

Case Study:

Development of Workflow Applications

Power Transmission & Distribution Industry

About Experis IT

Experis IT is a leading provider of customized IT staffing, technical and business process solutions with offices across major markets in India and Singapore.

Now a ManpowerGroup company, Experis IT leverages its expertise by providing clients with a single source solution for highly skilled talent and technology solutions in IT.

Client Situation

One of the world's leading Transmission and Distribution Company had hired the services of Experis IT for the development of Workflow Applications to be implemented in the areas of:

- Employee Information Systems
- Leave management Systems
- Expense Management Systems
- Travel Management System (Regular & Foreign Travel)

The key challenge was to provide a solution, which would help Client achieve workflow solutions to automate their data processes, which would help them achieve faster, and reliable processing of documents within the office. This system was intended to help the Company store their huge and valuable data in the digital format. This would help them have a comprehensive view of their data, and generate reports from different workflow processes.

Experis IT Solution

Experis IT developed a workflow solution for Client, which allowed creating new documents and forwarding them for approval/rejection using Lotus Notes Client R5 on Domino R5 Server.

Technology Specifications

Experis IT developed and deployed the Workflow applications using the following technology and services platforms.

Key Components	
Software	Lotus Notes client 5.0, Lotus Notes Designer 5.0
Servers	Lotus Domino Server 5.0



Workflow Application Details

The implementation of the Workflow Applications would result in the following benefits:

Employee Information Systems would provide the administrator with the capability of creating:

- Employee Record
- Company Master
- Cost Center Master
- Location Master
- Segment Master
- Employee Route Master
- Route Master
- Leave Master
- Agent Master
- Account Master
- Grade Master
- Internal Order Master
- WBS Master
- EURO/USD Conversion Master records etc.

This application would be accessed by other workflow applications to retrieve relevant data regarding particular employees.

Leave Management System

Leave Management System facilitates the employee to:

- Apply or cancel leave and view leave balance at the time of applying for fresh leave.
- Cancel an approved leave application and apply for Advance Leave through this system. Users can see the status of their application any time.
- The system sends an automated reminder mail to the approver if any application is pending for approval for more than the stipulated time.
- Access a leave breakup report, which gives the user the number of pending and outstanding leaves against a particular leave type.
- Leave balances are automatically updated in the Leave Master when the leave is approved. At the end of the financial year, leave balances are carried forward to the next year automatically.
- The application fetches all required common information from an Administrator Database, which is in the same server as this database.

Expense Management System

This involves workflow for simplifying & systematizing approval of expense reimbursements such as petty cash, entertainment expense, entitlement expense etc. The main utility of this system is that the individual is able to keep track of all the expenses incurred by him. It is a LN based workflow application wherein any employee (even without Lotus Notes id), can apply for reimbursement of expenses, that needs approval from higher authority. The system also facilitates users to check their application approval status. The application fetches all information of employees (like cost center, profit center, main approver etc) from the database, which is located in the same server where the employee information database exists. Excel reports can

be created showing the present status of Expense. The approved expenses are uploaded to SAP table.

Travel Management System (Regular)

- The main objective of this system is to make the travel request move fast from initiator to travel Agent through Travel coordinator and obtain confirmed tickets on time.
- The application enables any user to apply for travel request for self or on someone else' behalf
- Provides facility for users to check the status of their travel application

Foreign Travel Management System (Regular)

This involves workflow application for **simplifying & systematizing approval of foreign travel request** showing the:

- Budget status
- Expense involved in the current request
- Application approval status

Reports can be created showing the present budget status - company wise & cost center wise. The application fetches all information relevant to the Foreign Travel Request from an Admin database, which is in the same server.

Service Request Management System

Involves workflow application for:

- Simplifying & systematizing approval of Service Request.
- The application enables any user to apply for service request.
- This system deals with the internal services required by the employees. The request goes to Service Manager who dynamically selects Implementers for particular Service requests. The Implementers raise AE & sends it back to the Manager.
- The approval path is dynamically set & on approval, Implementers give a closer date.
- On finishing the job finally, the Service request is closed. The system also provides the facility to the users to check the movement status of their application.



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Official Duty Management System & Free Replacement Management System that have similar work flow systems involving:

- Applications simplifying & systematizing approval of the mentioned workflows
- Any user can apply even without Lotus Notes Application
- System provides facility for users to check their application status

Client Benefits

The work- flow system developed by Experis IT helped to automate the entire document management procedure in the organization, which was so long being managed manually. The application offered systematic management of documents throughout its life cycle, right from assisting in review, approval, distribution and archiving of documents.

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