



WORK 121™

Process Matrix



## The Work 121™ Process Matrix

The Work 121™ Process Matrix (Read : Work One to One Process Matrix) is a unified software platform which empowers government organizations to automate their processes to suit the rapidly evolving needs of modern citizenry. Built with a non – cohesive, engine based architecture, it can easily adapt to specific and unique needs of various organizations.

Work 121™ Process Matrix has been designed to encompass and integrate various pre-existing software in government organizations. For each process that remains un-automated, the Matrix provides simple and easy – to – implement software interfaces of its own.

## About This Document

This document illustrates various facets of the Work 121™ Process Matrix and how your organization can benefit by using it. It brings to light, various salient features which can usher change that is much needed in various government organizations. The document discusses various cases and probable scenarios where the said Matrix can be implemented to augment various processes.

## Automation or mere 'Mechanisation' ?

One of the most common problems of government and private organizations has been the propagation of 'Mechanisation' in place of 'Automation'. Software development agencies most often tend to replace paper based working processes by creating web-forms in which, writing is replaced with typing while nothing starts to happen automatically. Apart from the mechanisation problem, there are several other issues concerning software and IT systems in departments & organizations.



Non-Communicating Software & IT Systems



Disconnected Processes and Data Flow



Lack of Intelligent User Interfaces and Control



Use of Outdated Software & Hardware Technologies

## The De-centralization paradox

In the early 90s, while the nation was going through an economic change cycle, governance too changed for the better. Immense emphasis was laid on De-centralization of decision making and execution. While being good for democracy, this practice posed a unique challenge for administration of affairs at the central level. As the years passed, government organizations resorted to the old fashioned 'Management Information System' (MIS) based approaches, ones which were being used by the British during their Indian occupation.

Use of such systems resulted in a work environment where the executor could report what he wanted his senior officers to believe. With this 'administrative blinding' of the governments, came high degrees of resentment of beneficiaries and common public. To tackle this situation, governments brought in Public Grievances' Redressal Platforms. This resulted in orchestration of a 'Reactive Governance Model'.

## Reactive Vs. Pro-Active Governance

With the increase in internet penetration, governments across the nation started deploying Public Grievances' Redressal Platforms. These seemed to be potent tools to make the common public believe that the government was sensitive towards their problems. Ironically though, the problems in question were generated by due to incompetence of government systems themselves. While such redressal systems have been propounded by many in the government and political circles, the fact remains that the quality of redressal is poor and far below the expectations of complainants.

If one was to look at usual complaints, one would find that most of these relate to dysfunction by a human or a material resource of the government. In the usual case, if one of its resource (human or material) is dysfunctional, the government should have mechanisms to know by itself. Why should it depend on beneficiary complaints to get such information ?

## Government = One Team. Perception Vs. Reality.

When the electorate vote in an election, they do so for a government which they expect to work as a team. Contrary to such a belief, governments have often been described as 'Confederations of warring tribes' (read departments) Inter-departmental coordination is a fundamental premise of the very idea of governance but the current situation is dismal. In yester years, it was nearly impossible due to constraints regarding computing and data transfer, but post 2010, it has technically been possible.

One key reason for such a situation is the complete absence of an IT system which can span across departments and organizations without dis-lodging their existing software and related systems.

## What is Required

In this day & age, governments across the nation require a unified IT platform which is especially tailored to suit the needs of governments. Conventional ERP systems which have originally been designed for corporate organizations cannot be fitted into governments. Attempts to do so have often failed in the past.

Some of the vital features of the required unified IT platform should be –

1. It should be generic in architecture.
2. Should be customizable to suit the needs of various departments.
3. Should have long term evolution capabilities.
4. Be quick to deploy and easy to use.
5. Should deploy intuitive UI design methodologies.
6. Should be able to integrate with existing software.
7. Should provide programming capabilities within its architecture.
8. Should be deployable in parts or as a whole.
9. Should support all major functions on mobile devices.
10. Should come pre-loaded with modern technologies like Artificial Intelligence, Advanced Data analytics, Cloud based capabilities, IoT etc.

Such a system has been a vital requirement for quite a while but there were no systems available, which could demonstrate such capabilities. For such a system to exist, it would require to be robust yet flexible enough to encompass processes of various departments & organizations and also to provide for their ever changing needs of process re-engineering and optimization.

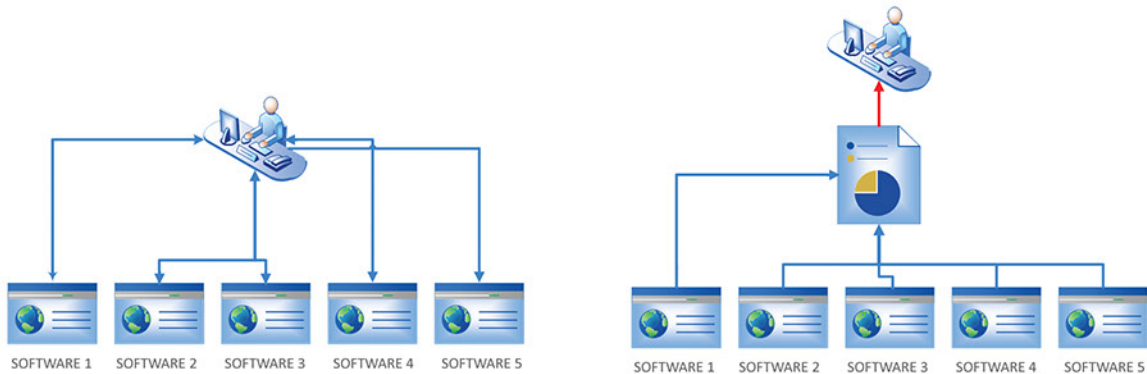
Another vital aspect of such a system needs to be its ability to connect and share data with other systems which do not directly belong to the government. Such data can bring great insights and efficiency into the functioning of government organizations.

