

GrapeCity Web Site Copy

Home Page

Corporate Message:

Across all our software products and services, our focus is on helping our clients achieve their goals. Our key principles—thoroughly understanding our clients' business objectives, providing highly personalized experiences, maintaining a strong emphasis on quality, and adhering to the highest ethical standards—serve as the foundation for everything we do.

GrapeCity Business Solutions: By combining best-of-breed solutions, real-world expertise, and best practices, we help our clients achieve success. Solutions include [ERP](#), [CRM](#), [LeySer Services for school management](#) for Japanese schools, automotive solutions (China), and [application development services](#).

GrapeCity Technical Services: Extend the power of your technical staff by letting us apply our expertise in the fields in which we specialize: [quality assurance and testing](#), [component development](#), and [technical support](#).

GrapeCity PowerTools: Improve the quality of your code, reduce your backlog, and increase your developers' productivity with PowerTools, available in Japan, China, and India for Microsoft and Java technologies.

GrapeCity WineStudios: Let GrapeCity help you with your next print media, electronic media, computer graphics, or film project, using our state-of-the-art design and production studios in Japan.

Shinkansen Process Framework: The Shinkansen Process Framework, named after Japan's rapid and dependable bullet trains, is our collection of proven best practices for timely, efficient delivery of software solutions and services.

Special Highlight Areas Copy:

Find out about our market-leading [LeySer Services for school management](#) for Japan.

Learn about our [supply-chain management and ERP solutions for automotive OEMs and suppliers](#) in China.

Meet GrapeCity India's new [President of Delivery Services](#).

Discover how our [Virtual Team Services](#) in the United States help small to mid-sized software companies speed products to market.

Access to countries:

GrapeCity Country Web Sites (*Brings up links to current Web sites for Japan, China, India, Mongolia, United States—not the summary pages in this document, but the actual Web sites*)

Logos:

GrapeCity (name with single grape); Microsoft Gold Certified Partner

Products and Services

GrapeCity offers a broad range of products and services, all aimed at applying technology to help our clients achieve their goals. At GrapeCity, we don't believe in a "one size fits all" approach: rather, we work closely with our clients to understand their needs and then tailor our services and solutions to their specific requirements.

[GrapeCity Business Solutions](#)

By identifying our customers' needs, offering business solutions that fit those needs, and following through to make sure the solutions are properly implemented, we help our customers' businesses flourish.

- [ERP](#)
- [CRM](#)
- [LeySer Services for school management](#) (for Japanese schools)
- [Automotive solutions \(China\)](#)
- [Application development services](#)

[GrapeCity Technical Services](#)

We help our customers solve their technical challenges by offering technical services geared to each customer's specific requirements, with a strong emphasis on quality.

- [Quality assurance and testing](#)
- [Component development](#)
- [Technical support](#)

[GrapeCity PowerTools](#)

Our offices in Japan, China, and India offer an extensive collection of reusable add-on custom controls and development tools for Microsoft and Java technologies.

[Learn more.](#)

[GrapeCity WineStudios](#)

Our state-of-the-art design and production studios in Japan can help you with your print media, electronic media, computer graphics, and film projects.

[Learn more.](#)

[Shinkansen Process Framework](#)

Our collection of proven best practices for timely, efficient delivery of software solutions and services serves as the foundation for everything we do.

[Learn more.](#)

GrapeCity Business Solutions

At GrapeCity, our focus is on making our customers successful and helping them achieve their business goals. Our first step is to develop a thorough understanding of our customer's challenges and objectives. Next, we find the best solution for that particular customer. Then, using best software industry practices and our proven [Shinkansen Process Framework](#), we help them implement that solution.

As a Japan-based company, we have a strong emphasis on ensuring the highest quality across all of our business solutions. By tailoring our offerings to each customer's needs and following through to make sure the solution is properly implemented, we help our customers' businesses flourish.

Our business solutions include:

- **ERP.** We provide complete implementation services—including requirement analysis, customization, data importing, integration with existing systems, training, and deployment—for two manufacturing Enterprise Resource Planning (ERP) solutions. [Microsoft Axapta](#), an ERP solution for medium and large organizations, can be tailored to support the exact needs of your manufacturing business, while delivering a low total cost of ownership (TCO). [Intuitive ERP](#) is a complete ERP system designed and priced for small to medium manufacturers.
- **CRM.** We also provide complete implementation services—including requirement analysis, customization, data importing, integration with existing systems, training, and deployment—for two Customer Relationship Management (CRM) solutions. [Microsoft CRM](#), available with both Customer Service and Sales modules, helps companies provide top-quality customer service, make better-informed decisions, and increase sales. [Pivotal CRM](#) is a complete CRM platform and application suite designed to be cost-effectively tailored to fit the unique requirements of every enterprise.
- **LeySer Services for school management.** The broad functionality and ease-of-use advantages of LeySer Services for school management have made it the number-one software package for private schools in Japan. Installed in over 2,500 schools in Japan, LeySer has an 85 percent market share among private schools that have accounting software. We offer LeySer software both as a hosted service and as a licensed product.
- **Infor automotive solutions.** Through a strategic partnership with Infor Global Solutions, a worldwide provider of enterprise business solutions, we offer two highly specialized solutions for automotive OEMs and suppliers in China: SupplyWEB, for supply-chain management, and COM for in-depth ERP functionality. We combine these best-of-breed applications with our implementation expertise and in-depth knowledge of the local market to offer a complete solution for automotive companies in China.
- **Application development.** Our Microsoft certification credentials and extensive experience in working with both Java and Microsoft technologies (including .NET and the Microsoft e-business platform) enables us to create sophisticated solutions—both Web services-based and client/server—to help our customers run their businesses more

successfully. We have developed financial, distribution, sales, process management, utility, and mobility solutions; migration software; corporate portals; and many other specialized business solutions to help our customers run their businesses more efficiently and profitably. We also provide consulting services for large software development projects, recommending the best components and technologies to accomplish the project's goals. Our use of best practices, embodied in our [Shinkansen Process Framework](#), ensures that solutions will be of the highest quality.

