



CASE STUDY : TATA REFRACTORIES LIMITED

SOLUTION AREA : WORKFLOW & INTRANET APPLICATION IN LOTUS TECHNOLOGY

Client: TATA Refractories Limited	Country: India
Industry: Manufacturing	Status: Completed
Solution Area: Workflow Application & Intranet Application	

Company Profile

Tata Refractories Ltd, (TRL) is India's prime Refractory Producers. The company was established in 1958 and is located at Belpahar in the Jharsuguda district of Orissa. TRL has been successfully meeting the growing needs of a wide variety of customers in the Steel, Cement, Glass, Copper, Zinc, Aluminium, Petro-Chemical industries etc. for over four decades.

Well known for its service quality as well as customer satisfaction performance, TRL products have found ready acceptance in the USA , Chili, Zambia, Zimbabwe, South Africa, Middle East and the Gulf countries, South East Asia, Far East Asia, Bangladesh etc. TRL has acquired world class reputation for timely delivery and after sales services to all customers.

TRL has also acquired the capability to offer Total Refractories Solutions which inter-alia includes design, procurement, re-lining applications etc.

Project Brief

Tata Refractories Ltd. has hired the services of WDC for the development of solutions like **Workflow Application, Intranet Applications & integration with a mobile SMS gateway.**

Major Project Modules

(i) Workflow Application

The implementation of the Workflow applications would result in the following benefits:

Employee Information system would allow the administrator to create employee records, departments, designation etc. The module lets the user to sort out employee information such as his address, mobile no., date of joining, date of retirement etc. The search can sort out such information under different parameters: such as employee name wise or department wise.

Leave Management System facilitates the employee to apply or cancel leave using an online module. The user can sort out his leave by different parameters – by status, by leave type, by date. The user is

also presented with different reports like leave balances where he can check the number of leaves outstanding to his credit as on date and a leave breakup report which gives the user the number of leaves pending against a particular leave type and the number of leaves outstanding to this credit against that particular leave type.

TE Billing and Vehicle Requisition System is an online automated system wherein an employee can submit a travel request; both in terms of money and vehicle, and can apply for advance. The entire process follows a workflow process, which is forwarded for approval. After returning from the tour, the employee can also submit his actual tour expenditure online through this system.

(ii) Intranet Application

The Intranet application would allow TRL employees to access internal information through the following four broad sections:

- 1. Information Section**
- 2. Applications Section**
- 3. Departments Section**
- 4. Corporate Sites Section**

Information Section would enable Users to access information through the intranet applications such as Internal Circular, Social Events Calendar, Officers Directory, Telephone Directory, Mail Box Directory, Birthday Calendar, General Rules & Procedures, Vendor White Papers, Today's News and HR Section.

Application section would have the following sub sections --- E-Greetings, SMS Services, Send Emails, Screensavers, Help Desk (Discussion Forum).

Department Section would have the following sub sections --- Corporate Communication, Information Centre, Safety and J. J. Hospital.

Corporate Sites Section would have the following sub sections --- MD's Home Page, Code of Conduct, Business Excellence and Knowledge Management.

(iii) SMS Gateway Integration

TATA Refractories Ltd., Belpahar desired to have a solution that would enable them to send SMS from their Intranet to employees under different categories. The requirement needed a software that would run in stand alone mode connected to the internet. The administrator or designated person would be able to select one or group of users (TRL employees) to send SMS in bulk. Provision should also be there to maintain a report of all the messages sent at different periods of time.

A Snapshot



Key Issues

Challenges

1. The primary challenge that was faced in undertaking the project was the short time (3.5 months) in which the entire project was to be implemented including testing
2. Integrating the SMS gateway was another challenge
3. Connectivity of the Lotus Notes Application from the intranet site with a single sign-on

Solutions Overview

The application was to run within the TRL office, Belpahar and the users would access the system within the office network through TRL employees.

The proposed solution for developing a **TRL Intranet** --- an interactive site with a valid login name/password for TRL and this would be integrated with Lotus Notes System. This would primarily enable internal office automation, Groupware, Collaboration and Knowledge Management amongst the employees of the organization using web technologies. The Intranet will integrate with the existing IP network.

Following table enumerates development and hosting platform for the proposed applications for Tata Refractories Ltd.

Technology Specifications

(i) Workflow & Intranet Application Development	
Key Components	
Software	<ul style="list-style-type: none"> • Domino Designer 6 • Lotus Domino Server 6.0 • Lotus Notes Collaborative Clients • PHP & My SQL

For more information, visit our website at: www.wdc.in