## One organization – One Interface

With such overwhelming and unplanned IT development, most organizations of the day are faced with a 'problem of plenty'. Each of these organizations have ended up having about 10 to 15 different software created by different companies. As none of these software were designed to interconnect and share data, the organization's data remains locked in silos. This puts these organizations in a tricky situation where they have a lot of data but are unable to make real use of it. It isn't common to see officers of such organizations having lists of user names and passwords. Such login credentials not just need to be kept handy but also need to be protected against misuse.

The Work 121™ Process Matrix rescues organizations from this mess and empowers them to use a unified interface with just one set of login credentials. At the back end, it connects to all existing software, fetches, stores and analyses all their data so that the organization can make its best use.

Functions for which, no appropriate software is available in the organization, process engines of the Work 121™ Process Matrix can be readily combined to create a customized application software for addressing the said function.

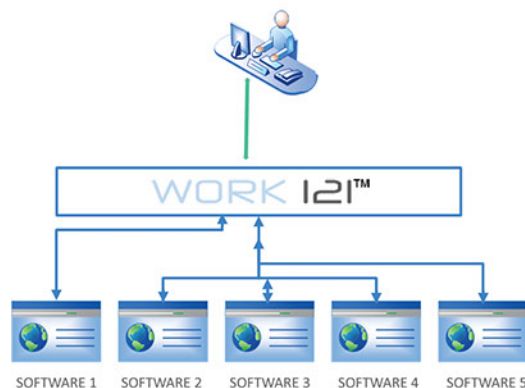


CONVENTIONAL APPROACH

User accesses & manages all software individually.

WITH DASHBOARD

User 'only views' data fetched from software. To take action, she/he resorts to conventional methods like letters, Fax or E-mails, all of which are hard to manage and follow up.



WITH Work 121™ PROCESS MATRIX

User interface only with the Work 121™ Action Board she/he accesses all data in texts & visualizations and takes actions right from there itself. Thereafter the software automatically takes follow up actions.

## The Work 121™ Eco-System

The Work 121™ Process Matrix is unique in its design and approach. Unlike any other ERP system, it is comprised of a set of generic process engines. This approach is inspired from the scheme of nature where, despite there being thousands of compounds and mixtures, the set of generic elements is limited to 118 only.

Process engines in the Work 121™ Process Matrix have been carefully selected and designed in a way that their functions can be combined to automate any process of an organization. Such processes may vary widely in complexity and magnitude. For example, processes as simple as issuing gate passes to those as complex as micro-managing complex machinery using IoT sensors can all be done by combining the same set of generic process engines.

This unique approach provides unparalleled flexibility and agility in real world applications. It enables the software to swiftly adapt to the ever-evolving needs of organizations and still be firm enough to retain its basic structure.

## Work 121™ Process Engines

The said process engines are homogeneous sets of generic functions like communications, document (and other media) management, tasks, finances, human resources, files & letters, all assets of an organization, information & decision support system, data exchange hub with analytics, geographical information system and beneficiary powered audit.

This 'engine' based approach goes far beyond the conventional module-based approaches in software. It empowers its users to truly select and combine specific processes at generic levels and to do away with excessive operational baggage that the rigid modular approach begets.

Another vital benefit of the 'process engine' driven approach is that the effort required to implement is drastically reduced. Users can easily be onboarded to the software platform by providing them with a simple and generic software like 'Contact Central' (used to automate communication through various channels). Once the users get along with the software, other engines can be introduced with ease.

The Work 121™ Ecosystem also empowers its users to program their own custom applications on top of the Work121™ Process Matrix. Organizations can use the pre-built API catalogue of the Matrix for such custom programming. Additionally, they can also bring in data to the Matrix by using such APIs and use it in their custom applications built upon the Matrix. Users can also utilize the process engines as individual software, without requiring any additional programming whatsoever

# Contact Central

One Organization - One Communications' Platform



Communication has always been considered the most vital need of an organization. Those with flawed systems of communication have often been seen to fail in their purpose. Although, a lot of emphasis has been laid upon the vitality of communication, organizations still lack a unified system of communication that encompasses all channels & users.



**Unified Contact Directory (in app)**



**Search on Cloud / Phone and Call Contact**



**Crave AI Powered Rules to Check Context**

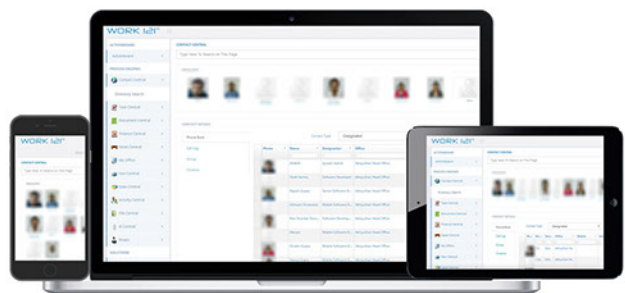


**Use all Media – IVRS, SMS, E-mail, USSD, Fax, Paper etc.**

Another major aspect is that the said unified system is required to be able to create and intelligently understand context of various communications across the organization. This aspect is vital and unique to the Work 121™ Process Matrix. As no other engine in the Matrix can directly send or receive communication, Contact Central becomes the hub where organizations can write rules which set and check context of various communications being sent to each recipient.

