



Enterprise E-Soft

eMARC

An Automation & Digitization solution

White Paper

Version #1.0

eMARC – A Business Overview

Summary: eMARC is a set of Light Weight Components that provide infrastructure for Data to be translated to Information & then to Intelligence. This framework is a data dissemination engine which helps Enterprises to improve the

- Quality
- TAT
- Tracking
- Reporting
- Prioritization & Distribution of Requests etc.,
- Real-Time Status Reporting of the requests

Introduction:

There is a lot of data available in the databases of the enterprise lying untapped but can have huge impacts either because their Enterprise applications are unwieldy which cannot be tuned easily or due to non-availability of applications. eMARC the framework is definitely an enterprise application which has the agility of small application and the robustness of a rather large one.

Today there is an increased pressure on companies to reduce cost of production/Operations/Services and increase the quality of results delivered/services offered and also reduce the turn-around-time (TAT). Apart from this, the service providers are looking for

- Quick Return on Investments in infrastructure by reducing cost of operations, improving efficiency and retain customers.
- Analytics adding a new dimension to services across domains
- Increased strategic outsourcing and acceptance of relevance of the same world over – Bringing transparency to the model
- Higher cost of technology procurement (products) – Rigidity/Inability to maintain, Flexibility to change with respect to business needs

eMARC - A framework:

eMARC- is a set of light weight components that has the following features

- **Email Automation:** Downloading the mails and storing in .rtf format in common location, saving details regarding the 'requests' into a database. Helps customers to send mails in a standard format.
- **Excel Automation:** Automation of data scrubbing based on pre-specified template, preparation of reports.

- **Quick Hits:** Automation of data extraction helps in analysis, forecasting and decision-making.
- **Client-Server Application:** Application which helps in editing, updating and adding data to the database. Also Tracking tool which helps in tracking the activities of the agents.
- **Web-Applications:** 1) *Dashboards* - online real time reporting of the activities to the clients about the 'request' and its status. Weekly, Monthly, Quarterly volume reporting, Performance Metrics, Defects Reporting, TAT Reporting are also a part of the dashboard. Quality (sigma level) can also be displayed on the dashboard based on factors specified.
2) *Employee Utilization website* which gives monthly, quarterly report of the employee utilization based on the data from the tracking tool. Helps in planning for a "rush" season with regards to the resource planning

All the above components are classified into the Line Of Business and hence can be reported out based on the same.