

# SERVICENOW IMPLEMENTATION

Implementing a full-fledged ITSM and Service Portal solution tailored for a retail chain.

Improving customer engagement and support efficiency via a user-friendly Service Portal interface.

## OBJECTIVES

To implement a comprehensive ITSM and Service Portal solution for a retail chain, improving operational efficiency, customer engagement, and support accessibility while ensuring scalability and integration with existing systems.

- Integrating ITSM: Coordinating ITSM across diverse retail operations and locations.
- Customer Expectations: Meeting high service standards across multiple channels.
- Legacy Systems: Modernizing and integrating with existing legacy systems.
- Scalability: Ensuring the solution can scale to accommodate seasonal and business growth.

## SOLUTION

- Implemented a robust ITSM system to optimize operations and service management.
- Created a user-focused service portal to improve support accessibility.
- Integrated ITSM with POS, inventory, and CRM systems to ensure seamless operations.
- Adopted cloud-based solutions for a flexible and scalable infrastructure.

## BENEFITS

### 1. Improved Service Efficiency

Streamlined processes enhanced service efficiency and reduced resolution times.

### 2. Enhanced Customer Experience

Upgraded service accessibility and responsiveness for a better customer experience.

### 3. Advanced Analytics

Leveraged analytics to gain deeper operational insights and enhance decision-making capabilities.



## AT A GLANCE CHALLENGES

- Unify ITSM across various retail operations and locations.
- Exceed customer service expectations across different channels.
- Upgrade and integrate with existing legacy systems.
- Facilitate scalability to handle seasonal and business growth.

## BENEFITS

- Improved Service Efficiency.
- Enhanced Customer Experience.
- Advanced Analytics.
- Scalable Solution.

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# SERVICENOW IMPLEMENTATION

ServiceNow Implementation for a Foods and Beverages Company y based out of Latin America

Implementation project for all the customers and related members.

## OBJECTIVES

To enhance service management by integrating ITSM, CSM, and FSM systems, streamlining processes, improving visibility into performance and customer issues, and scaling systems to accommodate growing business needs.

- Lack of Integration: Bridging gaps between ITSM, CSM, and FSM systems.
- Manual Processes: Addressing disjointed and manual processes across IT services, customer support, and field services.
- Visibility Issues: Improving visibility into service performance and customer issues.
- Scalability: Overcoming difficulties in scaling existing systems to meet expanding business requirements.

## SOLUTION

ServiceNow implemented a unified IT Service Management (ITSM), Customer Service Management (CSM), and Field Service Management (FSM) platform. Key aspects of the solution included:

- Automation of Service Management Processes: Streamlined and automated to improve efficiency.
- Deployment of Advanced Reporting and Analytics Tools: Provided real-time insights and better decision-making.
- Integration of Scalable Infrastructure: Ensured the systems could support future business growth and expansions.

## BENEFITS

### 1. Improved Operational Efficiency

Achieved across IT, customer support, and field services by automating and integrating processes.

### 2. Enhanced Customer Satisfaction

Quicker issue resolution led to better customer experiences and satisfaction.

### 3. Better Decision-Making

Real-time insights and comprehensive reporting tools provided valuable information for informed decision-making.



## AT A GLANCE CHALLENGES

- Lack of integration between ITSM, CSM, and FSM systems.
- Manual and disjointed processes across IT services, customer support, and field services.
- Inadequate visibility into service performance and customer issues.
- Difficulty scaling existing systems to meet growing business needs.

## BENEFITS

- Improved operational efficiency.
- Enhanced customer satisfaction.
- Better decision-making.
- Scalable systems supporting future growth.

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# SERVICENOW IMPLEMENTATION

ServiceNow Implementation for a Foods and Beverages Company y based out of Latin America

Implementation project for all the customers and related members.

## OBJECTIVES

To integrate and streamline ITSM, ITBM, ITOM, and CSM tools across departments for efficient service management. This initiative aims to eliminate delays, resolve service tracking inconsistencies, and address user resistance with comprehensive training.

- Tool Integration: Harmonizing diverse ITSM, ITBM, ITOM, and CSM tools.
- Manual Processes: Reducing delays caused by outdated processes.
- Service Fragmentation: Addressing inconsistencies in service tracking.