'Contact central' unifies all communication of the organization. All communication between the personnel of the organization or to / from other entities is routed through this engine. It contains several unique features which empower user organizations to achieve high levels of productivity. For example, organizations can have their own online contact directories. On the web browser and through the contact central app, one can search and communicate with all members of one's organization. The said app works in both, online and offline modes. Any changes made in contact details of any member of the organization automatically get updated in apps of all other members. If online through app, one can directly search for contacts on the cloud, fetch details and communicate from the app itself.

1. Search contacts by various parameters like names, numbers, e-mails, organizations etc.
2. Directly dial-out searched numbers from your phone, computer or tablet.
3. Manage call logs of CUG numbers.
4. Send bulk SMS and IVRS calls.
5. Create personalized contact directories.
6. Share personalized directories.
7. Create contact groups and include/ exclude contacts.



# Document Central

Organization's Knowledge Center



'Document central' unifies management of all documents published for or from the organization.

Various types of documents like internal orders, circulars, notices, tenders, standard operating procedures, service level agreements, court orders, reported news and the like can all be managed.

It provides a very convenient way to maintain and search the lineage of any document from any point in time.



**Upload and Publish**  
Various documents



**Manage All Versions of**  
Documents



**Fetch all Amendments**  
& Supplements



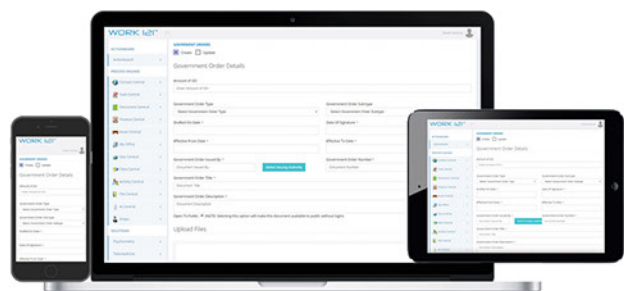
**share Documents –**  
individual or threads

Additionally, other forms of media like videos and audios can also be managed by using this engine. With its powerful analytical algorithms, Document Central provides administrators with informative insights and understanding of how their organization is using the published documents & media. Several vital details like delivery, receipt, opening, reading, understanding and sharing of documents can be monitored.

One of the most unique features of Document Central is that it lets administrators attach objective type questions to published documents. These questions can be used to gauge various parameters like – level of understanding in context of the document, common confusions and the need to issue clarifications, survey about various aspects etc.

Document Central provides organizations, with an opportunity to create a unified repository of all documented knowledge. Additionally, organizations may also use Teach 121, one of the solutions built upon the Work 121™ Process Matrix. Organizations can use Teach 121 for training their personnel. While in use, it can automatically fetch knowledge content from the 'Document Central' repository of the organization.

1. Search government orders entered by your organization, other organizations.
2. Powerful search algorithms enable searching within attached files like PDF/ DOC/DOCX.
3. Search using combinations of various parameters like order number, date, department, issued by, groups, key words etc.
4. Classify and manage Orders in groups.
5. Share documents through various channels.
6. Publish questions along with documents and gauge understanding by receiving answers.





# Task Central



Manage Both : The 'Urgent' & The 'Important'

In organizations, there are processes and in processes, there are tasks. If one was to break any process into its atomic units, all that one would be left with, would be 'tasks'. This engine of the Work 121™ Process Matrix uses tasks to address organizational management at its very root.



**Create & Assign Tasks with Deadlines &**



**Know the Exact Status of All Assigned Tasks**



**Attach Reference Material**



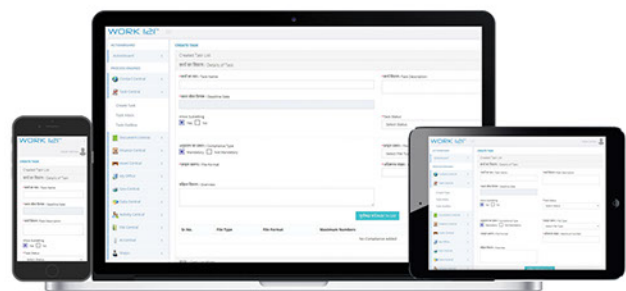
**'Fire & Forget'; Software Automatically Follows Up**

'Task central' provides administrators with a unique functionality wherein they can view, in real time, exact status of the task that they had assigned. They, no more, need to ask their subordinates about the status of various tasks. This aspect also keeps the subordinates on their toes and discourages false reporting by creating an environment where 'The Boss Knows All'.

By using this engine, executives can efficiently manage every process that runs within their organization. The 'Task' has a built in 'Fire & Forget' technology. Once a task is created and assigned, the software, by itself, ascertains that it is completed in time and with requisite compliances of quantity & quality.

This system also provides executives with deep and usually obscured insights about each of their subordinates. When a task is assigned to a subordinate, who, in turn creates its sub-tasks and assigns them further to his subordinates. Every person in the lineage of that task can monitor all relevant activities of his subordinates (immediate or otherwise). This helps executive identify really hardworking people so that more efficient teams can be formed.

