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## Product Overview

**netComm** is a multi-purpose web based collaborative platform that finds applications across a variety of organizations from multinational corporates to school children. Communications and collaboration are heartbeats of the enterprise.

### Collaborative Groupware

It's core methodology is based on the fact that people communicate individually and collaborate in groups. People collaborate to accomplish day-to-day objectives using documents and messaging. **netComm** allows individuals to communicate, create electronic groups and collaborate within these groups.

### Enterprise Relationship Management

**netComm**, a web based product allows global access to customers, suppliers, field force, branch offices, remote manufacturing plants and other entities that require interaction. This forms the basis of an enterprise wide relationship management. A web based system can be effectively used for internal work flow and information dissemination. **netComm** is positioned as an Enterprise Relationship Management software as it services interaction between employees of an organisation as well as their customers, suppliers, dealers, or just about anyone.

### Decision Engine

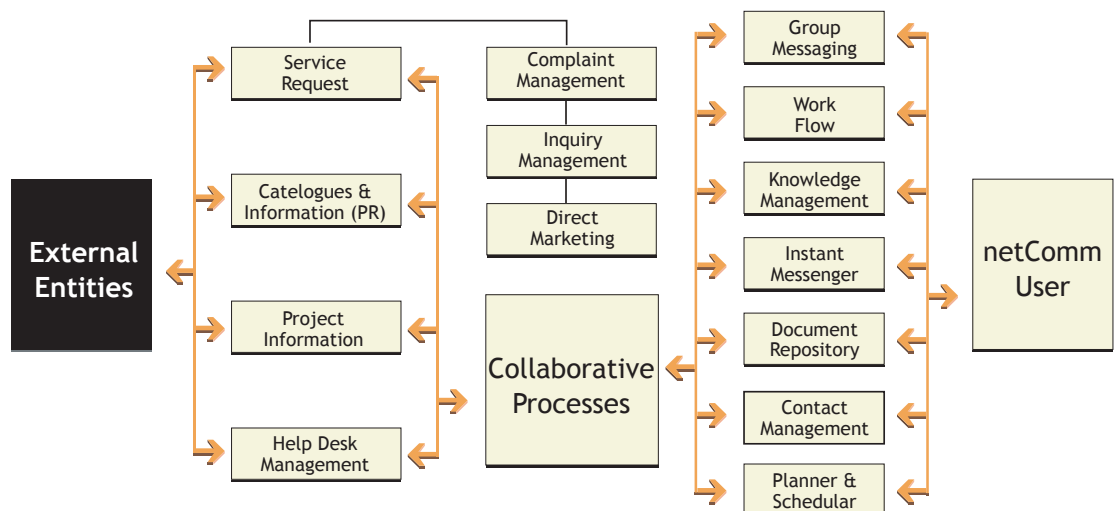
The collaborative messaging architecture is closely inter-linked with a decision engine. This feature allows for specific forms of interaction to be directly routed to employees who are responsible for the issue in question. For example, a supplier wants to reconcile outstanding dues, the request can be routed to the regional accountant as well as to the accounts supervisor. The accountant and the supervisor need not be in the same geographical location and can yet interact on that specific issue using **netComm**. Another example is where a potential customer wants information on the usage of a certain product. That request is routed to the application expert for feedback with full knowledge of the concerned sales manager. In case the inquiry is not attended to within a preset time, the matter is escalated to supervisors or managers for action.

### Functional Modules

- Collaborative messaging with email integration
- Contact databases for companies and people
- Document management - Storage and retrieval of scanned and computer generated documents
- Group Planner and Scheduler with meeting requester and scheduler
- Online Chat module within groups with database storage of the chat interaction
- Groupware based Forms and Templates
- Web Based Service Request / Complaint Management System for managing Service Requests, Help Desk, Product Inquiry and other forms of external interactions with ability to track and escalate them on automatic or forced actions

