Lakshya®
The Revenue Weapon

Introduction

The future of the market space belongs to the organization that can effectively manage knowledge. Not only are we expected to adapt to change but also come to terms with the acceleration of the rate of change. The only way in which we can cope with this is to rely more and more on knowledge.

Lakshya is a knowledge tool engineered to provide structured information to organizations in the capital products and services segment.

Most situations involving capital-intensive products and services are spread over large geographies. Lakshya exploits the Internet to shrink distances between people constantly on the move. Each one gets the luxury of reviewing every move as if it were happening in the confines of a single conference room. Lakshya allows you to review ongoing effort at your convenience, reflect and respond to all requests for assistance.

Benefits

Lakshya makes an organization skilled enough, smart enough, and most of all enduring enough to manoeuvre through a treacherous competitive environment without choking on the systems and procedures that help create that strength.

Lakshya increases knowledge retention, enhances marketing capability, achieves higher cohesion, improves interaction based on a uniform language between all users.

Lakshya helps to make real time decisions and optimize resource utilization by engaging it only at the right opportunity. It also helps to extend the reach of experienced personnel to overcome exceptions and to make practical intervention. It accesses the same data source for both detailed analysis and for different levels of summarization.

The Suite

Lakshya Administrator

Lakshya Administrator defines the core information which is common to all users and provides the control

for regulating the Lakshya modules and its usage.

Lakshya People

Lakshya People is the Human Resources Management System that helps companies in effective assessment of the individual efficiencies of its personnel.

Lakshya Money

Lakshya Money is a versatile accounting and financial management system integrated with inventory sales, procurement and transaction based automatic journal impacts.

Lakshya Materials

Lakshya Materials is a real-time inventory management solution with anywhere billing and virtual stores fully integrated with Service, Works, Assembly and allows for customized automatic transactional journals.

Lakshya Works

Lakshya Workshop is a powerful management system to tie up workshop functions together and provides an integrated view across multiple workshops including mobile facilities.

Lakshya Sales

Lakshya Sales is a knowledge product which provides the environment for medium to large scale companies that sell capital product or services and supports the matrix of a complex sale.

Lakshya Service

Lakshya Service is a knowledge product that helps organisations involved in the maintenance of capital equipments and to manage superior after-sale service to benefit customers.

Lakshya Assembly

Lakshya Assembly is a powerful assembly/sub assembly management system integrated with the inventory system.

Lakshya Reuse

Lakshya Reuse is a unique web based environment for Seller, Trader and Buyer of Pre-owned equipment.

Lakshya Academy

Lakshya Academy is an online learning system used to effectively address a large community of learners or trainees in an organizations.

Technology

Lakshya uses the internet to store encrypted information to a central server from where it can be conveniently retrieved whenever required. Lakshya is built on a unique architecture integrating layers of Application, Service and Data storage. The application layer is relatively free of data processing and forwards task requests to the service layer. Service layer of Lakshya has security utilities, data components, business logic components, access control mechanism and data storage utility. The connectivity between the connection layer and service layer is established over TCP/IP transport layer. This offers location free operation and free scalability.
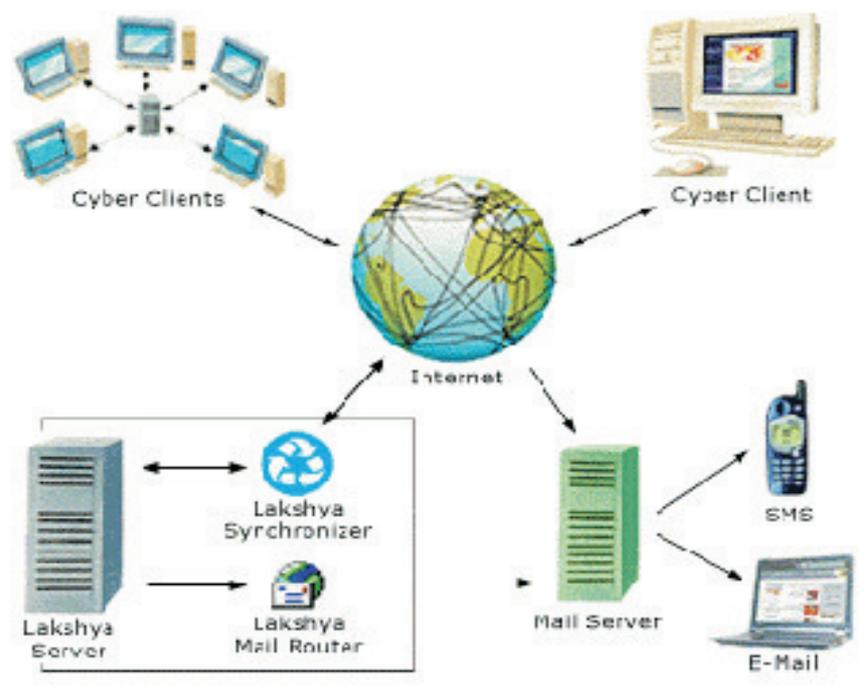
System Requirements