1. Create/ assign a task using a mobile phone/ tablet/ laptop/ desktop.
2. Apply deadlines.
3. Set automated follow up procedures.
4. Get time bound execution of tasks.
5. Add help, reference files.
6. Set mandatory and optional compliances to report.
7. Use pre-defined Task Templates for similar tasks.



# Finance Central

360° View of Finances across the Organization



Money is the fuel of an organization and the Finance Central Process Engine serves as its control valve. Be they government, social or commercial organizations, money drives most processes. From salaries to payments to contractors / service providers, money empowers most functions. The Finance central process engine of the Work 121 Process Matrix empowers executives to keep a tab on the entire flow of money to, from and within their organization.



**Generate Budgets with Heads**



**Make Allocations / Reallocations of Funds**



**Track Expenditure & Monitor Bank Accounts**

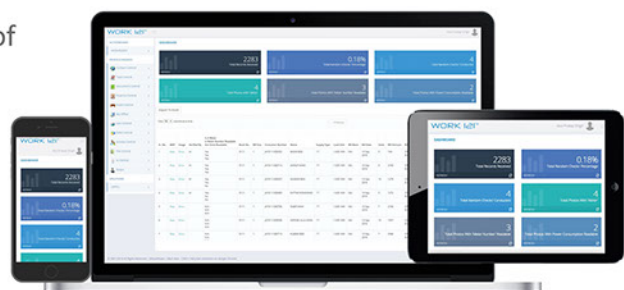


**Use Blockchain Technologies for Various Transactions**

Organizations can create and manage budgets, sanctions and allocations. They can get transaction level status of all their bank accounts. Various processes like tracking, prioritizing and blocking of payments can also be executed, if required.

The engine has a dedicated vendor / supplier management interface wherein all suppliers of an organization can be given login panels from where they can view purchase orders and upload challans & bills. This interface comes pre-integrated with the Asset Central Engine of the Matrix thereby linking all purchase orders and delivery receipts to presented invoices. Finance Central also helps the organization keep track of standing and upcoming financial liabilities and helps in better budgeting.

1. Get real-time data on budgets, allocation and utilization of funds.
2. View Scrolls of all bank accounts.
3. Get automated alerts account-balance based rules that you define.
4. Manage and alter fund allocation made to subordinate accounts.
5. Perform several other banking operations including fund transfer.
6. Monitor and conditionally manage payments of presented bills.
7. Analyse and collate unutilized funds and make better investments.
8. Make use of state-of-the-art payment technologies like UPI etc.



# HR Central

The 'Humane' Resource Management



Human resource is amongst the most vital resources for an organization to function. Management of such a vital resource is an equally big challenge. HR Central manages the human resources of organizations. With several of its unique features, it empowers managers to make optimum choices and make the most of available human resource.



**Manage Attendance Through Various Mode**



**Automatically Manage Employee Profile**



**Conduct Psychometric Analyses**



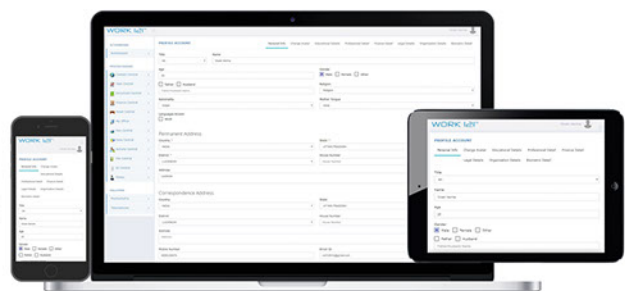
**Make Automated Analyses of Workloads**

It is vital to acknowledge that human resource management in government has not evolved with the times. Most practices date back to the colonial era and seem to be stuck in time. Although most people realize the damaging effects of such practices, there is little that they can do about it.

HR Central brings in the platform and tools to make gradual and subtle changes to the human resource management mindset without disturbing the 'system'. It empowers willing offices to identify and better manage human resources by providing vital and comprehensive insights into their holistic personalities. It combines modern day technologies like Artificial Intelligence with old techniques like Psychometric Analysis to create a 360<sup>0</sup> profile of each individual employee, thereby empowering administrators to better understand their subordinates and make best use of their potential.

This engine encompasses several functions like employee profiling, attendance & payroll, benefits etc. Additionally, all management of meetings and appointments is also controlled through this engine.

1. Mark attendance using – Finger print, Adhar, Face recognition, QR, NFC, RFiD or Voice.
2. Manage payroll and salaries. Can integrate with other existing software for payroll.
3. Manage service books.
4. Automatically manage individual employee profile.
5. Conduct psychometric analyses.
6. Automated analyses of workloads.
7. Dedicated panel for employees to log on and get advice over issues like stress management etc.



# File Central

Letters & Files in Control



'File' is the quintessential entity in most organizations and managing the 'File' is therefore, the quintessential requisite. The 'File Central' engine of the Work 121 Process Matrix unifies and tracks movement of all letters and files through their entire life cycle.