## SOLUTION

To tackle these challenges, ServiceNow implemented a unified platform for seamless integration of ITSM, ITBM, ITOM, and CSM functionalities, which included:

- Automated workflows to streamline service management and operations.
- Deployment of a centralized service portal for easy access to IT services and support.
- Implementation of comprehensive training programs to ensure smooth adoption of new systems.

## BENEFITS

### 1. Enhanced Operational Efficiency

Streamlined processes led to significant improvements in operational efficiency, reducing service delivery times and enhancing overall productivity.

### 2. Centralized Service Management

The implementation of centralized management enhanced service quality and responsiveness, ensuring consistent service tracking and better coordination across departments.

### 3. Improved User Satisfaction

User satisfaction saw a significant boost due to the deployment of intuitive service portals, providing efficient support and easy access to IT services.



## AT A GLANCE CHALLENGES

- Improved accuracy results.
- CMS Audit results.
- Process/Processor Audit results.
- Parity between business delivery, quality, and training.
- Reduced rebuttals.

## BENEFITS

- Direct benefits such as improved visibility, user satisfaction, and scalability

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# SALESFORCE IMPLEMENTATION

Implementing Customer 360 for a healthcare provider to unify patient data across departments.

Improving healthcare outcomes by facilitating seamless data access and team collaboration.

## OBJECTIVES

To create a unified healthcare system that consolidates patient data, enhances personalized care, ensures regulatory compliance, and integrates diverse healthcare systems and EMR/EHR platforms for a comprehensive view.

- Data Fragmentation: Managing patient data spread across multiple systems and departments.
- Personalized Care: Meeting the need for personalized healthcare services using detailed patient profiles.
- Regulatory Compliance: Ensuring adherence to stringent healthcare regulations like HIPAA.
- System Integration: Unifying diverse healthcare systems and EMR/EHR platforms for a cohesive view.

## SOLUTION

- Unified patient data across all touchpoints and systems using Customer 360.
- Integrated Customer 360 with existing EMR and EHR systems.
- Leveraged advanced analytics to gain insights for personalized patient care and treatment.
- Established strong data security measures to safeguard patient information and ensure regulatory compliance.

## BENEFITS

### 1. Improved Service Efficiency

Enhanced delivery of tailored care and treatment plans using comprehensive patient profiles.

### 2. Enhanced Customer Experience

Streamlined operations and cut administrative overhead with unified data management.

### 3. Advanced Analytics

Boosted satisfaction through seamless interactions and personalized healthcare experiences.

### 4. Regulatory Compliance

Ensured compliance with healthcare regulations and implemented strong data security measures.



## AT A GLANCE CHALLENGES

- Handling scattered patient data.
- Providing tailored healthcare services.
- Meeting HIPAA and other regulations.
- Merging diverse healthcare systems and EMR/EHR platforms.

## BENEFITS

- Personalized Care
- Operational Efficiency
- Patient Satisfaction
- Regulatory Compliance

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# IP21 SIEBEL OPEN UI IMPLEMENTATION

Implementation project of Siebel Case Management Module with Open UI enhancements.

## OBJECTIVES

To implement a multilingual Siebel CRM system that supports global operations, integrates with existing post-manufacturing processes, ensures user acceptance across diverse backgrounds, and provides a scalable solution for future growth.

- Multilingual Support: Implementing Siebel CRM for multiple languages in global operations.
- System Integration: Integrating Siebel CRM with existing post-manufacturing processes.
- User Acceptance: Ensuring proficiency and acceptance across diverse linguistic and cultural backgrounds.
- Scalability: Designing a solution that accommodates future growth and operational expansion.

## SOLUTION

- Implemented Siebel CRM with multilingual support for global teams.
- Seamlessly integrated CRM with post-manufacturing workflows and ERP systems.
- Delivered tailored training programs for diverse linguistic and cultural needs.
- Established a scalable infrastructure to accommodate growth and global operations.

## BENEFITS

### 1. Global Communication

Enhanced multilingual support for improved communication across global teams.

### 2. Process Optimization

Streamlined post-manufacturing processes with integrated CRM solutions.

### 3. Operational Efficiency

Boosted efficiency through streamlined workflows and automation.

