



# ServiSoft<sup>TM</sup>

## Enterprise Management Suite

### The ServiSoft Enterprise Management Suite

The ServiSoft Enterprise Management Suite is the flagship solution for business. ServiSoft's Strategy@GroundZero approach helps managing strategic information system. ServiSoft system is used to detect and collect scattering business opportunities around organization. The objective of the ServiSoft is to deal with these issues.

The ServiSoft systematically evolves as web-based applications with industry standard DBMS. Web applications give freedom in access location where a user can work with ServiSoft any place over the Internet. Security technologies used in ServiSoft are comparable to those used in banking sectors. IT department's work on installing software at each client is reduced because of centralized application and database server. Only MS Windows and Internet Explorer are needed at the client. The ServiSoft developers have worked with major companies in reengineering business process together with adapting information technology to organizations.



# ServiSoft Modules

With strong experiences in business practices, ServiSoft modules consist of:

- **Enterprise Information Portal**
- **Workflow Management Solutions**
- **Contact Center & CRM Solutions**
- **Knowledge Management Solutions**
- **Computer Telephony Integration (CTI) Solutions**

**Enterprise Information Portal** contains all information regarding the organization such as organizational structure, employee information, and role for each party, etc. The enterprise information portal is used to manage organization where responsibility, accountability, and traceability are improved. ServiSoft supports multiple classes of users with differentiated and personalized access to a set of applications, functions, knowledge, and information depending on their role and relationship with each other.

In **Workflow Management Solutions**, we decoupled workflow management from business processes. The management can have a single view of work performance in difference areas as well as flexibility in adjusting work procedure. Specific working process, maintained by workflow engine, can be transferred between departments or employees. All corporate business processes are covered by this module to help managing variety of crucial tasks.

**Contact Center & CRM Solutions** provide all basic services for customer information and contact center workflow. The CRM keeps all contact history for each customer. The contact types can be defined for analyzing customer behaviors. Multidimensional customer search gives extradimension of customer services. Examples of CRM usages include behavior note, contact record and history, profitable customer, mass personalization, protecting losing customer, and detaching sale person from regular customers. CRM module helps managing call center workforce and improving customer service.

**Knowledge Management Solutions** were designed to help managing organizational knowledge. The knowledge is categorized using mind mapping approach. Searching by keywords or category drill down is easily carried out using the system. The system maintains enterprise knowledge in many formats, such as Text, Picture Audio, and Video.

**The Computer Telephony Integration (CTI)** enhances functionality of call center operations. With very strong in merging voice and data system experience, ServiSoft can interface with world class telephony systems. Using the CTI technology, the ServiSoft adds several contact center functions which includes screen pop-up, call screening, caller id, competitor alert, etc.

## The ServiSoft benefits to corporate in the following aspects:

- **ServiSoft helps implement policy.**
- **ServiSoft is designed to serve strategy.**
- **ServiSoft automatically process workflow.**

**Business Cultural Based Implementation:** The state of the art technology is not necessary to be able to push people to generate return. **Corporate culture is unique** and very important for implementing strategy. Different business culture causes problems in software adoption and adaptation process. Success companies must carry business expertise in their area and therefore require certain customizations. Apart from above modules, the ServiSoft can be customized to wide range of business areas.

Not only does ServiSoft provide customization in configuration tools but also in the source code level. This method gives truly optimization of business process for specific requirements.



# ServiSoft Methodologies

With ServiSoft development methodologies, ServiSoft experts will provide information system and engineering consultancy to our clients. Development stages include vision statement, project's committee setup, policy understanding, strategy identification, mutual understanding, cultural adjustments, and scope of development clarification.



To achieve project goals, ServiSoft may need integration with other systems, such as ACD server, Telephony System, IVR servers, CTI Server or Enterprise's back end servers. The ServiSoft provides services in crafting standard architecture to customer environments and specifying XML definitions for integrated modules. In design phase, the design documents will convert all information from prior process into same convention in modular fashions. Users can help in designing role of viewpoints and details of user interface. The design document elaborates database structure and details design for future expansion.

When the coding phase complete, followed implementation stages include OS, Database system installation, Customized ServiSoft installation, Software testing, Integration testing, Simulated testing, Deployments, Adjustments, and Parallel run.

In many cases, the requirement process has never end. Many projects enroll in the **Support and Optimization Program (SOP)**. After commissioning completed, customer in this program can benefit from requesting business process improvement based on user's feedback or dynamic strategy supporting. As parts of the **SOP**, we provide system maintenance, database backup, bugs elimination, server upgrading, onsite visitation, remote supporting, source code level problem solving, technology consultation and recommendation.

ServiSoft is the enterprise management solution which can help you supporting your business efficiently.

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## Choosing ServiSoft

### The ServiSoft benefits to corporate

Depending on business strategy, the ServiSoft has been used in many perspectives of its functionalities. Customer Relationship Management has become a hot issue in the management arena of the trading and service industry. The basic information required in CRM includes customer information, customer business transaction and contact history, customer product information, and service time information. All basic information is gathered in the ServiSoft system which can facilitate more advanced CRM functions. Maintaining thousands of customers requires database supports for customer sales and services. In different perspective, the ServiSoft itself is considered as CRM software that provide accurate and timely customer and product information, lead to great services to customers. One of our success customers has acquired ServiSoft as maintenance management system that cover more than 10,000 machines around Bangkok area. The number of service personnel is about 200. The ServiSoft helps processing the service tasks and improve the performance of the service teams. The daily reports replace much of the tedious work from the service manager. Currently the system has processed more than 70,000 jobs where the database size is kept small at around 500MB.

In one service oriented company, the company has many offices, warehouses, distribution centers, call centers scatter around Bangkok area. The ServiSoft system has been used to coordinate service jobs around these geographically distributed site using leased lines. The web-based technologies show its strength in robustness and compatibility.

The ServiSoft has been used as a basis platform in developing a knowledge management system for the large production house. All information in many aspects crucial to the production activities are recorded and categorized. The production information can be easily searched and retrieved. All history regarding the usage of production resource is kept for future references. The knowledge portals based on ServiSoft are used as an internal search engine.

### About AsiaBiz Networks Company

In the knowledge based economy, efficient information system is a key success factor. Never before, have there been so much competitive market and speed of changing in business environment. Information Technology is one of crucial tools to support corporate strategies. AsiaBiz Networks Co., Ltd. specializes in solution development for policy, strategy, and workflow management. Since 2001, the AsiaBiz has delivered a number of successful computer based information system projects. These projects are web based applications that cover over most parts of an organization. We are targeting on increasing productivity, reduction of costs, optimizing business process, and enhance service satisfactory. Our teams have developed strong working methodologies and processes for contemporary software development. Our clients includes leading enterprises in many industries, such as, Banking and Finance, Securities, Entertainments, Advertising, Electronics, Public Services, Retail and Consumer Goods, Pharmaceutical, Supplements, and Direct Marketing.



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AsiaBiz Networks Co., Ltd.  
123 Soi Premier 1 Srinakarin Road Nongbon Prawej Bangkok 10250 Thailand  
Tel: +66 (0) 2361 8044 Fax: +66 (0) 2361 8048 Website : [www.asiabiznetworks.com](http://www.asiabiznetworks.com)