

# Ajira SPM Suite

## The Ajira Service Process Management Suite



**Business moves faster every day.** Competitive process speed makes for a profitable business. Your business needs to manage processes in real-time, addressing exceptions as they arise. But you cannot manage what you cannot measure.

You need to identify process elements to measure, establish mechanisms to measure them, and analyze the data collected, all in real-time. Analysis leads to Continuous Process Improvement, Process Redesign, and eventually Process Innovation. However, it all starts with a complete, accurate, and dynamic picture of the business process As-Is.

The Ajira Service Process Management Suite provides a cost-effective, secure way to obtain visibility into your service processes, monitor them in real-time, identify exceptions as they arise, and escalate them to the appropriate parties using e-mail and web-based reports.

### THE AJIRA SERVICE PROCESS MANAGEMENT SUITE HELPS BUSINESS MANAGE PROCESSES

**Outsourced Service Processes - Business Process Outsourcing (BPO)** is a growing phenomenon, and many service processes are also subject to outsourcing. More and more BPO projects are incorporating incentives for meeting Service Level Agreements (SLAs) and exacting penalties for falling short. The Ajira Service Process Management suite provides an easy way to set up metrics, monitor and report on SLAs, helping BPO vendors and buyers alike.

Vendors can monitor and fine-tune their own service performance, ensuring that they earn all incentives and avoid all penalties. BPO buyers can monitor, measure and manage service processes in real-time. This ability is crucial to Multi-sourcing efforts in which multiple vendors, within the country or elsewhere, are providing BPO services.

**Internal Service Processes - Internal Service Processes** are increasingly subject to SLAs between the departments that provide them and the end-users, whether customers or internal business users. Shared services centers also have a pressing need for measurement and reporting for SLA adherence and Inter-departmental billing purposes. The Ajira Service Process Management suite provides an easy way to set up metrics, monitoring and reporting on such SLAs periodically.