**Track Letters & Files Without Computers**



**Extremely Simple to Use Interfaces**



**Use Modern Technologies Like QR & RfID**



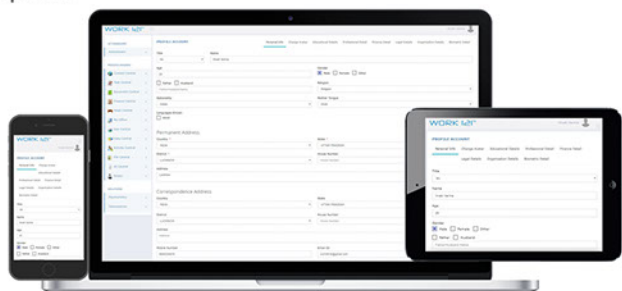
**Place, Archive and Retrieve Files from Record Rooms**

What makes it unique is that, unlike other software, it simplifies the process to a level where such automation can be achieved and maintained even with the frailest IT infrastructure and less capable personnel.

Although several appreciable attempts have been made to switch all government office work to electronic files, it seems that it shall take almost one more decade to achieve that. File Central also helps organizations in making such transitions.

It is also widely acknowledged that even when files would get on to electronic modes, a sizeable percentage of letters shall keep coming on paper and would require to be dealt with.

1. Automatically track letters and files with/ without computers.
2. Track every letter that enters the organization.
3. Track every file that exists in the organization.
4. Track positions of letters sent to other organizations.
5. Use conventional and modern tracking methods like QR Code, RFID etc.
6. Easy to use software. Can be used even by computer illiterates.
7. Manage entire record rooms. Place, archive and retrieve files.



# Asset Central

All Assets in their Best Possible Conditions



Over time, organizations keep building and consuming assets. These may include small entities like fans, lights, air conditioners, furniture, cars, paper, cartridges etc. or large entities like entire buildings, factories, yards, other civic infrastructure like roads, street lights, bridges etc.



**Micromanage All Assets**



**Use IoT Enabled Monitoring**



**Comprehensive Asset Lifecycle Management**



**Detailed Provisions of Inventory Management**

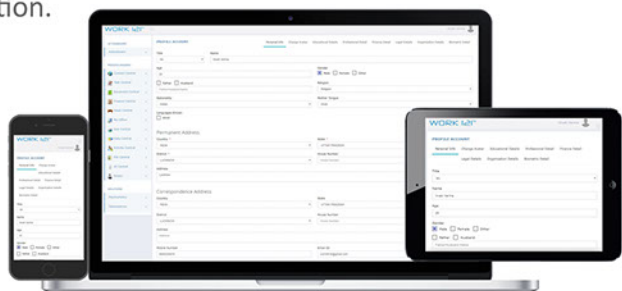
The sheer number, magnitude and value of government's assets makes their management a fairly tough job. If not managed efficiently, such assets become the cause of losses which may amount to large sums of money.

Additionally, it is often acknowledged that inefficient management of government assets results in their malfunctioning which in turn adversely impacts the quality of services delivered to the beneficiaries. If well maintained, these assets can last much longer and can deliver much better quality of service while in use.

Unlike other asset management systems, 'Asset Central' addresses the entire gamut of asset orchestration, both for purposes of inventory management and asset life cycle management. It also links to the Finance Central engine thereby creating a complete loop with vendors, bills and payments.

The engine is also IoT enabled. This feature makes it possible for asset managers to remotely monitor various attributes of assets, like asset health, consumptions of power, fuel etc. It also facilitates gauging of the impact of maintenance activities performed on assets.

1. Manage service schedules of all infrastructure.
2. Manage service requests for all infrastructural requirements.
3. Automated assignment of service requests.
4. Automated follow-up of service request execution.
5. Assessment of execution performance on the basis of beneficiary feedback.
6. Monitor health of assets using IoT technologies.
7. Remotely control specific assets.



# Data Central

Organization's Unified Data Exchange



In the current day & age where most organizations in government and private sectors are increasing their reliance on digital data systems, management of large volumes of data has become one of the most daunting challenges.



**Create & Assign MIS formats**



**Pool Data From All Existing Software**



**Create Contextual Reports & Dashboards**

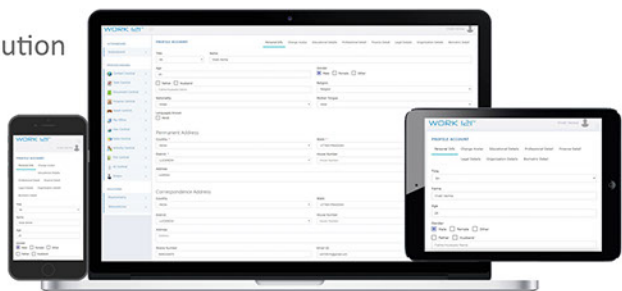


**Share Specific Data With Verified Users**

Management Information Systems (MIS) have always been the preferred tool of managers. Although, getting new MIS formats made or changes done in the existing ones has always been a slow and cumbersome process. The 'Data Central' engine of the Work 121™ Process Matrix absolves managers of the irritation of waiting for their IT teams to make such changes. Instead, managers can, by themselves, create, assign and get data on MIS formats. They can also create reports on that data and share them with intended recipients.

The Data central engine takes acquired data to another level. Managers can use it for day to day reporting. But as data gets gathered through so many sources other than MIS formats, the Data Central engine of the Work 121™ Process Matrix empowers senior executives to build complex analytical models over such comprehensive data sets. It harnesses the latest technologies in big data analytics to give executives the insights that often remain obscured underneath dumps of un-analysed data.

1. Design and publish your own MIS formats as and when you like.
2. No dependence on software companies /Government IT agencies/ programmers.
3. Design/ edit reports on your own.
4. Share reports instantly using e-mail, blogs, website embedding, web publishing, SMS, IVRS.
5. Define Key Performance Indicators and get customized dashboards.
6. Define rules and workflow for automated execution of actions on incoming data.
7. Use latest technologies like Big data analytics and Artificial Intelligence to analyse data.



