

K2

BPM

App Development

Partner & Quality Management System

Requirement Gathering & Solution design

Mobile & Web App Development

Business Analytics for Partner KPIs

Onsite Installation & Deployment

Legacy System Integration

Technical & User Documentation

Testing & Post Deployment Support

imSS

About Client

The Client is a leading telecommunications operator and one of the largest corporations in the EMEA region. The client is a multinational, blue-chip organization and has operations in more than 15 countries in the Middle East, Africa and Asia where nearly 42,000 people are directly employed by the company.

Engagement Scope

- Requirement Gathering
- Solution design
- Development of web application
- Development of native mobile application and associated web services
- Business Analytics Module to measure KPIs (Key Performance Index) of Partners
- Installation and deployment onsite
- Integration with customer's legacy systems
- Technical and user documentation
- System Testing
- Post Deployment Support

Business Need

In order to cater to requirements of a very large workforce, both in house and field staff, of the client in the Engineering Area alone, Integra introduced Business Process Automation using web and Enterprise Mobility using mobile platform. This application provided the support to the internal activities and interactions of employees, call centre staff, WO process and partner performance in order to ensure a fully integrated application for on field staffs while on the move.

The main purpose of the implemented solution was to provide the client's Engineering staff, client's partner and partner staff with services to access their office using smart phones/tablet based applications & interfaces, intended to be location independent and automated as much as possible coupled with business analytics module to measure partner's KPI. The field staff were not required to come to office for reporting post PQMS deployment.

Challenges

- Design and develop a user friendly application that can be easily usable by a semi-skilled user.
- The current business process was not only to be understood and converted to a completely automated system, but the business user pain points had to be identified and addressed in the newly developed system.
- Since the system involved workflows across a variant of users from different non connected departments, requirement gathering had to be done separately and the data had to be perfectly collated by Integra in order to conclude on a seamless end to end workflow.
- The PQMS solution was a combination of Business Process Automation and Enterprise Mobility comprising of both the mobile / tablet based application and web based application.
- Work in cohesion with client's legacy systems belonging to three different departments. This integration involves both downstream and upstream interfaces.
- Designing the complete architecture within the client's stringent security policies with respect to the client's IT infrastructure.
- The PQMS system involves usage by external stakeholders not belonging to the client organization. This was the first time access had to be given to external users in the client's IT environment.
- The project was executed by Integra in the client's offshore office in India, but needed to be deployed in their onsite office in Middle East. Hence environment compatibility issues had to be taken care.
- Client expected high quality for the UI and usability. Needed to achieve the same within the constraints posed by K2 framework.

