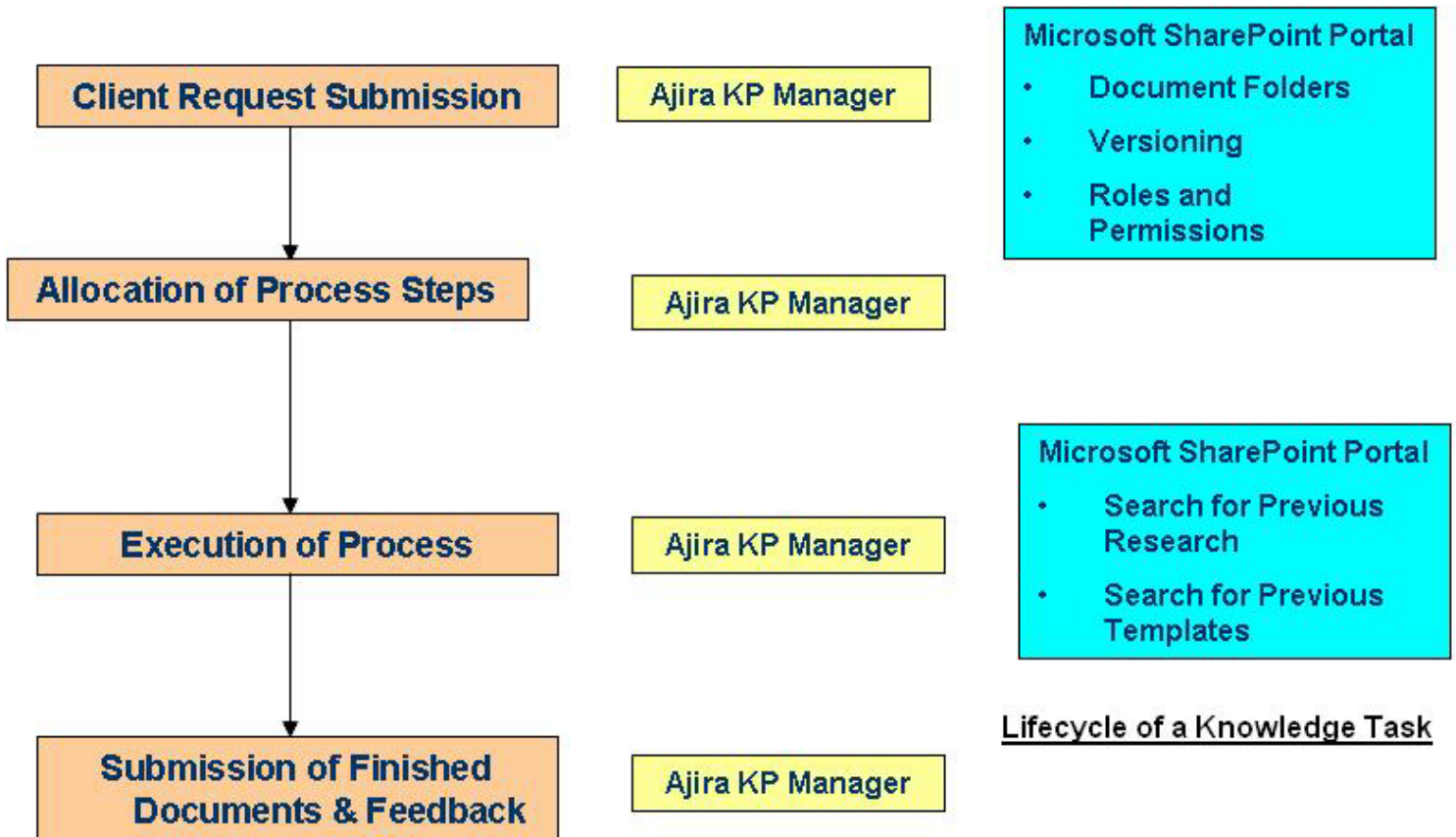


AKPM

The Ajira Knowledge Processing Manager



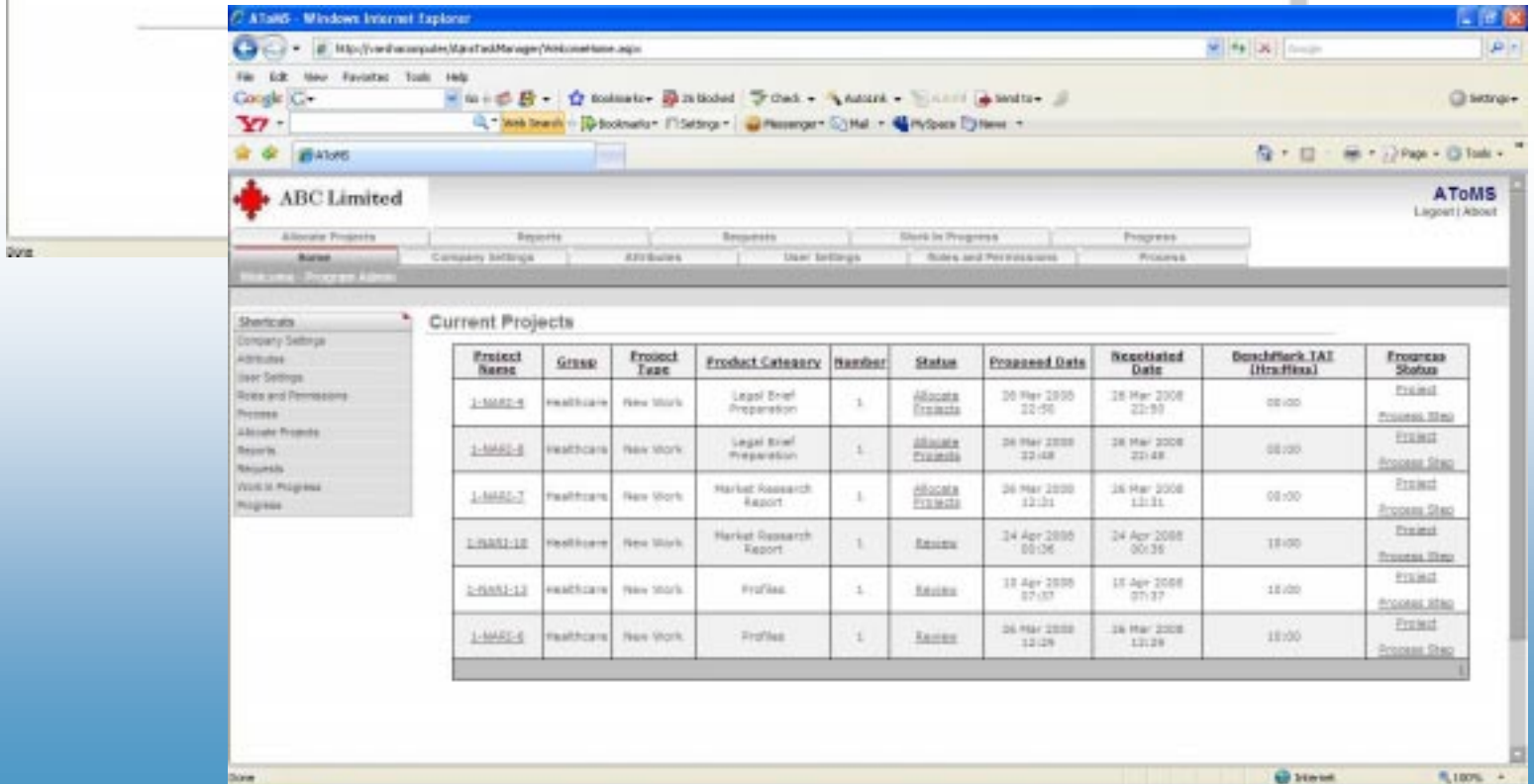
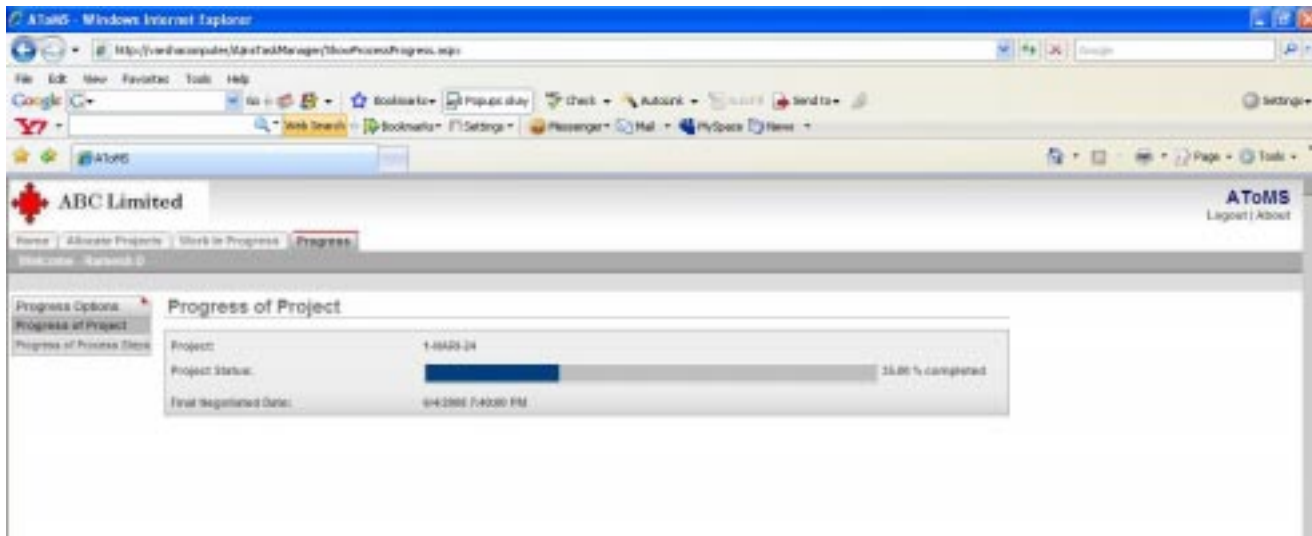
Knowledge Process Outsourcing (KPO) is exploding due to the dramatic growth of Internet bandwidth, the availability of inexpensive computing, and the fast spread of knowledge and experience around the world. Companies in India, China or the Philippines easily perform financial analysis for Wall Street. Legal briefs or Legal Discovery are prepared tens of thousands of miles away for use the following day. X-rays are interpreted and analyzed overnight.

