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Answers to FAQ:

What is e-office?

An Intranet/Internet based office management system; e-Office enables paperless, agile, and efficient offices. It provides mail management, work assignment, work status report, workflow, knowledge base, document management, document warehouse, executive self-organization and many more useful features like messaging, things-to-do, electronic conference rooms, newsletters, counsel management, complaint management, expression forum, suggestion forum, user page, fun library, self- appraisal management etc., all under a single, secure, highly customizable, and multi-user friendly umbrella. Further it can also talk to DCS and PLC systems in process plants to fetch the process alerts and process readings in real time and present them to the concerned authorities in the form of real time alerts, graphical and text based analysis.

What are the key benefits of e-office?

eOffice provides a safe, centralized, consistent and structured electronic data repository to ensure

- **Dependable** storage and management of all captured correspondence, knowledge, and documents for any number of years.
- **Easy** retrieval of the captured correspondence, knowledge, and documents as and when required, without the problems of wear and tear.
- **Elimination** of 'difficult-to-manage' hard copies and the requirement of duplicates for distribution.
- **Confidentiality** of documents that need to be kept secret and **access** to only selected people.
- **Authentication** of users of the system to protect corporate data from being leaked.
- √ eOffice brings in absolute accountability for internal, external correspondence sent/received by the users of the system.
- √ eOffice enables on-line work management providing seamless workflow in the enterprise, with instant flow of assignments and reports.
- √ eOffice ensures dramatic improvement in the overall communication, document and knowledge management processes.
- √ eOffice seamlessly integrates individuals and work groups into a close-knit team to build a responsible, responsive and dynamic business.

eOffice helps in a considerable cost reduction in office management by:

- **Significantly** reducing the stationery requirements.
- **Saving lots of** executive time which otherwise would have been spent for accessing/searching the required files, documents, and knowledge.

What e-office offers?

e-office offers rich functionality to be covered under eleven (11) sections as briefed hereunder:

- **Dashboard**

User cockpit, where the user can organize his schedules and assignments. A snapshot of the user's activities and assignments planned or assigned for the day are displayed here. The dashboard is displayed as soon as the user logs in.

- **Mail Management**

- We don't just bring you the mail, we also ease the pressure on your budget.
- Conquer your fastest growing content challenge...and reclaim many hours of your workday
 - a. Compose parallel – Communicating internal & external
 - b. Compose sequential – Create a sequence for communication
 - c. Unread – Bring in accountability
 - d. Seen – Initiate action

- **Work Management**

The process is managed by a computer program that assigns the work, passes it on, and tracks its progress

- a. Work Assignment – Task assigning and scheduling
- b. Work Report – Tracking the task progress
- c. Work Flow – Task sequencing

- **Knowledge Base:**

Powering continuous improvement and knowledge retention

- a. Storing – Building the K-Base.
- b. Indexing – Segregating the K-Base as per business needs.
- c. Searching – Retrieving from the K-Base.

- **Document Ware house:**

Documents are classified as Internal, Inbound and Outbound documents and they all can be tapped into the system into different pre-defined business files. Inbound and Outbound documents can also be distributed among the concerned internal users thus simplifying the document distribution simple and instantaneous. The letters that are received as hard copies can be scanned, distributed and can be stored in the warehouse. E-office thus develops a structured warehouse of documents and indexes them intelligently to provide the required documents back within no time to the concerned executives. An executive can access required documents with the help of easy search facilities including the string search that are built into the system. This feature thus saves lots and lots of precious executive time that is spent on searching for the documents and also completely removes the problems of missed documents, wear and tear, number of copies and delayed documents.

- **Utilities:**

Value added features

- a. Message – Instant communication
- b. Things to do – Organize
- c. Options – User preferences
- d. Conference library – Action support
- e. Sequence generation – Assign path
- f. Event communicator – Reminder
- g. About me – Introduce yourself

- **Company:**

Fast access to company information.

- News – Updates
- Notice – Circulars
- Address Book – Key contacts
- Appraisal – Performance feedback
- Company Info. – Brief profile

What other specialties e-office has?

e-office has been feathers added to its cap and notable amongst them are

- inbuilt speech recognition capabilities for transcribing speech to text.
- e-office can also talk to PLC and DCS systems in Process Plants to fetch the Process Alerts and Process Readings in real time for presenting real time alerts, graphical and text based analysis
- e-office can also talk to weighing machines to read the weights directly and to build MIS as required by the client.

