Rovingapps (SMC-Private) Limited

Consulting | Software | Training

Abid Aziz, Chief Transformation Officer, CEO
M: +92300 8542140, E: abid.aziz@rovingapps.com
W: https://rovingapps.com
Meeting link: https://rovingapps.com/meeting
(setup online meetings as per your convenience)

Business & Technology Consultants to help you digitalize your business processes.

Help you implement *digital transformation solutions* in alignment with your business goals.
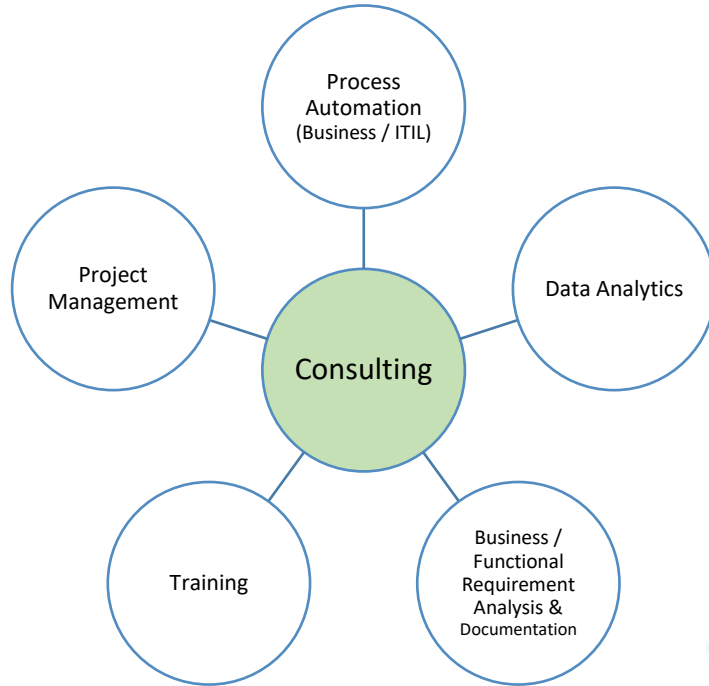
Remove IT challenges, so you can focus on serving your customers better and be more adaptable to other business challenges.

Our brand promise is: *"bridging the gap between Idea and execution!"* So that you can benefit from your IT investment sooner to reap the business goals.

We are driven by our core values of *Passion*, *Integrity*, *Partnership* and *Excellence*.

Passion   Integrity   Partnership   Excellence

Consulting Services & Solutions

Process Automation (Business / ITIL)

Project Management

Data Analytics

Consulting

Training

Business / Functional Requirement Analysis & Documentation

Microsoft

Power BI
Business analytics

Power Apps
Application development

Power Automate
Process Automation

Power Virtual Agents
Intelligent virtual agents

Service Desk

InSight - CMDB

Asset Management

invgate

Enterprise Service Management

Consulting →

← Automation

Bridging the gap between idea and execution!

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Some customer references

Consulting Services

Business Processes Automation

- Sales Automation
- Support / Service Process
- Org Communication
- Social Media Marketing KPIs
- ISO 9001:2015 Processes – SMART Objectives
- Workflows

ITIL Processes Automation

- Incident Management
- Service Request Mgmt.
- Problem Management
- Change Management
- Self Service
- Knowledge Mgmt.
- Configuration Mgmt. Database (CMDB)
- Asset Management
- Reports & Dashboards
- Workflows

Data Analytics / BI

- Projects Dashboards
- Call Center Performance
- Internal Audit Dashboards
- Sales Dashboards
- Service Dashboards
- Financial Dashboards
- Etc.

Business / Functional Requirement Analysis & Documentation

- KPI and Performance Analytics Platform
- HR Service Delivery
- Land (tract) Mgmt. System
- Self-service HW Management
- Production System Monitoring and Data Insights
- Workspace Safety Suite
- 16+ projects

Training

- Project Management
- Microsoft Power BI for Business Users (Consumption)
- Data Analytics / BI using Microsoft Power BI
- Microsoft Teams for Collaborative Working
- Microsoft 365 for Collaborative Working
- Microsoft SharePoint Online

Project Management

- Project Management Framework, covering PM Stages.
- Tool adoption e.g., Zoho Projects, Microsoft Projects
- SharePoint Online for Project Management

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Enterprise Service Management

The all-in-one solution to streamline your Business operations

InvGate specializes in providing IT Service Management (ITSM) and IT Asset Management (ITAM) solutions tailored to your needs. Our dedicated Service Desk and Insight products simplify IT Management so you can focus on what matters most - your business.

