for greater flexibility and integration for users' project requirements.

In addition, with simple installation, the users get to run the software in an instant manner without much hassle.

"ENAI-CMS offers extensive user-friendly functionality that makes using the application enjoyable and effective," he said.

Mohd Razali said its features are categorised into three main areas, namely general features, security features and the technology architecture.

He said ENAI-CMS is an effective system to reach targeted employees who are facing life-related problems which can hamper ones' productivity and performance level.

"Through ENAI-CMS, it can dramatically increase productivity for employees working at government agencies and other organisations in Malaysia," he said.

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