However, the capabilities b & c will be provided as separate add-ons.

What may come up in future in e-office and how the updates will be distributed?

Indus Business systems Limited have a big vision for e-office to make it the best of its kind in the world and to make it a global brand. Indus has a well-defined software versioning and release procedure for the product. And as soon as a new version is just about to be launched, Indus will update its e-office clients about the new release of e-office and the feature upgrades coming up in that release. On the immediate drawing boards are the following features

- Voice and Video conferencing
- Fax integration
- EPABX integration
- Multi-location data management useful for integrating distributed e-office networks
- Survey boards, Discussion boards
- Anticipated guest information to the security staff

How user-friendly e-office is?

e-office is very intuitive and very user-friendly and aesthetics are taken care. For every functionality, the system provides context based help and it also offers comprehensive online help manual to facilitate online learning of the end-user. Server side installation and implementation at the client's place are also made easy with no special requirement of exhaustive training sessions to install/use the system. A 'tutorial' version of e-office gets installed along with the trial/regular production version of e-office. The tutorial version comes along with some pre-filled data to guide the end-users on how to make use of a feature. Whenever required the end-user can go to the tutorial version and get guided for better usage of e-office.

How many users can login to e-office?

Depending on the license obtained by the client, the current version of e-office can cater up to 1000 users at each installation. However, the exact number of users that can make use of e-office purely depends on the number of users licensed. For example, if a client buys license to use for 400 executives, e-office will allow creation of users up to 400 only.

How cost-effective is e-office?

Right through the product development it has been our objective high value to the customer at low cost. Complementing this objective e-office has been priced to be highly cost-effective, such a way, that it provide the Customer, the Returns on Investment within 6 to 12 months from the date of implementation of e-office. When looked at all tangible and intangible benefits that can be enjoyed by the customer after implementing e-office, it can be observed that the product provides high return with low investment.

When compared to Lotus Notes or MS Exchange, what additional functionality is offered by e-office?

The standard versions of Lotus Notes and MS Exchange are predominantly mailing and day planning software. Whereas e-office is comprehensive office management software as explained under "what e-office offers?" Except in e-Office, features like Conferencing and Messaging are comes with an extra cost and above all the user has to shell out a fat consulting fee for designing the required functionality.

What kind of disaster management initiatives recommended/built into e-office for the data in it?

e-Office has inbuilt programs to take the periodical back-up of data into the tape drive attached to the e-office server. The frequency of back up can be customized. E-office has inbuilt programs to transfer the data into the standby server consistently. In case if both main server and standby server fail due to some reason, the administrator can restore the data as backed up into the tape drive. This way the customer will be ready to meet any disaster related to the data loss.

Can e-office be tried before making a purchase decision?

Full-featured e-office can be tried for 30-45 days with a maximum of 20 users for free of cost before making a purchase decision. Tutorial version of e-office also gets installed with the trial software to guide the end-users on how one can make use of e-office.

Is there any warranty for e-office and whether Indus would take-up AMC?

Indus provides warranty on e-office for one year from the date of installation of e-office at the client's place. This is a cost-free warranty for fixing bugs, should there be any or for attending considerable performance issues.

Once the warranty period gets over, it is recommended that the customer enter into AMC with Indus to continue to get the services enjoyed during the warranty period and will also be entitled for all the upgrades of e-office free of cost that are released during the AMC period.

Is e-office licensing lifetime or does the license need to be renewed every year?

It's a lifetime license and the licensing will be based on the number of users registered online with Indus at the time of purchase.

Technical FAQ

What technologies e-office makes use to run at your company?

eOffice is a server based web-enabled solution, which can be accessed through a browser. The only programs that need to be installed in the client machine are the e-office messenger, and the e-office speech recognition engine. Installation of Messenger is automated with self-installation capabilities provided to the program. e-office needs the following software to run at your company:

Server: Windows NT or Windows 2000

Client: Windows 95 or Windows 98 or Windows NT workstation or Windows XP or Windows 2000 Professional

Browser: Internet Explorer 5.0 or Above

Database: MS Access 2000 or SQL Server 6.5 and above or Oracle 8 and above. MS Access is not recommended for more than 50 users. Other SQL based databases can also be configured as a separate project.