### 4. Scalability

Provided a scalable solution to support future growth and global expansion.



## AT A GLANCE CHALLENGES

- Multilingual Siebel CRM implementation.
- CRM integration with existing systems.
- User acceptance across diverse backgrounds.
- Scalability for future growth.

## BENEFITS

- Global Communication
- Process Optimization
- Operational Efficiency
- Scalability

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# SALESFORCE IMPLEMENTATION

Implementing CRM (case management) solutions tailored for a legal enterprise to streamline case handling & client interactions.

Centralizing case information to improve workflow efficiency and client service delivery.

## OBJECTIVES

To streamline the management of complex legal cases and client information, ensure compliance with legal regulations and data security requirements, and integrate CRM with existing legal workflows and systems while facilitating user adoption and training for legal professionals.

- Managing Legal Cases: Efficiently handling complex legal cases and client information.
- Regulatory Compliance: Meeting legal regulations and data security requirements.
- System Integration: Integrating CRM with existing legal workflows and systems.
- User Adoption: Ensuring effective training and adoption among legal professionals.

## SOLUTION

- Deployed a tailored CRM system designed specifically for managing legal cases.
- Integrated CRM with document management systems and legal databases.
- Customized workflows and automated processes to streamline case handling.
- Offered comprehensive training and support for legal staff on CRM usage.

## BENEFITS

### 1. Case Management Efficiency

Boosted efficiency in managing legal cases and client interactions.

### 2. Data Security and Compliance

Strengthened data security and ensured adherence to legal regulations.

### 3. Workflow Optimization

Streamlined workflows and reduced administrative overhead.

### 4. Team Collaboration

Enhanced collaboration and communication among legal teams.



## AT A GLANCE CHALLENGES

- Efficiently managing complex legal cases and data.
- Ensuring legal compliance and data security.
- Integrating CRM with legal workflows.
- Training staff for effective CRM use.

## BENEFITS

- Case Management Efficiency
- Data Security and Compliance
- Workflow Optimization
- Team Collaboration

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# COMMUNITY MANAGEMENT

Focus on enabling efficient communication, resource sharing, and engagement within communities.

Enhancing community interaction and collaboration through intuitive mobile and web platforms.

## OBJECTIVES

To develop a scalable SaaS application that supports a growing user base and multiple communities, integrates diverse features, ensures high user engagement, and implements robust security measures to protect user data.

- Scalability: Designing a solution to support a growing user base and multiple communities.
- Feature Integration: Incorporating features like messaging, event management, and member directories.
- User Engagement: Ensuring high adoption and engagement with the SaaS application.
- Data Security: Implementing strong security measures to safeguard user data and privacy.

## SOLUTION

- Created a SaaS platform for community management on mobile and web.
- Incorporated features like messaging, event scheduling, member directories, and analytics.
- Designed a user-friendly interface to boost engagement and enhance user experience.
- Applied encryption, access controls, and security audits to protect user data.

## BENEFITS

### 1. Enhanced Engagement

Boosted community interaction with improved features.

### 2. Scalable Solution

Met the demands of a growing user base and multiple communities.

### 3. User Satisfaction

Received positive feedback on usability and functionality, increasing adoption rates.

### 4. Data Protection

Ensured data security and compliance with privacy regulations through robust measures.



## AT A GLANCE CHALLENGES

- Scaling for a growing user base.
- Integrating messaging, events, and directories.
- Driving user engagement and adoption.
- Securing user data and privacy.

## BENEFITS

- Enhanced Engagement
- Scalable Solution
- User Satisfaction
- Data Protection

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# GC KIOSK

USA based software organization.

Implemented an advanced self-service kiosk system, revolutionizing the ordering experience.

## OBJECTIVES

To efficiently manage orders across multiple retail kiosks and stores by ensuring real-time inventory tracking, providing a seamless order processing experience, and integrating with existing POS systems and backend inventory databases.

- Managing orders efficiently across multiple retail locations.
- Ensuring real-time inventory tracking and management.
- Providing a smooth and efficient order processing experience for customers.
- Integrating with existing POS systems and inventory databases.

## SOLUTION

- Created a centralized order management system for multi-store operations.
- Integrated with POS systems and inventory databases for real-time tracking.
- Designed a mobile app for easy order processing at retail kiosks.
- Tailored the app to store needs and ensured scalability for future growth.