invgate
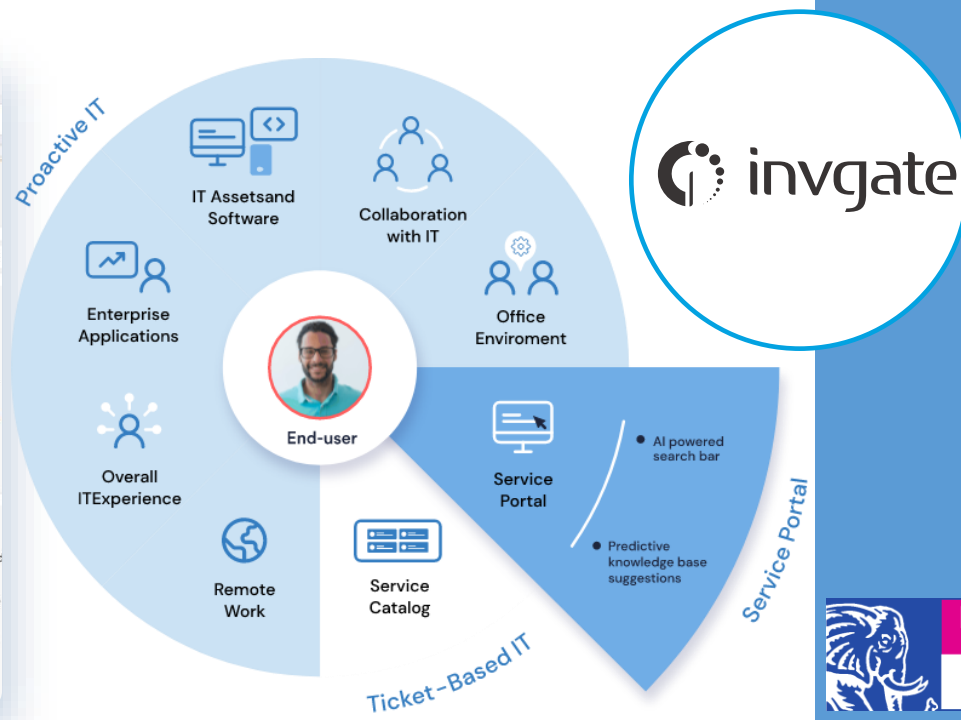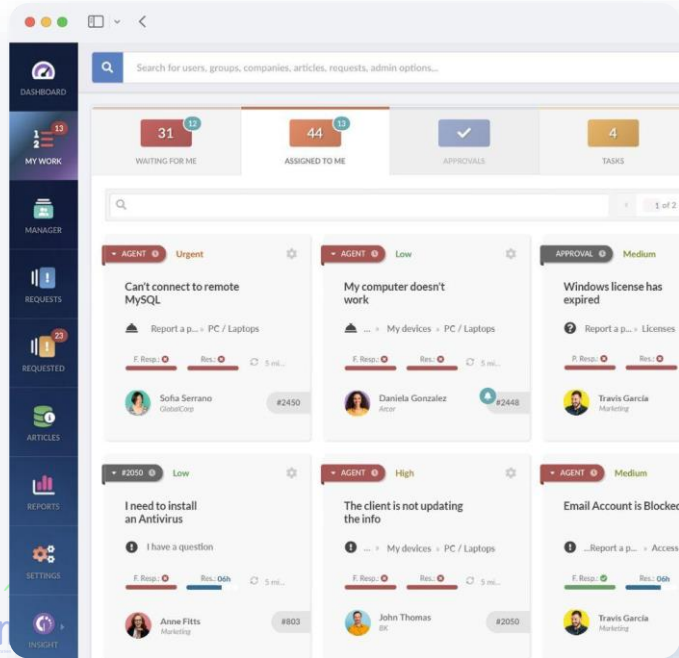
Enterprise Service Desk

- REQUEST MANAGEMENT
- KNOWLEDGE BASE
- PROBLEM MANAGEMENT
- CHANGE MANAGEMENT
- ITIL ALIGNMENT
- ANALYTICS
- SELF-SERVICE
- WORKFLOWS
- SLAs
- GAMIFICATION
- MULTI-DEPARTMENT
- ITAM INTEGRATIONS

Insight (CMDB)

- UNIFIED GLOBAL INVENTORY
- SOFTWARE NORMALIZATION
- POLICY COMPLIANCE
- CUSTOM VIEWS
- PREDICTIVE SEARCH
- SMART TAGS
- HEALTH STATUS
- IMPROVED VISIBILITY
- ATTACHED FILES
- NOTIFICATIONS
- INTEGRATIONS
- INFORMED DECISIONS

Assets Lifecycle Management

- ASSET INVENTORY
- LICENSE MANAGEMENT
- REMOTE DESKTOP
- ASSET MONITORING
- IT FINANCIALS
- NETWORK DISCOVERY
- SOFTWARE METERING
- SOFTWARE DEPLOYMENT
- CHANGE MANAGEMENT

Business Process Consulting and Application Roadmap

With our knowledge on Service Management process implementation, we can work with you to plan processes in phases (as required), help you define roadmap combined with product knowledge and experience, we can help you envisage and build an innovative and connected customer engagement and highly effective business processes for IT and non-IT Service Management (Admin, HR, Fin etc.)

Implementation

Our Consultants seamlessly deliver the envisaged Service Management solution, leveraging our proven implementation methodology.