## Collaborative Group Messaging

- The heart of this system is messaging technology that allows users to organize themselves into groups or messaging channels.
- The user can post a message to a channel and simultaneously to a specific user. On logging in, a channel member can see messages and respond. Hence all channel members are recipients of the message.
- All channel members receive communication with respect to the messages as and when the responses are posted.
- Messages are stored in a central database for achieve purposes. In the present era of electronic communication, this is an effective tool that enables organizations to track all communications that have taken place in the organization.
- Each user has access to messages and responses only for the channel that he is a designated member off.
- Messages can be tagged with names such as Doctors, Dealers, etc. which they apply to. This enables recipients to scan message headers in order of priority.
- Communications that are no longer relevant to anyone can be transferred to the archive section.
- Attachment of data files is allowed with messaging.
- The group messaging system keeps track of both internal & external correspondence.
- Messages and replies can be posted in these channels for view and interaction within channel members.
- Facilities such as unread, hide, global hide, expand/collapse, etc. allow user to manage messages efficiently.
- A powerful search allows information mining from messages.



## Groupware based Forms for Workflow

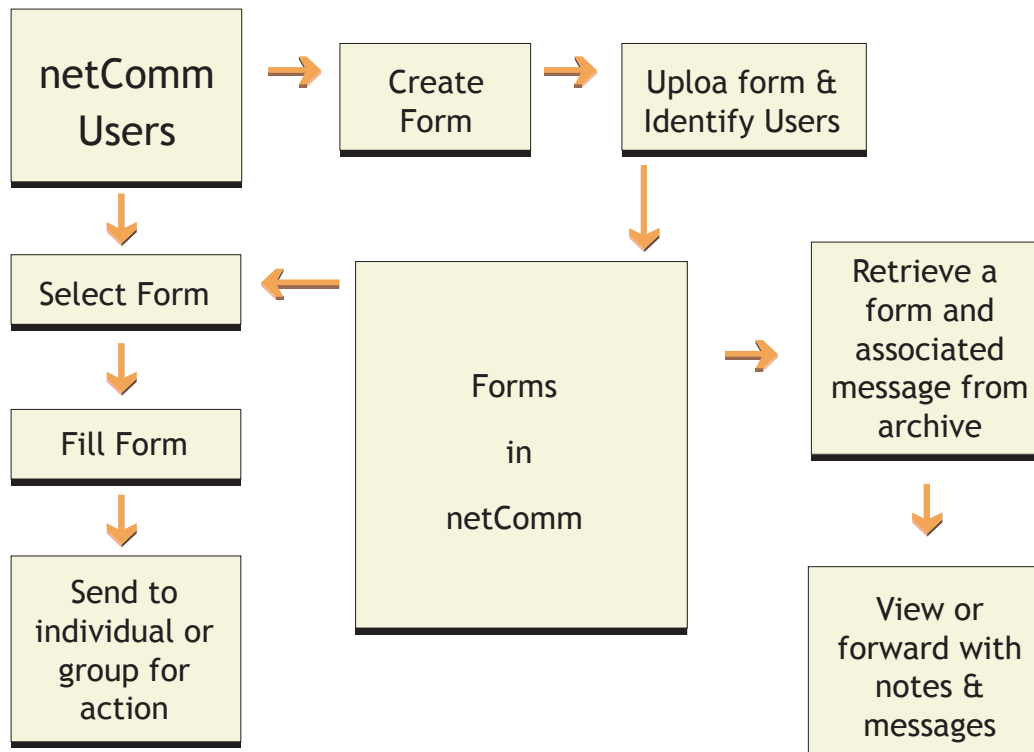
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The system allows a form created in any utility and saved as an universally acceptable HTML file to be added to the system and designed for use by a specified group of people. Users can then call up the form and fill it up at the time of composing a message. The information in the form can be transmitted and accessed, in the way it was entered, along with collaborative messages in **netComm** for purposes such as authorization or storage of a profile for future reference.

Organizations have a constant need for recording information in forms and forwarding/storing form data. Information acquired through forms is not always used for data processing but is regularly used for structured information gathering. Using consistent forms allows familiarity with the interface and ensure efficient capture of information.