Minimum requirements for Lakshya modules are as follows:

- Windows 2000 / XP
- Pentium II or later processor 600 MHz speed
- 33kbps modem or higher
- 64 MB of RAM
- 5 MB hard disk space
- VGA or higher resolution graphic card

Server Machine Configuration:

Implementation on dedicated server optimal for upto 300 users. If Lakshya is required to co-exist with other applications, then any issues arising out of conflict needs to be separately resolved.

- **Hardware**
  Intel Pentium IV Xeon processor
  9/20/...GB x 2 SCSI Hard drive
  1-4 GB RAM
  Direct Internet Connection of at least 2Mbps dedicated bandwidth
  Dedicated Public IP Address
  Secondary backup

- **Software**
  Windows 2000 Server or later (*with latest service packs*)
  Microsoft SQL Server 2000
  Appropriate Firewall
  Appropriate Antivirus

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Distinctive Features Of Lakshya

* Lakshya Communicator
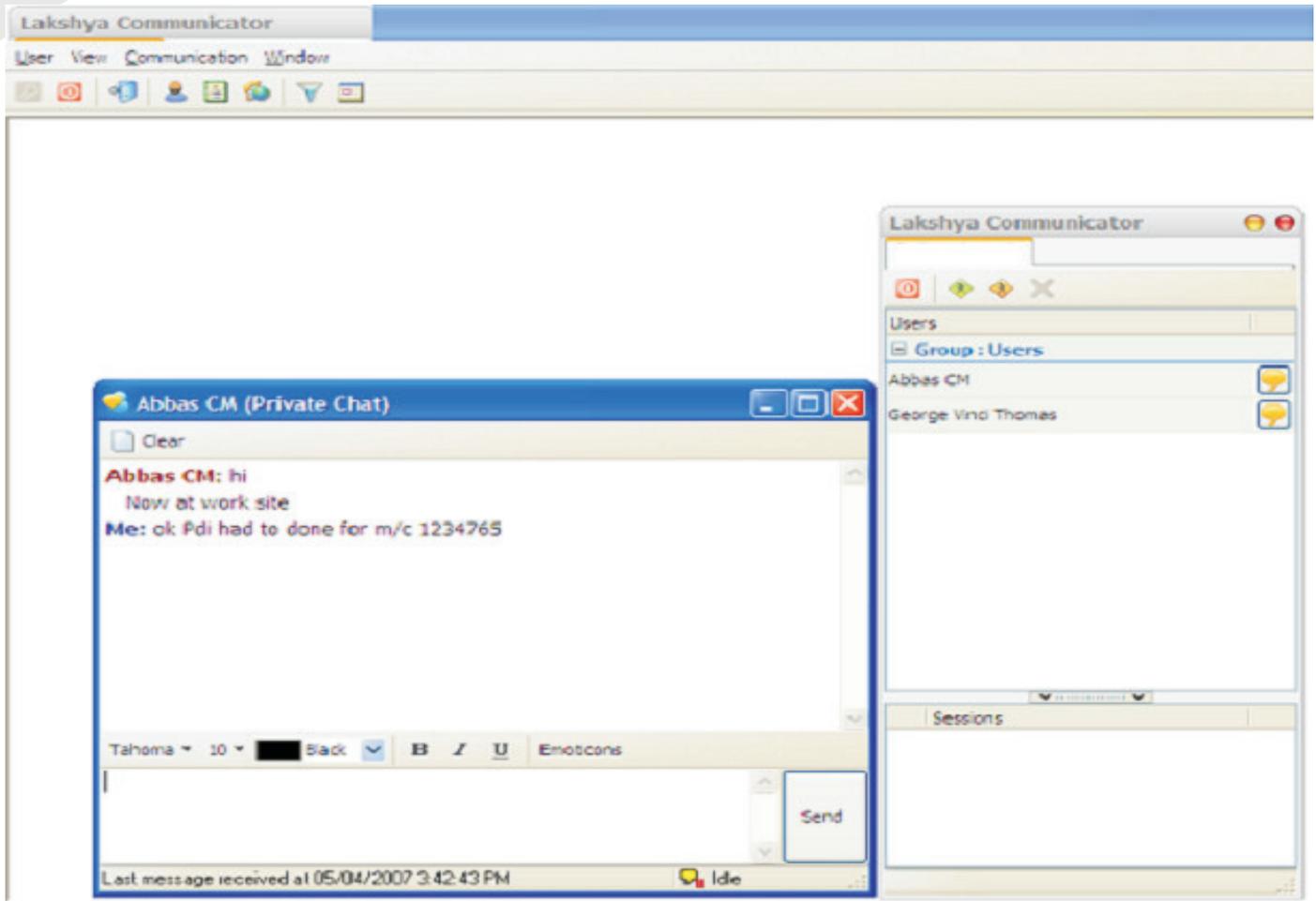
Lakshya Communicator is an online inter System (ie, Lakshya Sales,Service,Works,Material,Money and People) chat option where Lakshya users can communicate with each other once they log into the system.

