

IT Services Application

An End 2 End workflow Solution

Formed in 1968, JTC Corporation (JTC) is the lead agency in Singapore to plan, promote and develop a dynamic industrial landscape, in support of the nation's economic advancement. Currently, the Corporation has under its management many developments including four wafer fab parks, an advanced display park, two business parks, a chemicals hub at Jurong Island, biomedical parks in Tuas as well as logistics hubs for aerospace, chemical and general warehousing industries.

JTC also plays a catalytic role in introducing leading-edge real estate solutions -- such as specialised research facilities and underground caverns -- to anchor important activities critical to the growth of the economy. It is the master developer for one-north at Buona Vista - a 200-hectare development for research and entrepreneurial activities. With a focus on knowledge-intensive activities in the biomedical, infocomms and media industries, one-north is a niche environment for innovation and creativity.

Business Challenges

From as early as 1998, JTC was using Lotus Notes Domino as the platform for their IT Service Request application. The enterprise application was the back bone of IT service management in JTC.

The IT Service Request application consisted of the following core modules namely

Helpdesk, Service Request, Risk Assessment, Change Request, Release Management

JTC required a Solutions provider who could design, develop, implement and support web-enabled self service applications on the .NET Platform which was the technology of choice. JTC was also looking to define an Enterprise Workflow Platform.

Solution

IT Services Application

Emerio revamped the existing Lotus Notes Domino based solution into a robust scalable .NET based solution. The solution developed by Emerio catered to the following:

- Automation of over 11 business processes
- Deployment of 'K2.Blackpearl Workflow' for workflow handling
- Ease maintenance, tracking, and monitoring of each request
- Process re-engineering, refinement and fine tuning
- Shortened verification and approval cycle
- Multiple actors and stream based workflows
- Highly Available and Scalable Enterprise application
- Intuitive user interface

Salient Features of the solution

- Save as draft and edit/delete draft
- **Interactive messages** to aid in creation of the request
- Add recommending officer(s), approving officer(s) and covering Officer(s)
- **Automated re-routing** request based on existing business rule
- **Interface with ECC 6.0** to get leave information
- Automated capturing of **audit trails**
- **Managing and tracking** workflow process
- Recommend/Re-route/Approve/Reject/Cancel workflow
- Send out **email notifications** to users involved in workflow process
- **Highlighting** of all newly submitted request to the approver
- **Automated escalation** of request to supervisor
- Interactive **advance search engine**
- **Data exporting** to Microsoft Excell
- **User friendly reports** to facilitate business analysis
- Integration to Active Directory and custom user information repository

Service Excellence. Delivered.

Combining Emerio's expertise with the .NET rich client interface web-based solution, a fully functional and web based application was created to cater to the needs of JTC:

- The parameter driven and easily modifiable application architecture helped in increasing the value of the application and also catering to future changes.
- The overall solution resulted in improved process efficiency, simplified internal collaboration as well as better and faster integration to external systems.



About Emerio

Emerio, an NTT Communications company, is a leading technology services and outsourcing company in South East Asia with extensive industry knowledge, proven methodologies, global resources and a successful track record. Emerio aligns to clients' needs to help them achieve consistent quality and operational efficiency. The company offers cutting edge solutions in the areas of Application Services, Infrastructure Services and Business Process Outsourcing. Emerio operates out of 12 countries with delivery centers in Singapore, Indonesia, Malaysia, Thailand and Philippines.

Why Emerio

- Strong Capabilities
- Comprehensive reach in Asia
- 24 x 7 support / shared support
- Service Quality
- Committed Professionals
- Trust

Our Value Propositions

People

- **Hand picked teams** for project execution
- Good **domain knowledge**
- **Certified** project managers and team
- **100% delivery commitment** by management

Process

- **Proven** project management **methodology**
- Focus in **improving business processes**
- Independent **QA and documentation** teams
- **ITIL approach** to service delivery

Technology

- Cutting edge **latest technology**
- **Configurable** systems to adapt to change
- Application Lifecycle Management using **best practices & tools**
- **Right shored** technology tools / centre of excellence
- Strong **partnerships** with technology vendors

IT Services Application

Automated Request for IT Services

Request Number	Submitted Date	Requester	App. System	Request Type
15200712021	15/03/2007	USER 2	Backup	Backup
15200712024	15/03/2007	USER 1	Backup	Backup
15200712026	15/03/2007	USER 1	Backup	Backup
15200712022	15/03/2007	USER 2	Backup	Backup
15200712023	15/03/2007	USER 1	Other Adminstr. Issues	Other Adminstr. Issues
15200712025	15/03/2007	USER 2	Restore	Restore
15200712028	15/03/2007	USER 4	Application Service	Application Service
15200712029	15/03/2007	USER 2	Application Change	Application Change
15200712027	15/03/2007	USER 1	Application Change	Application Change
15200712030	15/03/2007	USER 1	Application Change	Application Change
15200712020	15/03/2007	USER 1	App	Application Change

Application Matrix Details

App ID	Server	Owner	App Mgr	App Team	Admin	Project Lead	Approving Officer	Infra Mgr	Env.	Edit	Delete
App	Server 1	USER 1	USER 2	USER 3	USER 4	USER 5	USER 6	USER 7	Production		
App	Server 1	USER 1	USER 2	USER 3	USER 4	USER 5	USER 6	USER 7	QA		
App	Server 2	USER 1	USER 2	USER 3	USER 4	USER 5	USER 6	USER 7	Production		
App	Server 2	USER 1	USER 2	USER 3	USER 4	USER 5	USER 6	USER 7	QA		

Alliances and Partners



Microsoft Partner

- Gold Server Platform
- Gold Desktop
- Gold Digital Marketing
- Gold Mobility
- Silver Web Development
- Silver Portals and Collaboration



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Application Services • Infrastructure Services • Business Process Outsourcing

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