



Preferred Indian IT Partner...

CASE STUDIES



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DEALER MANAGEMENT SYSTEM

Client a world leader in compressors, generators, construction and mining equipment, industrial tools, assembly systems and equipment rental. The products and services range from compressed air and gas equipment, generators, construction and mining equipment, industrial tools and assembly systems to related aftermarket and rental. In close cooperation with customers and business partners, and with more than 136 years of experience, client innovates for superior productivity.

Requirement

Client did not have any automated system to keep track of the Dealer Gradation & Dealer Assessment processes. Also it didn't have an online portal to display its various products / service manuals online to the dealer. No central system was available to track the aftermarket sales activities and enquiry/query/complaint of the dealers.

Previously, all the processes were happening manually wherein the dealer used to submit the gradation requests manually to the sales engineer who then used to forward it to the respective authorities for their approval. Due to these manual processes there was a considerable delay in the gradation and assessment of a particular dealer. Since all these activities were carried out on paper, there was an urgent need to develop a system which could track all the activities and also store the entire document related to dealer gradation and assessment at a central location making it easily accessible to all the entities involved in the processes.

Solution

The Dealer Management System application can perform the following functions:

- Display the summary of grade for a particular dealer throughout the year.
- Display the status across various levels.
- Various formats of reports are generated on the single click of the mouse.
- Capturing all the details related to dealer assessment part is possible.
- Automated workflow to speed up the dealer gradation and dealer assessment processes to avoid the delay.
- Online Product/Parts Catalogue available.
- Enquiry/Query/Complaint of a particular dealer can be tracked and addressed by a proper addressing mechanism.
- Service Manuals are available online.

- Secured portal, since the access is restricted with the respective dealer.
- Assist Aftermarket service cum sales activity by means of Dealer Quotation format (DQF), Machine Tracking Format (MTF) & Manpower Utilization Report (MUR).
- The 'Dealer Management System' Application has no dependency for its data on any external system.
- The DMS portal is compatible only with IE 6.0 or above.
- Password Generation automated workflow.
- Login activity tracking.

DATA MIGRATION FROM LOTUS TO SHAREPOINT

Client is the biggest Telecom provider of UAE, Gulf & South African Regions

Requirement

Migration of 19 critical business applications & data from Lotus Domino to Sharepoint platform in SharePoint in 6 months.

Solution

- Considering existing huge data and future requirements, developed a scalable netTiers based SOA architecture having Microsoft SQL in the backend.
- Developed several common components that helped customer saving time & reducing future maintenance efforts.
- Usage of high quality Telerik components through web part has enriched Usability to match user's expectations.
- Successfully followed Agile methodology that delivered quality and in time deliverable with no major issues.
- Developed customized data migration tools for business continuity.

Benefits

- Robust Scalable architecture to fulfill demands of growing business.
- Reusability helps IT team respond quickly to the business.
- Agile method helped Etisalat see the quantifiable results in record time.

TRIAL REQUEST SYSTEM

Client is India's largest fast moving consumer goods company, with leadership in Home & Personal Care Products and Foods & Beverages. Their brands, spread across 20 distinct consumer categories, touch the lives of two out of three Indians. They endow the company with a scale of combined volumes of about 4 million tonnes and sales over Rs.13 crores.

Requirement

In client's company, users of various departments like hair, skin, oral want to experiment on their products. The experiment or trials are carried out for many purposes that include observing the side effects, to check the quality of product etc. In such cases, approval of higher authority to carry out such experiments is needed. A mechanism was required for factory management to track the status of the each trial requests.

Solution

Microsoft Sharepoint based workflow system was developed with below features

- Role based access to different actors in the Trial process.
- System maintains secured workflow for managing the life cycle of a Trial Experiment.
- User can submit the travel request, refer trial request submitted by other users of the same category.
- Network planner can change the time slot which is proposed by user and can comment on the same.

Benefits

- Complete view to management of each and every Trial request being carried out serves as a knowledge repository for users prior carrying a separate trial and hence saving upon their time.
- Department heads are well aware and in control of cost which is spend by their department on Trials.

IT SYSTEM REQUEST TRACKER: SOX COMPLIANCE

Client is the leading global supplier of rolling bearing and seals. Along with a varied range of products it also offers extensive solutions and services in this area.

Requirement

Client wanted to implement SOX compliance in their IT Department process but their system did not provide any support to SOX standards. So there was a need to have a new system which will support tracking of all the IT project activities as per the SOX standards.