Typical uses of forms for work flow in **netComm**:

- Sales reports or tour plan
- Leave applications, petty cash vouchers and other accounting vouchers
- Indent for materials to stores or purchase department
- Territory and customer profiles
- Customer satisfaction surveys
- Service requests
- Sales quotations
- Request for quotations



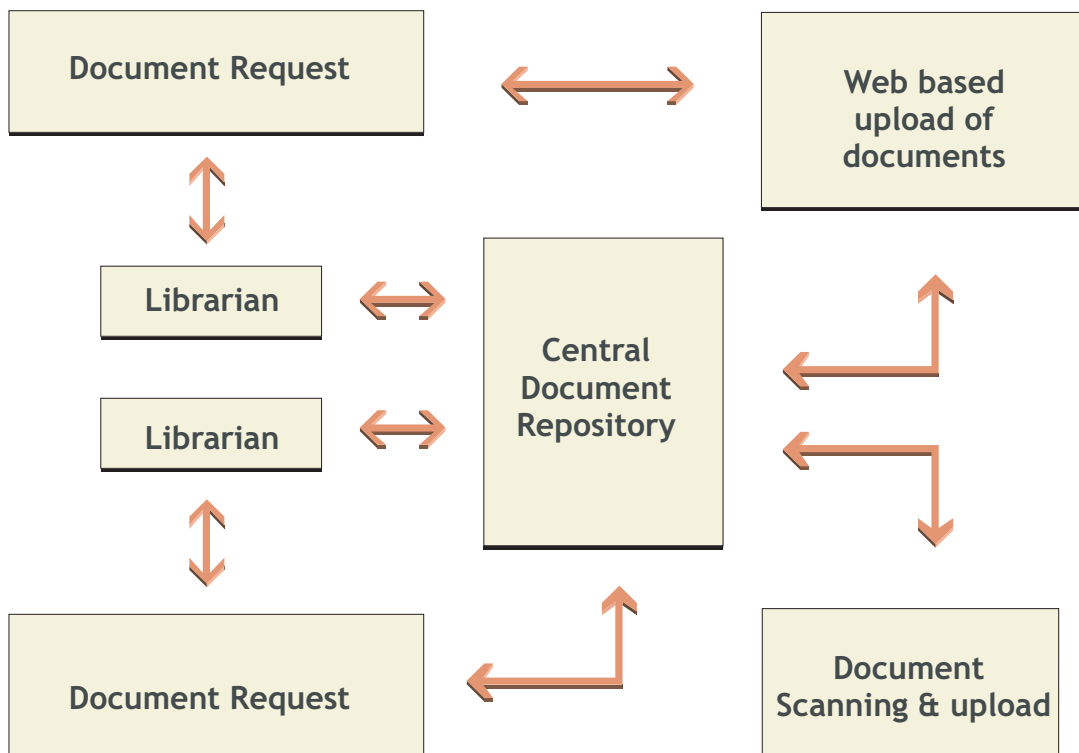
## Document Storage & Retrieval System

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A multi-faceted system is available for storing documents in a central or distributed repository for web based retrieval and allows delivery by email, fax or hardcopy. The retrieval mechanism is facilitated by search engines and access control mechanisms.

Organizations can allow controlled access to documents since a "Librarian" concept has been implemented to provide delivery based on authorizations. Audit-able processes are in place to tag requests for documents and ascertain as to when the requests have been met, thereby bringing in accountability and responsibility in document handling.

