



Ambrosia Infotech

"Synergising Minds"

The Client

The client is a telecom giant present in more than 100 countries.

The requirement of the client was for a document management system that would have advanced technology of data collection, data management, and data warehousing and mining.

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The Client



Ambrosia - Overview

The client required a vendor who could not only design a system based on its requirements, but also someone who follows best in class methodologies and processes for project development and deployment.

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

Some broad functions required for this system were:

- Data collection via a wide variety of electronic media, including magnetic tapes, cartridges, and secure file transfer protocol (FTP), to accommodate the full range of data submission methods, enhancing flexibility and convenience
- Design, development, and deployment of advanced Web-based applications that enable convenient, cost-effective, and secure data collection via the Internet
- Automated data collection using optical character recognition (OCR), and intelligent character recognition (ICR) technologies
- Development, scripting, voice-over recording, and operations of interactive voice response (IVR) systems to provide convenient, user-friendly data collection solutions for customer satisfaction surveys and similar applications
- Workflow management system to carefully track documents
- High-speed scanning and imaging
- Multi-stage quality control
- Imaged and paper-based document archival and retrieval
- Secure document storage
- Advanced database management technology and data warehousing software to provide our clients with state-of-the-art access to their data

Ambrosia – Overview

- Analysis of large amounts of data quickly to accurately identify trends, patterns, or problem areas
- Full, secure, Web-based access to statistics and reports

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Overview



Ambrosia – Challenges

The key challenges of the project were:

- High speed image scanning and documenting system was required to cut short longer implementation
- High speed data retrieval systems for users not to find accessibility an issue
- Creating a generalized OCR (Optical Character Recognition) and processing system
- Creating a configurable workflow management system

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Challenges



Ambrosia – Solution

The system was developed on 3-tier architecture using the .NET platform such as ASP.NET, VB.NET, and SQL Server.

Key features of the solution were:

- Advanced database management systems to increase efficiency of data access
- Advanced security to restrict access to data repository
- Advanced business intelligence reports for identifying key trends from the stored data
- An OCR processing tool to parse the data from scanned images, which make data searchable

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Solution



Ambrosia – Benefits

Some key benefits of the engagement for the client:

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

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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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