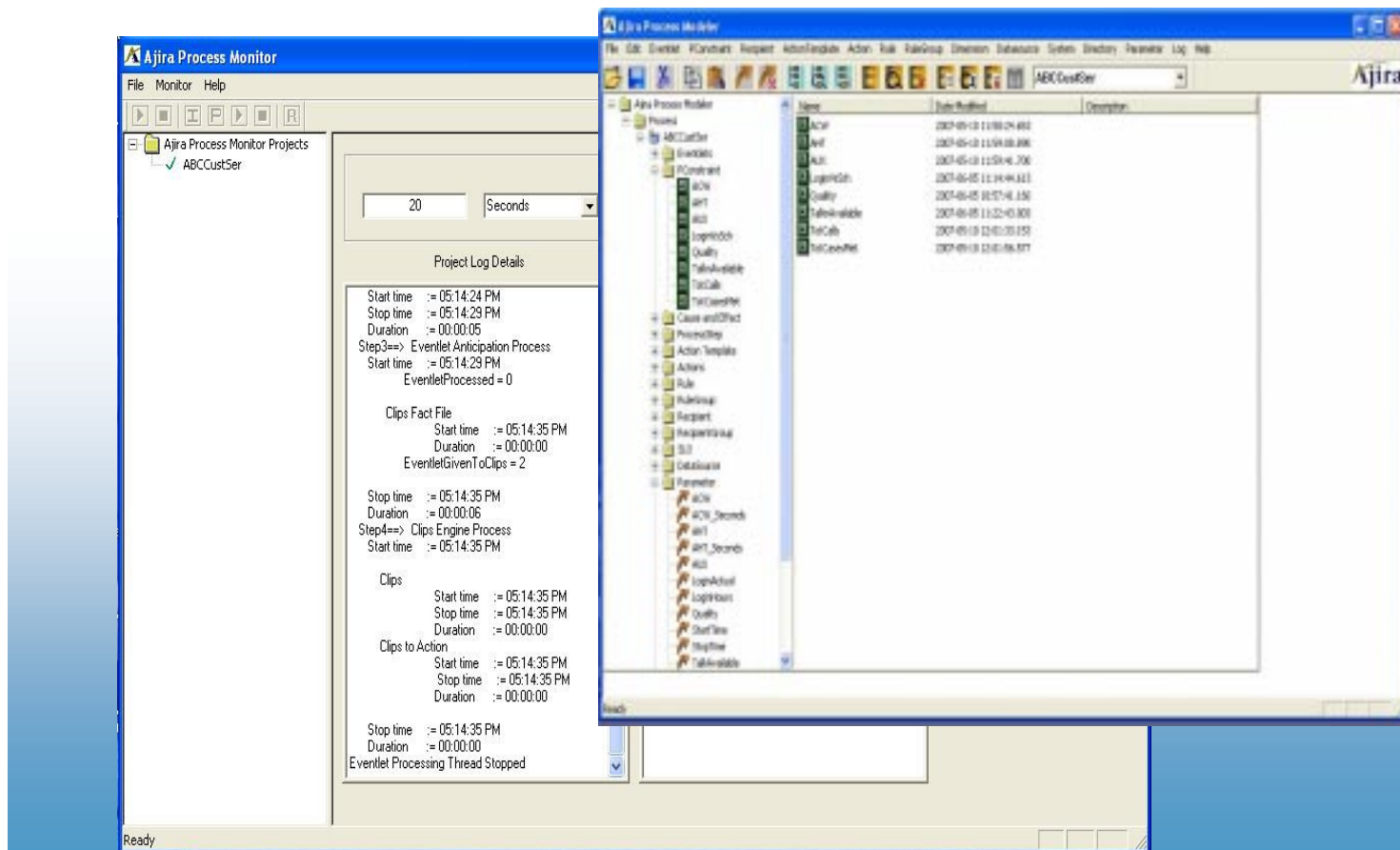
# Ajira SPM Suite

The **Ajira Service Process Management Suite** consists of three components: **Ajira Process Modeler**, **Ajira Process Monitor** and **Ajira Process Analytics**.

**Ajira Process Modeler:** The Ajira Process Modeler can help model service processes in terms of Key Performance Indicators (KPIs) and Service Level Agreements (SLAs). With the Ajira Process Modeler, you can build a model of the service process, link to the sources of information about the KPIs for monitoring (Real-time access to backend databases or Batch inputs from Data Dumps or Spreadsheets) and set up escalation and notification business rules. The modeler also helps design templates for reports and email notifications. While building a process model, the process modeler automates the query generation for collection of KPI information, and sets up multiple n-dimensional data cubes for slice and dice analyses of KPI performance.

**Ajira Process Monitor:** The Ajira Process Monitor is the real-time component of the Ajira service process management solution that collects and updates the KPI performance database as well as n-dimensional data cubes. It generates queries to collect information about KPI performance from multiple sources of information. It also processes batch inputs such as data dumps and spreadsheets. It runs business rules that check for exceptions, and performs the prescribed actions when exceptions are found.

**Ajira Process Analytics:** Ajira Process Analytics provides the reporting and analysis component of the Ajira service process management solution. This component helps extract the KPI performance data from the Ajira KPI database as well as multiple n-dimensional data cubes, and report them in the form of Graphical or Data drilldown pivot tables. You can create dial-charts, and 2-D or 3-D graphs (Bar Charts, Stacked Bar Charts, Pie Charts, Line Charts, etc.). These dial charts and graphs can be composed into dashboards. You can also create standard drill down reports that can drilldown performance down to an agent level. Ad-hoc reports, BPMS Target Met/Not Met reports can also be designed in this component. All reports, dashboards, graphs and dial charts have a web version (HTML) that can be accessed online with the right level of roles and permissions.



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View Type:  Count Aggregation  Value Aggregation  Average Aggregation

Data | Chart

Microsoft Office PivotTable 11.0  
Drop Filter Fields Here

|      |           |       |     |              |             |              | EventName        |             |             |
|------|-----------|-------|-----|--------------|-------------|--------------|------------------|-------------|-------------|
|      |           |       |     |              |             |              | CustomerCall     | Grand Total |             |
| Year | Quarter   | Month | Day | OpsMgr       | AM          | TL           | AgentName        | AHT_Seconds | AHT_Seconds |
| 2006 | Quarter 2 | April | 1   | Deepak Umesh | Ashok Mehta | Aakash Diwal | Aaditi Khanna    | 1277        | 1277        |
|      |           |       |     |              |             |              | Total            | 1277        | 1277        |
|      |           |       |     |              |             |              | Kamlesh Khilnani | 392.9       | 392.9       |
|      |           |       |     |              |             |              | Prem Kumar.s     | 395.0625    | 395.0625    |
|      |           |       |     |              |             |              | Satish Srinivas  | 481.7222222 | 481.7222222 |
|      |           |       |     |              |             |              | Total            | 444.4393939 | 444.4393939 |
|      |           |       |     |              |             |              | Irfan Ali        | 400.1538462 | 400.1538462 |
|      |           |       |     |              |             |              | Jonah D B        | 354.5       | 354.5       |
|      |           |       |     |              |             |              | Naveena Shetty   | 603.6774194 | 603.6774194 |
|      |           |       |     |              |             |              | Pankaj Kapoor    | 304.5782313 | 304.5782313 |
|      |           |       |     |              |             |              | Prasad K V       | 406.6461538 | 406.6461538 |
|      |           |       |     |              |             |              | Umesh S          | 562.4358974 | 562.4358974 |
|      |           |       |     |              |             |              | Total            | 403.3448276 | 403.3448276 |
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|      |           |       |     |              |             |              | 4                | 334.284507  | 334.284507  |
|      |           |       |     |              |             |              | 5                | 503.0241935 | 503.0241935 |
|      |           |       |     |              |             |              | 9                | 240.6351575 | 240.6351575 |
|      |           |       |     |              |             |              | 11               | 356.9766187 | 356.9766187 |
|      |           |       |     |              |             |              | 15               | 341.4957265 | 341.4957265 |
|      |           |       |     |              |             |              | 18               | 389.1319149 | 389.1319149 |
|      |           |       |     |              |             |              | 20               | 358.788162  | 358.788162  |
|      |           |       |     |              |             |              | 22               | 380.0696629 | 380.0696629 |
|      |           |       |     |              |             |              | 25               | 346.09375   | 346.09375   |