- Scanned and computer generated documents like Images, MS Word documents, graphic files, Engineering AutoCAD designs, Video Files, PowerPoint presentations, etc., can be stored in the system for sharing
- Life of the document can be defined for auto removal
- Access can be restricted to designated groups
- Single or bulk uploads of files possible. For bulk upload, offline agents are available for document preparation
- The system allows for a single point of management
- Uploads and access possible from the web

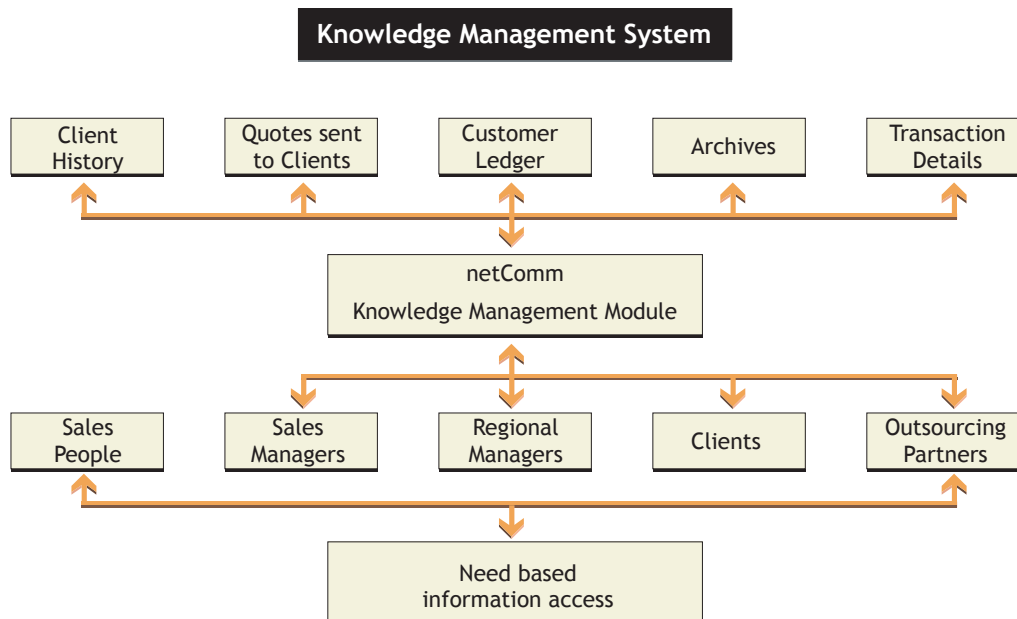


## Web based Knowledge Management

Knowledge management systems are closely integrated with document retrieval systems. Traditional data processing systems convert raw data into information, whilst knowledge management systems have the ability to deliver processed information to the person who is in need of it at an enterprise level.

Delivery of information is based not only upon storing it in an accessible area, but also relies heavily upon searching information intelligently and presenting a list best matching the requirement.

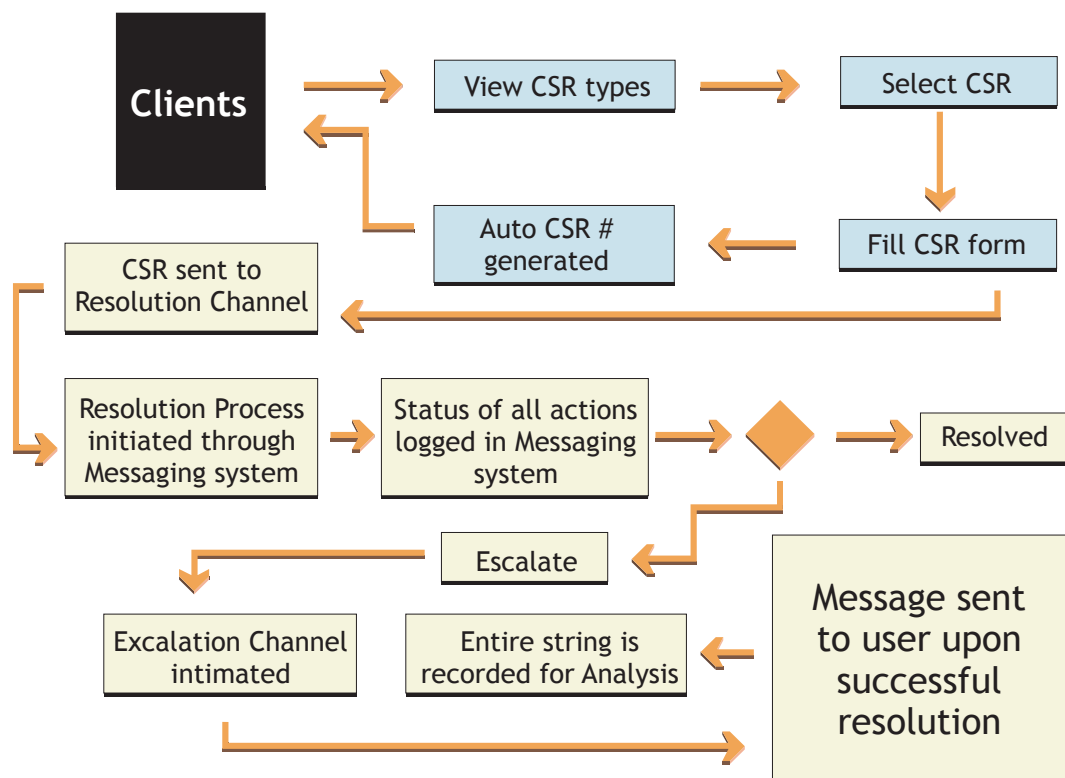
- Allows reports from legacy data processing systems to be distributed to people both within and outside the organization through the web.
- Transient information can be defined to have a specific life cycle.
- Information is available at an individual level or to a functional group.
- Search can scan inside of documents stored in the library.
- Deliveries of knowledge documents are available to groups of users based on access considerations and authorizations.