## BENEFITS

### 1. Enhanced Order Accuracy

Increased order precision and efficiency across retail locations.

### 2. Customer Satisfaction

Improved customer experience with smooth order processing.

### 3. Optimized Inventory

Achieved real-time inventory visibility and minimized stockouts.

### 4. Scalability

Developed a solution capable of expanding operations and supporting additional stores or features.



## AT A GLANCE CHALLENGES

- Managing orders across locations.
- Real-time inventory tracking.
- Streamlining order processing.
- POS system integration.

## BENEFITS

- Enhanced Order Accuracy
- Customer Satisfaction
- Optimized Inventory
- Scalability

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# GC POS

USA based organization which improves customer experience for ordering drinks

## OBJECTIVES

To efficiently manage POS operations across multiple store locations by ensuring real-time data synchronization, seamless integration with existing systems and hardware, and providing comprehensive training for store staff.

- Efficient management of POS operations across multiple locations.
- Real-time synchronization of sales and inventory data.
- Integration with existing systems and hardware across diverse environments.
- Comprehensive training for staff on the new POS system.

## SOLUTION

- Deployed a centralized POS system across all store locations.
- Integrated POS with inventory and sales databases for real-time updates.
- Tailored POS features to meet store-specific needs and scalability.
- Provided comprehensive training and support to ensure smooth staff adoption.

## BENEFITS

### 1. Optimized POS Operations

Streamlined processes and reduced transaction times across all stores.

### 2. Accurate Data Synchronization

Enhanced the reliability and accuracy of sales and inventory data.

### 3. Enhanced Customer Experience

Improved checkout speed and service efficiency.

### 4. Scalable Solution

Provided a system capable of expanding and integrating new features seamlessly.



## AT A GLANCE CHALLENGES

- Managing POS across locations.
- Real-time sales and inventory sync.
- System and hardware integration.
- Staff training on new POS.

## BENEFITS

- Optimized POS Operations
- Accurate Data Synchronization
- Enhanced Customer Experience
- Scalable Solution

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# LABORATORY APPLICATIONS

Focus on enabling seamless data collection, analysis, and collaboration across devices

Improving efficiency and accuracy in laboratory processes through intuitive user interfaces on web and mobile platforms

## OBJECTIVES

To develop a comprehensive solution for managing sensitive laboratory data securely and efficiently across web and mobile platforms while ensuring seamless user experience and regulatory compliance.

- **Data Security:** Securing sensitive laboratory data on web and mobile platforms.
- **Compatibility:** Resolving issues across various devices and operating systems.
- **User Interface Design:** Creating intuitive interfaces for both web and mobile applications.
- **Regulatory Compliance:** Meeting laboratory standards and data privacy laws.

## SOLUTION

- **Ensured Data Security:** Implemented advanced encryption and access controls to safeguard sensitive data effectively.
- **Cross-Platform Compatibility:** Developed applications that provide a smooth experience across both web browsers and mobile devices.
- **Optimized User Experience:** Designed intuitive and user-friendly interfaces to enhance usability and streamline workflows.
- **Regulatory Compliance:** Integrated features to adhere to laboratory regulations and data privacy laws, ensuring full compliance.

## BENEFITS

### 1. Strengthened Data Security

Implemented advanced measures for safeguarding laboratory data.

### 2. Universal Accessibility

Ensured smooth access across various devices and platforms.

### 3. Optimized User Experience

Delivered intuitive interfaces and efficient workflows.

### 4. Regulatory Compliance

Adhered to standards and privacy laws in laboratory operations.



## AT A GLANCE

### CHALLENGES

- Securing data on web and mobile.
- Ensuring cross-device compatibility.
- Designing intuitive interfaces.
- Complying with regulations.

### BENEFITS

- Strengthened Data Security
- Universal Accessibility
- Optimized User Experience
- Regulatory Compliance

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# GC CMS

Developing a dynamic centralized store management system for multi-location operations.

Improving customer service through streamlined processes and data-driven insights across all stores.

## OBJECTIVES

To centralize store operations management by integrating inventory, sales, and customer systems, ensuring real-time data synchronization across multiple locations, and designing a scalable system to support future growth and new store additions.