The SOX compliance requirements for IT were generally based on the Control Objectives for Information and related Technology (CobiT). Below is a partial list of objectives stemming from COBIT that pertains to change management.

- Software changes must be controlled in accordance with the organization's change management procedures.
- Procedures should be in place to control the handover of software from development to test to production environments.
- Development personnel are prohibited from migrating applications and data from the test environment to production.
- A similar software management process should be observed whether developing a new application or modifying an existing application.
- Procedures should be in place to ensure that all requests for change are assessed in a structured way for all possible impacts on the system.
- The release of software should be governed by formal procedures that ensure sign-offs or approvals.
- Changes must be tested by an independent (from developers) group prior to installation into the production environment.
- Internal control measures should ensure distribution of the correct software element to the right place, with integrity and adequate audit trails.
- The software management framework should require that a test plan be created for every development, implementation and modification project.

Solution

As the system is used in IT Audit as per the SOX compliance requirements, the solution was provided as per the different phases of SDLC life cycle.

The system serves as a workflow, document repository, auditing tool for all the IT systems within the company. The solution has automated below mentioned five phases of SDLC life cycle in accordance to the SOX compliance requirement as below

S.N.	Phase Title	Phase Description
1	Initiation	In this step, the request is registered and depending on the higher authority decision, the project is either kept on hold or moved to next phase or it can be rejected.
2	Pre-Study	In this step, the project request is studied under the company's pre study guidelines, and accordingly the project is either kept on hold, or rejected or moved to either definition phase or realization phase (depending on the type of Change Request).
3	Definition	Risk Assessment is to be performed on significant changes and always on new Applications. Test plans are created and system implementation is planned.
4	Realization	Based on approved system definition the User Acceptance Test Plans are created, Business process description is created or updated and the new system is tested under the real time environment and approved for implementation.
5	Implementation	This is the final phase where the system is implemented.

Benefits

- The system saves time and efforts and provides an accurate automated system that enhances the current processes of project tracking and development.
- Helps in tracking of all the IT project activities
- System helps in efforts and cost estimation.
- System changes Request Management.
- Automates the Approval and Notifications.
- Supports to all kind of change request (like major, minor, fast track)

Travel Management System

Client is one of the largest fast moving consumer goods company, with leadership in Home & Personal Care Products and Foods & Beverages.

Requirement

In any organization there is a need of Travel Management System to track the itinerary created by employees or to track the expense reimbursement that occurred during a particular visit.

If complete tracking is manual, then in case employee wants to make an international travel, he has to manually fill a form and take approval from the respective approving authority which is time consuming.

The same procedure is followed for the expense reimbursement. In order to avoid this there was a need of an application that will track all the international travel, domestic travel, expense reimbursement which in turn will reduce all the bottlenecks that used to occur when an employee used to take the permission from the respective approving authority.

Solution

We have developed Travel Request System for maintaining complete Transparency and complete tracking of travel requests made by employees in Organization.

Travel Request:

Employees can create International/ Domestic travel request that will be processed through an approval cycle.

Expense Reimbursement:

Employees can also apply for expense reimbursement, which occurred during travel.

Foreign Exchange:

In case of International Travel Request, employees can apply for foreign exchange details.

Benefits

- The entire travel request related information stored at central place.
- HR/Account department can easily track employee wise travel information.
- Automated workflow for seeking approvals, notifications.
- Data will act as a knowledge repository for future reference.
- Report can be generated easily.

Conference Room Booking System

Client is one of the largest fast moving consumer goods company, with leadership in Home & Personal Care Products and Foods & Beverages.

Requirement

Client has more than 50 conference rooms in their office premises. These are used extensively by employees of organization. A system was required where employees could book the conference room and keep track of their booking.

Solution

- Role based access to different users in the Conference booking System.
- One glance view where user can check the booking status of all the conference rooms
- User can specify participants for the meeting while booking the conference room and send intimation mails automatically through the system

Benefits

- Complete view to management of each and every Conference booking being carried out.
- Gives the facility through which optimum utilization of the conference rooms is managed.
- User has the facility of waiting list.
- Administrators can use the reports to check the utilization of the rooms.

Write of Proposal

Client is one of the largest fast moving consumer goods company, with leadership in Home & Personal Care Products and Foods & Beverages.