## Service Request / Complaint Management System (SR/CM)

The SR / CM module has been specially designed with the following objectives:

- Receive request for Services / Complaints over the web.
- Direct the request / complaint to the appropriate channel or group of people to facilitate action.
- Track the resolution process.
- Escalate unresolved requests / complaints.
- Create a log of transaction for future analysis.
- Well defined Administrative module that enables the company to:
  - design the Service request / Complaint module
  - define the format for request / complaint
  - define the Resolution Channel for each category of request / complaint
  - define the Escalation Channel for each category of request / complaint
  - define the rules for escalation of request / complaint



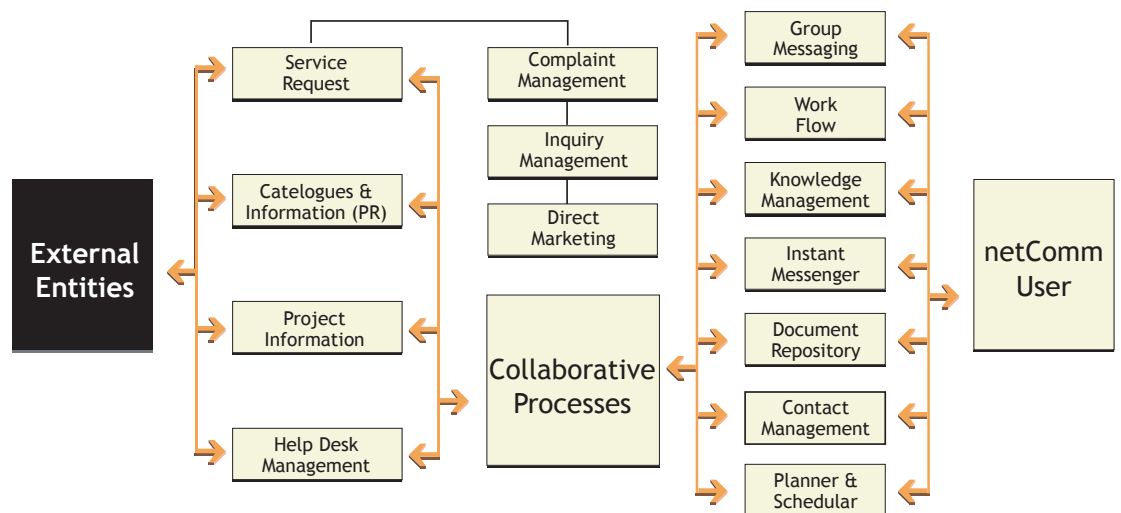
## Corporate Intranets & Extranets

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They are aimed at improving Market Intelligence within the enterprise. netComm has incorporated features that enterprises need to access information quickly across the organisation & assist in building relationships between people.

netComm, assists an enterprise to quickly harness the power of the Internet to assimilate market information, disseminate information and facilitate responses to a client's needs & expectations. A quick reflection on the most desired features in a corporate web site reveals two aspects - Static and Dynamic. The Static aspect has company profiles, product /service information that do not change frequently. The Dynamic aspects relate to client interactions, service requests, management of complaints, etc.