Health Checks

With constant configuration changes and customization over a period of time, the platform can tend to accumulate Technical debts causing security, scalability and robustness issues - our team can conduct audits and health checks on the instance, provide a solution plan to fix / mitigate all identified issues.
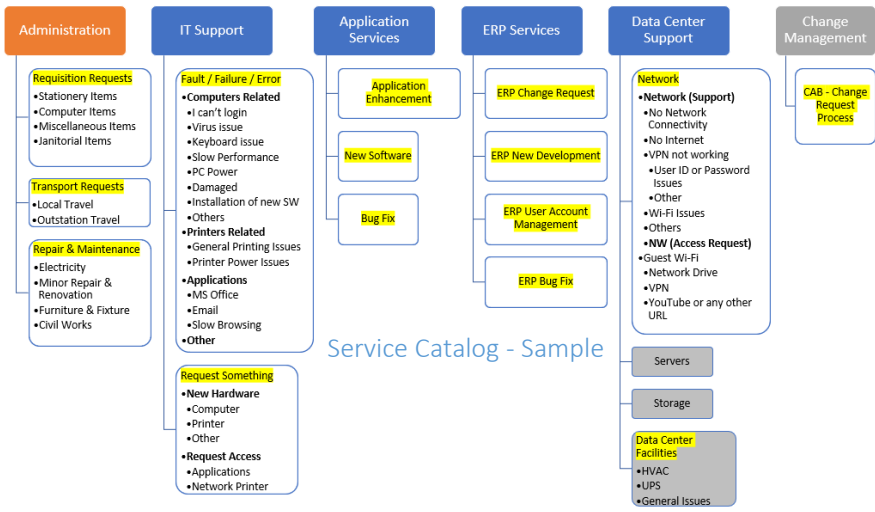
Managed Services

From transition to support, we provide operational efficiency to significantly reduce operational expenses enabling you to focus on your digital transformation projects.
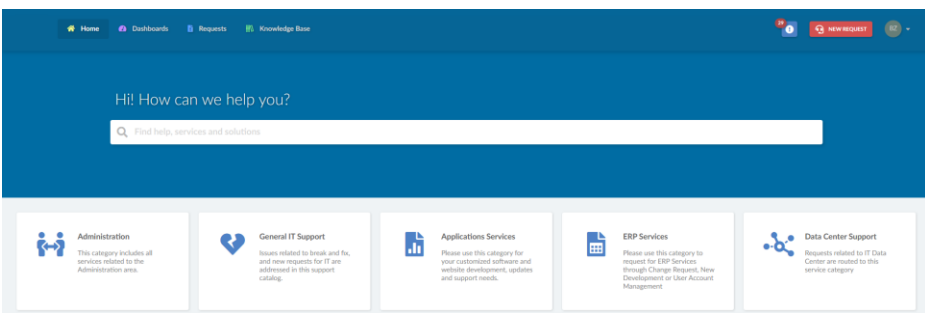
invgate Clients
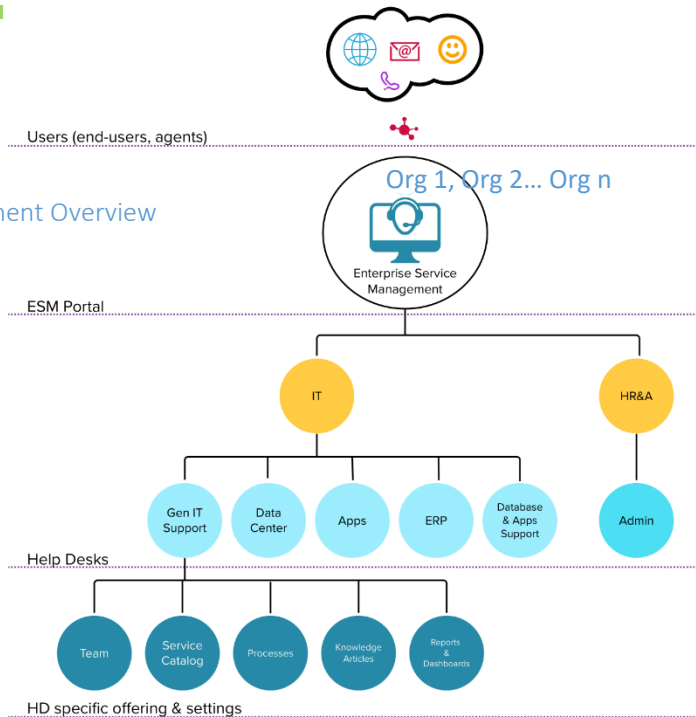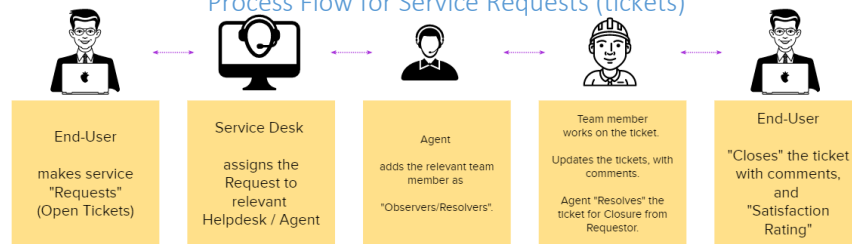
Service Desk – Deployment Scenario Example