Requirement

Client has various production units all over India. Proposals about the raw material in these production units require approval of higher authorities present at different levels. A mechanism was required to keep track of the submitted proposal requests and their status

Solution

- Role based access to different users in the Proposal System.
- System maintains secured workflow for managing the life cycle of a Proposal request.
- User can submit the trial request, refer Proposal request submitted by other users of the same Unit, profit center.
- User has to raise Proposal in advance by predicting future raw material status and this advance proposal will be used for raising proposal at later stage

Benefits

- Complete view to management about each and every proposal request being carried out
- Serves as a knowledge repository for users prior carrying a new proposal request and hence saving upon their time.
- Various authorities of responsible profit centres and categories are well aware and in control of cost spent by their departments on raw materials.

Trademark Management System

Client is an innovation led transnational pharmaceutical company producing a wide range of quality, affordable generic and branded formulations and APIs for the developed and developing markets of the world.

Requirement

"Trade mark" means a mark capable of being represented graphically and which is capable of distinguishing the goods or services of one person from those of others and may include a word, phrase, symbol or design, or combination of words, phrases, symbols or designs.

For client, Trademark registration has to be done for: any word, title, symbol, heading, label, name, signature, numeral or any combination thereof Any Slogan, Base or Punch Line, etc. which is used to describe any product better. There was a need of the system that could track all (thousands) of trademarks and keep track of legal matters associated.

Solution

Workflow was implemented for Procedure/Steps for Trademark Registration that includes:

- Filing of an application for registration by a person claiming to be the proprietor of a trademark, in the office of the Trade mark Registry, within the territorial limits of the place of business.
- Status of examination of the application by the Registrar to ascertain whether it is distinctive and does not conflict with existing registered or pending trademarks and examination report is issued.
- Publication of the application after or before acceptance of the application in the Trademark Journal.

Benefits

- Tracking the legal matters associated with a trademark.
- Protects your hard earned goodwill in the business.
- Protects your Name / Brand Name from being used in a same or similar fashion, by any other business firm, thus discourages others from cashing on your well-built goodwill.
- To obtain relief in respect of infringement (misuse by others) of the trade mark.

APQP Process

Client is the leading global supplier of products, solutions and services within rolling bearings, seals, mechatronics, services and lubrication systems. Services include technical support, maintenance services, condition monitoring and training.

Requirement

The purpose of APQP is "to produce a product quality plan which will support development of a product or service that will satisfy the customer.

Advanced Product Quality Planning (or APQP) is a framework of procedures and techniques used to develop products in industry, particularly the automotive industry. Client being the largest bearing maker wanted to implement this process. Client being the largest bearing maker wanted to implement this process.

Solution

- Business Development.
- Finance
- Production
- Quality
- Supply Chain
- Purchase

A centralized database “APQP db” was used for handling the above workflow.

- AE submits the below mentioned activities to LSB.
 - Risk Management
 - Project Charter
 - Business Gate Evaluation File.
- A phase depends upon the Category selected.
- Implemented the Process flow for New Channel Release.

- Implemented the Process flow for New Product Release
- Implemented the Process Flow for New Customer Offer (New Applications, New Operating Conditions, Customized Application Specific Product).
- Implemented the Process flow for Engineering Change Management (Material Change, Supplier Change, and Manufacturing Process Change).

Benefits

- Helps in Understanding the needs of the customer
- Proactive feedback and corrective action
- Designing within the process capabilities
- Analyzing and mitigating failure modes
- Verification and validation
- Design reviews
- Control special / critical characteristics.

Intranet Portal

Client is an innovation led transnational pharmaceutical company producing a wide range of quality, affordable generic and branded formulations and APIs for the developed and developing markets of the world.

Requirement

Intranet portal for better collaboration and knowledge sharing.

Solution

We developed portal sites that connect individual sites across the organization and consolidate access to existing business applications. Teams and individuals use a portal site to access the expertise, information, and business applications that they need in order to do their jobs. Here is a list of just some of the tasks that employees can now perform on different sites or pages within their intranet portal site:

- Search or browse for information across the entire portal site.
- Home page contains Calendar, Events, Message Notification facility.
- On Company Portal home page will display contents of HR handbook, Policy, Announcement etc.
- Employee can log complaint / grievances to the management anonymously.
- Organization chart gets displayed on home page with contact detail, mail id etc. (Hierarchy is displayed as per the master data)

Benefits

- Improved Productivity & Enhanced Collaboration
- Improved Communication
- Promotion of common corporate culture
- Immediate updates of an organization