

## IRMS Offshore Support

### JK Technosoft's Role

JK Technosoft was involved in the system study and development of an application for Integrated Warehousing Solutions.

JKT was also involved in resolving and taking care of support related issue for the same.

### About the Company

Integrated Warehousing Solutions is a global supplier of industry-leading supply chain execution, distribution and inventory control solutions. They are on the verge of a 20th anniversary. Collectively their key personnel offer more than 150 years of Information Technology and Warehouse and Distribution Operations experience.

### Application Details

IWS management decided to give the support related issue also to JK Technosoft.

### Modules Supported by JKT is:

- Inbound
- Inventory Control
- Order Management
- Outbound
- Shipping

JK Technosoft was providing support to the application that runs on character based as well as GUI based.

For initial 3 months, there used to be a project review every month. After successful completion of 3 months test period, IWS signed a contract with JK Technosoft for 2 years for supporting IRMS application offshore.

As IWS started the offshore project, every day support issues come in form of Incident Report explaining about the incident.

The communication with the client is through their Client Support Manager. Once an incident is completed, and then the incident report is sent back to the Client Support Manager updating information like hours spent, resolutions etc.

### Key Benefits

- After the offshore project, load on the support related issues were drastically reduced.
- IWS was able to fulfill their support issues on time and with efficiency.
- IWS was able to complete a new change request on time for a new client.

### Technology used

For the support purpose, Cisco VPN client and Remote Desktop are used to connect to one of the existing PC and development or modification is done at their site. Progress OpenEdge version.

### Key Features

The key features of the system are:

- Support to the multi-tier architecture application
- Good User Interface
- Support Character based and Windows based Application