

About Inspace Technologies

Inspace Technologies, an IT and Process Consulting organization, focuses on SMB Enterprises across industries where Process, IT and People play a pivotal role in productivity, efficiency and growth of the business. The consulting model of Inspace is a significant departure from the conventional IT consulting and software services business models. The uniqueness of the Inspace consulting practice is in being the natural external IT department of clients at the same time being Partner & Principal neutral with respect to IT vendors.

Inspace consulting services range from Business Process to end-2-end IT Management where the best of breed consultants work towards delivering the best choice of products and support to ensure alignment of Business process and IT. The corner stone and key differentiator of Inspace consulting services is the 'Technology Audit' which facilitates unearthing and correction of non-conformities in the Business process and IT systems.

With deep dive and hands-on expertise in process and IT consulting, Inspace has carved a niche for itself as the preferred consulting organization among several SMB enterprises. The hall mark of Inspace is its firm commitment to deliver tangible improvements and benefits in productivity and efficiency of its client organizations with the support of processes and IT.

Inspace expert consulting panel include Chartered Accountants, Consulting CIOs, Technology Auditors, IT Infrastructure and Software Architects, and Process Specialists.

Inspace Vision

Be the chosen and default Process and IT consulting partner for Small and Medium Business organizations across industries.

Inspace Mission

Ensure every customer experiences tangible benefits and improvements in Productivity and Efficiency of their organization from Process and IT investments.

Unique Engagement Model

Inspace client engagements are time elastic with short, medium and long term associations depending on the need of the client organizations. The engagement is a hub and spokes model where Inspace is at the hub and critical entities such as client expectations, vendor deliverables, product potential, Business need, and internal team's deliverables are at the periphery. Inspace meshes the gap between these entities and also connects to all the entities on a one-to-many manner thus ensuring effective integration of business processes and IT. Besides, Inspace compliments the efficiency of the client's IT team by hand holding them on short, medium and long term durations.

OUR SERVICES PORTFOLIO

- TECHNOLOGY AUDIT
- PROCESS ADVISORY
- ERP / SOFTWARE ENABLING SERVICES
 - ERP / SOFTWARE Consulting & Implementation
Project Management
 - ERP / SOFTWARE Optimization
 - ERP / SOFTWARE Audit
- IT INFRASTRUCTURE SERVICES
 - IT Infrastructure Consulting
 - Remote Infrastructure Monitoring
- MIS REPORTS CONSULTING:
 - Design – Implement – Automate
- OUTSOURCING:
 - IT Infrastructure Outsource
 - MIS Department Outsource
 - MIS Reporting
 - Software Development
- TURNKEY PROJECTS (BUSINESS & IT)

SERVICES AT A GLANCE

TECHNOLOGY AUDIT (TA)

Technology Audit enables organization leaders understand the present IT utilization levels. The Audit process typically begins by understanding the vision, mission and the business goals of the customer. A high level mapping of the current IT deployment in relation to the business objectives is carried out, and possible gaps between the business objectives and IT deployment is observed and noted. The deep dive audit involves detailed study of deployed hardware, software, connectivity, power, security, MIS, and usability by end users. Other areas of study include identifying process coverage, data integrity, productivity improvements, reporting frequency and adequacy, training adequacy, and system availability.

The focal points of the audit are:

- Business functionality
- Ease of Use
- Security

The capstone of Technology Audit is the Audit Findings Report which includes gap analysis, recommendations pertaining to technology upgrade / downgrade, training requirements and plan of action. Technology Audit recommendation sets the direction for organizations to optimize Return of Investment on IT.

PROCESS ADVISORY (PAS)

Inspace strongly emphasizes that organizations desirous of making rapid strides in their growth should essentially focus not just on investing in IT but also tie its IT investments to strong people and business processes. Well-laid business processes and well-trained people are two major pre-requisites for effective IT deployment in an organization irrespective of their size, nature of business, and culture.