A user can view all the other users logged into the system.

Lakshya Communicator also provides the option to create Open and Closed sessions (ie,Conference and Private chat)

Various formatting tools and icons are available in Lakshya Communicator.

A user in any module can carry on with his/her work without being logged into Lakshya Communicator.

* Export Options

An user can export all the information available in view form to:

* Excel
* Text File
* HTML
* XML
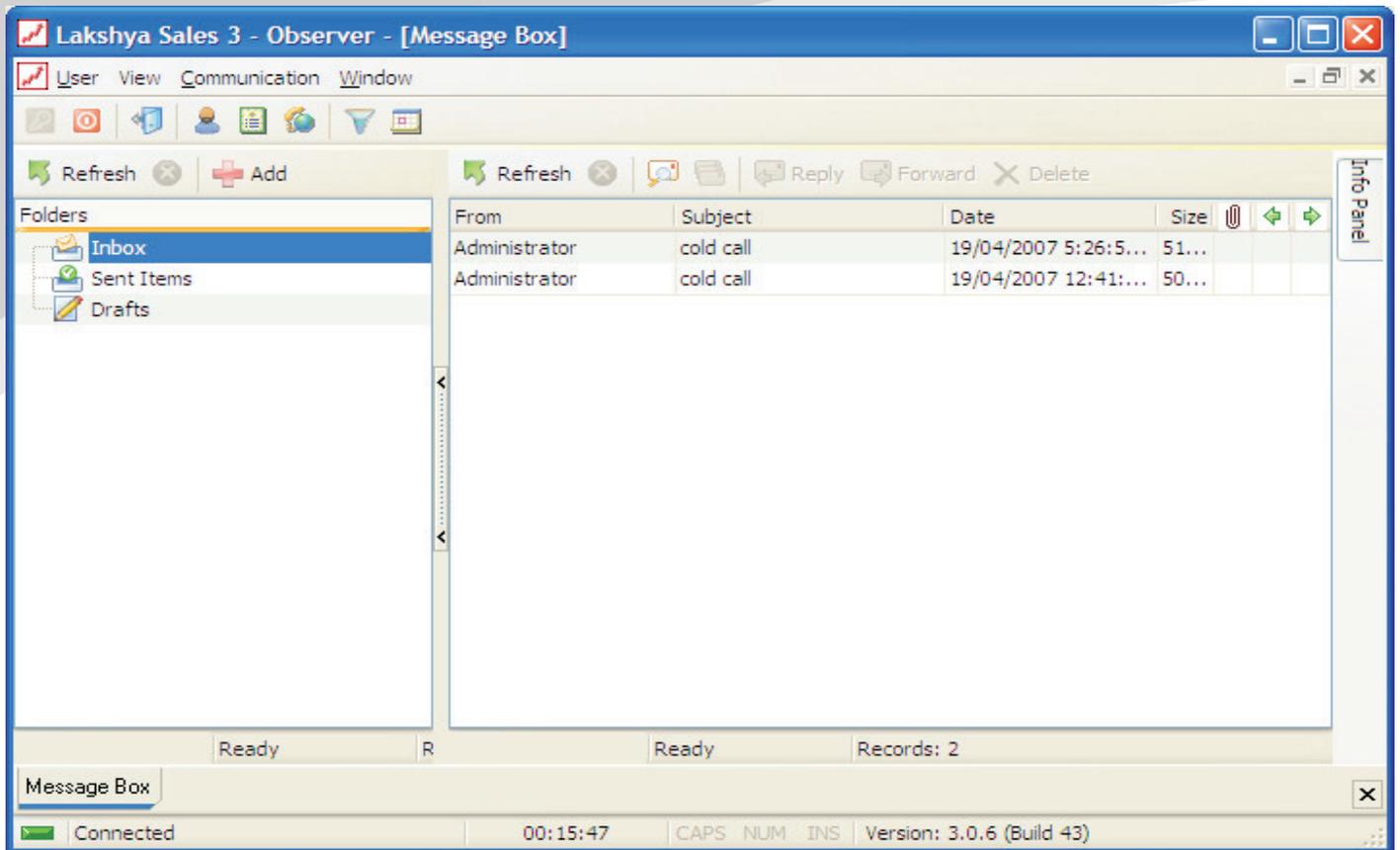
Lakshya facilitates users to send instant messages to any other users across Lakshya system.