Administration

- Requisition Requests
  - Stationery Items
  - Computer Items
  - Miscellaneous Items
  - Janitorial Items
- Transport Requests
  - Local Travel
  - Outstation Travel
- Repair & Maintenance
  - Electricity
  - Minor Repair & Renovation
  - Furniture & Fixture
  - Civil Works

IT Support

- Fault / Failure / Error
  - **Computers Related**
    - I can't login
    - Virus issue
    - Keyboard issue
    - Slow Performance
    - PC Power
    - Damaged
    - Installation of new SW
    - Others
  - **Printers Related**
    - General Printing Issues
    - Printer Power Issues
  - **Applications**
    - MS Office
    - Email
    - Slow Browsing
  - **Other**
- Request Something
  - **New Hardware**
    - Computer
    - Printer
    - Other
  - **Request Access**
    - Applications
    - Network Printer

Application Services

- Application Enhancement
- New Software
- Bug Fix

ERP Services

- ERP Change Request
- ERP New Development
- ERP User Account Management
- ERP Bug Fix

Data Center Support

- Network
  - **Network (Support)**
    - No Network Connectivity
    - No Internet
    - VPN not working
      - User ID or Password Issues
    - Other
  - Wi-Fi Issues
  - Others
  - **NW (Access Request)**
  - Guest Wi-Fi
  - Network Drive
  - VPN
  - YouTube or any other URL
- Servers
- Storage
- Data Center Facilities
  - HVAC
  - UPS
  - General Issues

Change Management

- CAB - Change Request Process

Service Catalog - Sample

Deployment Overview

Users (end-users, agents)

Org 1, Org 2... Org n

Enterprise Service Management

ESM Portal

- IT
- HR&A

Help Desks

- Gen IT Support
- Data Center
- Apps
- ERP
- Database & Apps Support
- Admin

HD specific offering & settings

- Team
- Service Catalog
- Processes
- Knowledge Articles
- Reports & Dashboards

Process Flow for Service Requests (tickets)

End-User

makes service "Requests" (Open Tickets)

Service Desk

assigns the Request to relevant Helpdesk / Agent

Agent

adds the relevant team member as "Observers/Resolvers".

Team member works on the ticket.

Updates the tickets, with comments.

Agent "Resolves" the ticket for Closure from Requestor.

End-User

"Closes" the ticket with comments, and "Satisfaction Rating"

End-User SD Portal

Hi! How can we help you?

Find help, services and solutions

- **Administration** — This category includes all services related to the Administration area.
- **General IT Support** — Issues related to break and fix, and new requests for IT are addressed in this support catalog.
- **Applications Services** — Please use this category for your customized software and website development, updates and support needs.
- **ERP Services** — Please use this category to request for ERP Services through Change Request, New Development or User Account Management.
- **Data Center Support** — Requests related to IT Data Center are routed to this service category

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Service Desk ~ Quick Starter Pack

Experience the Service Desk in your organization, with your data and users' satisfaction rating & feedback.

A <u>quick start week</u> delivers an end-to-end service, starting from

- Assessment of your business requirements
- 3 x Support Groups (1 level each) & Escalation Path For Each
- 3 x Service Catalog Categories with 3 x Sub-categories each
- 1 x Working Hours template and Shifts for each Support Group
- 1 x SLA (First Response and Resolution)
- 1 x Visibility rules
- 1 x Dashboard setup to display a SCRUM style view of current projects (Backlog, In Progress, Done)
- 2 x Workflows with 5 steps, and 3 custom fields. Examples of Workflows could include, select any two:
  - Employee Onboarding
  - Training Requests
  - Change Requests
  - Purchase Requests
  - Requests that require Multi-Stage or Conditional logic Approvals
- 1 x Knowledgebase Categories & 1 article
- 1 x Quick Request Templates
- 1 x Scheduled Requests Automations
- 1 x Automated Actions
- Training – 2 hrs.

Call To Action!
Please call, email or Setup meeting to learn more about these offerings at
https://rovingapps.com/meeting

Deliverables
Service Desk deployed with future roadmap that can be valuable for the business stakeholders.

Day 1	Day 2	Day 3	Day 4	Day 5
Plan & Prepare	**Strategy & Design**	**Configure, Test & Approve**	**Configure, Test & Approve**	**Sign Off**
- Project Initiation - Knowledge Transfer - Foundation Data	- Planning Workbook / Templates - Test Use Cases	- Configuration - Testing	- Fixing issues - Enhancements - Validations	- Stakeholder presentation - Future roadmap discussion

Note: Eventual delivery schedules could vary due to the accuracy, completeness and timeliness of information provided to Rovingapps by Customer. No CMDB/Asset Management, integration is covered in QSP.

Microsoft Power Platform

The low-code platform that spans Office 365, Azure, Dynamics 365, and standalone applications

Innovation anywhere. Unlocks value everywhere.