GrapeCity Technical Services

GrapeCity focuses on helping our customers solve their technical challenges by applying our expertise in quality assurance and testing, component development, and technical support. Our first step is to gain a detailed understanding of your needs; then we develop a proposal geared to your specific situation that will help you achieve your technical goals. As a Japan-based company, we have a strong emphasis on ensuring the highest quality in all of the technical services we offer. Our [Shinkansen Process Framework](#) further ensures streamlined delivery of top-quality services.

Our technical services include:

- **Quality assurance and testing.** We perform quality assurance and testing (including both unit and integration testing) as part of our application development and implementation services. We also offer quality assurance and testing services to our customers for their own products. Our use of best practices, embodied in our [Shinkansen Process Framework](#), together with our zero-defects goal, ensures that solutions will be of the highest quality.
- **Component development.** If you need to develop special controls or plug-ins for Visual Basic or Java, GrapeCity can help. Our emphasis on high quality and zero defects can help you improve the quality of your products, while also reducing your backlog and freeing up your technical resources to focus on what they do best. We have over 10 years of experience in component development. Our [PowerTools](#) family of add-on tools and custom controls includes many components that we developed ourselves, as well as tools created by our partners that we have localized for the Asian markets.
- **Worldwide technical support.** We specialize in providing high-end technical support, both by phone and by e-mail, for products aimed at IT and development professionals. Our technical support professionals are thoroughly trained—not only in Microsoft and Java technology, but also in problem-solving skills, customer skills, and our clients' products. By letting GrapeCity handle your technical support, you can improve your service levels, response time, and reporting. And when GrapeCity handles not only your technical support, but also product development, quality assurance, and testing, we can provide a closed-loop feedback process that results in continual product improvement.

GrapeCity PowerTools

Why spend time writing code that already exists? Our reusable add-on custom controls and development tools, known as PowerTools, can help you reduce your backlog, increase productivity, improve quality, and get your products to market faster.

GrapeCity has been localizing, selling, and supporting PowerTools since 1993. In some cases, we developed the components ourselves; in others, we partnered with well-known U.S. software vendors to localize their components for the Japanese and Chinese markets. We also resell English versions of many PowerTools from our offices in India.

Today, GrapeCity's offices in Japan, China, and India offer more than 200 PowerTools, available for both the Visual Studio and Java development environments. In Japan, we are the largest supplier of software components, with a 70 percent market share and more than 600,000 licenses sold.

Wide range of functionality. Examples of functionality available through PowerTools include:

- Spreadsheet controls
- Grid controls
- Reporting controls
- Graph controls
- Input controls
- Communication controls
- Image controls
- Installation tools
- Debugging tools

Our partners. GrapeCity has close ties with many of the top component vendors in the world. We localize, sell, and support components made by such well-known software developers as:

- Actuate Corporation
- ComponentOne
- Compuware
- Dart Communications
- Data Dynamics
- Desaware
- Elixir Technology
- FarPoint Technologies
- Financial Modeling Specialists (FMS)
- Graphics Server Technologies
- Infragistics
- Lead Technologies
- Pegasus
- Quest
- Rogue Wave Software
- Sax Software Corporation
- Web Performance
- Wise Solutions
- ZeroG Software

For more information on the PowerTools available for specific markets, select a country:

[Japan](#)

[China](#)

[India](#)

GrapeCity WineStudios

With computer and entertainment technologies continuing to converge, WineStudios is a natural extension of GrapeCity's programming expertise and creative presentation skills. Beginning as an outgrowth of our work with Japanese private schools, WineStudios today offers full-service design, production, and post-production capabilities to the global business, education, and entertainment markets. Our expertise spans print media, electronic media, computer graphics, and film, with services ranging from conceptualization and storyboarding through photography, editing, visual effects, and package design. We can create and manage a project of any size, taking it from concept to finished product—or we can support our clients' directors, producers, and talent with our technicians, equipment, and facilities.

Located in Sendai, Japan, WineStudios is an architectural showcase emphasizing natural elements of wood, fire, and stone, located within a serene, park-like setting. The combination of the picturesque setting, talented creative staff, sophisticated programming skills, and state-of-the-art design and production technology add up to an environment designed to inspire the creative spirit.

WineStudios' capabilities encompass:

- **Print media.** Our services include strategy and concept development, layout and design services, writing, photography, and production management for print projects ranging from catalogs and brochures to textbooks, posters, and CD covers.
- **Electronic media.** We produce in-studio and on-location projects for the educational, corporate, commercial, and entertainment markets, handling all phases of preproduction, production, and post-production. Our services include:
 - High-definition and standard-definition video photography and editing
 - Audio recording, mixing, and editing
 - DVD authoring
- **Computer graphics.** Our highly skilled in-house animation team provides modeling (character development), texturing, and animation for projects ranging from specialized individual animations to full animated features. Capabilities include:
 - Visual effects and 3D animation
 - Motion capture
 - Virtual studio
 - Blue- and green-screen stages
- **Film.** Our in-house team of skilled producers understands the appropriate application of the film medium. We have the experience and capabilities to shoot any product on film and apply the latest electronic editing and

release format technologies—or, if you prefer to provide your own producers, we can provide you with full-service film production and post-production services.

