

Business Application Deployment Services



- Business Consulting
- Application Configuration and Customization
- Training
- Ongoing support

Business Application Deployment Services

ADG Infotek offers Business Application Deployment Services for business critical applications including the Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) applications.

Based on our expertise, we have evolved processes and methodologies to handle the complex implementations of ERP and CRM applications in different business scenarios. All our implementation projects follow a well defined methodology.

ADG Business Application Deployment Services include:

- ▶ Business Consulting
- ▶ Application Configuration and Customization
- ▶ Training
- ▶ Ongoing support

Business Consulting

Every business has its own unique business model and requirements. There is no one application that can be said to fit to all the needs. Therein lays the need of consultants who can help the clients in choosing the right application that best suits their current and future business requirements. Our experienced consultants work with clients to identify and prioritize their core needs. This helps the clients undertake a focused implementation to derive the maximum benefit out of the implementation.

Application Configuration and Customization

Based upon the core requirements of the client any out of the box application requires to be configured and customized. This is a highly specialized work that requires certified and experienced developers. This phase of the project can be carried out at the client site (onsite) or at our development center (offsite).

In the off site model, we execute the project at ADG Infotek offshore site. We interact with the subject matter experts (SMEs) and business owners from the client side to clearly understand the requirements. These happen by way of emails and conference calls. We have evolved and put in place a detailed information gathering process and review/monitoring process that the development team follows

Please refer to our Software Development services section to learn more about our software development and customization capabilities.

Training

User adoption is the most critical element of the rollout of a new business application. Based upon our experience of implementing business applications we have come to the conclusion that unless the end users are bought into the usage of application the entire effort of developing the application can go down the drain. The easiest and most effective way of buying in the end users to use the application is through professional training.

Training has two aspects

1 Content development for training. We develop professional content for the training and on going usage of the application. Please refer to our Content Management services section in order to learn more about content development for training.

2 Training Delivery. Training on the product is delivered by trainers in conjunction with the Subject Matter Experts (SMEs). Our proven training methodology ensures that the training is delivered in the most effective manner. This training can also be delivered using the 'Train the Trainer' approach wherein the business owners from customer side are trained on the application.

Ongoing Support

We provide ongoing support for applications deployed by us as well as applications implemented and deployed by other vendors. We offer end to end support services from help desk management to the actual trouble shooting and problem resolution. For details on help desk management please refer to our inbound call centre services section.