



CAMBRIDGE SOLUTIONS LTD



CASE STUDY: Ministry of Manpower (MOM), Singapore

CUSTOMER

The **Ministry of Manpower** adopts a systematic approach towards manpower planning and development.

Its mission is to develop a globally competitive workforce to support Singapore's vision of a knowledge-based economy. Together in partnership with workers and employers, MOM fosters a highly favorable workplace environment to attract knowledge-driven industries and help achieve sustainable economic growth for the well being of Singaporeans.

WHAT IS CALL REPORT SYSTEM?

The objective of new CRS (Call Report System) is to

- Act as a repository of external company information.
- Understand the external customers better.
- Able to anticipate and meet needs as well as to sell MOM's messages and programmes more effectively.

CHALLENGE

MOM's existing Call Report System though acted as a central repository for call reports, the system had its limitations:

- It was purely simple call report storage.
- There was no standardized report structure for all to use, hence difficult for sharing of information between or among departments.
- There was no search function and thus retrieval of relevant information or reports was difficult.
- There were no key processes to cater for amendments to reports after submission or no alerts prompting officers to take certain required follow-up actions.
- There was no logical routing in the system to support reviewing, approval process.
- There was no online calendar for all to view so that a department would not visit a company without prior knowledge of recent contacts by other departments.

Cambridge had to overcome the above limitations in the newly developed system.

SOLUTION

Cambridge has built the CALL REPORT SYSTEM (CRS) for MOM, Singapore using a Domino solution.

CRS allows the users to maintain company/contact profiles, maintain appointments, publish call reports and follow-up actions along with the call report. Audit Trail for updates will be automatically maintained by CRS. Users will be able to perform search based on user-defined criteria.

FEATURES

- Automated/User configurable workflow procedure for call report publishing.
- Shared online calendar.
- Common storage of company/contact profiles.
- Automated reminders.
- User-defined search
- Password Change Utility.
- Call Report Exporting facility.
- Highly dynamic and completely configurable system, allowing the application administrators to configure the system.

KEY BENEFITS

- Provides immense scalability for future requirements without doing many modifications.
- Extremely reliable and stable and there is absolutely no downtime.
- The new system is easy for the users to manage and maintain.
- The report option will enable the users to get all kinds information from the system.

SCENARIO

To incorporate a workflow procedure for call report submission, provide a field specific search function and to track the follow-up actions and to have a common online calendar for all meetings and appointments.

ENVIRONMENT

Software:

- Microsoft Windows NT 4.0 Server
- Lotus Domino R5 Server
- Lotus Notes R5 Client
- Internet Explorer 5.0 and above

Hardware

For Database and Domino Servers

- Intel Pentium - P3 2 x 9 GB HDD, 1 GB RAM