



Ambrosia Infotech

"Synergising Minds"

The Client

A leading international telecommunications company with customers spread across the world, providing integrated conventional and IP (Internet Protocol) voice and data services to business and residential customers, and services to telecoms carriers, mobile operators and providers of content, applications and internet services.

The client was concerned about the effectiveness of their bidding process for their vendors, which was not scalable and responsive. The system had become obsolete and it led to increased delays in processing and additional costs. As a result of increased vendors the client wanted a user-friendly bid-process-management system that could be integrated with their sales portal. Also, a high degree of security needed to be incorporated into the solution to maintain confidentiality of documents in the entire bidding process.

The Client



The client's implementation was planned across multiple releases to gradually introduce added functionality. They required a vendor who could solve integration and scalability issues in developing this critical system. The client laid a great stress on defining processes for mining information from the previous bids. The client's requirement, therefore, was for an IT partner who could design, develop and ensure a quick roll out of the implementation, and also who could ensure quality by following defined methodologies and processes.

Ambrosia with its cost-effective delivery model, experience and a proven development methodology was chosen as the ideal partner.

Some broad functions required for the bidding system were:

- Automatic creation of folders of documents related to bid process.
- Automatic population of multiple documents with Customer/Bid specific data
- Allowing users to view documents related to their own Bids
- Allowing users to download, update and save Bid documents to this folder
- Allowing users to perform extensive Search on previous bids for mining of crucial information
- Mapping of existing client excel templates to web format
- Integration of the system to Lead Management System
- Generation of Win/Loss Reports
- Generation of Opportunity Forecasting Reports
- Generation of Extensive Management Reports
- Enabled Bid Workflow
- Allowing end users to Email folder documents to other users from the sales portal.



Ambrosia – Challenges

Bid Process Management involved all activities relating to automation of client's multi-stage sales process. Handling such a complex process globally required a thorough understanding of the client's processes and change objectives.

The key issues faced by the client were:

- Bidding process documents spread across segregated user systems.
- No centralized repository existed and mining of knowledge from previous bids was tedious.
- Despite the client's need for automation, the biggest challenge post-automation was the data migration from the legacy system that was nothing but huge excel based repositories residing at multiple locations.

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Challenges



Ambrosia –Solution

Ambrosia used its expertise in Microsoft technologies and dot net platforms to deliver the solution in record time.

Ambrosia implemented a three-tier system with the following highlights:

- Centralized repository of Bid documents
- Import features ensuring complete migration of legacy data
- Extensive Reporting
- Extensive Search on document repository
- Auto-generation and population of Bid documents based on bid templates
- Complete automation of the bid process with various checks and escalation points

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Solution



Ambrosia – Benefits

Some key benefits of the engagement for the client:

- Access to an experienced team of technology professionals
- Cost-effective solution
- Committed deliveries
- Weekly Project Status reports
- Proper risk evaluation and mitigation process
- High standards of delivery and quality

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Benefits



Ambrosia – Approach

The Ambrosia delivery model ensured a seamless transition of processes without any disruption to the existing operations – including a phased transition of operations.

Key features of our approach were:

- Worked closely with the client to ensure strong security and confidentiality across the processes
- Complemented through recruitment of highly skilled and qualified staff
- All target dates for the live processes were met on time or ahead of time
- Ensured seamless transition from legacy to live system with thorough hand-holding at go-live stage and proper documentation of the system
- Following defined Project Management methodology resulted in phase wise rollout of the system.

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Approach

