

PRODUCTS – Enterprise Applications

Asset Installation Manager

Introduction: Process Driven, Web Enabled Software, capable of Advanced Asset Tracking & perform Service Request Management.

Application Areas: Logistics Service Providers, Fleet Managers, GPS Installation Providers, Telecom Industry, Broadband Service Providers, Consumer Electronics/White Goods Industry, Vehicle Recovery Service Providers, Portable Equipment Installation & Maintenance like Generators and Trailers. Other Onsite Installation & Maintenance Service Providers (Like Electronic Device Used For Credit Card Payments, Set Top Boxes, etc.).

Salient Features:

Automated Business Processes	Web Enabled, Anywhere, anytime access to information
Digital Dashboards for Senior Executives	Alpha numeric record of equipment and location
Central Information Repository	Low Total Cost of Ownership (TCO)
High scalability and availability	Dynamic Inventory Status & Service Request

Human Resource Information System

Introduction: Web Enabled Software that integrates the human resource function with other business functions in the enterprise, to serve personnel better. It also helps you keep track of all types of information related to your company and your human capital.

Salient Features:

- Centralized Employee Administration
- internal communications
- Reduces Data redundancy
- Human Resource Processes
- Information Security Policy
- Role based Online Access/ Personal File
- Integrate Company Information
- Electronically organized repository
- Financial Information Accuracy

Performance Management System

Introduction: Web enabled analytical software that helps organizations with company-wide Performance Analysis & provides ample support to managers in developing performance plans.

Application Areas: BPOs (Business Process Outsourcing) | KPOs (Knowledge Process Outsourcing) | Call Centers

Salient Features:

- Integrated Communication & Collaboration Capabilities : Online Resource Management allows you floor support functions and headcount in real time
- Robust Visualization & Data Analytics : Comparative Team Viewings based on Qualifiers & Associated Metrics
- Aids Decision Making: Integrates Attendance Management, Roster Management & Leave Management with payroll management
- Streamlines Training & Development Management
- Provides Daily Business Intelligence Reports
- Ensures Transparency : Self-Service Capabilities for Employees, Managers & HR Department

Service Request Management System

Introduction: Web enabled analytical software that helps organizations in managing Service Request Management to establish an online support help desks for all your customers. Your customer can go online and raise a service ticket for your support team. It helps you in keeping track of each reported issue so that you can provide on time effective support to your customer. It gives you at a glance statistical summary of each help desk, by which you can easily identify the efficiency of your support team.

Salient Features:

- Customized Help Desk: One help desk can be configured for multiple Customers with same support team.
- Multiple Issue Categories can be configured for any Help Desk.
- Service Request Priority: Your Customer can raise any service request for your support help desk with priority – low, medium or high.
- Customized Resolution time with different escalation level (Executive-Manager-Head)
- Customer can give feedback (Satisfied / Dissatisfied) against each service request

Software Development – Past Experiences

Digital Surveillance System

Digital Surveillance System is a strong Surveillance Application having Desktop and Web based Application environment for monitoring and tracking any location activities using high end digital devices that communicate through a wireless communication protocol. It's hardware components consists of Control Unit Hub, Front Door Bell Accessory, Camera with Audio, and Camera without Audio.

Catalog Management System

This is an online Catalog Management System which facilitates managing dynamically wide range of Products having multiple Categories of different Manufacturers. Customer can perform search on the basis of specific Product, Category and Manufacturer and get ingenious product search results. You can view Product Details with all specifications and Image Preview. Customer can register and place Online Order(s). This tool provides Sales team to track and manage all received order(s). Our Catalog Management system is having capability of carrying thousands of Products online and provides you with good performance results.

Global Resource Management System

GRMS is a Global Resource Management System, It's a online platform built for Standard Merit's Business Partners (Retailers/Distributors, Wholesalers'), OEM, and Customers for effectively managing business operations related to Order Processing & Distribution, Packing & Shipment, Order Tracking, Inventory Management and Invoice generation. GRMS handles complete Web Application Administration and Security for each associate User Entity as per their defined role and authorizations. This application is having user friendly automated Processes for Inventory Management, Order Management, Packing & Shipment, and Invoicing. Customer can go online for Product Warranty Registration, RFI and can have Online Support with live chat feature.

Distribution Management & Tracking System

This is a comprehensive solution for Managing Distribution and Tracking of Orders as per Periodic Order Schedule. It is a complete solution for managing your Product Guide/Catalog, Deployment Schedule Forecast for OEM, Issue Purchase Orders, Schedule Orders, Create/Update Orders, Shipment, Order Acceptance at different levels, Order Cancellation, Order Tracking and Invoicing. Advanced Centralized Searching which provides the Summary of Pending Orders, Processed Orders, Accepted Orders, Pending Invoices and Processed Invoices. Further it gives the detailed report view against each summary which can be downloaded in excel format. Different type of reports like Inventory Reports, Shipment Report, DOA/RMA reports, Invoice Reports etc.

Data Manager

Data Manager is a web application which is designed & developed for Cross Cultural Solutions to support and manage their international volunteer programs across the various locations in India. It helps in Storage, retrieval, and analysis of data related to all information collected and managed while executing different programs at various plans / occasions. It also provides optimized and secured platform to manage & maintain relationship surrounded by all visitors and authorized users to interact with the web application.

Sales Funnel

A sales funnel presents a "snapshot" of your sales function at any given point in time. For conceptual purposes, the sales process is often compared to a funnel where new leads coming into the system (i.e. prospects) are initially placed into the top of the funnel (the widest part) and then worked through the system by informing, persuading, overcoming objections, providing information, demonstrating, providing free samples, etc., until at the narrow part of the funnel, an order is placed and a sales is closed when payment from the customer is received.