mySetu
Be cause we care

Blueprint   Implement   Training   Support

Home   Services

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Overview

At mySetu, we strive for customer delight. Delivering best-in-class business solutions for a client demands a firm understanding of their industry's key issues, their unique needs, current market and latest technology trends.

We believe that technology initiatives must align with your business initiatives and meet challenges posed by financial, operational and regulatory drivers. We have a proven track record of successful implementation of various projects at more than 500 client locations. Our clientele is very diverse with both small organizations with single location and large organizations having complex enterprise structure using our products.

mySetu Systems

- ✔ Customization based on your specific requirements
- ✔ Affordable pricing
- ✔ Faster and easier implementations
- ✔ Constant support before, during and after a project
- ✔ Trouble-free upgradations
- ✔ Seamless integration with other systems

We are very flexible in our selection of service delivery methodologies. We use a combination of methodologies which are best suited to specific needs of the client. Based on our experience, Rapid Application Development (RAD) is the most effective methodology among all.

Blueprinting

Our blueprinting service serves as the foundation for your implementation. The blueprint will document your requirements and serve as the project roadmap for the entire project lifecycle. This guiding document will be used to understand the key integration points between your business needs, processes, best practices, and our platform's functionality.

With over two decades of industry experience in various verticals, we are well placed to improve an existing process or design a new process based on the specific requirement, company size and criticality of operations. Our panel of functional consultants meticulously study client's business process and propose the most optimal solution.

Our services include conducting business process study, As is - To be Analysis, preparing business process requirement document (BPRD), carrying fit-gap analysis and identifying requirements for addition of any form, report, interface, workflow or enhancement.

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Implementation

Implementation is a very important component when selecting any technology solution. Without proper implementation, you run a risk of wasting valuable time and money in managing your system. We recognize this importance, and have a dedicated staff of technical experts who help guide customers through the process of implementing our solution. Our technical experts are well equipped to translate business requirements into technology solutions.

Key activities involved are:

- ✓ Customization of your solution
- ✓ Configuration of solution framework
- ✓ Integration with other information systems (optional)
- ✓ Validation (Testing)Migration of master data
- ✓ Migration of legacy data
- ✓ Deployment of solution
- ✓ User acceptance testing
- ✓ Knowledge transfer
- ✓ Go-live
- ✓ Support

We also provide cloud hosting services to ensure our solution works seamlessly. We procure and maintain the required infrastructure for the client. Our hosting partners are Microsoft Azure and Amazon Web Services.

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Training

We provide the end users of our solution easy-to-understand training and education to ensure the success of application deployment. Our training courses focus on users gaining a rapid grasp of the solution alongwith with functional knowledge. These courses are comprehensive, cost-effective, and delivered in a timely manner.

We offer a wide range of on-site and off-site training methodologies based on company's training budget. Various training delivery options we offer are as follows:

I.   Train the Trainer
II.   Zone/Region Wise Training (On -Site)
III.   Location/Unit Wise Training (On -Site)
IV.   Online Training through Web Meetings (Off-Site)
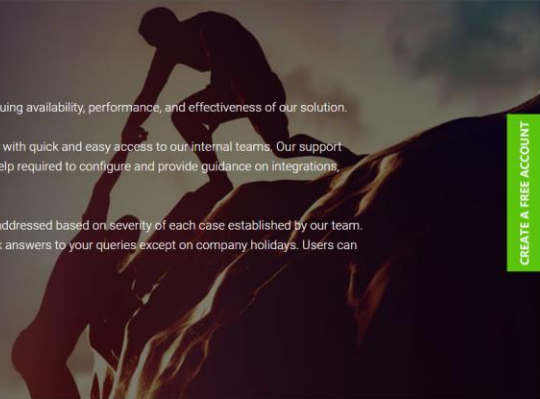V.   E-Learning Modules

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Support

Our commitment to our customers does not stop at go live. Our objective is to ensure the continuing availability, performance, and effectiveness of our solution.

Over the years, we have built and improved the customer support services that provide our users with quick and easy access to our internal teams. Our support team has highly trained specialists in all of the system capabilities and functions. They provide help required to configure and provide guidance on integrations, business processes, security, and reporting.

Clients can generate support tickets through online ticketing system. Tickets are prioritized and addressed based on severity of each case established by our team. mySetu support team is available from Monday to Friday from 9:30 AM to 18:30 PM IST for quick answers to your queries except on company holidays. Users can send their quries through email, support portal or our dedicated support contact number.

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With **S** you are in safe hands

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› Environment and Sustainability Management

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