# Geo Central

Organization's own GIS Platform



In recent years, a lot of hype has been created around GIS & its implementations. As a matter of fact, most GIS related requirements of organizations can be addressed through simple & easy-to-use web-based systems.



**Mark on Satellite Map,  
Assets of Your Organization**



**Track Movable Assets in  
Real-Time**



**Bring in Your Own  
Maps, If Required**



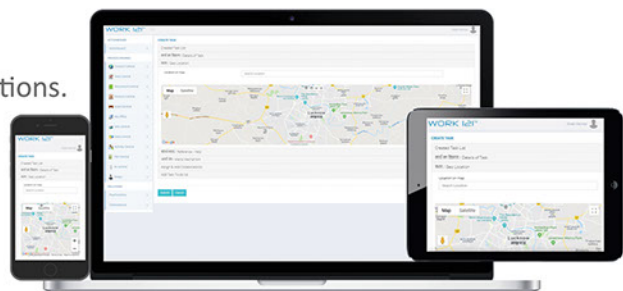
**Create Various Geo-Spatial  
Data Based Visualizations**

With GIS being the need of most organizations, software products exclusively dealing in GI systems have become available. Although fairly detailed, they are marred by three basic problems –

1. Having been built for high level GIS work, they are extremely tough to use. Only qualified engineers can use them.
2. They are prohibitively expensive for organizations to buy.
3. In general, organizations require much less features than what is on offer.
4. Suce Software are unable to provide a common platform to create context of geo-spatial data with other data in the organization.

'Geo Central' engine of the Work 121™ Process Matrix provides a geospatial service platform wherein, organizations can bring in all their data to create geo-referenced layers. Further, they may share such data and seek advice from a wider set of audience.

1. Mark on satellite map, assets of your organization.
2. Track movable assets in real-time.
3. Create geo-fences.
4. Define rules in context of mobile, fixed assets and geo-fences.
5. Bring in your own map, if required.
6. Create various geo-spatial data-based visualizations.
7. Use APIs to create various applications.



# Activity Central

Human Engagement, A Level Above



Democracies across the world thrive on the premise of participation of their populous. While representational systems are well in place in most democracies, they engage common people at intervals usually of 4 to 5 years.



**Create and publish various Activities**



**Allocate Rewards for Completing Activities**



**Conduct Beneficiary Powered Audit**



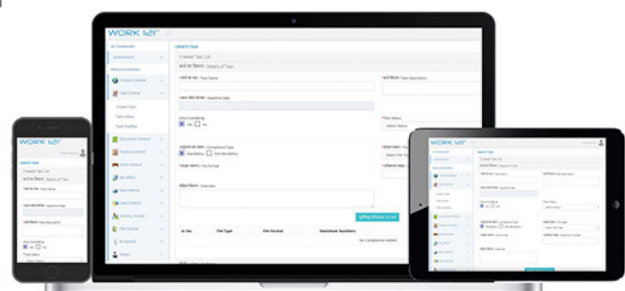
**Spread Awareness About the Works of Your Organization**

'Activity Central' engine of the Work 121™ Process Matrix provides organizations with an IT powered platform, wherein they can create various activities to engage their beneficiaries or public at large. Although, such activities span across a fairly wide spectrum, primarily they are related to beneficiary powered audit and relevant procedures.

Beneficiaries provide the reason for organizations to work. Be it government, social or commercial organizations, all their efforts are directed towards creating products, services and schemes which benefit their beneficiaries (consumers – in case of commercial organizations). In principle, it is agreed that the most appropriate audit of such entities can be done by beneficiaries themselves. Usually, such audit is limited to requiring beneficiaries to rate a product or service on a 5 or 10-point scale. This, although helpful, does little to control and improve the quality, especially in government run services and schemes.

Beneficiary powered audit, through the 'Activity Central' Engine, empowers organizations to conduct large scale audits with explicit details. This enables the capturing of such data which not just provides deep insights into the short falls but also provides corroborative evidences for further action.

1. Create & assign / publish for volunteering, specific activities.
2. Engage public to join activities.
3. Offer and deliver incentives & rewards.
4. Get to know the actual field level situations before the media knows them.
5. Reduce dependency on manipulated filed level reports. Get actual situation, directly from beneficiaries.
6. Build and augment citizen/ beneficiary confidence.
7. Empower beneficiaries with audit parameters and 'easy to understand' procedures.





# AI Central

Artificial Intelligence. Naturally



With advancements like deep learning, Artificial Intelligence technologies have become capable of substituting numerous functions.

Imaging IT systems without AI becoming difficult by the day.



**Avail a Unified AI Platform  
With Best Algorithms**



**Bring in Data from  
Other Engines/ sources**



**Get Bots Programmed  
for Various Tasks**



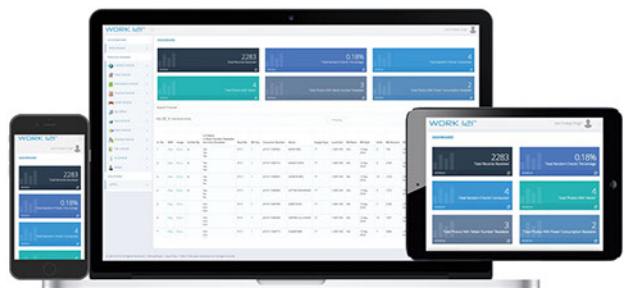
**Use AI for Voice, Text  
and Video**

In recent years, AI has significantly gained trust of people. It has also undergone major technological improvements. With increasing dependence of humans on AI, it is common wisdom that it shall take up several vital tasks from humans and perform them with better accuracy and precision.