- Centralizing Operations: Managing all store functions from a single system.
- System Integration: Linking inventory, sales, and customer management systems.
- Real-Time Sync: Keeping data updated across all locations.
- Scalability: Designing a system that supports future growth and new stores.

## SOLUTION

- Created a centralized platform for unified management of all store operations, streamlining processes across locations.
- Integrated systems for inventory management, sales tracking, and customer relationships to ensure seamless data flow and operational efficiency.
- Implemented real-time analytics to provide actionable insights and support data-driven decision-making.
- Developed a scalable architecture designed to accommodate future growth, enabling easy expansion and addition of new features or stores.

## BENEFITS

### 1. Boosted Operational Efficiency

Improved coordination and efficiency across all stores.

### 2. Enhanced Sales and Inventory Insight

Gained better visibility into sales trends and inventory levels.

### 3. Improved Customer Service

Enhanced interactions and service delivery for customers.

### 4. Future-Proof Solution

Provided a scalable system capable of expanding operations and integrating new features seamlessly.



## AT A GLANCE CHALLENGES

- Centralizing store functions.
- Integrating key systems.
- Real-time data updates.
- Scalable for growth.

## BENEFITS

- Boosted Operational Efficiency
- Enhanced Sales and Inventory Insight
- Improved Customer Service
- Future-Proof Solution

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# GC MOBILE APPLICATION

Mobile application for online ordering based in the USA.

Implementation project targeting all customers and associated members.

## OBJECTIVES

To develop a mobile application with an intuitive and engaging interface, tailored to meet specific user needs, optimized for performance across various devices and network conditions, and secured with robust measures to protect user data and privacy.

- Designing a user-friendly and engaging mobile interface for diverse users.
- Meeting specific functional requirements tailored to user needs.
- Optimizing app performance for different devices and network conditions.
- Implementing strong security measures to safeguard user data and privacy.

## SOLUTION

- Designed an intuitive user interface featuring easy navigation and user-friendly controls to enhance the overall user experience.
- Integrated key functionalities such as account management and service access to meet user needs and streamline interactions.
- Conducted comprehensive performance testing to ensure reliable and smooth operation under various conditions.
- Implemented robust security protocols including encryption and secure authentication to protect user data and maintain privacy.

## BENEFITS

### 1. User Feedback

Received positive responses on ease of use and functionality.

### 2. Service Access

Provided seamless access to services and information via the app.

### 3. Performance Reliability

Ensured consistent performance across various devices and network conditions.

### 4. Data Protection

Enhanced security and privacy measures for user data.



## AT A GLANCE CHALLENGES

- Intuitive mobile design.
- Tailored functionality.
- Performance optimization.
- Data security.

## BENEFITS

- User Feedback
- Service Access
- Performance Reliability
- Data Protection

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# AAONRI

USA based project which improves customer experience for shopping classified products, checking events, applying for jobs, checking immigration and managing modules through admin access.

## OBJECTIVES

To enhance the e-commerce portal by offering advanced product filtering, personalized recommendations, integrated services, and a scalable infrastructure to accommodate growth and peak loads.

- Managing a wide variety of products and services effectively within the portal.
- Implementing algorithms for personalized recommendations based on diverse attributes.
- Seamlessly integrating multiple services, including payment gateways, delivery options, and customer support functionalities, to ensure a smooth and cohesive user experience.
- Designing a scalable platform to handle increased traffic and transaction volumes.

## SOLUTION

- **Advanced Product Filtering:** Implemented sophisticated filtering options based on multiple attributes to refine user searches and improve the shopping experience.
- **Personalized Recommendations:** Leveraged algorithms to deliver tailored product suggestions, enhancing user engagement and satisfaction.
- **Comprehensive Service Integration:** Integrated a range of services, including delivery options and customer support, to offer a seamless and efficient user experience.
- **Scalable Infrastructure:** Designed a flexible and scalable system architecture to support business growth, manage high traffic volumes, and ensure consistent performance.

## BENEFITS

### 1. Enhanced Navigation

Improved user navigation and product discovery with advanced filtering options.

### 2. Boosted Conversions

Increased sales conversion rates through tailored product recommendations.