Benefits

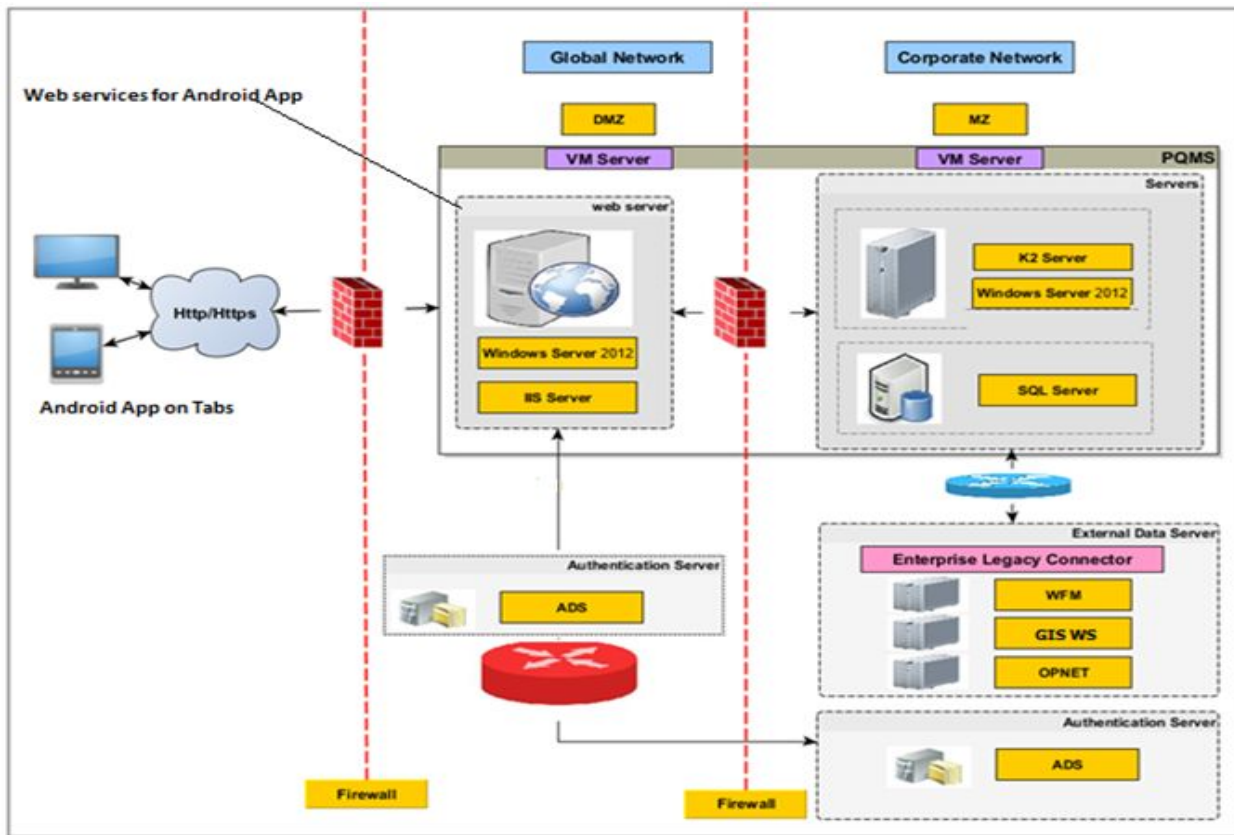
- Automation of workflow with error free, real-time information update from the fields during service fulfillment and service assurance.
- Enabled enterprise mobility to workforce. Enabled instant status update for inspection staff, monitoring & controlling of field staff by Quality Management team.
- Deployed a Mobile device interface in order to replace the manual processes & artifacts ensuring the quality inspection operations are “Paperless and Automated”.
- Facilitated enterprise mobility even in absence of network unavailability.
- Enabled user friendly functionality on the mobile device in order to reduce the time of activity and minimize anomalies or errors in the process of gathering information/observations while on the field.
- Facilitated GIS information on mobile device for field staff which helps them to easily locate the site of service thus improving the efficiency and productivity of the field staff.
- User interfaces are controlled and administered as per the governing structure for information access and permissions. Served as single, centralized repository (database of records) with the up-to-date information for staff.
- Enabled the client to retrieve relevant and accurate information (data) of all Partner Staffs and Technicians on active duty at any given time.
- Enabled business users to conduct checks, verification and approval/disapproval process under a single roof.
- Enabled business users to keep complete control over competency of all field staff to ensure quality and thus achieve customer satisfaction.

Benefits

- Automated action advice generation, the inputs and sharing with the partners to ensure action on violation of contractual terms.
- Ensured that the information is centralized in a repository (single source of all partner information) for reporting, dashboards and KPI analysis.
- Following are the KPIs implemented in the Business Analytics module to analyze partner's performance and to calculate penalties if SLAs were not met:
 - Implementation Effectiveness
 - Partner's Punctuality
 - Service Confirmation
 - Dockets Handling Effectiveness
 - Repeated Dockets Index
- Ensured easy measurement of Partners' Performance as per contractual KPIs and SLAs.
- Partner Staff Performance process was automated in order to make paperless functioning, enable online assessment of performance issues with technical staff, timely reporting of such cases with alerts & warning system.
- The field staff were not required to come to office after the deployment of this solution.

TECHNOLOGY HIGHLIGHTS

- K2 (K2 Blackpearl 4.6.6, K2 Smartforms 1.0.6)
- SharePoint 2013
- MS Windows 2012 R2 ADS, MS SQL Server 2008 R2
- SSRS 2008
- WCF (.NET 4.0)
- Mobile App Development
 - Java 7, Android SDK 22.3
- Integration with legacy systems



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