Shinkansen Process Framework

Across all the services that GrapeCity provides, we are guided by two principles:

- First, our focus on our customers means that we provide personalized services, tailored to each customer's specific needs.
- Second, our zero-defects philosophy means that we follow rigorous quality-assurance procedures, so we can catch and fix any problems early on in the process.

Both principles are embodied in our Shinkansen Process Framework.

Named after Japan's Shinkansen bullet train, famous for efficiently getting people to their destinations, GrapeCity's Shinkansen Process Framework is a collection of best practices for timely, efficient delivery of software solutions and services. We start every engagement by developing an in-depth understanding of our customer's needs. Then we select the specific methodology that is best suited to meeting those needs. Once a project is under way, we stay in close touch with our customers through regular communication and weekly reports.

In addition, we deliberately limit the number of concurrent projects that we take on, in order to make sure we can fully meet each customer's needs. From the president on down, our management is involved in every project, reviewing weekly reports to make sure that customers' needs are being met. We also use these weekly reports as part of a continuous improvement process, learning from each project to make the next run even more smoothly.

We apply the Shinkansen Process Framework not only to the work we do for our customers, but also internally, within our own development organization, to create distributed development teams. By enabling us to build virtual development teams, deploying resources across a variety of locations based on skill and business need, the Shinkansen Process Framework provides us with a high degree of flexibility and helps us make the most efficient use of our resources.

Some of the software development best practices embodied in the Shinkansen Process Framework include:

- **Choosing the life-cycle model that best fits the project and the customer's needs** (e.g., waterfall, modified waterfall, evolutionary, agile lifecycle), rather than being locked into a particular methodology.
- **Evolutionary prototyping**, an approach that enables us to obtain customer feedback early in the process and aggressively attack technological risks.
- **Managing risk proactively**, assessing and attacking risks and communicating them to project stakeholders before problems get to the point where they might threaten the project.
- **Performing daily "build and smoke" tests** to catch any potential problems early on. This approach not only results in a higher quality final product, but also reduces development time, as it takes less time to fix

bugs early in the process than to let them seep into the design and development and then fix them.

- **Conducting regular peer reviews** to make sure the code fully complies with our standards.

About Us (2nd draft)

GrapeCity inc. is a Japanese software corporation with offices in Japan, China, India, Mongolia, and the United States, and more than 550 employees worldwide. For over 20 years, we have been bringing the benefits of information technology to enterprises around the world.

At GrapeCity, everything we do is focused on helping our clients achieve their goals. Our key principles—thoroughly understanding our clients' business objectives, providing highly personalized experiences, maintaining a strong emphasis on quality, and adhering to the highest ethical standards—serve as the foundation for all the products and services we offer. In addition, we emphasize mutual respect and transparency in all our relationships—with our clients, our partners, and our employees.

We have equally high expectations of our clients. We believe that we achieve the greatest success when our client is an active member of the team. Working together, we develop an in-depth understanding of the business problem and a vision of what it will take to solve that problem. Then we make that vision a reality.

All of these principles are embodied in our Shinkansen Process Framework, which provides a set of best practices to guide all our efforts. From developing an understanding of our clients' needs, to creating a plan for meeting those needs, to maintaining open communication throughout the project, the Shinkansen Process Framework encapsulates our philosophy and values and helps ensure a successful outcome.

[About GrapeCity Offices](#)

Click on a country for a summary of services available in that country.

[Japan](#)

[China](#)

[India](#)

[Mongolia](#)

[United States](#)

[New Offices](#)

[Executive Management Team](#)

[Paul Broman \(Masuru Iwasa\), Chairman of the Board and Founder, GrapeCity inc.](#)

[Daniel Fanger \(Masanobu Fukunaga\), President, GrapeCity inc. and GrapeCity](#)

[Japan](#)

[Monte Rosen, Chief Marketing Officer, GrapeCity inc.](#)

[Nobuo Iwasa, President and CEO, GrapeCity China](#)

[Ashoke Ghosh, President, Delivery Services, GrapeCity India](#)

[Sukhdorj Avir, President, GrapeCity Mongolia](#)

[Gary Beyer, Vice President/General Manager GrapeCity USA](#)

GrapeCity Offices

GrapeCity has its headquarters in [Japan](#), with offices in [China](#), [India](#), [Mongolia](#), and the [United States](#). It has also recently opened offices in Viet Nam and Malaysia.

Japan

Japan is one of the largest and most demanding technology markets in the world. Its rapid adoption of mobile technology, in particular, has outpaced that of any other country.

GrapeCity was founded in Japan in 1983, when it introduced the first version of its LeySer Services for school management. Today, GrapeCity's Japan offices are the leading provider of school management software and software development tools.

Software users in Japan have very exacting standards for quality, and we have made quality a cornerstone of every product and service we provide. Our roots as a Japanese company are also evident in our Shinkansen Process Framework, named after the famous bullet trains of Japan. This collection of best practices serves as the foundation for all of GrapeCity's services.

The following products and services are available from our offices in Japan.

***Subhead* :GrapeCity Business Solutions**

Business solutions available from our offices in Japan include:

- **LeySer Services for school management.** The broad functionality and ease-of-use advantages of LeySer Services have made it the number one software package for private schools in Japan. Installed in over 2,500 schools, LeySer has an 85 percent market share among private schools that have accounting software. We have also migrated LeySer to the .NET framework, enabling us to offer it as a hosted service as well as a licensed product.
- **Application development.** GrapeCity has extensive expertise in .NET services and other high-end Microsoft technologies, as well as in-depth knowledge of Java. We apply this knowledge to create sophisticated solutions that help our customers' businesses run more efficiently. Our experience encompasses financial and distribution solutions, corporate portals, and other specialized solutions.