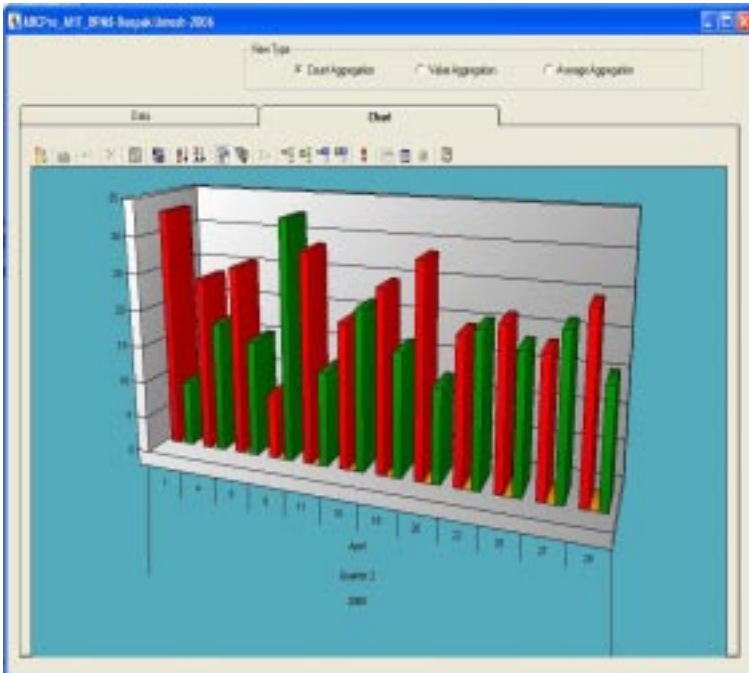
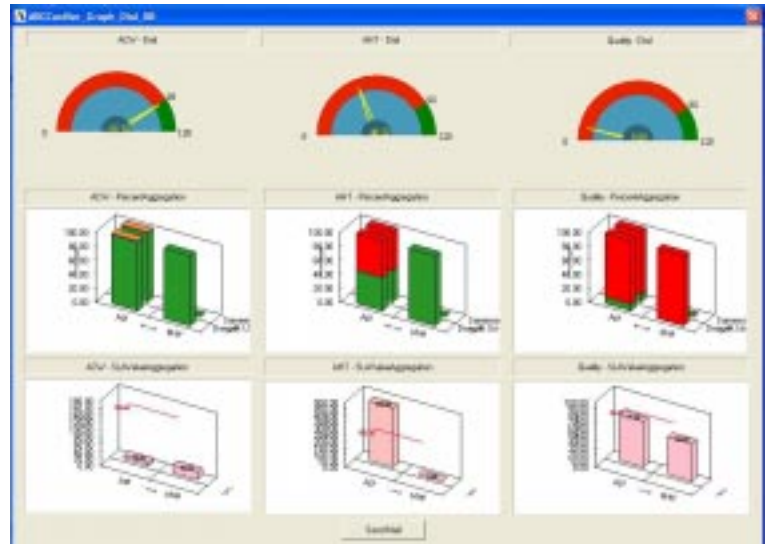
## Benefits

- **Monitor Efficiency and Effectiveness-related Key Performance Indicators (KPIs) and Service Level Agreements(SLAs)** - Identify SLA breaches that are about to occur and take corrective actions to avoid them with the help of Ajira Real-Time Alerts.
- **Analyze Service Process Performance Data, and Use for Process Improvement, Redesign and Innovation** - Analyze the service process performance data using Standard (predefined) and Ad-Hoc reports. Or slice and dice through your service process performance data using multidimensional analysis tools in the Ajira Suite. Insights gathered could be used for Continuous Process Improvement, Redesign or Innovation.
- **Improve Effectiveness and Efficiency of Business Processes and streamline your service processes** - Identify and pinpoint effectiveness and efficiency bottleneck in your service processes, and streamline them by addressing it.
- **Monitor Key Performance Indicators (KPIs) in a Real-time Dashboard** - Monitor the KPIs in your service processes in a real-time dashboard. These service processes could be in-house or outsourced.'

# Ajira SPM Suite

## Features:

- Monitoring Service Process events from multiple sources - Backend Databases through Querying or Virtual Triggers, Data Dumps, Spreadsheets, Publish/Subscribe mechanisms, and XML/Text formats.
- E-Mail Notification to individuals or mailing lists, multiple levels and modes of escalation supported.
- Web-Based Reporting and Custom Template designs, Single Sign-On and Role Based Permissions.
- Standard, Ad-Hoc and Slice-and-Dice Analytics.



## Server Requirements

- Operating Systems Supported – Microsoft Windows
- Data Storage – Microsoft SQL Server
- Application Servers – Microsoft Internet Information Services (IIS) and Microsoft Share Point



**For More Information**

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