'AI Central' Engine of the Work 121™ Process Matrix provides client organizations with a unified, easy to use AI platform that combines AI algorithms and capabilities from a wide spectrum of providers. In addition to this, it facilitates the users to pool in data procured from other engines of Work 121™ Process Matrix or even other software and apply AI algorithms on them.

There are numerous possible uses of AI in government and private organizations. Some of the common ones are as follows –

1. Analyses of government data to find patterns.
2. Video analytics of CCTV and other camera feeds.
3. Automated chat bots to help citizens.
4. Automated action bots for IoT data.
5. Photo based attendance systems.
6. Object detection for security and other purposes.
7. Document identification.



## Work121™ Solutions

The Work 121™ Process Matrix comes with a unique feature through which, organizations can program their custom software applications (desktop, web and mobile) on top of the Matrix. Such software are called Solutions. Engines of the Process Matrix can be combined to create solutions. Such solutions may be built for specific purposes like examination, instruction, project management, medicine etc.

For building such a solution, once the scope is finalized, appropriate engines are selected. APIs / Controllers (depending on need and feasibility) of such engines are then engaged and custom business logic layers along with a presentation layer is coded, tested and delivered.

The most vital benefit of building solutions on the Matrix is that very little programming is required. Most of the functions are executed by pre-built engines. Moreover, engines provide robustness to the solution as they have been in meaningful existence for several years.

Apart from building solutions by itself, Work 121™ also offers third party Software development organizations and client's IT teams to develop solutions upon it (the matrix). A prerequisite test of capabilities is done to initiate the process. After completion of compliances, teams can start building upon the matrix and release solutions to users of their organizations/ clients.

In the past, solutions to address various problems have been developed on the said Matrix. Some such solutions relate to –

1. Teaching instruction management
2. Digital evaluation
3. OPD and clinic management
4. Hospital management
5. Psychometric analyses and mental health monitoring of children
6. Licencing for production
7. Property management
8. Monitoring of construction projects
9. Monitoring of various government services
10. Intelligent transport management & several others.

# Action Board



Dash-Board . Action Board

Amongst others, one of the most popular solutions developed upon the Matrix is the 'Work 121™ Action Board'. In yesteryears, the term 'Dashboard' had gained wide acceptance. These dashboard mostly comprised of graphs, gauges, charts and some text reports which depict the current or past states of KPIs which are vital for the organization. Ironically though, taking action right from the dashboard is not possible.



**View Graphical and Textual Reports**



**Take Instant Action**



**Communicate & Assign Tasks**



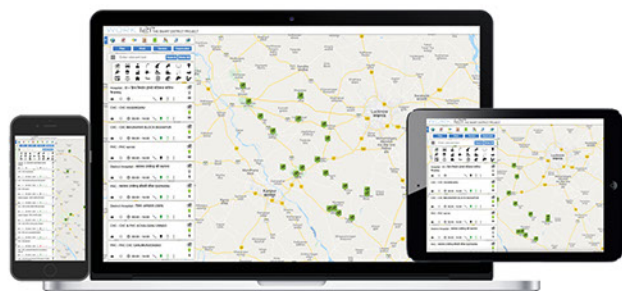
**Automatically / Manually Monitor Situations in**

Action Boards in the Work 121 Process Matrix provide unique capabilities to their users. They culminate inputs from all process engines and create contextual representations of 'on-ground' situations.

An 'Action Board' comes in two basic variants - The Executive's Action Board and The Process Controller's Action Board. While the former is built for senior executives who need to make informed decisions and keep a tab on their subordinates, the later is a special operations' interface especially designed for process controllers of a Work 121™ Command Centre.

There are various functions which can be executed using the Action Board. Vital amongst these are as follows –

1. Communicate with your colleagues.
2. View communication timelines.
3. Geo-locate, track and communicate with all subordinates.
4. Replay location history of field employees.
5. Assign tasks and follow up on previous ones.
6. Monitor employee attendance.
7. Initiate action and follow through.
8. Access CCTV camera feeds of various offices. Control PTZ cameras.
9. Monitor construction projects.
10. Control flow of funds.
11. Micromanage all assets of your organizations.
12. Track mobile assets.
13. Create and execute flight plans for drones.
14. Monitor and take action, based on data from IoT sensors.
15. View calendars and engagements of your subordinates.



## Unique Propositions

Some of the vital unique propositions of the Work 121™ Process Matrix are as follows -

1. Generic architecture.
2. Can be customized to suit the needs of various departments.
3. Has long term evolution capabilities.
4. Is quick to deploy and easy to use.
5. Is built with intuitive UI design methodologies.
6. Is able to integrate with existing software.
7. Provides programming capabilities within its architecture.
8. Is deployable in parts or as a whole.
9. Supports all major functions on mobile devices.
10. Comes pre-loaded with modern technologies like AI, advanced data analytics, Cloud based capabilities, IoT etc.