Power BI
Business analytics

Power Apps
Application development

Power Automate
Process automation
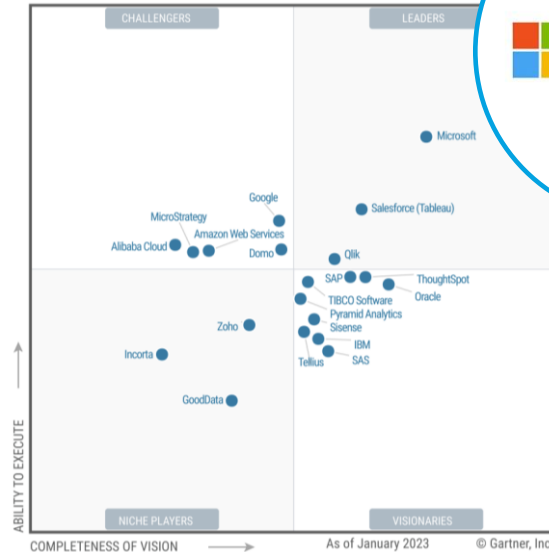
Power Virtual Agents
Intelligent virtual agents

Microsoft

Data connectors

AI Builder

Dataverse

Gartner predicts that low-code/no-code (LC/NC) tools will power more than 70% of new apps by 2025.

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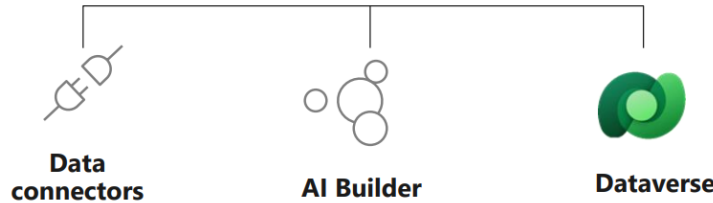
Gain insights from your data with Power BI

- Connect to all your data and get a consolidated view across your business through a single pane of glass

- Crate ad-hoc analysis, live dashboards and interactive reports that are easy to consume on the web and cross mobile devices

- Build smart apps by infusing insights from your data and drive action with the power of Microsoft Power Platform

Source: Gartner

Magic Quadrant for Analytics and Business Intelligence Platforms

Source: https://powerbi.microsoft.com/en-sg/blog/microsoft-named-a-leader-in-the-2023-gartner-magic-quadrant-for-analytics-and-bi-platforms/

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Consulting Services

Prepare

Before a report can be created, data must be prepared. Data preparation is the process of profiling, cleaning, and transforming your data to get it ready to model and visualize.

Model

Data modeling is the process of determining how your tables are related to each other. This process is done by defining and creating relationships between the tables. From that point, you can enhance the model by defining metrics and adding custom calculations to enrich your data.

Visualize

The visualization task is where you get to bring your data to life. The goal of the visualize task is to solve business problems. A well-designed report should tell a compelling story about that data, which will enable business decision makers to quickly gain needed insights.

Analyze

The analyze task is the important step of understanding and interpreting the information that is displayed on the report.
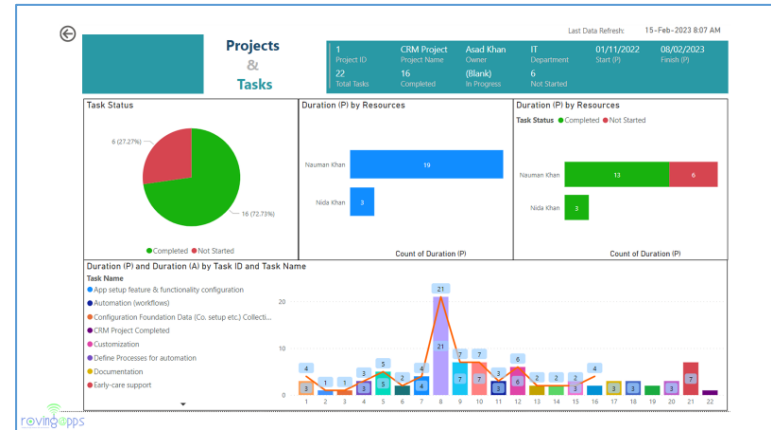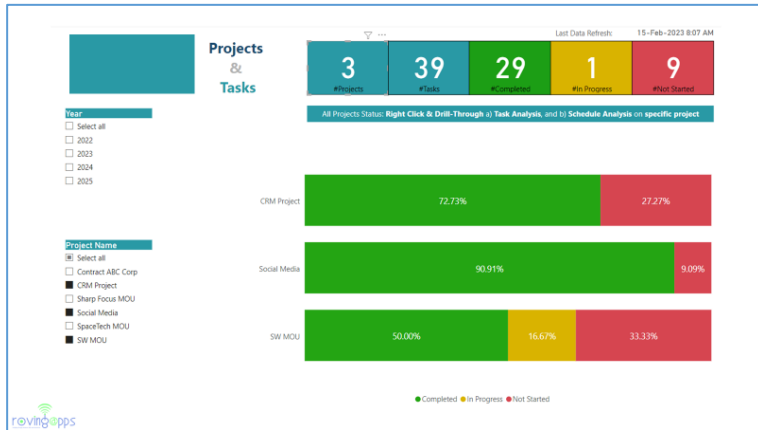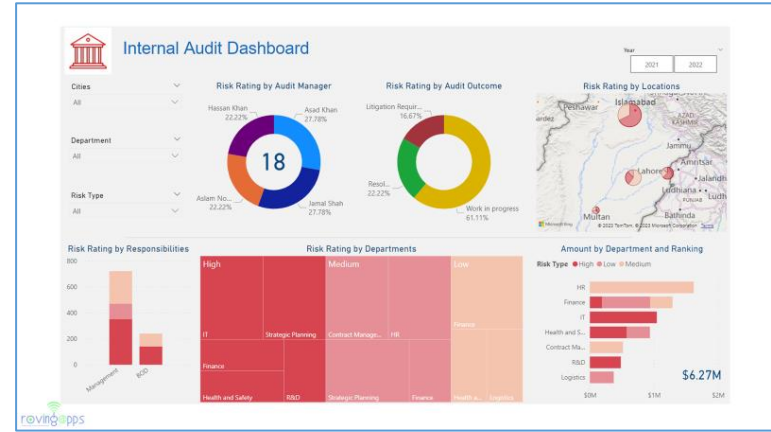
Manage

