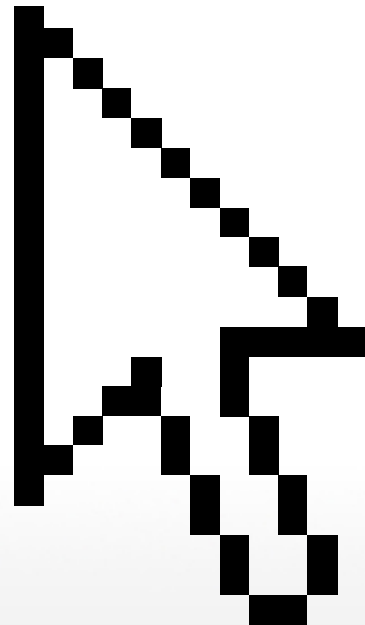




Organized work flow + edutainment
+ right communication channel
+ employee recognition program
= Increased efficiency.

The Client

When a leading global provider of end-to-end IT services and solutions with 8,300 employees in 18 countries approached us with their problems, it took nothing more than imorfus to solve them all.





The Problem

A fast growing IT Services organization needed an efficient intranet and also wanted to upgrade its existing set-up as it was running on obsolete processes leading to problems in the below areas:

- Sharing knowledge / information in a multi-location operation spread across geography
- Timely resolution of internal issues
- Engagement of Internal Resources with clients' projects
- Scalability to keep pace with the aggressive growth plans

Insight

Our understanding of the client's needs led to the creation of a common platform to address the needs and demands of all its employees that would automate the below processes:

- Business workflow
- Administration management
- Training management

Solution

A customized implementation of imorfus that led to:

- Creation of a centralized document repository
- Deployment of imorfus as a common platform for sharing corporate information
- Automate workflow applications for efficient management
- Creation of a completely outsourced delivery model



Result

The results of implementing imorfus in this IT Services company were:

- Time saved
- Increased collaboration amongst employees
- Smoother interaction with management
- Shared knowledge

In addition implementation of imorfus led to:

- Easy and timely access of data / information
- Transparency in managing the internal approval processes
- Effective employee communication
- Low cost of ownership

Implementation

Best practices in the intranet assured benefits like organized work flow, right communication channel between the management and employees and, importantly, increased efficiency through automation. Some of the modules of imorfus – Intranet Solution that were used for this client included:

- Leave management system
- Employee directory for easy access of contact details
- Discussion Forums for knowledge sharing
- ARS – Attendance Regularization System
- Help Desk – IT, HR, etc
- Travel Application – for Airlines Ticket, Hotel & Car Rentals Booking
- Space Management Tool
- FAM – Finance Approval Management
- Employee claims
- Procurement – Purchase of equipment/software, etc
- Discussion Forum
- Mediclaim – Submit request for Medical policy
- Attrition Score Card



Attract talent. Retain talent. Proactively plan for future workforce needs. Perform better by playing a strategic role. Create a high-performance culture that aligns people to execute the organization's strategy. Hire, develop and retain the best people available. Effectively align your Employee Value Proposition to your Customer Value Proposition.

You can now do all these and more with imorfus.

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