



Customer

DHL Asia Pacific

Project

CyberService
Version**Industry**

- One of the leaders in world logistic arena.

Requirements

- A Contact Centre application targeted at emerging market that allows agents to view customer information and enter booking of service delivery.
- Web-based and fast User Interface for efficient servicing of customers on the phone.
- Integration with multiple backend systems for dispatching of delivery to relevant teams.

Solution

- The solution is a Façado web-based application that provides a desktop environment to DHL contact centre agents, allowing them to conduct multiple customer session at the same time and dispatching the service requests to relevant backend systems.
- Minimize the amount of application code on the remote server. Most of the code can still be centrally managed from the Data Center
- Country servers can be low end server, since the computing power of the client machines in the various countries is used
- The architecture is able to cater for short or long disconnection from the Data Center, and while the country server is disconnected, users can still process with customer lookup and bookings

Result

- The deployed solution serves the DHL users in some parts of Europe.
- The training time for call centre agents was reduced due to the highly intuitive User Interface that replicates the Windows look and feel.
- Strategically track all your demand requirements to maximize your customer service levels.

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Customer

**DiGi
Telecommunication**

Project

**Customer Service
Knowledge Portal**

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Industry

- Leading Mobile Service Provider in Malaysia.

Requirements

- An information knowledge that supports Customer Service Agents (CSA) to very quickly access all information necessary to answer a customer call. The content that is presented to the CSAs is pertinent to product and service information, troubleshooting, events and promotion.
- An information knowledge repository that captures and stores content that is accurate, properly approved and timely delivered to the agents and which exploits the full value of the content by maximizing meta-tags (data about data) that properly describe the content stored.
- A world-class content management system that would give DiGi staff the ability to contribute content to the repository that enforces time-critical and disciplined contribution of content that maximizes meta-tags with strict adherence to established workflows and approving authority structure.

Solution

- The deployed solution is based on Contact Centre Knowledge Portal for the front-end, and Interwoven Teamsite for the content management portion.
- The main design goals of the front end were to emphasize on a fast response time for the user, and to provide all the necessary information and tools in a productive and unified User Interface.
- The main design goal of the content management portion was to allow staff without IT skills to contribute content and to get the content to go through a proper approval process.

Result

- The deployed solution serves up to 500 concurrent users located in as many as 20 different sites nationwide.
- The front end is deployed on a single Unix machine with 2 CPU and the CPU usage is stable below 50%.
- Targeted response time of 3s for a search was over achieved, with an average response time below 1s.
- The average handling time per call was reduced after the introduction of the system due to the super fast front end and the easy navigation through the content.
- The training time for the call centre agents was reduced due to the highly intuitive User Interface that replicates some of the MS Windows look and feel.



Customer

DiGi
Telecommunication

Project

Dealer Portal

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Industry

- Leading Mobile Service Provider in Malaysia.

Requirements

- An information knowledge front-end that supports dealers to very quickly access accurate, properly approved and timely information that is relevant to its products and services and allow for DiGi the opportunity to conduct up sell and cross-sell, directly to the dealers.
- Providing a unified communication platform between DiGi and Dealers. Strengthen the relationship and partnership between DiGi and Dealers, and subsequently increase loyalty with continuous support and providing better dealer manager to DiGi.
- An information knowledge repository that captures and store content that is accurate, properly approved and timely information which exploit the full value of the content by maximizing meta-tags (data about data) that properly describe the content stored.
- A world-class content management system that would allow DiGi staff to extend the ability to contribute content to the repository that enforces time-critical and disciplined contribution of content that maximizes meta-tags with strict adherence to established workflows and approving authority structure.

Solution

- The Information Architecture in the Dealer Portal application is designed is such a way that it provides easy access to the most frequently used information by the DiGi dealers.
- To provide users such as the DiGi's staffs the ability to publish web content easily and efficiently, with no need for technical knowledge.
- To provide users such as the DiGi's dealers a single portal interface for accessing to DiGi's product and services with value-added tools assisting dealers in operating dealer-based operations.
- To provide a unified communication platform between DiGi and Dealers with upto- date information with the easy navigation and better user experience for DiGi's dealers. Subsequently, resulted in improvement of communication, increase cost saving and simplify the operations.

Result

- The deployed solution serves the Dealers in nationwide.
- The dealers are able to access their sales performance report after they login into the portal based on different branches.
- Access to DiGi marketing and product information anytime.
- The dealers can apply for certain services online rather than the traditional way via fax. Hence, it reduces the processing time of applying for DiGi services.



Customer

PDRM

Project

**Inventory & Material
Management System****Industry**

- One of the government agencies in Malaysia.

Requirements

- Provides a web-based system based on n-tier architecture to replace their old client and server based system.
- Caters for scalability for users accessing the system from all office nationwide and future growths.
- Maintainability with new features updates.

Solution

- The solution offers an Internet-based, complete inventory tracking, control and reporting system. It requires a web browser and an Internet connection to access the application. It has been built for flexibility, adapting to specific needs and requirements.
- The proposed architecture completely leverages on the web infrastructure, where the application is centrally installed and managed on servers and the user accesses the software using his Web browser.

Result

- Gains real-time visibility into your inventory to guide swift and accurate decision-making.
- Creates flexible controls and inventory tracking systems that reflect the unique way you do business today and in the future.
- Strategically track all your demand requirements to maximize your customer service levels.

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Customer

Ministry of Higher Education

Project

Inquiry & Complaint Management System

Industry

- The Education Ministry directs the formulation and implementation of education policies for higher learning institutions in Malaysia.

Requirements

- Identifies areas that need changing and allows the Public to provide input to service improvement.
- Gives the Ministry a second chance to serve and satisfy dissatisfied members of the public.
- Provides an opportunity to strengthen public support for the Ministry.
- Helps reduce the Ministry's workload.

Solution

- The Inquiry and Complaint Management System (ICMS) provides automated, web-based tools for registering, managing and reporting on complaints, event details, investigational follow-ups and resolution. This is based on an automated web-based workflow and assignment system.

Result

- Public users' complaint and inquiry is solved at the shortest response time.
- Monitoring of complaint and inquiry status.
- Improve MOHE's efficiency in complaint and inquiry.

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