ZNIFA
REDEFINING DIGITAL TRANSFORMATION

CASE STUDY 19



STREAMLINING PRODUCTIVITY & TRANSPARENCY

Streamlining Productivity and Transparency with a Customized Portal-Information Management System

CORE TECHNOLOGIES

J2EE technology

INTRODUCTION

A company, which handles multiple projects, needed a portal to track the progress of their files and generate reports. They also wanted to automate their productivity calculations and discontinue using Excel sheets. Znifa, a custom application development company, proposed to build this application using J2EE technology.

PRODUCT SYNOPSIS

Znifa designed and developed a web-based application that enabled the company's customers to view the progress of their files and generate reports. Additionally, the application allowed the internal senior management to track the process and productivity of the team. The application also automated productivity and Full-Time Equivalent (FTE) calculations for each engagement, eliminating using Excel sheets.

RESOURCES ENGAGED

The team consisted of three members from Znifa, who designed, developed, and deployed the application in the AWS Cloud. They used the J2EE technology to build the application.

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KEY CHALLENGES

The main challenge faced by Znifa was understanding the current process and identifying the pain areas for both the internal management and customers. They also needed to standardize the input gathered across all projects and convince the client's top management team and process owners to adopt the new approach.

SOLUTION IMPLEMENTATION

To address the challenges, Znifa conducted a workshop with the client's top management team and process owners to explain the approach and importance of standardization. They designed templates to capture data for various processes, such as Charges, Payments, Coding, and AR. They also designed a free-flow template to capture the source field, filter criteria, and productivity for each parameter/process/project to generate productivity reports for each project.

Znifa automated the productivity reports generation and measured it periodically. They defined a hierarchical structure and role mapping to restrict access for internal users and clients. Additionally, they designed a dashboard with vital information and comparison charts on the landing page.

RESULTS & DATA

- Increase in Productivity:

Znifa's customized application eliminated the need for Excel sheets and automated productivity calculations for each engagement.
This resulted in a 30% increase in productivity.

- Improved Transparency and Customer Satisfaction:

Znifa's application allowed customers to view the progress of their files and improved transparency, resulting in a 25% increase in customer satisfaction.

- Standardization and Process Improvement:

Znifa's templates helped standardize input gathered across all projects, resulting in a 20% reduction in errors. The free-flow template to capture the source field, filter criteria, and productivity for each parameter/process/project helped identify pain areas and improve processes.

In conclusion, Znifa's solution and involvement helped the company to streamline its process and increase productivity. The application built by Znifa provided transparency and trust to the customers, resulting in increased customer satisfaction. The application also eliminated using Excel sheets and provided a scalable and secure environment.



+91-9551585585
msalim@znifa.com
www.znifa.com