

CLARITYTM

Automation Solutions,
Efficient Workflows.

COMPANY PROFILE

In the last 26 years we've worked with large and small businesses providing solutions ranging from desktop utilities and web based workflow tools to legacy application modernisation and excel macros.

About us

Clarity is a Bangalore based software development company providing software solutions for global companies such as Accenture, Deutsche Bank, GE Health Services, Tesco HSC and Wipro Technologies.

Our goal is to provide high-quality, extremely good value solutions through strong relationships with our customers. We have helped customers achieve their business objectives by providing innovative IT solutions and services. In pursuit of our goal, we are driven by a set of closely held values and business principles. We are focused on learning and continuously improving our capabilities to drive improvements in quality and productivity and want to be the best solutions partner for our customers.

The company began its operations in 1994 and was converted into a private limited company in 2006.

Services

Clarity has a proven track record of developing custom software solutions for corporate, industrial, small business and government clients.

Our services span the complete range of software development life-cycle: from requirement definition and design analysis to development, testing and implementation.

Some of the areas covered by us are:

Stand-alone and networked desk-top applications Web-based applications Database design and development User interface design Reporting Systems integration Data interchange Legacy system integration and migration

Approach

The project development methodology and approach followed by us depends on various factors. We have a set of well-defined processes to cover software development life cycle. Our processes have evolved over a period of time and incorporate best practices in requirement management, project management, design and testing methods.

The typical phases in a software projects are:

- Definition Phase
- Feasibility Report
- SRS Preparation Analysis and Design Phase
- Development Phase
- Test and Quality Control Phase
- Security Implementation

Definition Phase: This phase includes preparation of Requirement Definition Document. The document describes the required functionality, environment and interfaces. The information for the document is collected by conducting interviews with management of the company, subject matter experts and end users.

Feasibility Report: A detailed feasibility is carried out and submitted to the client for approval. The objective of the Report is to ensure that application of tested and proven technology can be built to meet customer needs within the available resources and constraints.

SRS Preparation: Mock-ups are prepared and interviews are conducted with the client to enable them to understand the basic aspect of proposal. Check-list is prepared on the basis of interviews conducted and further information is gathered from the client. A gap analysis is prepared to evaluate and understand the requirement. Final SRS is prepared and submitted to Client for approval.

Analysis and Design Phase: In the Analysis Phase the Functional and Design Specifications are prepared.

Development Phase: Our development teams use coding standards to build the software. The work is reviewed at regular intervals with the functionality and requirement specifications.

Test and Quality Control: Phase Unit Test, Module Test, Integration and Acceptance Tests carried out against predefined Test Plans. Quality Control checks are carried out to ensure that the software is reliable, efficient and easy to operate.

Security Security Analysis: is carried out to ensure Data confidentiality and Access control are ensured.

Implementation: Our engineers will support you during implantation and go-live phase.

We're trusted by the world's leading corporate houses

	Deutsche Bank 		
 A Symbol of Excellence			

The following is a list of some of the customers that we have served in the past.

- Accenture Ltd.
- BPL Automation Ltd.
- CCCYC (Churches Council for Child and Youth Care)
- Deutsche Bank, India
- Deutsche Bank, Spain
- DBOI Global Services P Ltd (BPO unit of Deutsche Bank)
- Eastern Press P Ltd.
- Geological Survey of India
- GE-BEL (GE Health Care)
- GE-Medical Systems – Tokyo, Japan
- GE-Xray (GE Health Care)
- Graphite India
- Bhabha Atomic Research Centre (RMPL – Mysore)
- Manjushree Extrusions Ltd.
- Nava Karnataka Steel Ltd, Bellary.
- TESCO HSC Pvt. Ltd.
- TVS Electronics, Chennai
- TVS Motors Hosur
- Wendt India, Hosur
- Wipro GE Medical Systems (GE Health Care)
- Wipro Technologies
- Tyco Electronics

Providing customised solutions like

Desktop Apps like Survey Tools, Reporting Dashboards and Advanced Excel Trackers, Enterprise Web Applications like Customer facing Digital Dashboards, Clinical Research Analysis and primarily Automation Solutions which talk to multiple systems to improve quality and reduce head-count in collaboration with six sigma methods.