***Subhead*: GrapeCity PowerTools**

Our PowerTools family of reusable add-on custom controls and tools can help you improve the quality of your code, reduce your backlog, and increase your developers' productivity.

GrapeCity has been selling and supporting PowerTools in Japan since 1993. In some cases, we developed the components ourselves; in others, we partnered with well-known U.S. software vendors, localizing their components for the Japanese market.

Today, working through an extensive reseller network, our offices in Japan offer more than 100 PowerTools components for both the Visual Studio and Java development environments. Available components include spreadsheet controls, grid controls, reporting controls, graph controls, input controls, communication controls, image controls, installation tools, and debugging tools.

*Subhead: **GrapeCity WineStudios***

With computer and entertainment technologies continuing to converge, WineStudios is a natural extension of GrapeCity's programming expertise and creative presentation skills. Beginning as an outgrowth of our work with Japanese private schools, WineStudios today offers full-service design, production, and post-production capabilities to the global business, education, and entertainment markets. Our expertise spans print media, electronic media, computer graphics, and film, with services ranging from conceptualization and storyboarding through photography, editing, visual effects, and package design. We can create and manage a project of any size, taking it from concept to finished product—or we can support our clients' directors, producers, and talent with our technicians, equipment, and facilities.

Located in Sendai at GrapeCity's headquarters, WineStudios is an architectural showcase emphasizing natural elements of wood, fire and stone, located within a serene, park-like setting. The combination of the picturesque setting, talented creative staff, sophisticated programming skills, and state-of-the-art design and production technology add up to an environment designed to inspire the creative spirit.

Click [here](#) to go directly to the Web site for GrapeCity's offices in Japan.

China

China is one of the world's fastest-growing economies—not only as a manufacturing center, but also as a technology center. GrapeCity, with a presence in China since 1988, has been an active participant in this growth. In addition to the products and services we sell to companies located in China, our offices there serve as a worldwide R&D and delivery center for our business solutions, component and application development, and quality assurance and testing services.

In China, GrapeCity is a Microsoft Gold Certified Partner, with competencies in Microsoft business solutions and integrated e-business solutions. Our [Shinkansen Process Framework](#) and focus on excellence assure you of top-quality results.

The following products and services are available from our offices in China.

Subhead: **GrapeCity Business Solutions**

Business solutions available from our offices in China include:

- **Automotive industry.** China has the fastest growing automotive industry in the world. GrapeCity helps OEMs and suppliers to the automotive industry by combining best-of-breed solutions with our implementation expertise and in-depth knowledge of the local market. Through a strategic partnership with Infor Global Solutions, a worldwide provider of enterprise business solutions, we offer two automotive business solutions: SupplyWEB, for supply-chain management, and COM, for in-depth ERP functionality.
- **Other ERP solutions.** In addition to COM, GrapeCity supports several other ERP solutions, each capable of customization to meet a client's specific needs. For entry-level or small discrete manufacturers that want high out-of-box functionality with little risk, we provide [Intuitive ERP](#). For manufacturers that need an ERP development platform to support their requirements, we provide [Microsoft Axapta](#). In both cases, we offer complete implementation services—including customization, data importing, integration with existing systems, and training.
- **CRM solutions.** GrapeCity supports two CRM platforms: a Chinese language version of [Microsoft CRM](#) that we developed to provide our clients with a CRM development platform that can be easily integrated with other Microsoft products and customized to meet their needs; and [Pivotal CRM](#), a more robust, complex platform that is often rolled out on a global basis. Our business analysts, project managers, and customization specialists can help you with both products, creating a successful implementation based on your unique requirements.
- **Application development.** As a Microsoft Gold Certified Partner with competencies in e-business solutions and Microsoft business solutions, we use our extensive expertise in .NET services and other high-end Microsoft technologies—as well as our in-depth knowledge of Java—to create sophisticated solutions that help our customers' businesses run more efficiently. Our experience encompasses financial and distribution solutions, corporate portals, and other specialized solutions—both for the Chinese market and for businesses around the world

Subhead: **GrapeCity Technical Services**

Technical services available from our offices in China include:

- **Quality assurance and testing.** We perform quality assurance and testing (including both unit and integration testing) as part of our application development and implementation services. We also offer quality assurance and testing services to our customers for their own products. Our use of best practices, embodied in our [Shinkansen Process Framework](#), together with our zero-defects goal, ensures that solutions will be of the highest quality.

- **Component development.** Our developers in China have more than 10 years of experience in component development, working with leading Microsoft technologies and Java. They developed many of the PowerTools components that we sell in Japan, as well as components that we sell on a worldwide basis. With our emphasis on high quality and zero defects, we can help you improve the quality of your products, while also reducing your backlog and freeing up your technical resources to focus on what they do best.

Subhead: **GrapeCity PowerTools**

Our PowerTools family of reusable add-on custom controls and tools can help you improve the quality of your code, reduce your backlog, and increase your developers' productivity.

GrapeCity has been selling and supporting PowerTools since 1993. In some cases, we developed the components ourselves; in others, we partnered with well-known U.S. software vendors to offer these components to the Chinese market.

Today, working through an extensive reseller network, we offer more than 100 PowerTools components for both the Visual Studio and Java development environments. Available components include spreadsheet controls, grid controls, reporting controls, graph controls, input controls, communication controls, image controls, installation tools, and debugging tools.