Inspace Process Advisory bridges the islands of people, process and technology and aligns business objectives to enable organizations catapult their growth. Process Advisory consultants adopt a 'thread bare' dissection model with clear steps to streamlining Business processes.

The broad work steps of PAS:

- Documentation
- Training Implementation
- Follow up of Business Processes
- Follow up of Standard Operating Procedures (SOP)

Components of PAS:

- Business Process Tree
- Pre - Documentation
- Implementation, Monitoring, Periodic Updating
- Periodic Decision Making MIS and MCS Reports - Aligned to Existing Client System and to the Business Needs
- Meaningful MIS and MCS (Management Control System) Reports
- Consulting CFO Office
- Human Capital - HR Optimization
- Human Capital Management
- Working Capital Management
- Systems and Process Audit

ERP / SOFTWARE ENABLING SERVICES

ERP / SOFTWARE CONSULTING & IMPLEMENTATION PROJECT MANAGEMENT (IPM)

Inspace ERP & software consulting and IPM service is a full fledged hand holding program which encompasses the following:

- Identifying the Product/vendor based on business need/budget
- Creating a roadmap for implementation
- Create a Project Management Office Team (PMO) to implement as per roadmap
- Facilitate and train the users on the adoption of new technology through Change Management process

ERP / SOFTWARE OPTIMIZATION

This is a 'fix n run' service where organizations that have already deployed ERP systems and other applications face challenges in its output and in deriving optimum utilization. Most ERP products and applications, especially proven and branded systems don't fail to deliver promised functionality.

The main challenges that organizations face are lack of synergy and clarity between organization's expectations from the ERP / software system and vendor/ implementation partner understanding of client's exact business requirements. Besides, there is deficit of clarity on 'what is possible and what is not' from the ERP/software.

Inspace ERP /Software Optimization consulting service unravels the glitch in the ERP / Software by doing a thread bare study of the business requirements and product / application functionality and advising organizations on the course of action to mitigate the risk of cost over run and depletion in performance and efficiency.

ERP / SOFTWARE AUDIT

The ERP/Software Audit involve a detailed review and validation of the existing ERP / software system in terms of its functional performance. A full fledged mapping of the existing business process in relation to the application software is carried out. Based on the same, the utilization of all functional modules are captured and evaluated.

An important factor for success of any application implementation is utilization levels by the users. The Audit analyses, records and evaluates the utilization. Further, the existing access controls of the users are reviewed and a detailed analysis of MIS reports are performed. The crux of the audit is in validating the input versus output from the ERP / software that meet business requirements. Recommendation for optimization and enhancement to the existing application is one of the key deliverable of the Audit wherever applicable.

The salient benefits of the audit:

- Clarity in terms of usage of the ERP/Software
- Knowledge of user with respect to software
- Easy and definitive approach to ERP optimization
- Limiting or eliminating manual work done related to business process
- Supports planning for ERP scale up

IT INFRASTRUCTURE CONSULTING

This is a 'pins -to-tanks' engagement where the onus for effective investment, utilization and management of IT infrastructure lies with the consultants and their team. The consulting team literally becomes the extended IT team of the client and completely takes over the management of IT infrastructure. The Infrastructure consulting team takes a 360° view of the existing deployment and supports effective and efficient functioning of the systems. Besides, the consultants play the role of a technology and commercial gatekeeper when it comes to infrastructure planning and scale up. Being a vendor neutral organization, Inspace Infrastructure consultants seamlessly handle technical evaluation all the way through negotiation, purchase and deployment of IT infrastructure.

REMOTE INFRASTRUCTURE MONITORING (RIM)

RIM is a value added service that facilitates access and monitoring of Infrastructure from a Remote / Offshore location cost effectively. RIM hinges on an effective process where the focus is on delivering high uptime and hassle free management of remote infrastructure.