Client Success

We measure the value our solutions by the success clients have achieved through them.

A partial list of successful projects handled by us:

For a German based Charitable Organisation (Kindernothilfe-CCCYC, Bangalore)

- Development of 'Integrated Management Information System' which covers the major activities of the organisation.

For Manjushree Extrusions Ltd, Bangalore

- Custom software modules in the areas of Sales Orders and Invoicing.

For RMPL, Mysore – Division of Bhabha Atomic Energy Commission

- Maintenance Management Software

For GE BEL Ltd (Unit of General Electric)

- Quality Assurance Software.
- Software modules for supporting the manufacturing process.

For Wipro GE Medical Systems Ltd

- Quality Tracking System
- Web based Customer Complaint System
- EWS – Early Warning System

For TVS Electronics Ltd

- Web applications Compliance Early Warning System
- Web Application – 'Know your Authority'

For TVS Motors Ltd

- Web applications Compliance Early Warning System

For Accenture Pvt Ltd

- Web applications 'Capability Model Control System' for managing the CMM activities.
- 'Effective Executive' – based on Balanced Score Card concepts.
- Service Management Portal – for handling workflow related to Issue (complaint handling)

- Community Portal – Web application for encouraging the employees of Accenture into community activity.
- Employee Suggestion Program – Work flow comprising of submitting a suggestion, review by various committees, implementation and award.
- Employee Performance Rating Moderation. A web based system for coordinating the activities of Supervisors, HR and Counselors during the Annual Performance Appraisal.
- Software modules for supporting various BPO processes.

For Navakaranataka Steels Ltd.

- Maintenance Management System

For GE Medical Systems, Tokyo Japan.

- Conversion of existing Web Applications on their Singapore Server to iPlanet Server and Single Sign On (SSO) Technology.

For TESCO HSC

- Web Application – Balance Score Card
- Web Application – Change Management
- Quality Assurance Systems.
- Email Logger
- Software modules for supporting various BPO processes.

For Deutsche Bank, India

- Process automation tools

For Wipro Technologies, Singapore

- Customer Satisfaction Survey Web Application

For Tyco Electronics, India

- Key Performance Indicator tracking system
- Downtime Management System
- Work Order Tracking System
- Attendance Management System

Services we offer

We offer a wide range of development services to suit your needs.

Desktop Applications

- Process Flow Systems
- MIS Reporting Services
- Email Tracking & Ticketing
- Change Management
- System Automations
- Online Tests

Web and Mobile Applications

- Content Management Systems
- API Integration Services
- ERP Solutions and Modification
- E-commerce, Marketplace Solutions and Payment Gateway Integration
- Electronic Document Management System
- Online Survey Tools
- e-Learning Applications
- Hybrid native-like mobile applications for Android and iOS
- Migration & Data Interchange
- Meeting Attendance System
- Key Performance Indicator tracker
- Work Order Tracker
- Downtime Management System

Automation Solutions

- Automation of excel trackers
- Browser based automation of online web applications
- Automatic Interaction with legacy systems like SAP, Oracle, etc

Case Studies

Downtime Management System

Challenge:

The customer, a multinational defence component manufacturer, assembles and manufactures power connectors as well as wire harnesses. Their factory in Whitefield, Bangalore has around 100 different stations and processes that are essential to production and need maximum uptime to maintain efficiency and productivity. Due to the multiple levels of management and hierarchy, the customer did not have a track of time lost due to a machine breakdown or material shortage.

Solution:

The solution provided by us improves the efficiency of production with the following.

1. The tool allows an operator to create an incident by selecting a few predefined parameters
2. All levels from the supervisors to manager and the plant head are notified
3. An escalation matrix, ensures each level is notified when the time limit breaches.
4. The plant head is automatically notified when it breaches beyond the threshold time limit for any process/machine to be down.

