



## **CASE STUDIES**

**Evolve Technologies (Pvt)Ltd.** is a leading provider of Business Process Outsourcing Services offering Technical Support Services, Call Center, Customized Software and Web development.

### **Case Study 1 – IT Outsourcing Services**

#### **The Customer - Inbay Limited. UK**

Inbay Ltd. is providing IT support services, NOC and Help Desk Services.

We have a joint venture partnership with a large IT services company in UK and provide outsourced IT support services for their customers worldwide. We maintain state of the art Network Operating Centre (NOC) to provide services remotely for Managed Service Providers (MSP's). Employee 85 highly Qualified Sri Lankan IT engineers for this process.

#### **The business challenge**

Our partner was facing a number of challenges in Business Process Outsourcing (BPO) services:

- Their IT division was delivery focused and required extensive hand-holding on IT platform management
- The existing internal IT support was not specific to BPO platforms and was more focused on desktop management
- The current support service team was not well-versed with the BPO domain and therefore was not able to meet the requirements
- The support turnaround time needed to be improved

#### **The solution**

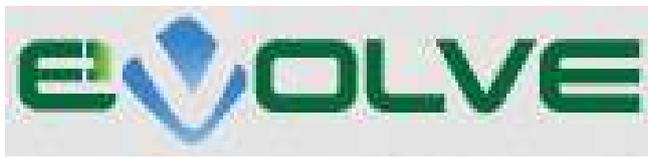
Evolve provided the partner with a team of qualified engineers who had expertise in remotely providing IT Support Services. Evolve setup a support operations centre with voice/email/internet infrastructure and remote access environment to sustain the customer's operations.

The following technical support services were provided by Evolve.

- 24X7 support for International customers.
- Periodic cleanup activities and regular maintenance
- Configuration and installation of applications
- Regular upgrades and patches to the application
- User creations for the application
- Managing the access of users for the application
- Periodic maintenance of databases
- Resolving and troubleshooting application errors

#### **The results**

The partner has increased the business activities drastically year on year. This has led to a significant increase in the productivity and turnover. Automate the operations and introduced NOC (Network Operating Centre). Business started in 2009 with 2 System Support Engineers expanded to 85 Engineers by year 2017.



## *Case Study 2 – Customized Software Development*

**The Customer - One IT (Pvt)Ltd. Australia** – Developing customized software and web sites.

We have a joint venture partnership with a large Customized software and Web development company in Australia. We employ 23 Qualified Software Engineers and Developers for this operation.

### **The business challenge**

Our partner wanted a competitive edge in the software development in Australia. This company struggle to keep up with pressing market demands, limited infrastructure, insufficient domain expertise and working on a tight budget. His company had a concern about delivering contacted projects on time. We proposed a model where we deliver on time even deploying additional developers and working long hours.

### **The solution**

Evolve provided the partner with a team of qualified software developers who had expertise in remotely designing and developing the software for satisfaction of his customers.

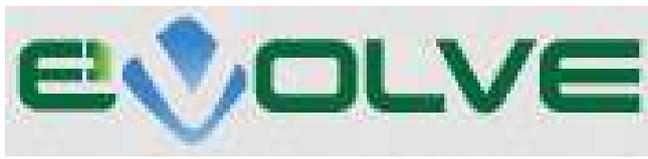
The following technical support services were provided by Evolve.

- Microsoft .Net / C# / VB technologies using MSSQL / Oracle
- Open source technology using PHP / MySQL
- Java technologies using MySQL / MSSQL / Oracle / AS400
- Apache, Tomcat, Servlets, Delphi, Perl, Java Scripting, VB Scripting, XML, XSL
- Mobile developments using Code warrior, embedded VB, VC++, GPRS, GSM, J2ME, CLDC, WML
- Web designing, development, Desktop publishing and multimedia developments
- MS Server, MAC OSX, Linux, Solaris, FreeBSD

### **The results**

Evolve understood the partners company culture, deliver the projects on time, and customer Expectations were fulfilled.