Power BI consists of many components, including reports, dashboards, workspaces, datasets, and more. Management of these assets, overseeing the sharing and distribution of reports and dashboards, and ensuring the security of Power BI assets.
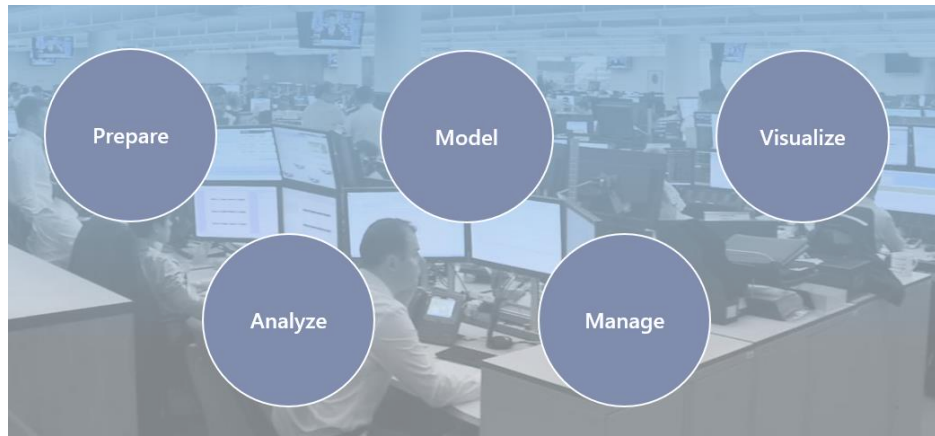
BI / Data Analytics ~ Samples Reports / Dashboards
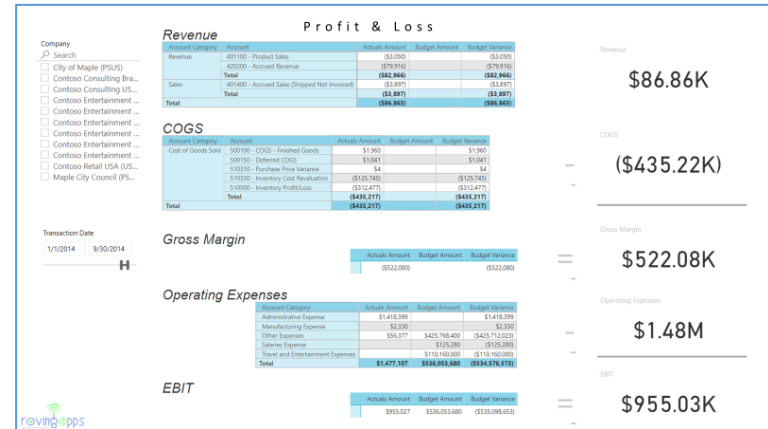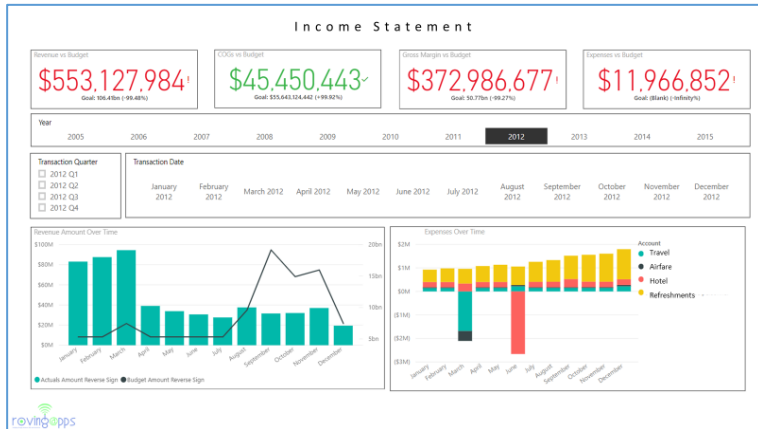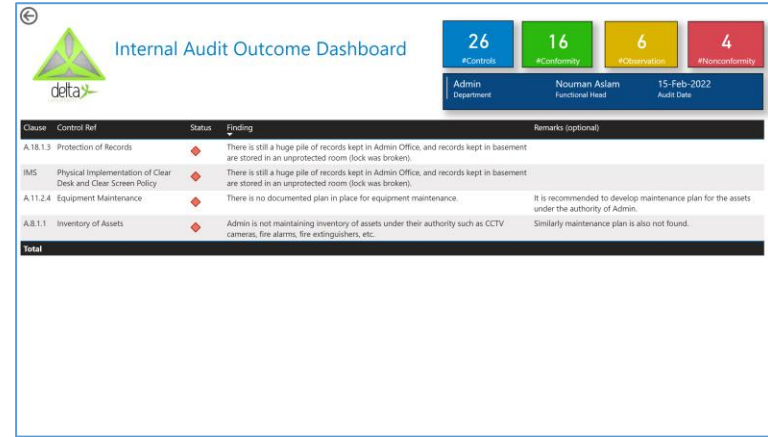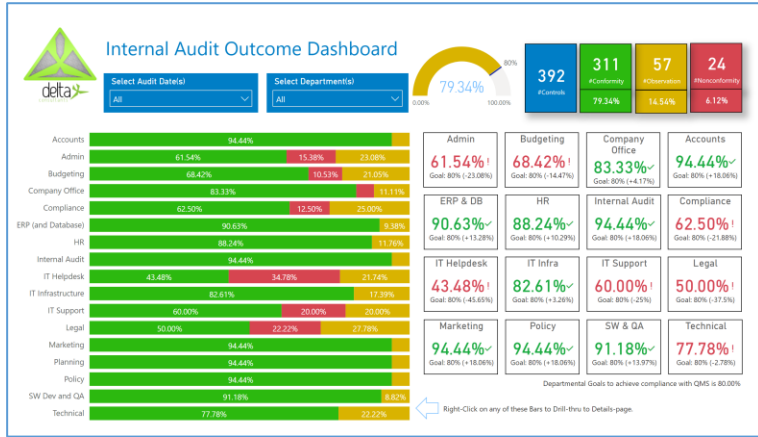
BI / Data Analytics ~ Samples Reports / Dashboards