A user can add any number of folder according to the requirement.

One can send files, and images across the system as attachments.

Messages can be send to multiple users at the same time.

Instant reply can be sent on receving the message by clicking on the reply tab.

* Planner :

Planner helps the user to schedule calls, reschedule unmet calls and to view/print call schedules by day/week/month.
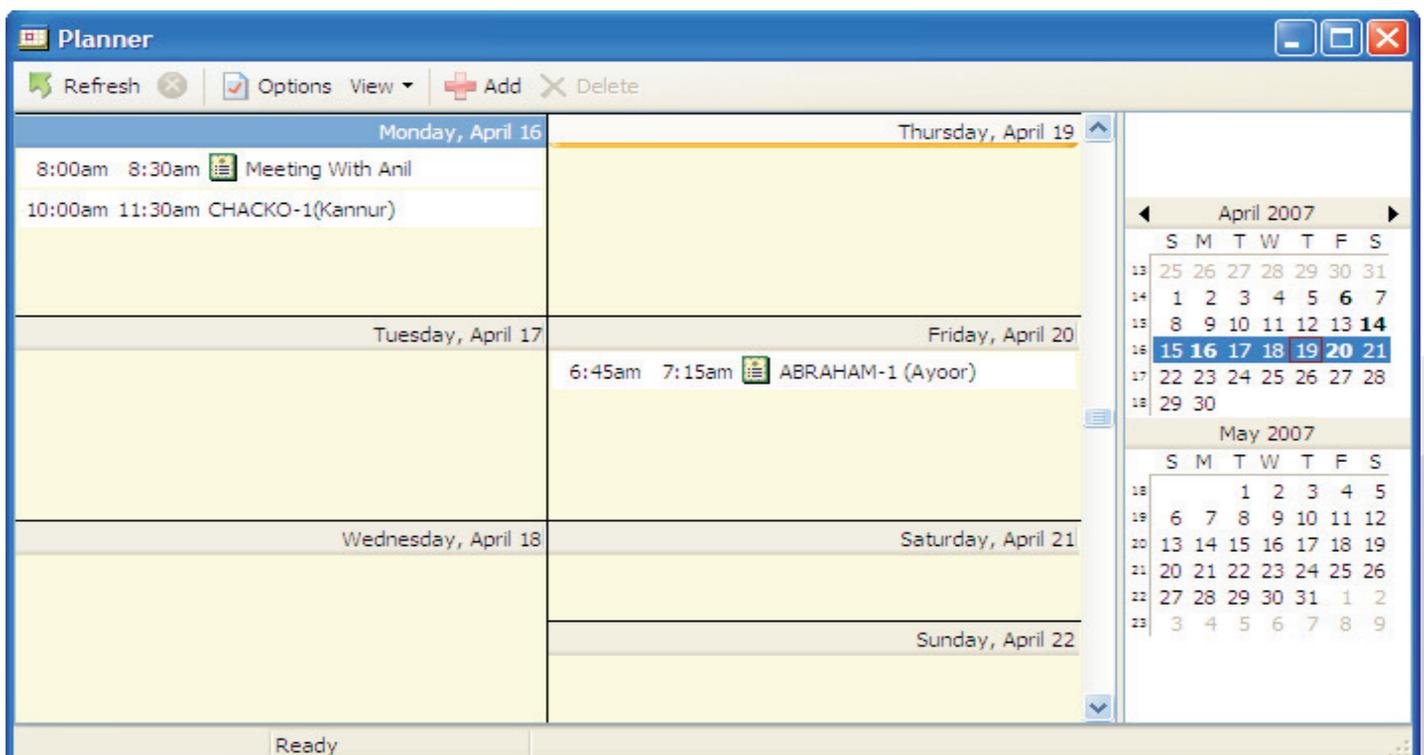
* Group Box