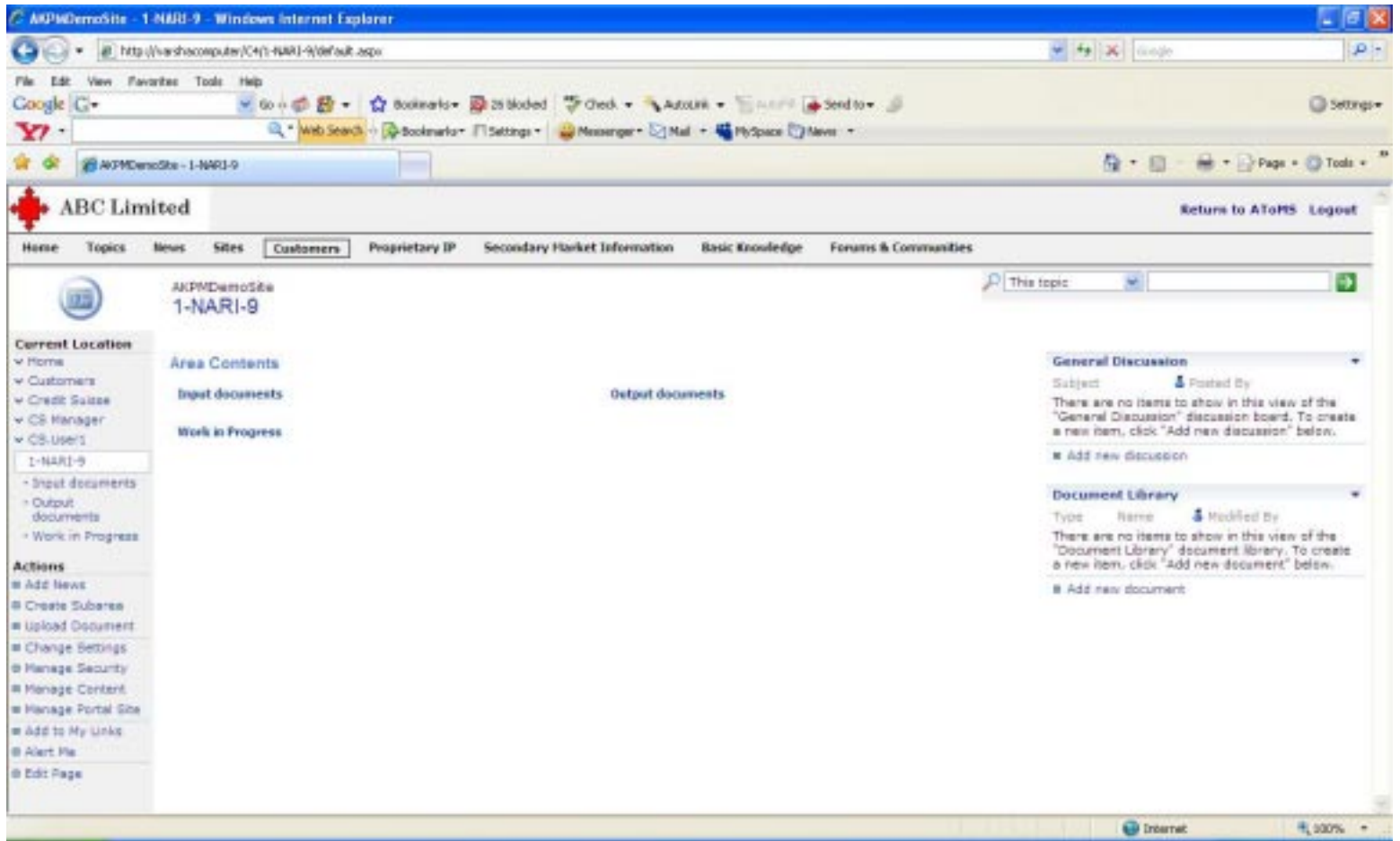
However, sustained and successful efforts at KPO require a disciplined approach to managing the creation of the task. KPO requires assignment of the tasks to the right people with the right skills, and electronic submission of the results in a seamless, painless manner. In addition, internal management of these processes requires the accurate tracking of task duration, to facilitate billing and service level management.