Other Technical Details:

Technical Architecture: 3-Tier

Presentation Layer: Internet Explorer (Browser)

Middle Layer: Internet Information Server

Database Layer: Oracle/SQL Server/MS Access

Server side Programming: Visual Basic DLLs, Active Server Pages

Client side programming: HTML, VB Script, Java Script

What kind of hardware is required to run e-office?

Single location (Minimum requirements)

Server: Intel Server PIII 450 MHz, 128 MB RAM, 20 GB hard disk and CD ROM etc.

Client: Intel PII 166 MHz, 32 MB RAM, 2 GB hard disk etc.

Back-up Media – CD ROM Drive.

Multi Location

Server: Intel Server PIII 450 MHz, 128 MB RAM, 20 GB hard disk and CD ROM etc.

Client: Intel PII 166 MHz, 32 MB RAM, 2 GB hard disk etc.

Back-up Media – CD ROM Drive.

Bandwidth

For multi location users a minimum of 128KBPS is recommended for better user.

How much hardware space is required?

The application has been designed such that minimum of the hard disk space is utilized for storing the application. The brief is

Server: 500 MB

Client: 5 MB

The space is not occupied for storing individual user wise database.

How Secure is eOffice?

Well-defined and encrypted security for user passwords and security has been provided at document level. User authentication has been provided in the software for the administrator, which can define the usage level of the application and the repositories.

How many users it can support?

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Is there any limitation in Data storage?

As per the standard conventions and practices each mail can carry a maximum of 40MB attachment provided each file does not exceed 4MB. This helps in optimizing the application performance.

Can eOffice support heterogeneous platforms?

eOffice2A multi location model is an enterprise solution enables multi location information transfer among distributed heterogeneous databases across the enterprise. This is cost effective, easily manageable and works with or without dedicated point-to-point leased lines to transfer the data across the servers.

Here the heterogeneous databases mean data transfer between different databases like MS access to Oracle or SQL server to Oracle etc.

The basic concept of data transfer among locations is by collecting and encrypting the relevant data and making it as a secured transferable file for each location. These files are organized centrally through a FTP server, which acts like a central dispatcher. Or these files can be transferred manually to a mail server using a mail-ID; from there it can be downloaded and restored to the database.

Can eOffice be configured with POP3 accounts?

External POP3 and IMAP protocol mail ID's can be configured with eOffice. These mails can be seen in the inbox and the same mail id will be used for sending external mails thus maintaining the status quo.

Aliasing of external mails feature can be utilized in eOffice where POP3 / IMAP is not available.

Business opportunity FAQ

What kind of partners you are looking for?

Indus Business Systems Ltd. is planning to market this product both in the domestic and global markets with the sole intention of creating wealth both for its business partners and its clients.

We are looking for value added partners, provided they should

- have been in IT business for over two years
- have excellent sales & marketing setup
- have good existing clients
- possess good rapport in the market
- be in financially sound position
- be able to meet the targets
- have the zeal to excel

Who can become a business partner?

Hardware resellers / Third Party Software Sellers / System Integrators / Marketing Organizations / Consultants / ISO Quality Assessors

What do you look for in a business partner?

- a. have been in IT business for over two years
- b. experience in selling application software.
- c. have excellent sales & marketing setup
- d. have good existing clients
- e. possess good rapport in the market
- f. be in financially sound position
- g. be able to meet the targets
- h. have the zeal to excel

What he needs to bring along with him?

Dedicated marketing team, and required infrastructure

How will Indus help the business partner?

- i. Support in terms of marketing collaterals
- j. Technical support
- k. Online help
- l. Joint Presentations on need basis
- m. All the leads generated within their designated area will be routed through the business partner.

Who will support the client after sales?

After sales support will be provided by the Business Partner. Indus will train the business partners on product implementation and troubleshooting aspects.

What will be the pricing mechanism?

Transfer price and MRP will be circulated to the Business Partner

What is the financial commitment of the business partner?

Indus will fix a target after discussing with Business Partner on the market scenarios and based on the Market potential.

What value addition will the business partner get?

- n. Associate with the an innovative product
- o. Increase product portfolio
- p. Widen your presence

How will the revenues be shared?

Mutually agreed terms.

Will there be any targets?

Yes, as per the market potential

What if we exceed the targets?

Rewarded by Indus, and considered to market more range of Indus Products and Services.