### 3. Streamlined Operations

Optimized operations with efficient service integration and order management.

### 4. Scalable Solution

Designed a scalable platform to manage higher traffic and transactions seamlessly.



## AT A GLANCE CHALLENGES

- Managing diverse products.
- Personalizing recommendations.
- Integrating services and payments.
- Scaling for high traffic.

## BENEFITS

- Enhanced Navigation
- Boosted Conversions
- Streamlined Operations
- Scalable Solution

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# MEDUBOT.AI

AI Driven medical based learning platform

Implementation project for beginner students to advance level professionals

## OBJECTIVES

To create an interactive ChatBot with natural language processing for educational purposes, integrating it seamlessly with LMS and delivering personalized learning experiences.

- Designing Engaging Interface: Creating an intuitive ChatBot for effective education.
- Managing Content: Incorporating and delivering educational materials through the ChatBot.
- LMS Integration: Connecting the ChatBot with existing learning management systems.
- Personalizing Learning: Tailoring learning paths and recommendations based on user data.

## SOLUTION

- Created a ChatBot with advanced natural language processing to facilitate interactive and engaging learning experiences.
- Incorporated educational materials including courses, quizzes, and resources directly into the ChatBot.
- Linked the ChatBot to the backend LMS to efficiently manage user data, track progress, and provide seamless integration.
- Developed algorithms to tailor learning paths and offer personalized recommendations based on user interactions and performance.

## BENEFITS

### 1. Enhanced Engagement

Boosted interaction with conversational learning experiences.

### 2. Seamless Access

Provided easy access to educational resources and information through the ChatBot.

### 3. User Insights

Gained valuable insights into user interactions and learning patterns for ongoing improvement.

### 4. Scalable Solution

Enabled feature expansion and accommodated growing user numbers effectively.

## AT A GLANCE

### CHALLENGES

- Intuitive ChatBot design.
- Managing educational materials.
- Linking with LMS.
- Customizing learning paths.

### BENEFITS

- Enhanced Engagement
- Seamless Access
- User Insights
- Scalable Solution

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct





# NEO-META

India based E-commerce website.

## OBJECTIVES

Develop a comprehensive e-commerce solution that optimizes inventory management, enhances order processing, and provides a personalized shopping experience.

- Managing a wide range of fashion items and sizes effectively.
- Streamlining order processing, payment integration, and shipping logistics.
- Adapting to fashion trends and seasonal inventory changes.
- Delivering a personalized shopping experience to boost customer engagement.

## SOLUTION

- Deployed a real-time inventory tracking system to enhance inventory visibility and improve management efficiency across all store locations.
- Developed comprehensive features for smooth order processing, integrated payment solutions, and streamlined shipping logistics to ensure timely deliveries.
- Integrated advanced tools for trend analysis and effective management of seasonal collections, optimizing inventory and marketing strategies.
- Implemented sophisticated algorithms for personalized recommendations and customer segmentation, improving product relevance and customer engagement.

## BENEFITS

### 1. Stock Management

Improved control over fashion inventory and stock availability.

### 2. Order Efficiency

Streamlined operations with enhanced order processing.

### 3. Trend Adaptation

Responsive to fashion trends with timely updates and seasonal collections.

### 4. Customer Experience

Enhanced satisfaction through personalized shopping experiences.



## AT A GLANCE CHALLENGES

- Managing diverse fashion inventory.
- Streamlining order and shipping.
- Adapting to trends and seasons.
- Enhancing customer personalization.

## BENEFITS

- Stock Management
- Order Efficiency
- Trend Adaptation
- Customer Experience

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# CUSTOM APPLICATION DEVELOPMENT

Designing and developing a tailored application for Job Safety Analysis (JSA) Processes.

Improving efficiency and accuracy in JSA preparation and review

## OBJECTIVES

Develop a custom application to enhance and streamline Job Safety Analysis (JSA) processes, improving overall efficiency and compliance.

- Addressing specific requirements unique to Job Safety Analysis (JSA), ensuring all critical aspects are covered effectively.
- Integrating the custom application smoothly with existing systems and workflows, minimizing disruptions and maximizing compatibility.
- Creating an intuitive user interface for efficient data entry and easy navigation, enhancing user experience and productivity.
- Ensuring robust data security and compliance with relevant safety regulations, protecting sensitive information from unauthorized access and breaches.