Benefits:

Our solution generated significant benefits in business and operational value.

1. Operators were given the power to notify all levels of an issue with a few clicks of an app
2. Transparency improved
3. Stakeholders were notified immediately.
4. Ability to track down most inefficient processes

Work Order Tracking System

Challenge:

The customer,, a multinational defence component manufacturer, assembles and manufactures power connectors as well as wire harnesses. Their factory in Whitefield, Bangalore needed a way to track a work order and its status across the plant. Some work orders are for parts with over 300 assembly steps.

Solution:

The solution provided by us improves the efficiency of production with the following features.

1. The team can add parts with detailed configuration like step dependency, step type, which tool to use, what parameters to follow and how much cycle time needed to complete.
2. The operators get an overview of time needed, time taken and time idle along with the ability to pause, resume and complete a step.
3. Inspectors have the ability to pass or request to rework a step in the midst of the work order.
4. Supervisors can view status on a tv with colour codes behind each step to view if the step is on-time, delayed, paused or completed.

Benefits:

Our solution generated significant benefits in business and operational value.

1. Managers get an overview of work order efficiency by part as well as work orders completed.
2. A drill down report offers detailed information like time taken for each step, number of reworks for each step.
3. Operator efficiency reports calculate the overall efficiency through all work order as well as drill-down by steps.
4. Standard Cost of Product vs Actual Cost of Product reports
5. First Pass Yield reports.

Data Transfer to ERP

Challenge:

The customer ("Customer"), a multinational BPO, manages business processes of its clients ("Client") in insurance, banking and other verticals from its locations situated across the world. The Customer wishes to improve the efficiency of one of its processes dealing with HR Record Updates. The bpo process deals with Employee data and record management and is manned by a 25 member team. The team captures, tracks, modifies and reports large amounts of employee related data through a Web Centric ERP application. The data is received through email and is validated and transferred to the ERP application through a Web interface. The entire process is time consuming, prone to errors and is not scalable. The data validation requires the agent to refer to multiple sources of information for verifying the data. The data is then transferred manually by the agent to the web application and this is error prone.

Solution:

The solution provided by us automates most parts of the process.

1. The tool reads the downloaded mail.
2. The tool automatically interacts with multiple applications to verify and validate the data.
3. Pre-defined validation rules are applied to the data to detect invalid data.
4. The data is then transferred automatically to the ERP Web application.

Benefits:

Our solution generated significant benefits in business and operational value.

1. Service level agreements for quality and time of response have been met.
2. Higher productivity: Increased capability to handle higher volumes.
3. Simplification of Training: Effort required to train the employee is reduced.
4. Effectively handle seasonal spikes.

Email Query Management System

Challenge:

The client required a system to help them manage email queries. The emails were received into an inbox and processed by the users. Some of the email queries required additional information from the sender and emails were sent to the sender. On receiving a reply, processing of the email query continued. Usually the same user handled a single query until it was closed. The clients requirements were:

1. Help the team lead distribute emails among the team.
2. Assign ticket number to each email query.
3. Track email queries and the emails sent between the users and senders.
4. Auto route replies to the correct user.
5. Providing information on the current status of the system.

Solution:

The application we provided consists of two main modules. The first module sent and received the emails. It integrated to the clients mailing system shared a database with the second module. The second module provided the interface for the users to interact with the system. This module assigned ticket numbers to new email queries. The module would recognize previous email queries by the presence of a ticket number in the subject. Such emails were directly sent to the correct user. New email queries were displayed to the team lead who could sort the same to the correct user. The team lead could also transfer tickets to other departments by forwarding the email. Users process email queries directly on the second module. The user is able to reply to email queries and mark the ticket closed. The user can also request for more information and send an email. Such tickets will be in the pending queue until a reply comes. The team lead also uses the second module for reporting and tracking from three main listing. They are Pending, In Progress and Completed. The users try to move all the tickets into the completed queue by processing them. The ticket moves from the Pending queue to the In Progress queue once a user starts processing.

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