India

India has become one of the largest technology centers in the world. GrapeCity, which has maintained offices in India since 1996, has recently expanded its presence there with a \$4.5 million investment in a new, state-of-the-art office complex in Noida, a suburb of New Delhi zoned for technology-oriented businesses. The four-story sandstone building includes suites where project teams can work closely together, a full-service cafeteria, a sunken garden with an amphitheater, water features both inside and outside the complex, and its own power-generation and automated utility systems. With the new building, we will be expanding our staff in India from 140 employees to more than 350.

In India, GrapeCity is a Microsoft Gold Certified Partner for Support Services, as well as a Microsoft Certified Partner. Our [Shinkansen Process Framework](#) and focus on excellence assure you of top-quality results.

The following products and services are available from our offices in India.

Subhead: **GrapeCity Business Solutions**

Our offices in India serve as one of our major delivery centers for business solutions, including:

- **ERP solutions.** We provide complete implementation services—including requirement analysis, customization, data importing, integration with existing systems, training, and deployment—for [Microsoft Axapta](#), an ERP solution for medium and large organizations that can be tailored to support the exact needs of your business.
- **CRM solutions.** We provide complete implementation services—including requirement analysis, customization, data importing, integration with existing systems, training, and deployment—for two Customer Relationship Management (CRM) solutions. [Microsoft CRM](#), available with both Customer Service and Sales modules, helps companies provide top-quality customer service, make better-informed decisions, and increase sales. [Pivotal CRM](#) is a complete CRM platform and application suite designed to be cost-effectively tailored to fit the unique requirements of every enterprise.
- **Application development.** We use our extensive expertise in .NET services and other high-end Microsoft technologies—as well as our in-depth knowledge of Java—to create sophisticated solutions that help our customers run their business more efficiently. Our experience encompasses financial and distribution solutions, corporate portals, and other specialized solutions for businesses around the world.

Subhead: **GrapeCity Technical Services**

Technical services available from our offices in India include:

- **Quality assurance and testing.** We perform quality assurance and testing (including both unit and integration testing) as part of our application development and implementation services. We also offer quality assurance and testing services to our customers for their own products. Our use of best practices, embodied in our [Shinkansen Process Framework](#), together with our zero-defects goal, ensures that solutions will be of the highest quality.
- **Component development.** Our developers in India have extensive experience in component development, working with Microsoft technologies and Java. With our emphasis on high quality and zero defects, we can help you improve the quality of your products, while also reducing your backlog and freeing up your technical resources to focus on what they do best.
- **Worldwide technical support.** We specialize in providing high-end technical support, both by phone and by e-mail, for products aimed at IT and development professionals. Our technical support professionals are thoroughly trained—not only in Microsoft and Java technologies, but also in problem-solving skills, customer skills, and our clients' products. By letting GrapeCity handle your technical support, you can improve your service levels, response time, and reporting. And when GrapeCity handles not only your technical support, but also product development, quality assurance, and testing, we can provide a closed-loop feedback process that results in continual product improvement.

Subhead: **GrapeCity PowerTools**

Our PowerTools family of reusable add-on custom controls and tools can help you improve the quality of your code, reduce your backlog, and increase developer productivity. We know—because we are developers ourselves. Our PowerTools consist of components that help us create the highest quality code in the shortest time frame.

GrapeCity has been selling and supporting PowerTools since 1993. In some cases, we developed the components ourselves; in others, we offer the components through our partnerships with well-known U.S. software vendors.

Today, working through an extensive reseller network, we offer more than 200 PowerTools components for both the .NET tool and Java technology platforms. Tools available include spreadsheet controls, grid controls, reporting controls, graph controls, input controls, communication controls, image controls, installation tools, and debugging tools.

Mongolia

Mongolia has made great strides in its transition to a free-enterprise economy. Today, approximately 80 percent of its enterprises are privately owned—up from virtually none at the beginning of the 1990s. As Mongolia continues to build out its infrastructure, GrapeCity is working closely with the country's businesses and government agencies to help them realize the benefits of information technology.

GrapeCity is the only member/partner of the Oracle Partner Network in Mongolia and is a Value Added Reseller of Oracle products. We are also a Microsoft Certified Partner with a competency in business solutions and a Value Added Reseller and Regional Service Provider for the Australian banking company FNS, an internationally recognized vendor of core banking applications.

The following products and services are available from our offices in Mongolia.

Subhead: **GrapeCity Business Solutions**

Business solutions available from GrapeCity in Mongolia include:

- Oracle Database and other Oracle products
- Microsoft Business Solutions–Solomon, a robust, flexible solution built to meet the needs of project-centric and distribution-driven companies
- Microsoft CRM, for helping companies automate their sales processes, mobilize their sales forces, and improve service

- Microsoft Navision, an integrated business management solution designed for small and midmarket companies
- FNS BANCS®, a suite of flexible and modular solutions for the financial services industry
- Application development services for both Web services-based and client/server projects, using either Java or Microsoft technology (including .NET and the Microsoft e-business platform)

United States

The United States is the world’s leading producer of software—but small to mid-sized software companies often find themselves in a dilemma. On the one hand, they need to focus their resources on getting their products to market quickly, so they can start generating revenue. On the other hand, they need to satisfy their customers by adding more features, improving functionality, supporting multiple platforms, and localizing their product for countries around the world. The result can put a strain on a software company’s limited resources.

