Solutions for the connected enterprise

Maarga = Enterprise Communication & Collaboration

M=EC²

Pharmavite-case study

CLIENT

The client is a global leader in the nutritional supplement manufacturing industry and a winner of the Front End supplier award. They have been operating from US for the past 30 years in full compliance with the US industry's most rigorous standard - the United States Pharmacopeia's Good Manufacturing Practices.

BUSINESS CHALLENGE

The organization required governance for all IT related services. This was due to existing archaic system with manual operations. A live communication system between the teams and the organization had to be maintained to keep track of their internal and outsourced IT teams. SLAs' has always been a key consideration any organization looks into when seeking to outsource services. The organization also required appropriate tools that could help determine and guarantee that they are in compliance with the SLAs and other metrics.

REQUIREMENTS

The customer's existing application did not meet the standards required by the customer and their scope was restricted to certain basic functions of the organization. The customer envisaged a comprehensive system that completely automates all the processes and meets the following business demands:

- Dashboard for IT governance and Senior Management
- Quick summaries of IT Governance metrics
- Instant report generation from live data
- Drill down to level of individual IT requests

MAARGA'S SOLUTION

After analyzing the customer's requirement and their basic IT infrastructure, Maarga proposed a solution of creating an effective Dashboard and Reporting system which allowed the client to quickly analyze and take action based on their data.

TECHNOLOGY USED

- Lotus Domino 8.5
- Xpages / X- Pages Themes
- Dojo
- CSS
- HTML & JavaScript
- Lotus Script & @Formula

MAARGA