Power BI ~ Quick Starter Pack

Experience the full value of your data and business with Microsoft Power BI and train your analyst(s).

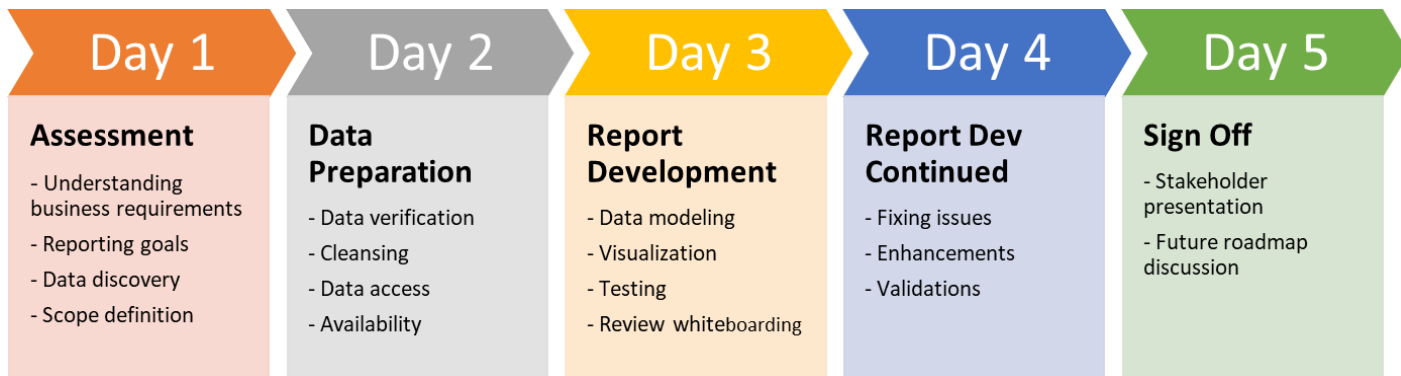A <u>quick start week</u> delivers an end-to-end service, starting from

- Assessment of your business requirements
- Understanding your dashboarding goals
- Data preparation
- Modeling
- Design & Develop stunning Business Intelligence Assets

Call To Action!
Please call, email or Setup meeting to learn more about these offerings at
https://rovingapps.com/meeting

Deliverables

Brief synopsis of achieved insights and future roadmap that can be valuable for the business stakeholders.

| Day 1	Day 2	Day 3	Day 4	Day 5
Assessment	**Data Preparation**	**Report Development**	**Report Dev Continued**	**Sign Off**
- Understanding business requirements	- Data verification	- Data modeling	- Fixing issues	- Stakeholder presentation
- Reporting goals	- Cleansing	- Visualization	- Enhancements	- Future roadmap discussion
- Data discovery	- Data access	- Testing	- Validations	
- Scope definition	- Availability	- Review whiteboarding		

Note: Eventual delivery schedules could vary due to the accuracy, completeness and timeliness of information provided to Rovingapps by Customer. No integration is covered in QSP.