AKPM

The Ajira Knowledge Processing Manager (AKPM) can help your business manage its Knowledge Process Outsourcing function efficiently and effectively.

- **Quick Process Definition and Work Flow Deployment:** Even a semi-structured process like Analysis and Report preparation follows a process when done in volume and quality controlled by other people. For example, the process might include Primary Research, Draft 1 Preparation, Internal Quality Review, Final Quality Review and Submission of Deliverable Documents, etc. AKPM provides an easy-to-use web-based interface for defining a complete process within an hour's time and quickly deploying it.
- **Global Collaborative Workflows through a Browser based Interface:** KPO clients may log in to AKPM from anywhere in the world using a browser-based interface. Clients can fill out a short request form, attach input documents for assignments, and submit the request to the KPO. The request information, including input documents, is copied on to the AKPM server behind the KPO's security firewalls.





- **Matching of Skills and Assignment of KPO Tasks:** Different KPO tasks require different sets of skills to execute. KPO agents and analysts may need to be matched with the tasks requiring their skills. AKPM provides automatic availability and skills matching to suggest the right person for the assignment, using the same browser-based interface.
- **Agents and Team Leaders Completing the Workflow and Handling of Related Documents:** Once KPO tasks are assigned, agents log in using their usernames and passwords and indicate when they started and finished activities related to assignments. They store draft versions on the server which can be reviewed and uploaded to the server again as quality-checked versions. Documents submitted as inputs for an assignment, draft versions of reports produced, reviewed versions and final versions of documents are all stored and indexed for future use. AKPM provides full document management capabilities including versioning, indexing and searching.
- **Progress Tracking, Completion of Assignments and Feedback:** The KPO client, Team leaders and agents can track progress of different assignments at different levels of detail. Team leaders and clients can provide feedback independent of each other, once assignments are completed.
- **Performance Tracking, Measurement and Analysis:** Agent-wise, Assignment-wise, Customer-wise analysis of duration of different tasks in an assignment is necessary for internal performance evaluation, future estimation of time, and billing purposes. AKPM provides these reports. More detailed slice-and-dice reports for drill-down analyses are possible when AKPM is combined optionally with the Ajira SPM Suite product.



Hardware and Software Requirements

- Hardware - Intel or AMD Processor based Servers
- Software - Microsoft Windows 2003, Microsoft SharePoint Server
- Data Storage - Microsoft SQL Server
- Application Servers - Microsoft IIS Server



For More Information

U.S.A

Ajira Technologies, Inc.
2921 Yorkshire Court
Pleasanton
CA 94588
Phone: 925 487 1768
Fax: 253 390 7184
Email: info@ajira.com

<http://www.ajira.com>

India

143 A, Mount Road
Little Mount
Chennai - 600 015. India.
Tel. +91-44-4201 0391