The partner is up against the competition and managed to secure projects with ease and increased the business activities drastically year on year.



### *Case Study 3 – Implementation of ERP System*



**Name :** Water Mart Systems (Pvt) Ltd

**Address :** 103, Galle road, Colombo 3, Sri Lanka

**Website :** <http://www.watermart.lk>

**Business :** Production, Purification and Distribution of Drinking Water

**Product :** Evolve ERP 360, Evolve POS system and Evolve CRM.

**Modules Integrated :** Cash Book, General Ledger, Sales & AR, Purchase & AP, Inventory Control, Dispatch and Distribution system

### **The business challenge**

The system at Water Mart was based on the mainframe including the export and distribution operation. Sales and Dispatch Division did not have a system which could be shared between the Sales & Distribution Division and Head Office. Therefore, the sales orders to Head Office have been made by emails or Fax and they had to input the data into the online system manually. However, with the rapid growth of the market, the manual operation had become increasingly complicated.

### **The Solution**

Implemented The integrated ERP system consist of Evolve ERP 360, Evolve POS system and Evolve CRM.

**Modules Integrated :** Cash Book, General Ledger, Sales & AR, Purchase & AP, Inventory Control, Dispatch and Distribution system

### **The results**

After implementing the Evolve ERP they increased their operation significantly. Also, they can smoothly issue the invoices and the Dispatch Notes. Moreover, the response to the sales orders from Corporate Customers has been increased dramatically.



## Case Study 4 – Implementation of ERP System



**Name** : Mandara Resort (Pvt)Ltd.

**Address** : Galle road, Mirissa, Weligama, Sri Lanka

**Website** : <http://www.mandararesort.com>

**Business** : Operating a 120 room luxury Boutique Hotel.

**Product** : Evolve Hotel Management System, Evolve ERP 360 and Evolve Restaurant (POS) system.

**Modules Integrated** : Cash Book, General Ledger, Sales & AR, Purchase & AP, Inventory Control, Dispatch and Distribution system

### **The business challenge**

Mandara Resort had been using a simple accounting package and started developing an operation system from scratch over many years. They are facing various issues mainly handling Guest Relationship Management from Head Office. Also monitoring hotel operation from main office in Colombo.

### **The Solution**

Evolve proposed and convinced the Management to implement Evolve ERP software integrated with Hotel Reservation system to enhance its day to day operations. Also to implement web-based ERP system for better controls and monitoring.

### **The results**

After implementing the ERP and Restaurant Management system which allowed them to manage their overall operations from the head office down to the Hotel. The add-on solution Guest Information System developed for the Hotel, would best suit their needs, as they could provide in standard all the necessary functionalities to cover the Front Office, Restaurant, Stores, Kitchen, Head-office and Accounting functions. As a result now they are having a fully automated web based ERP system which they can operate from both ends, hotel at Mirissa and centralized Head Office in Colombo.



## *Case Study 5 – Implementation of HRM System*



**Name :** Child Fund International

**Address :** No.30/3 Bagathale Road, Colombo 3, Sri Lanka

**Website :** <https://www.childfund.org/>

**Business :** International Charity Fund

**Product :** Evolve Human Resource Management System.

**Modules Integrated :** Time attendance system and Payroll

### **Project Overview by Human Resource Manager:**

I love that every Human Resource function from interviewing to retirement can be done in one system. Every corporate document is within the system. The ease in which it allows us to perform Open Enrollment. The reporting modules are amazing. The best payroll system I have ever used. The implementation team did an excellent job training and setting up each module so that it functions exactly how you need it to.

### **Pros and Cons**

#### **Pros**

I love how easy the payroll is processed. The ability to have all our time entries flow into payroll without issues is such a huge time saver. The continuous improvements and enhancements that Evolve HRM makes.

#### **Cons**

I least like is the setting up of P.A.Y.E tax calculation and Tax reporting