GrapeCity’s U.S. office can help. We specialize in forming strategic co-development partnerships with small to mid-sized software companies, in which we provide such services as application development, porting products to new platforms, implementation services, training, and technical support—in effect, becoming a virtual extension of your development team. That frees up your resources to focus on developing new functionality, so you can get your products to market faster. With our detailed knowledge of Asian markets, we can even go beyond development to help you develop a pan-Asian marketing strategy.

Key factors that set us apart from larger players in this market include our:

- Dedication to exceptional quality, stemming from our roots as a Japanese company
- Emphasis on personalized service geared to each customer’s specific needs
- Focus on seeking long-term strategic relationships with software development organizations on a basis of trust and value
- Pan-Asian footprint, which is especially helpful for companies planning to sell to Asian markets

The following services are available from our offices in the United States.

Subhead: **GrapeCity Business Solutions**

- **CRM.** We provide complete implementation services—including requirement analysis, customization, data importing, integration with existing systems, training, and deployment—for two Customer Relationship Management (CRM) solutions. [Microsoft CRM](#), available with both Customer Service and Sales modules, helps companies provide top-quality customer service, make better-informed decisions, and increase sales. [Pivotal CRM](#) is a complete CRM platform and application suite designed to be cost-effectively tailored to fit the unique requirements of every enterprise.
- **Application development.** We use our extensive expertise in high-end Microsoft technologies (including .NET services, SharePoint, BizTalk, SQL Server and other products in the Microsoft e-business platform)—as well as our in-depth knowledge of Java—to create sophisticated solutions that help our customers’ businesses run more efficiently. Our experience encompasses financial and distribution solutions, utility applications, migration software, mobility solutions, corporate portals, and other specialized solutions. Our use of best practices, embodied in our [Shinkansen Process Framework](#), ensures that solutions will be of the highest quality.

Subhead: **GrapeCity Technical Services**

- **Quality assurance and testing.** Our [Shinkansen Process Framework](#), together with our zero-defects goal, guides us in delivering quality assurance and testing services. We perform quality assurance and testing (including both unit and integration testing) as part of our application development and implementation services and also offer these services to our customers for their own products.
- **Worldwide technical support.** We specialize in providing high-end technical support, both by phone and by e-mail, for products aimed at IT and development professionals. Our technical support professionals are thoroughly trained—not only in Microsoft and Java technology, but also in problem-solving skills, customer skills, and our clients’ products. By letting GrapeCity handle your technical support, you can improve your service levels, response time, and reporting.

Subhead: **Virtual Development Team**

GrapeCity’s U.S. office can act as a virtual extension of your development team, freeing up your resources to focus on what they do best: developing new functionality. Working with our international offices, we can assemble cross-country teams to help you with:

- Component development
- Application development
- Product localization for Asian markets

- Unit and integration testing
- Multi-platform porting
- Developer-oriented technical support
- International support for Asian end users in their native language

Our ability to use resources across our international office network gives us exceptional flexibility in assembling project teams, so we can find the exact skill sets you need. We manage all projects from our U.S. office, applying our [Shinkansen Process Framework](#) to assure you of top-quality results—every time.

New Offices

GrapeCity has recently opened new offices in Viet Nam and Malaysia.

Executive Management Team

GrapeCity's management team has extensive experience in managing technology companies in countries around the world. All team members share the GrapeCity philosophy of providing top-quality services and products tailored to clients' specific needs, in accordance with proven best practices and the highest ethical standards.

Links to:

[Paul Broman, Chairman of the Board and Founder, GrapeCity, inc.](#)

[Daniel Fanger, President, GrapeCity inc. and GrapeCity Japan](#)

[Monte Rosen, Chief Marketing Officer, GrapeCity inc.](#)

[Nobuo Iwasa, President and Chief Executive Officer, GrapeCity China](#)

[Ashoke Ghosh, President, Delivery Services, GrapeCity India](#)

[Sukhdorj Avir, President, GrapeCity Mongolia](#)

[Gary Beyer, Vice President/General Manager, GrapeCity USA](#)



Paul Broman, Chairman of the Board and Founder, GrapeCity, inc.

*Japanese name:
Masaru Iwasa*

Paul Broman is Chairman of the Board and founder of GrapeCity inc. Born in 1927 in the United States, he emigrated to Japan in 1950 and became a Japanese citizen in 1970, adopting a Japanese name, Masaru Iwasa, at that time.

Paul majored in education at Tamagawa University in Tokyo and became a teacher at the American School in Tokyo. In 1967, he took the initiative in founding the Keimei Elementary School in Miyagi Prefecture, Japan; soon after, he founded MeySen Academy in Sendai, a school that today has more than 4,000 students. Both schools emphasize teaching English and Chinese to young children. Paul also founded Bunka Orient Corporation, the forerunner of GrapeCity—originally as an importer of handicrafts from India.

In 1983, when the first personal computers began coming to market, Paul saw them as a great opportunity to streamline the schools' operations. Realizing that there was an unmet need for PC software aimed at the Japanese market, he worked with Daniel Fanger, Nobuo Iwasa, and Jacob Takenami to turn Bunka Orient Corporation into a software development company—initially with the aim of creating software solutions for schools. The company's first product was LeySer Services for school management, which Paul used to help run MeySen Academy as well as selling the software to other schools. The company later expanded into a range of other software products and services.

In addition to his other accomplishments, Paul has a large family. He and his wife, Setsuko, live in Sendai, Japan, and have 13 boys and 9 girls, 12 of whom were adopted at infancy. Several of them are now working in GrapeCity and the MeySen Academy.

