



Case Study

BUILDING A MOBILE WORK FORCE MANAGEMENT SYSTEM - SUCCESS STORY

ABOUT THE CLIENT

- ◆ Sri Lanka Telecom, through Epic Lanka, provider of state of the art technological innovations, solutions and services for secure electronic transaction automation industry in Sri Lanka.

CHALLENGES FACED BY THE TEAM

- ◆ Design and develop an application integrated with back office systems for agents nationwide to be able to service the customer in a seamless fashion
- ◆ Strengthen and improve the efficiency of management of existing process
- ◆ Build route management to ensure proper material and vehicle management

Benefits

- ◆ *Increased the productivity of the end user due to wireless PDA based data access and synchronization*
- ◆ *Improved allocation and utilization of field staff, material management and customer care*

HOW WE SUCCEEDED?

- ◆ Developed a Windows Mobile based solution for entire service management
- ◆ Enabled automatic data synchronization
- ◆ Enabled inventory management in the PDA
- ◆ Enabled route management for improving customer visit response time
- ◆ Enabled sales order management to automatically synchronize with back end ERP
- ◆ Handled security at two levels: Device level security using SDF files with 128 bit encryption and Communication side security using algorithm based encryption



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ABOUT CI

CI is a global product development services organization and a partner to established technology leaders, helping them bring software products to market in less time and at reduced operating costs.

CI partners with clients to create dedicated delivery centre's. CI has been able to continuously maintain partnership with clients for almost 10 years through a compelling combination of proven methodologies, expert developers, high standards of quality and commitment.

CI provides complete product lifecycle services from new product development to product re-engineering, support and migration. CI has worked with over 200 clients over the past 11 years and has been actively involved in co-product development using agile methods for the past several years.



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