## SOLUTION

- Created a tailored application to optimize and streamline JSA processes effectively.
- Seamlessly integrated with the organization's existing IT infrastructure for enhanced functionality.
- Designed an intuitive user interface to facilitate easy data management and quick access.
- Implemented strong security measures to safeguard sensitive JSA data against potential threats.

## BENEFITS

### 1. Optimized JSA Processes

Improved efficiency and automated workflows for better JSA management.

### 2. Enhanced Data Accuracy

Achieved higher precision in data entry and reporting.

### 3. User Satisfaction

Received positive feedback on the application's usability and effectiveness.

### 4. Regulatory Compliance

Ensured adherence to safety regulations and data protection standards.



## AT A GLANCE CHALLENGES

- Meeting JSA requirements.
- Integrating with existing systems.
- Creating a user-friendly interface.
- Securing data and compliance.

## BENEFITS

- Optimized JSA Processes
- Enhanced Data Accuracy
- User Satisfaction
- Regulatory Compliance

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# GRID OMS

Implementation project on customer360 for their Sales, IT and Business Operations Teams.

Enhancing scalability, flexibility, and accessibility with a cloud-based ERP system tailored for organizational efficiency.

## OBJECTIVES

Develop a scalable, cloud-based ERP system to manage organizational functions, enhance data security, and promote user adoption.

- Designing a scalable ERP system that grows with the organization.
- Seamlessly integrating various functions such as HR, finance, and operations.
- Implementing robust security measures, including advanced encryption and access controls, to protect sensitive organizational data from breaches.
- Ensuring effective user adoption by providing thorough training, ongoing support, and resources to help users transition to the new ERP system and utilize its features effectively.

## SOLUTION

- Created a cloud-based ERP system hosted on a SaaS platform to ensure scalability and flexibility.
- Integrated diverse modules for complete management across HR, finance, operations, and other business functions.
- Enhanced data security with robust encryption protocols and access controls to safeguard sensitive information.
- Offered extensive user training and continuous support to ensure smooth adoption and effective use of the system.

## BENEFITS

### 1. Scalable Solution

ERP system designed to grow with organizational needs.

### 2. Operational Efficiency

Integrated modules that streamline processes and boost productivity.

### 3. Enhanced Security

Robust measures to protect sensitive data.

### 4. Increased Collaboration

User-friendly design that improves productivity and team collaboration.



## AT A GLANCE CHALLENGES

- Scaling ERP for growth.
- Integrating key functions.
- Ensuring data security.
- Supporting user adoption.

## BENEFITS

- Scalable Solution
- Operational Efficiency
- Enhanced Security
- Increased Collaboration

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# FASHION APPAREL

Focus on providing a scalable, customizable platform for online sales and customer management.

Developing a SaaS-based e-commerce portal suitable for any business type.

## OBJECTIVES

Develop a highly customizable SaaS platform capable of adapting to diverse business models, supporting scalability, integrating essential third-party services, and ensuring robust security.

- Addressing the varying needs and requirements of different businesses.
- Creating a scalable solution that adapts to various business sizes and growth phases.
- Seamlessly integrating with multiple payment gateways, shipping providers, and backend systems.
- Implementing strong security measures to protect transactions and user data.

## SOLUTION

- Created a flexible SaaS platform adaptable to various business models and unique requirements.
- Engineered a scalable architecture to efficiently support ongoing business expansion.
- Integrated seamlessly with leading payment gateways, shipping APIs, and CRM systems for improved functionality.
- Enhanced security with advanced encryption, secure authentication protocols, and regular security audits to ensure data protection.

## BENEFITS

### 1. Adaptable for All Business Sizes

Versatile platform designed to support businesses of all sizes, from startups to large enterprises, with customizable features.

### 2. Scalable Infrastructure

Robust infrastructure capable of scaling resources efficiently to support business growth and adapt to evolving demands.

### 3. Efficient Integrations

Seamless integration with multiple payment gateways, shipping providers, and backend systems for streamlined operations.

### 4. Secure Transactions

Enhanced security measures, including encryption and regular audits, to ensure safe transactions and comprehensive data protection.



