# Software Solutions

## Enterprise Content Management

Enterprise Content Management (ECM) provides a focused and effective approach to the capture, management, storage, retrieval, and dissemination of digital files for enterprise use.

ECM is based on six core components - document management, Web content management, records management, document capture and document imaging, document-centric collaboration, and workflow.



## Business Reporting Software

Its common knowledge that companies are frustrated with their information management processes. The market for business intelligence is showing a growing trend towards the more efficient and cost effective use of existing IT platforms and integration of web architecture.
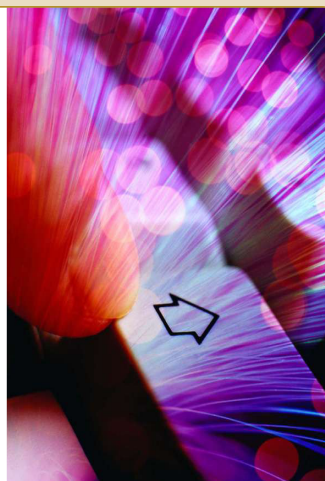
Alchemex is a generic reporting solution that leverages the power of Excel as a report writer, delivering sophisticated reporting to your desktop. We focus on specific solutions in chosen vertical markets as opposed to trying to be everything to everybody.



## Enterprise Management System

Our EMS solution has been specifically designed to automate the monitoring of complex computer network environments. The product and solution family can be used to monitor the following components of a typical computer network such as :-

Network Resources; Application Servers; Performance Management; Software Management; Hardware Configurations; Service Level Management and Reporting; MS Exchange Management; MS SQL Management; Helpdesks and Problem Management Systems; Automation and Integration; Messaging and Standby Management and Desktop Messaging



## Contact / Call Centre Solutions

Enterprises must deliver excellent customer service to sell products, attract and retain accounts, and establish long-term customer loyalty. In today's competitive environment, contact center solutions provide the differentiation they need to reach their revenue and profitability goals.

i-TEAM as a solutions provider can build advanced contact centers. i-TEAM provides a comprehensive solution and professional services, to help customers. Our flexible solution has been implemented across a number of industries including retail, public sector, financial sector and SMB enterprises.