CASE STUDY

INDUSTRY:

TECHNOLOGY

**BUSINESS SOLUTIONS
DELIVERED**

CLIENT

The customer is a global information technology services organization with revenue over USD 270 million. The customer has operations and a client base spanning across 18 countries including software development centers in India and Poland.

EXECUTIVE SUMMARY

The customer with business that has mature off-shore processes wanted to ensure the work-flow and performance management are in pace with growing demands and changing trends. To ensure this level of efficacy, a workflow management tool and performance assessment tool is required.

Synergy Technology Services, being a frontrunner in developing and integrating tools that are critical to businesses was entrusted with the job of developing one for the customer.

TECHNOLOGY

- Struts2
- Dependency injection with Spring
- Hibernate
- MySQL

SOLUTION

The customer needed an Enterprise Performance Improvement and Management tool that would keep log of their resources' performance and enable optimized workflow management.
- Developed an application for monitoring and managing resource performance, and coordinating work-flow.
- Developed a tool that would digitize different formats of documents and create user-defined fields for profiling.
- The format splitting tool to maintain and monitor a defined set of processes.
- Indexing the digitized document for checking the veracity of contents.
- Search module that would retrieve archived documents based on keywords or fields.

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CASE STUDY
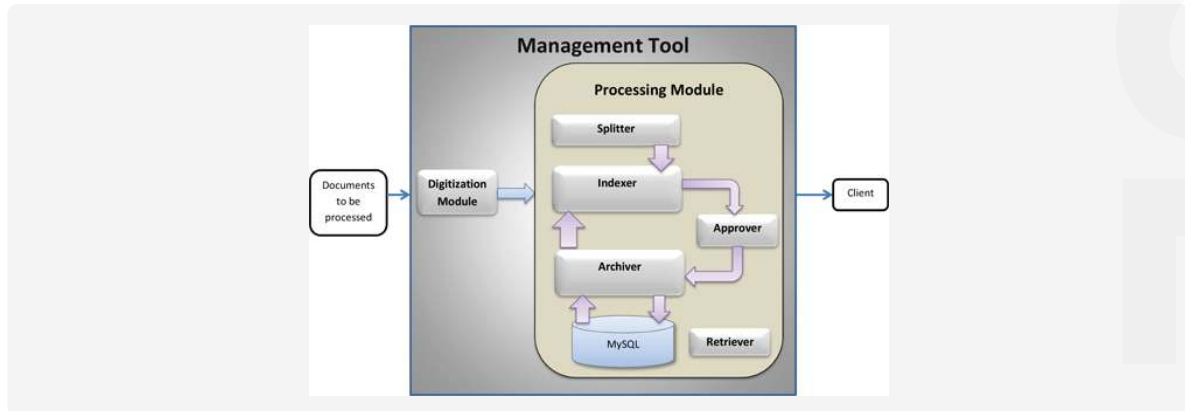
CHALLENGES

- Creating rule definitions for different file formats.
- Image conversion from multiple file formats.
- Features to transfer data via different protocols vis-à-vis FTP/SFTP, Email, UI uploading or bulk uploading etc.

BUSINESS IMPACTS

- Collaborative delivery across business lines.
- Seamless workflow and resource management.
- Cost containment and faster access to documents.

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