## AT A GLANCE CHALLENGES

- Addressing diverse business needs.
- Designing a scalable solution.
- Integrating with various systems.
- Ensuring strong security.

## BENEFITS

- Adaptable for All Business Sizes
- Scalable Infrastructure
- Efficient Integrations
- Secure Transactions

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# MART MANAGEMENT

Developed an integrated e-commerce platform for multi-store management, real-time inventory, unified order processing, and role-based employee access.

Enhanced business operations with advanced promotional features, comprehensive analytics, and scalable, cloud-hosted solutions.

## OBJECTIVES

Develop an integrated e-commerce platform for product listing, inventory management, and sales across multiple stores.

- Managing multiple stores with diverse product ranges.
- Ensuring real-time inventory updates and stock management.
- Handling both online and offline orders through a unified system.
- Implementing role-based access for different employees.
- Integrating promotional and advertisement features.
- Providing comprehensive business statistics and insights on a single platform.

## SOLUTION

- Integrated Platform: Developed a unified platform combining product management, sales, and invoicing functions.
- Role-Based Access: Implemented role-based employee access to manage specific tasks based on their roles (e.g., manager, cashier).
- Promotions and Advertisement Management: Enabled the creation of category-based advertisements and promotional activities, including coupon codes.
- Inventory Management: Implemented an inventory system that updates stock based on store capacity and vendor purchase invoices.
- POS System: Integrated a point-of-sale system to manage in-store transactions alongside online orders.

## BENEFITS

### 1. Simplified Operations

Streamlined management of products, sales, and invoicing through a single platform.

### 2. Multi-Store Functionality

Enabled centralized control over multiple stores with seamless stock and product management.

### 3. Real-Time Data Access

Provided access to live data and advanced reports 24/7, facilitating informed decision-making.

### 4. Scalable Solution

Cloud-hosted, pay-as-you-go model, with the capability for advanced ERP integrations.



## AT A GLANCE CHALLENGES

- Managing diverse product ranges.
- Real-time stock updates.
- Unified online/offline orders.
- Employee role access.
- Integrating promotions and ads.
- Comprehensive business insights.

## BENEFITS

- Simplified Operations
- Multi-Store Functionality
- Real-Time Data Access
- Scalable Solution
- Enhanced Employee Management
- Comprehensive Support

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct



# GAMING APPLICATION FOR SPEECH TRAINING

Developing a mobile gaming application tailored for speech training and improvement.

Incorporating speech recognition technology to provide real-time feedback and progress tracking for users.

## OBJECTIVES

To develop an interactive platform that combines engaging gameplay with effective speech training, utilizing advanced technology to improve users' pronunciation and communication skills.

- Crafting interactive gameplay specifically designed for speech training.
- Implementing precise speech recognition technology to ensure effective practice.
- Creating a wide range of speech exercises and challenges to keep users engaged.
- Integrating feedback mechanisms that offer actionable insights for continuous improvement.

## SOLUTION

- Developed engaging interactive games to motivate users to practice and enhance their speech skills regularly.
- Integrated advanced and reliable speech recognition technology to accurately assess and improve pronunciation.
- Created a diverse array of speech exercises and challenges to offer comprehensive practice across various difficulty levels.
- Implemented continuous feedback loops that provide users with real-time evaluation, tips for improvement, and progress tracking.

## BENEFITS

### 1. Adaptable for All Business Sizes

Achieved significant improvements in pronunciation and fluency through interactive and engaging gameplay and consistent practice routines.

### 2. Scalable Infrastructure

Increased user motivation and active involvement in speech training activities by incorporating fun and immersive challenges.

### 3. Efficient Integrations

Provided detailed and actionable feedback to facilitate measurable progress, skill improvement, and personalized learning experiences.

### 4. Secure Transactions

Enhanced overall learning outcomes and proficiency in speech skills through comprehensive practice and dynamic training methods.



## AT A GLANCE

### CHALLENGES

- Engaging gameplay for speech practice.
- Accurate speech recognition.
- Diverse speech exercises.
- Actionable feedback.

### BENEFITS

- Adaptable for All Business Sizes
- Scalable Infrastructure
- Efficient Integrations
- Secure Transactions

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct