



Case-Study Summary

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1 Tier-1 General insurer shows improved sales using Offline POS

Desktop based Offline Insurance Point of Sale system to capture policy information and issue Policy certificate instantly.

Solution helped the Insurer to expand business in untapped rural and semi-urban markets where network & connectivity inconsistencies persist.

Security Framework of the solution takes care of transaction integrity in policy issuance, maintaining financial information like plan pricing, Dealer's credit / deposit limits.

Solution framework included business driven fraud management module necessary while business scales up.

Offline solution has been extended to more than 15 products across Travel, Marine, Health and Motor Insurance used by over 2500 Agents / dealers.

2 M-enabling Micro Insurance Initiative for a leading Life Insurance Company

Wireless Handheld based Payment / Premium Collection system for rural work group consisting of agents, advisors and NGOs.

Handled solution helped the Life Insurer's Rural Initiative team to penetrate rural and semi urban areas with tailored Micro Insurance products, collect premium, issue instant receipt and generate end of day collection summary.

Fraud management and data security frameworks are some of the salient features of the handheld solution that had a 4-character line interface with built-in thermal printer and 16 MB of disk space.

Programmed to rollout 500 devices by year-end.

3 Leading Life Insurer benefits from an offline Advisor Management Solution

Desktop based Lead & Activity Management System for Rural Managers operating in remote locations.

Solution helped the Insurer to automate the paper based lead, advisor & activity management process thereby channeling the time spent in paper works to pursue new business.

Estimated rollout of 1000 users all over India by the Year-end.

4 MNC Bank cuts on TAT using a hybrid Service Management Solution

Desktop and PDA based Service Management solution for Customer Service Executives and Relationship Managers to register Service requests from their customers.

The Solution required a framework consisting of a business rule engine common for all service request forms. This facilitates the client to create new service request forms alone making deployment easier with minimum round of quality processes.

The solution interfaced with the Customer's Microsoft Active Directory for User authentication while service requests registered are synchronized with the CRM package.

Standard Fraud Management and security measures were put in place to secure customer and account information.

Estimated rollouts of 600 installations in phase I.

5 UK Bank seeks an Enterprise mobile EXIM solution

PDA based solution for the bank's High value corporate customers to key in Letter of Credit requests.

Pilot is in progress, estimated rollout for top 25 corporate clients in the first phase.

Next phase, looking into option of capturing authorized signature in the PDA along with the LC request as statute mandates.

6 Global Bank builds a Virtual Branch Solution

Kiosk based solution for the bank's corporate customers to scan & send export related documents for back office processing.

This kiosk model helps to service valuable customers who are far away from the nearest branch there by cutting the TAT and operation costs involved.

Pilot is in progress, expected to rollout 20 kiosks across India.

Next phase includes Audio-Video conferencing through Kiosk thereby closing gaps in communication.

7 Top Indian FMCG goes for a futuristic Secondary Sales Solution

Disparate Application Integration solution using GoDB Sync Server and Sync Agent for the largest FMCG Company in India.

Solution helped the Customer to integrate their Central system with the distribution network spread all over India.

The solution, on one hand, facilitated seamlessly sharing of price list, promotional offers to whole or to a specific region from their Central System to the distribution networks and on the other, helped to find the current inventory position at distribution networks for effective Supply Chain Management.

Through this solution, critical promotional information & price cuts are shared immediately thereby cutting the TAT and the operation cost incurred.

Solution is deployed in more than 5000 dealer locations across India and around 3 million transactions are processed during peak period in a single day.