



# BPMS Implementation for ACER INC



“Fabulous solution” is what TalentPace heard from customer after launching complete workflow solution for Acer India.

## Customer Profile

Founded in 1976, Acer is one of the leading personal computer vendor in India and overseas. Acer India (Pvt) Limited, is a subsidiary ACER Inc, and was incorporated as a wholly owned subsidiary of Acer Computer International, Ltd. in 1999. Headquarters in Bangalore, India, Acer India (Pvt) Limited is a leader in key segments such as education, desktop computers and high profile notebooks for corporates.

## Business Scenario

- Customer is having an existing Business Process Management System which can be used to define and manage multiple business scenarios and workflow requirements.
- The current system has lot of limitations with respect to defining complex work flows, handling regular organisation structure and scalability of ever increasing business needs.
- The new system has to bring ability to manage processing of large supportive documents, Multilevel and condition based approvals, Out of Office Process Management with ease of use.
- The new system should provide flexibility and ease to handle the shortcomings of the existing system in meeting the ever growing user base and handling complex workflows.
- Entire workflow creation has to be achieved through configuration, so that nontechnical user could manage and create new process flows.

## Solution Delivered

- Designed a new Workflow Management Engine cater to the needs of ever changing organization structure and role owners.
- Developed and implemented entire system along with 53 workflows majority of them are highly complex.
- Successfully countered the challenges with the established delivery model, methodologies and end to end application development lifecycle as per the CMMI framework.
- Developed system has increased the performance of the business process transactions 3 times to the existing legacy system.
- Delivered flexible system that can easily handle ever changing process flow and organizational requirements.
- Immediate attention to critical customer issues to achieve high customer satisfaction with in the agreed SLA's.
- Developed QA methodologies that were also adopted by their world Wide Technology Development teams.

## Business Benefits

- Our solution helped eliminating Data anomalies with increased organizational accountability, agility and efficiency, and reduced risk by implementing best practices.
- Provided various departments of business to stay in touch with one another by simplifying the channels through improved and effective communications.
- Waiting time for approvals has been halved with more than 1000 employee queries/requests handled with ease without manual hassles.
- Provided great control and visibility with proper escalation mechanism and time to time notifications of the process.
- Empowered associates to perform self-service functions through paperless processes.

## Technologies

- .NET framework 4.5
- Sharepoint 2013
- C#
- SQL Server
- REST API using WCF
- .NET Workflow Engine



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*TalentPace is one of the very well organized solution providers. They quickly understood our Business needs & put together a comprehensive plan & indeed completed the whole application development. This has assured us that we have selected an ideal partner to help us achieve our strategic business goals".*

**Srinivas V**

Chief information officer  
Acer India

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## About TalentPace

TalentPace is a leading new generation information technology and global consulting services company delivering IT enabled solutions to the customers from across the geographies. Deep industry experience combined with customer centric approach makes TalentPace a remarkable partner in successful business outcomes. Our strong commitment and demonstrable capabilities TalentPace always delivered measurable and sustainable services to our customers. For more information, please visit [www.talentpace.com](http://www.talentpace.com) or write to us at [info@talentpace.com](mailto:info@talentpace.com)

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