Build and consume solutions

- Build highly customized task – and role-based canvas apps with data from one or multiple sources

- Generate immersive model-driven apps, starting from your data and business processes

- Consume fully accessible apps across web and mobile, embedded or standalone, on any device
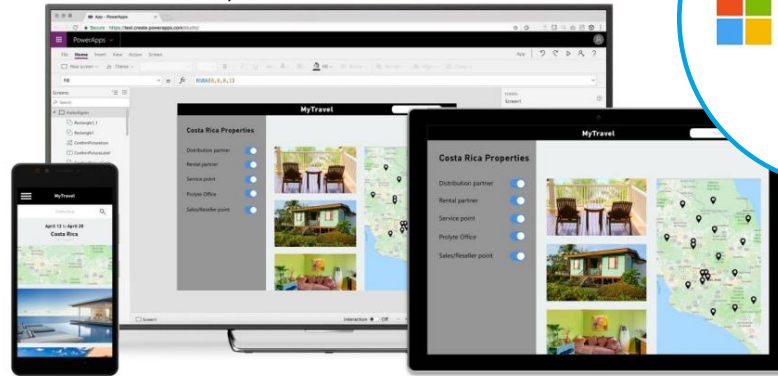
Gartner predicts that low-code/no-code (LC/NC) tools will power more than 70% of new apps by 2025.

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Automate and integrate business processes

- Automate and model business processes across your apps and services.

- From simple automations to advanced scenarios with branches, loops and more

- Trigger actions, grant approvals, and get notifications right where you work

- Automate legacy, on-prem and cloud-based applications and services

OS

Source: Gartner (July 2022)
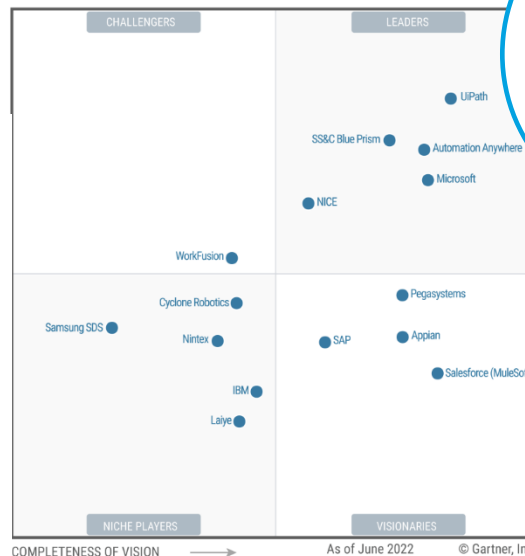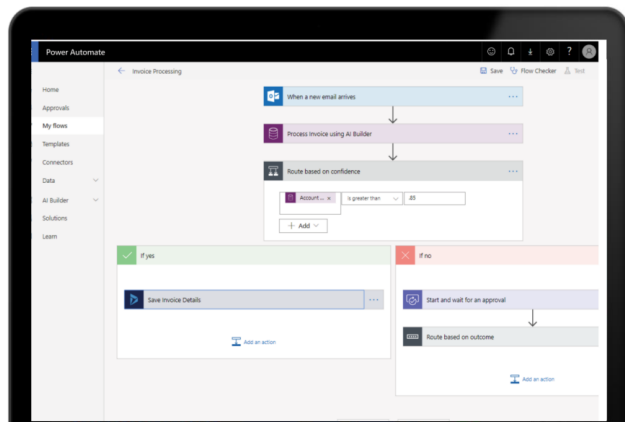
Trainings

National Institute of Banking and Finance, State Bank of Pakistan
Data Analytics Using MS Power BI
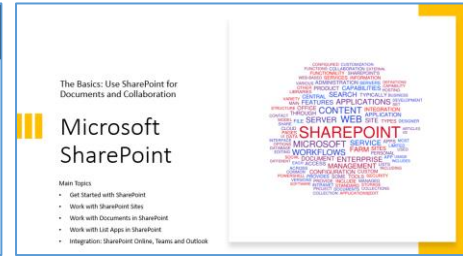October 25-26, 2022 Held at NIBAF Islamabad

Microsoft Power BI

Microsoft 365 for Digital Workplace

Project Management

Microsoft SharePoint Online

"I highly recommend Rovingapps for M365 Teams, Power BI and Microsoft Platform training. Their trainers are professional, knowledgeable, and dedicated to ensuring that participants have a complete understanding of the applications".
– Ahmad Turab Khan, Head of IT, Export-Import Bank of Pakistan

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EXIM
بینک آف پاکستان
Bank of Pakistan

Bridging the gap between idea and execution!

Plan & Prepare		Knowledge Transfer		Strategy & Design		Configure, Test & Approve		Go Live Deployment & Assistance

Project Management

We stitch everything together with strong and proven project management discipline to drive the intended business outcome from digital transformation initiatives.

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Rovingapps (SMC-Private) Limited

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Web: https://rovingapps.com

Setup online meeting as per your convenience

https://rovingapps.com/meeting

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