

SOLIX TAKES ADVANTAGE OF DIGIPRISE SOLUTION

Client Profile

Solix Technologies Inc, is a USD 25M IT consulting and services organization with main business of providing world-class enterprise business solutions to various enterprises. Headquartered in Santa Clara , they have presence in multiple locations in countries such as US, India, Singapore, Malaysia, Thailand and Europe.

Problem Statement

Some of the typical problem scenarios encountered were:

- Sales team operating out of offices located in different time zones had to depend on communication from their counterparts in other offices for various marketing support information.
- The management could not keep track of various sales activities undertaken by the sales team and were unable to supplement their efforts .
- Support to customers is often inadequate. To remedy this problem, the company has to place an expensive consultant at customer site.
- Reporting of problems to system administrator and tracking them was often difficult as their job demands shifting from one problem spot to another.
- Tracking of assets and planning for new purchases was extremely difficult as there was no effective monitoring system in place.
- Recruitment team was spending disproportionately more time for hiring new employees as the current system requires spending lot of hours on phone to screen candidates at the first level, tracking of resource requests from various departments in a complex way and timely availability of a technical panel to conduct interviews.

Application Definition

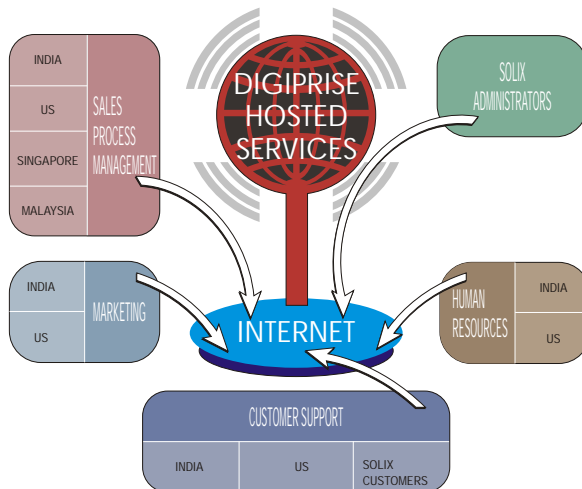
On analysis of the problem scenarios it was identified that a solution addressing the problem of instant information sharing and asset tracking was essential for Solix.

Application Scope

The solution proposed covers the activities of various departments – sales, marketing, customer support and system administration.

Solution

Digiprise solved all problems listed above and helped Solix to streamline their operations. Digiprise's hosted services covering sales, marketing, customer support and service, asset management, internal help desk, and human resources was offered to Solix to solve the problems.



Application Benefits

- ▶ Solix sales team could analyze the opportunities more systematically and redirect their efforts to focus on good cases. They could keep track of their targets and forecast the future business.
- ▶ Solix management could get an overview of the efforts of each sales person and supplement their efforts.
- ▶ Solix support staff are able to give support to multiple customers from remote location, thereby improving individual productivity and efficiency.
- ▶ Solix customers could report problems instantly and also know the status of the problems reported at any given time.
- ▶ Solix employees could report problems to the system administration team without having to run around searching for the people; the system administration team could streamline their time and also measure their performance.
- ▶ Recruitment team could conduct online remote test over internet to screen the candidates at first level, thereby saving time and cost.