Modalities:

- IP Sec LAN to LAN VPN
- Dedicated Link
- Client specific service levels
- Service coverage for local & overseas clients

Remote Administration & Monitoring:

- Remote DBA Administration and Oracle /SQL Monitoring
- Remote DNS Management & DNS Services monitoring
- Remote system Administration for Solaris, Linux, ICMP and other TCP/UDP port monitoring.

Benefits:

- Cost Effective
- Availability of skilled Manpower eliminates the need to attract, hire, and retain skilled IT Personal.
- Centralised management for the entire IT Infrastructure
- Vendor Independent
- Client centric Technology Consulting
- ITIL Certified consultants
- Technology specific certified SME's
- Information Security Experts

MIS REPORTS CONSULTING

The key objective of IT Investments is to enable the availability of right Information at the right time to ensure right decision making and thus improve Business progress. MIS Reports play a very crucial role in achieving this objective. Inspace MIS reports consulting enables organizations to derive the desired Business information by establishing and managing an effective MIS system. Inspace follows a three step approach to MIS reports consulting.

They are *Design, Implementation and Automation*. The Design phase is handled by Inspace MIS Consulting panel along with clients top management team. The implementation is handled by Inspace Consulting CIO with BI tool & ERP Vendor and the Automation phase is handled by Inspace Consulting CIO along with BI tool vendor & client's IT Team.

OUTSOURCING

IT INFRASTRUCTURE OUTSOURCE

Outsourcing of daily operations and management of Infrastructure is the hallmark of Inspace outsourcing program. Inspace dedicates a resource, either a System Administrator or IT Manager, to manage IT Infrastructure of the client on a retainer model. One or more shared resource would engage with the client based on business need from time to time. The overall engagement is monitored by a Consulting CIO.

MIS DEPARTMENT OUTSOURCE

This is a twining services program where IT Infrastructure management consulting and software management such as ERP/CRM/SCM/HRMS are twined and supported by a dedicated MIS Manager and one or more resources, based on need. A Consulting CIO monitors the engagement.

SOFTWARE DEVELOPMENT INSOURCING

Organizations where scale up and enhancements are required to their existing software applications typically benefit from 'Insourcing'. In the Insourcing paradigm, Inspace resources or the client nominated resources are assigned to work on the software development project at the client site on their infrastructure. Inspace takes complete responsibility for the project management and delivery of the software. The final deliverables such as source code and the documentation becomes proprietary to the client and the client reserves the right of use.

TURNKEY BUSINESS AND IT CONSULTING

Turnkey is an end-2-end complete assignment where the engagement is for a minimum of 3 years to a maximum of 10 years.

The Turnkey Project encompasses some or all of the following services:

- Technology Audit
- IT Infrastructure Consulting & management
- Business Process documentation
- ERP Consulting & Implementation
- Vendor management
- ERP/Software Optimization
- CRM deployment
- Software Development Insourcing - for development and integration of small Applications / tools with main or core applications
- Human Resources planning for IT Department
- Marketing initiatives through technology (Web/SEO/ Adwords)
- HRM deployment through HR consulting services
- MIS reports consulting & Automation
- Technology training for the entire organization
- ISO 27001 Audit compliance
- RFP Document Creation, Tender Specification Document creation
- IT policies defining & documentation as per the standards required by the client,
- Communication Audit for the cost efficiency and many more as per the need of the client.

CONTACT US NOW:

Inspace Technologies Private Limited,
New #38 Old #96, AH-Block, 4th Street,
Shanthi Colony, Anna Nagar,
Chennai – 600040, India

Phone: +91-44 4353 1781

Fax: +91-44 2622 0430

www.inspacetech.com

To know more about us, Please reach out to:

D. Hemanathan

Business Optimizer – Technology

M: (o) 98844 90860 | E: hanand@inspacetech.com

Pondicherry M: +91 98844 10307

Bengaluru M: +91 93410 02833

Tirupur M: +91 98844 81555

Delhi M: +91 93107 03630

Mumbai M: +91 93206 94235

Hyderabad M: +91 93462 04532