## How can the Work 121™ Process Matrix benefit your organization ?

The Work 121™ Process Matrix brings a host of benefits for its client organizations. Being easy to implement, it gradually percolates into the organization and starts to bring about beneficial changes. Some salient benefits of the matrix can be classified into the following –

**Administrative Benefits** – The Matrix provides a host of administrative benefits. Ranging from better communications to micro-management & multi level control on virtually every aspect of the organization, it empowers the administrators to unprecedented levels.

**Financial Benefits** – The Matrix automates several processes in an organization, thereby providing substantial savings on wasted man hours. By streamlining various functions, it also significantly cuts down on overhead costs which would otherwise be paid to procure services and related tangible assets.

Engines like ‘Finance Central’ can unearth large sums of unused money, thereby prompting the client to adopt better financial management practices. This can result in direct large scale financial gains for the organization.

**Social Benefits** – Implementation of the Matrix brings about certain fundamental changes in the organization. Engines like ‘Task Central’ and others, gradually improve the work culture of the organization. The ‘Activity Central’ engine can be used for active citizen engagement. All this creates a cumulative effect that translates into substantial social benefit for the organization by improving its credibility in the minds of its beneficiaries and public at large.

## PROCUREMENT AND IMPLIMENTATION

The Work 121™ Process Matrix is made available on a ‘user license-based’ model. Such licenses may be perpetual or be issued for limited period. Certain categories of licenses are also available on the SaaS (Software as a Service) model.

The said licenses are sold through authorized resellers only. Prospective clients can approach one of the re-sellers. Alternatively, they can send a request for presentation / demonstration of the Matrix on the email id – Business@work121.com or communicate through the contact details given at the end of this document.

## TECHNICAL SPECIFICATIONS

The Work 121™ Process Matrix uses various technologies to run its numerous functions. Details are as follows –

**Frameworks :** .NET, Angular JS 1.7.2, Xamarin

**Languages used :** C#, VB.NET, VC++, PHP, Java, Objective C, C++, Python,R

**Databases :** MS SQL 2017, Oracle 18 c, No-SQL databases (Cosmos Db), SQL Lite, PostgreSQL, MySQL

**Artificial Intelligence Frameworks :** Microsoft Cognitive Services, Tensor flow, Torch

**Primarily Hosted on :** Microsoft Azure Cloud.

**Other Compatible Cloud Services :** Amazon Web Services, Google Cloud etc.

**Available on :** Web, Mobile and Desktop (limited).

## Work 121™ FAQs

### 1. What is Work 121™ Process Matrix ?

Work 121™ Process Matrix is a process engine based ERP system which can be used to automate any kind of organization. One may use its core engines, may program a 'solution' by using the said engines or use both together.

### 2. How can I use Work 121™ in my organization ?

This depends on the type and size of your organization. If your organization is large you may prefer going in for a Command Centre solution of the Matrix. Alternatively, you may start by introducing smaller, simple-to-use process engines like the 'Contact Central', 'Task Central' etc.

### 3. What infrastructure is required ?

The Work 121™ Process Matrix does not require much infrastructure to run. As it is served from the cloud, your organization just needs to provide robust computers (Min. i3 Processors with 4 GB RAM) and adequate internet bandwidth.

### 4. How long does it take to implement ?

This depends on various factors like which components /solutions of the Matrix are being implemented ? Number of physical locations ? Competence of end users etc. Implementations (including training) usually take approximately 1 to 3 weeks.

### 5. Most users in my organization are non-English speaking, can they use Work 121™ ?

You need not worry. Work 121™ is built upon internationally agreed standards of quality and supports 124 languages across the world. Users in your organization may easily use the language they feel comfortable in typing. Software (per se) can also be customized to have labels in the aforementioned languages.

### 6. Can I shift processes from my existing software to Work 121™ ?

Yes indeed. You can figure out the processes you wish to shift. Once done, our software migration team shall design, get approved and execute (with your team) a migration plan that will shift listed processes to Work 121™ in a hassle-free manner.

**7. Can I use Work 121™ along with various other existing software in my organization ?**

Sure. Work 121™ Process Matrix can be used alongside other software. Its data exchange capabilities make it possible for organizations to push-in and pull-out data from and for various other software. Additionally, data from such existing software can be directly drawn into Work 121™ and be processed with all other data, to create context and make informed decisions.

**8. My workforce is mostly mobile in the field, can Work 121™ help ?**

Work 121™ Process Matrix is built for the modern, mobile workforce. With a host of mobile apps in the offering, users of your organization can complete most of their work on mobile phones, without ever needing to go to a conventional computer.

**9. The number and magnitude of transactions in my organization is very large, can Work 121™ handle the load ?**

Work 121™ Process Matrix has been built for the heaviest of workloads. For several years, the matrix and its various solutions have handled several million transactions worth over 1.25 Billion on an year-on-year basis. Therefore you may rest assured, handling colossal quantum of transactions is no big deal for the Matrix.

**10. I wish to improve coordination between different departments / sections of my organization, can Work 121™ do that ?**

Work 121™ Process Matrix has been designed with a purpose of improving inter-departmental coordination. It is the ideal solution for such a requirement. Additionally, during implementation of the Matrix, our process engineering teams engage with clients to understand coordination gaps and get them addressed by the software.

To get Work 121™ Process Matrix for your organization  
E-mail to [Get@work121.com](mailto:Get@work121.com)  
or visit [www.work121.com](http://www.work121.com)

Contact : +91 84000 5 8400

A silhouette of a city skyline with various buildings of different heights and shapes, rendered in a dark blue color against a lighter blue background.