Reflecting back on his career, Paul says, "I am grateful to have had the opportunity to contribute to both education and business. Looking back to my early days, I never imagined that our school and company would grow as much as they have. I give much of the credit for that to the excellent skills and hard work of our staff. I have always felt blessed to have such a fine group of people supporting our efforts."



**Daniel Fanger,
President,
GrapeCity,
inc. and
GrapeCity
Japan**

*Japanese
name:
Masanobu
Fukunaga*

Daniel Fanger, President of GrapeCity inc. and GrapeCity Japan, joined the company at its inception in 1983. One of GrapeCity's first three employees, he was responsible for the design and development of LeySer Services for school management—GrapeCity's first product. That product has since become the market leader in Japan, with a presence in more than 2,500 schools and an 85 percent market share among private schools that have accounting software.

In 1990, Daniel moved to China, where he spent almost two years as Vice President of GrapeCity's newly launched subsidiary in Xi'an. He returned to Japan in 1992 to launch GrapeCity's Tools Division, creating the PowerTools brand in the process. Today, PowerTools represent 70 percent of the software component sales in Japan and are also sold in India and China.

In 1997, Daniel was appointed Vice President of GrapeCity Japan and Group President of GrapeCity inc., taking over the day-to-day management of the company from Paul Broman, the company's chairman and founder. In 1998, Daniel became President of GrapeCity Japan.

Prior to joining GrapeCity, Daniel was Head Teacher at the MeySen Academy, a private school in Sendai, Japan, with over 4,000 students. During his tenure at MeySen, Daniel developed a set of software applications for managing the school, which became the genesis of the LeySer Services product line.

Daniel was born and raised in Japan, receiving the majority of his education from Japanese schools. He majored in education at Tamagawa University and received a teaching license from the Ministry of Education in Japan. Daniel lives in Sendai, Japan, and is fluent in English, Japanese, and Chinese. In his spare time, he enjoys playing soccer, basketball, and volleyball.

Reflecting on his responsibilities as President of GrapeCity, Daniel says, "The motto of our company is, 'Customer for life.' In order to earn the loyalty of our customers, we need to make sure that we always exceed their expectations. That means carefully selecting and training our staff and finding ways to continually improve our capabilities. It's a constant challenge, but it's one that I enjoy—particularly because I find it stimulating to work with so many highly skilled people from so many different countries and cultures."



**Monte Rosen,
Chief Marketing Officer,
GrapeCity inc.**

Monte Rosen, Chief Marketing Officer of GrapeCity inc., joined the company as Vice President of the U.S. office in 2002. In 2003, he was promoted to Chief Marketing Officer of the corporation. Monte is based in Shanghai, China, as that is the most central location of all of GrapeCity's offices, and spends much of his time traveling between the company's offices in China, India, the United States, and Japan.

Prior to joining GrapeCity, Monte was a strategic marketing technology consultant for both large and small technology companies, including Adobe and IBM. Before that, he served as Vice-President of Marketing and Business Development at AdvanceOnline, Inc., a pioneering start-up in the Web-based training market. In that capacity, he led all marketing and business development activities, including developing a network of more than 20 strategic marketing and content partners.

Prior to that, Monte was Vice President of Marketing at Data Dimensions, an IT services and consulting company. There he managed all marketing efforts, including supporting a worldwide network of licensees and resellers.

Monte also spent more than 12 years at Tandem Computers, where he held a variety of sales and marketing positions. His responsibilities included managing key strategic software partnerships and creating solution marketing programs. During his last two years at Tandem, he was based in Asia, where he was responsible for marketing electronic commerce solutions.

Monte received a master's degree in business administration from Stanford University School of Business and graduated summa cum laude from San Francisco State University with a bachelor's degree in psychology. He currently lives in Shanghai with his wife, Shari, and two children, Sophie and Henry. His hobbies include scuba diving, learning about new cultures, and travel.

"At GrapeCity, we always strive to put our Shinkansen Process Framework into action by forming long-term partnerships with our clients, developing a deep understanding of their needs, and providing highly personalized services to help them," says Monte. "We get a great deal of satisfaction from seeing our clients succeed."



Nobuo Iwasa, President and CEO, GrapeCity China

Nobuo Iwasa, President and Chief Executive Officer of GrapeCity China, joined GrapeCity at its inception in 1983. One of the company's first three employees, he worked on all aspects of LeySer Services for school management, including development, sales, marketing, implementation, customer support, and the maintenance and release of new versions of the system.

In 1993, Nobuo went to China, where he served as Deputy General Manager of GrapeCity's subsidiary in Xi'an. In 1995, when GrapeCity China moved its headquarters to Shanghai, Nobuo became its General Manager. In 1998, he was promoted to Director of GrapeCity China, and in 1999 he became its president.

Prior to joining GrapeCity, Nobuo taught English as a second language to children at the MeySen Academy, a private school in Sendai, Japan. He also served as IT manager at MeySen, playing a major role in computerizing the school's back office.

Nobuo was born and raised in Japan and is fluent in speaking, reading, and writing Japanese, English, and Chinese. He majored in education at Tamagawa University and received a teaching license from the Ministry of Education in Japan. He lives in Shanghai, where he enjoys playing a variety of sports in his spare time—soccer, basketball, volleyball, softball, ping pong, and bowling. He also is an avid reader.

About his responsibilities, Nobuo says, "China is a very complex market and represents a huge opportunity--both for developing in-country products and services and for providing software-related services to the rest of the world. My top goal is to ensure that our customers receive the highest quality services. We do that by following our Shinkansen Process Framework and applying our in-depth understanding of the Chinese culture."