Static & Dynamic interactions are an integral part of the system. netComm, integrates easily with existing web sites and presents an opportunity for swift deployment of a corporate Intranet / Extranet or an Enterprise Informational Portal (EIP).



## Inquiry Management

To support marketing efforts of the company and enable external & internal users to avail information on products and service offered by the Company.

- Product catalogue creation software is bundled with netComm.
- Once the web catalogue is populated with products and services the company offers, prospective clients can search and place inquiries based on requirements.
- Inquiries are directed to a channel / group that is designated to handle new business. Escalation routines are enabled for inquiries not attended to.
- Intuitive product search possible as opposed to a drill down search by category.
- Criteria or category based channels to handle inquiries.

## Contact Management

This module is designed as a central database of all entities (external & internal) that organizations deal with and the people in those organizations.

A nifty tool of paramount importance from the customer relationship management perspective. Mobile users have access to contact information of employees, clients, partners, etc. over the web, resulting in increased productivity.

Highlights of the Contact Management system:

- A central directory increases access to a vital corporate information.
- Access restrictions apply to external entities. External users can only view contact information of company employees.
- User friendly alphabetical search, company search, generic group search etc. is provided.
- Other sections of the software use contact information to make messaging and diary more meaningful as well as maintains knowledge of interaction with a company.

## Planner & Schedule Management

This module allows users to record appointments and publish the information to their channel members. This utility is particularly useful for Sales staff and project coordinators to plan meetings, tours or schedules in consultation with their peers or senior managers.

Diary is functionally divided into:

- Diary events
- Meeting organizer
- Recurring activity manager
- To do list

### Diary Events

A tool for time and event management.

Company executives can effectively use this system to improve utilization of time.

- Employees can enter their schedule on a daily, weekly or monthly basis to serve as a ready reference. This schedule can be made visible to members in the Channel. Thus a weekly schedule is available to the Sales supervisor for all the company executives, thus saving time and effort to intimate all concerned.
- Personal events of company executives can be separated from events that are known to one or more channels.
- Sales supervisor or a designated manager can be give the authority to fix meeting schedules of company executives if urgent appointments are to be scheduled.
- Company executives can list important activities in a 'to do' format with reminder alarms helping them work on projects with deadlines.
- Electronic files can be attached with dairy events for quick access.

### Meeting Organizer

Meetings can be scheduled and confirmation sought from the invitees. One can communicate with all employees across the enterprise irrespective of their physical location.

Minutes of the meetings can be attached to the event.

- Requesting and scheduling meetings is possible with messages inviting them for meetings and their acceptance or regrets.
- Cancellation of meetings is easily communicated to all invitees.
- Checking availability of channel members for meetings.
- Reminders or alarms can be set with pre-defined alerts.

**Recurring Activity Manager**

Recurring activities can be recorded at one point.

This may be applicable for the executives who visit a particular client say every Friday at 4:00 p.m. One can enter this event once and it will be recorded on the calendar as a recurring event.

