



Vol: 023, Jun 09

Contact Us :



Hello:23469659

Contact us:
info@ziacsoft.com

Bengaluru
Decoded

HSR Layout
Hosur Sarjapur Road



Time is Money

By Ramesh Bhupalam

During slow economic times, companies may decide to improve sales through automation. However, if automation is driven without the basic foundation of process standardization, most of these technology initiatives will fail.

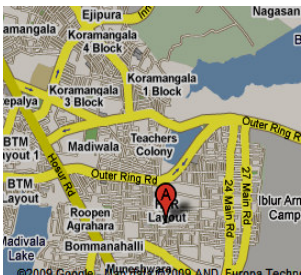
Once you have a process that has been standardized, the potential to improve customer service and processing times by adding technology has far greater returns. One example showing how technology improved sales is within the telecom industry. We have all heard the phrase "time is money". Most of our homebuilding clients control and manage their process by the "day", but in the telecom industry, processing times are measured in "minutes and seconds". The more delays they have in customer related processing, the less minutes a customer is using their phone service. You can make the connection to the bottom line impact.

Ziac Softwares recently worked with a multi-national telecom organization to alleviate a critical bottleneck in their new accounts activation process. Every time the telecom company had a new customer sign up at a retail store, a request was sent to the distributor for activation. A distributor had to manually process hundreds of such requests in a day. This was causing a huge bottleneck, with lots of delays and errors. One day of delay in activation meant lost revenue potential of up to 1,440 minutes (24 hours x 60 minutes) per customer.

Ziac helped this company by automating the manual activation step. This reduced their processing times and alleviated their critical bottleneck resulting in a significant improvement in their bottom line and customer satisfaction. This is a clear example of where technology can have a huge impact after a process is standardized.

Today, sales improvement is critical for survival. The fastest gains can be obtained through process standardization. Although, automation through technology can have a significant impact on a standardized process, many times automation needs are minimized, once processes are carefully engineered. We just need to remember a simple guideline when considering any process automation - Automation follows process standardization, and not vice versa. By following this simple guiding principle you will know what and when to automate, but more importantly, how much returns you can expect from automation. Make an informed decision.

(The author can be contacted at ramesh@ziacsoft.com for more information on what processes can be standardized and automated in your organization.)



HSR Layout is a suburb located to the south-east of Bangalore, India. The layout, which is built on land reclaimed from the Agara lake, is located between Hosur Road and Sarjapur Road.

ZIACPAY



WHEELZ



Ziac SMS



PLANALIGN



ZIACCASH



PROJECT PERFECT



REPGEN



HR-PRO



CHAZE



New Customer List added to Ziac's Database

Bharathi Motors

Other Activities : ZiacSMS bagged the order for entire Andra region.



We Are Hiring !!!



Openings are in Marketing & Support departments

Client testimonials

*Dear Mr.Dh..... ,
We thank your team for their cooperation. We have been successful in getting Kannada /English pay slip.*

Regards,
R.S.Mohan
Blrknits

Dear Ms. Ge..,

*With regard to the above mentioned subject the services provided by your team.
Thanks for the support provided by your team.*

Regards
Mahendra



Did You Know?

Alt + F5
AppRestore

Restores the application window to normal size

Run Commands in Windows XP

Accessibility Controls
access.cpl

Office Space Available

Office space in Penya is available for lease / long term rental.

Interested people can contact on below address / phone number

If you are unable to open the attachment ,please visit our website
<http://www.ziacsoft.com/>

To unsubscribe the Newsletter, send mail to rashmi@ziacsoft.com

Brain Teaser

Previous Edition's Answer.

10

And this time the correct answer came from Shwetha of Ziac Softwares.

This month's question

Can u prove $2=1$?

List of enhancements done on customer's request

ZCash	Option of Products Purchase Order, Purchase Returns, D Challan and Sales Returns has been added.
Ziacpay	In Basic Pay Edit and Allowance/Deduction Edit option to select by Department, Designation, Location, Group, Grade and Active and Inactive Employees is enabled. In Allowance/Deduction - Defined and Undefined components list for the employees and selection by 'Date of Pay' Dates is enabled.

While taking backup & running the changes for the data through our any software If more than one user is connected then it will prompt the same and will allow the task to be done when single user is connected.

Thought For The Day

Did you ever drink from a plastic bottle and see a triangle symbol on the bottom with a number inside?

Do you know what the number stands for?

The number tells you the chemical make up of the plastic

1. Polyethylene terephthalate (PET)
2. High density polyethylene (HDPE)
3. Unplasticised polyvinyl chloride (UPVC) or Plasticized polyvinyl chloride (PPVC)
4. Low density polyethylene LDPE
5. Polypropylene (PP)
6. Polystyrene (PS) or Expandable polystyrene (EPS)
7. Other, including nylon and acrylic

Many of the plastics used are toxic and the chemicals used to create a plastic can leach out of the plastic and into the food / drink. Think about it, how many times have you or a friend said 'I don't like this, it taste like the plastic bottle 'THAT'S BECAUSE you ARE TASTING THE PLASTIC The **WORST ONES** are Nos: **3, 6, and 7 !!!**

So, **AVOID** re-using plastic bottles **RIGHT AWAY!!!**

Know more about Ziac Softwares

Ziac Softwares

#5, 4th Cross, East Link Road, Malleswaram, Bangalore 560 003

Ph: 080-23469659, 23315464, 41535262

Email: info@ziacsoft.com

www.ziacsoft.com