**Ashoke Ghosh,
President,
Delivery
Services,
GrapeCity
India**

Ashoke Ghosh, President, Delivery Services of GrapeCity India, is responsible for defining and implementing best practices and processes for key service areas, defining product offerings, identifying new service areas, and—above all—ensuring that delivered services exceed customer expectations.

Before joining GrapeCity, Ashoke was President and CEO of CG Maersk, an Indo-Danish joint venture offering software development and services, with a presence in India, the United States, Denmark, and Japan. Ashoke's work at CG Maersk was preceded by a stint with Satyam Computers in Hyderabad, where he headed a partnership venture between Satyam Computers and GE Appliances.

Before that, Ashoke headed an advanced technology group at the Usha Martin Group in India and oversaw the incubation and growth of a start-up venture involved in developing software for aerospace and defense applications. He has also been employed with Rockwell International Corporation in California and has worked extensively with the National Aeronautics and Space Administration.

Ashoke obtained a degree in business management from the Indian Institute of Management, India; a doctorate in engineering from the University of Tennessee; a master's degree in engineering from Georgia Tech; and a bachelor's degree in engineering from the Indian Institute of Technology, India. He is a GE-certified Six Sigma Green Belt and has received awards from GE Appliances and NASA.

Ashoke lives in New Delhi, India with his wife, Pamela, a school teacher and freelance journalist, and his daughters, Natasha and Alisha. In his spare time, he enjoys travel, reading, music, chess, golf, skiing, and tennis.

"I feel privileged to be part of a company that is at the forefront of technological innovation and leadership," says Ashoke. "Our partnership with Microsoft in .NET and other technologies exemplifies our shared commitment to leading-edge platforms. As part of the GrapeCity family, we at GrapeCity India are applying our development, support, and implementation expertise to help not only Indian corporations, but also enterprises around the world, to realize the business benefits that technology can provide."



**Sukhdorj
Avir
President,
GrapeCity
Mongolia**

Sukhdorj Avir has served as President of GrapeCity Mongolia since the subsidiary was established in June of 2000.

Prior to joining GrapeCity, he was the president and founder of BSB Service LLC, one of the leading IT companies in Mongolia. While he is no longer involved in the day-to-day operations of the company, he still serves as chairman of its board of directors.

Before that, Sukhdorj spent four years with the State Bank of Mongolia as Director of the Electronic Data Processing Center, where he was responsible for IT development.

Sukhdorj began his career with the State Planning Committee of Mongolia. Over the course of the 13 years he worked there, he advanced from being a programmer to becoming Chief Engineer.

Sukhdorj received a degree in computer engineering from the Poly-Technical University in Ukraine, Russia. He also received training as an information technology manager in Ukraine, London, Saint Petersburg, and Germany. He lives in Ulan-Bator, the capital of Mongolia, with his wife, Oyunchimeg. He has a daughter, Lhagva, who works at BSB, the company he founded; a son, Orgil, who is studying at Sydney University of Technology in Australia; and one grandson. In his spare time he enjoys swimming and reading—especially history and the classics.

“One of the most exciting challenges for me has been setting up the GrapeCity Mongolia subsidiary and developing new business in a country that’s emerging into the free enterprise market,” says Sukhdorj. “Because IT is relatively new to Mongolia, our customers may not know exactly what type of IT solution they need, so GrapeCity’s customer-centric focus is particularly important. We spend a great deal of time developing a detailed understanding of each customer’s situation, so we can offer solutions that will meet their needs both now and in the future.”



Gary Beyer
Vice
President/
General
Manager,
GrapeCity
USA

Gary Beyer, Vice President and General Manager of GrapeCity USA, joined GrapeCity in 2004. As head of the company's U.S. office, he is responsible for all marketing, sales, and operational activities in the United States and Canada. He brings with him more than 20 years of experience as a seasoned technology executive, with expertise in software development, professional services, sales, and international channel partners.

Before joining GrapeCity, Gary served as Managing Principal for Hewlett-Packard Company, with regional enterprise sales and account management responsibilities—a role that was carried over from his position at Compaq Computer when the two companies merged. Prior to HP/Compaq, Gary served as Director for Internet & eCommerce for Oracle Corporation in the Pacific Northwest, where he was responsible for eBusiness development in the region.

Previously, Gary founded Business Engine Corporation, a successful international software firm in the project and resource management space, growing it from a startup to 50th place on the Inc. 500. Under his leadership, Business Engine successfully co-developed applications with an offshore software services firm, strategically partnering with them for more than a decade.

Gary is a graduate of Arizona State University, where he earned a bachelor's degree in management information systems with a minor in accounting. He lives in Woodinville, a suburb outside of Seattle, with his wife, Carol; twin daughters, Jennifer and Emily; and two American Eskimo dogs, Teddy and Tiffany. His hobbies include a love of music—which stems from his pretechnology life as a touring and recording musician—and power boating with his family in the San Juan Islands.

"Having successfully managed a large-scale virtualized development organization in the past, I know what works and what doesn't," says Gary. "Many companies offer contract development services, but very few are able to offer the level of mature process, high quality, and business integrity that GrapeCity does—and fewer still have GrapeCity's real-world experience in managing integrated projects across multiple borders. The company's total commitment to quality and integrity made it a very easy decision for me to join the GrapeCity team."

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Site Map

Products and Services

GrapeCity Business Solutions

- ERP
- CRM
- LeySer Services for School Management
- Infor Automotive Solutions
- Application Development

GrapeCity Technical Services

- Quality Assurance and Testing
- Component Development
- Worldwide Technical Support

GrapeCity PowerTools

GrapeCity WineStudios

Shinkansen Process Framework

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