**To Do List**

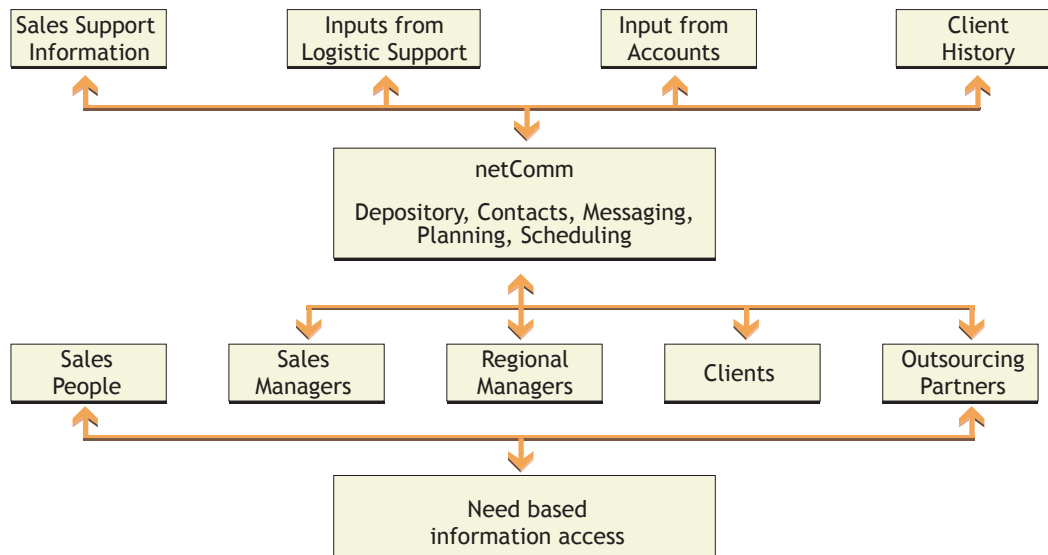
Personal to do lists allows one to keep track pending activities within a channel. Reminders can be set to facilitate timely action.

## Empowering the Field Force

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A web based communication system enables the field force to effectively communicate with the organisation.

- Collaboration across the organisation
  - Field managers
  - Dealers
  - C & F Agents
  - Regional offices
  - Sales management
  - Product / Process management
- Easy updating of Central data bases w.r.t. client information, market conditions
- Lead / Opportunities Management Easy & timely upload of orders, opportunities etc.
- Access to Published information - Product information, Pricing, Process etc.
- Central Library of written communication with prospects.
- Access to Client history, preferences, requirements, etc.
- Access to Logistic information
- Shared scheduler & Planner



## Technology & Deployment

**netComm** is a platform independent software developed to exploit Internet technologies.

- Single point of maintenance for the Hardware, Software and Data.
- Thin Client with no special client software, resulting in low cost of ownership and zero support needs.
- All user interfaces are web based hence no geographical limit
- Software developed in JAVA, hence deployable and scalable to any server platform.
- Extensive optimization resulting in very low bandwidth use.
- The software will function in a LAN environment as an Intranet application
- Equally easy to deploy and as an Extranet application in a WAN environment

### Development Methodology:

The software has been developed using the MVC design methodology. Modeling is done in HTML prototypes. View aspect of the code is written in **JSP**. Control aspects and business rules are in the Java middleware which resides in either Java Servlets or in procedures in the database.

### Database:

**netComm** requires **Oracle 8i** or later or **Microsoft SQL** as it's RDBMS and can also be implemented on public domain databases like **MySQL**. This results in efficient handling of enterprise level volumes and scalability to any hardware platform.

The deployment is scalable and load balanced since it can be setup on multiple servers where application & web servers are physically separate from the database servers.

### Software deployment:

#### Server side

- The software resides on a Web Server supporting **JSP 1.1** and **JDK 1.3**. The server can have either **Windows NT**, **Windows 2000**, **Linux** or **Unix** as the operating system.
- The database can reside on the same server as the Web Server or on another server in the same network domain, or on the internet.
- A mail server is integrated with **netComm** for sending emails out of the system. The existing email system will have to be suitably configured to forward emails to **netComm's** POP3 mailbox. To receive email as replies to messages sent from **netComm**, the corporate mail system will need to be configured to forward such replies to **netComm**.

#### Client side

- On the client PC, browsers **MS Internet Explorer** (Ver 5.5 or higher) or **Netscape** (4.75 higher) are recommended
- Low bandwidth requirement per client is typically less than 0.5 Kbytes per second.