

## Case Study

# Industry: IT & ITES



### Client

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The customer is a Business Process Management and Workflow Solutions company. They help major organizations with product quality, delivery speed and time-to-market speed through their process management tools and services.

### Executive Summary

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The customer being a business process management solution vendor had to bridge gap between disparate systems thereby enabling their clients in leveraging the workflow and process agility. To ensure this containment they wanted to customize the workflow and process management.

Synergy Technology Services, with the capability of providing customized offerings was entrusted with the job of customizing their process management tool.

### Technology

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- + Javascript
- + VB
- + VBScript
- + SQL Server
- + SSRS

### Solution

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The solution should be capable of providing the management more control in the process and reduce the time lag.

- + Customized the business process management tool to accommodate the changes required.
- + Customized the workflow process, to ensure streamlined control of business actuations.
- + Generated reports on the business management and process control.
- + Enabled process agility with the customization.

### Challenges

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- + Learning customer's complex framework and scripting engine.
- + Understanding Client entire Processes for each client implementation.
- + Gap analysis of the client processes and framework built-in processes.

### Business Impacts

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- + Process agility with minimal change management.
- + Reduced time lag and more control in the workflow.
- + Cost contained process management.

For more information, please contact [info@sts.in](mailto:info@sts.in)

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