Lakshya provides an option called Group Box in which an user can group the data according to the required view mode.
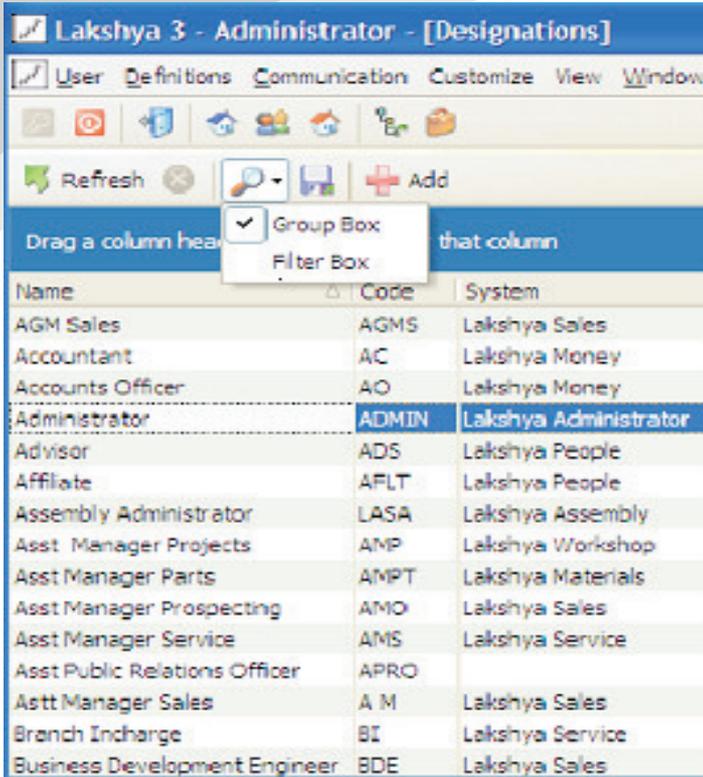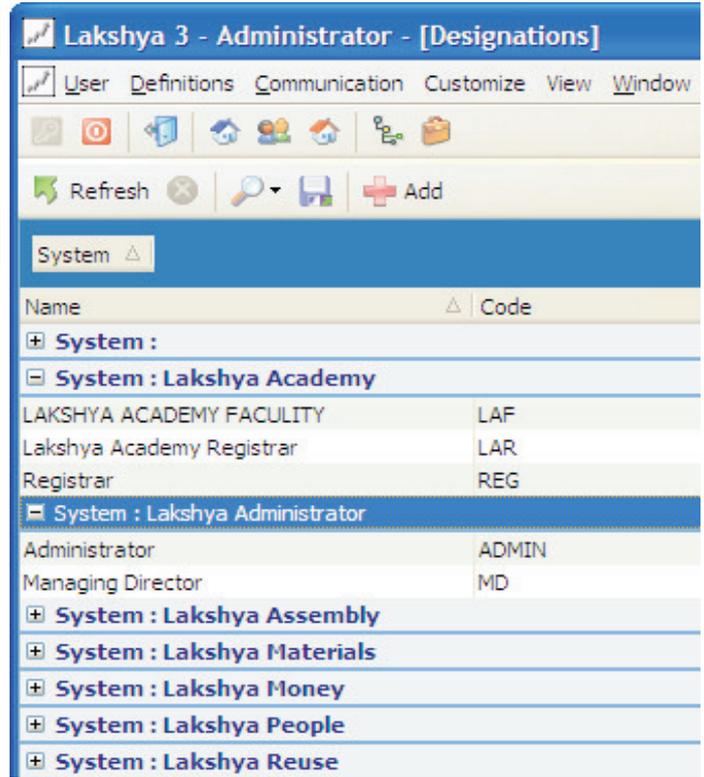
| Before Grouping | After Grouping |

* Info Panel

It displays a collective and summarized view of relevant information of the respective system in an auto hide panel.
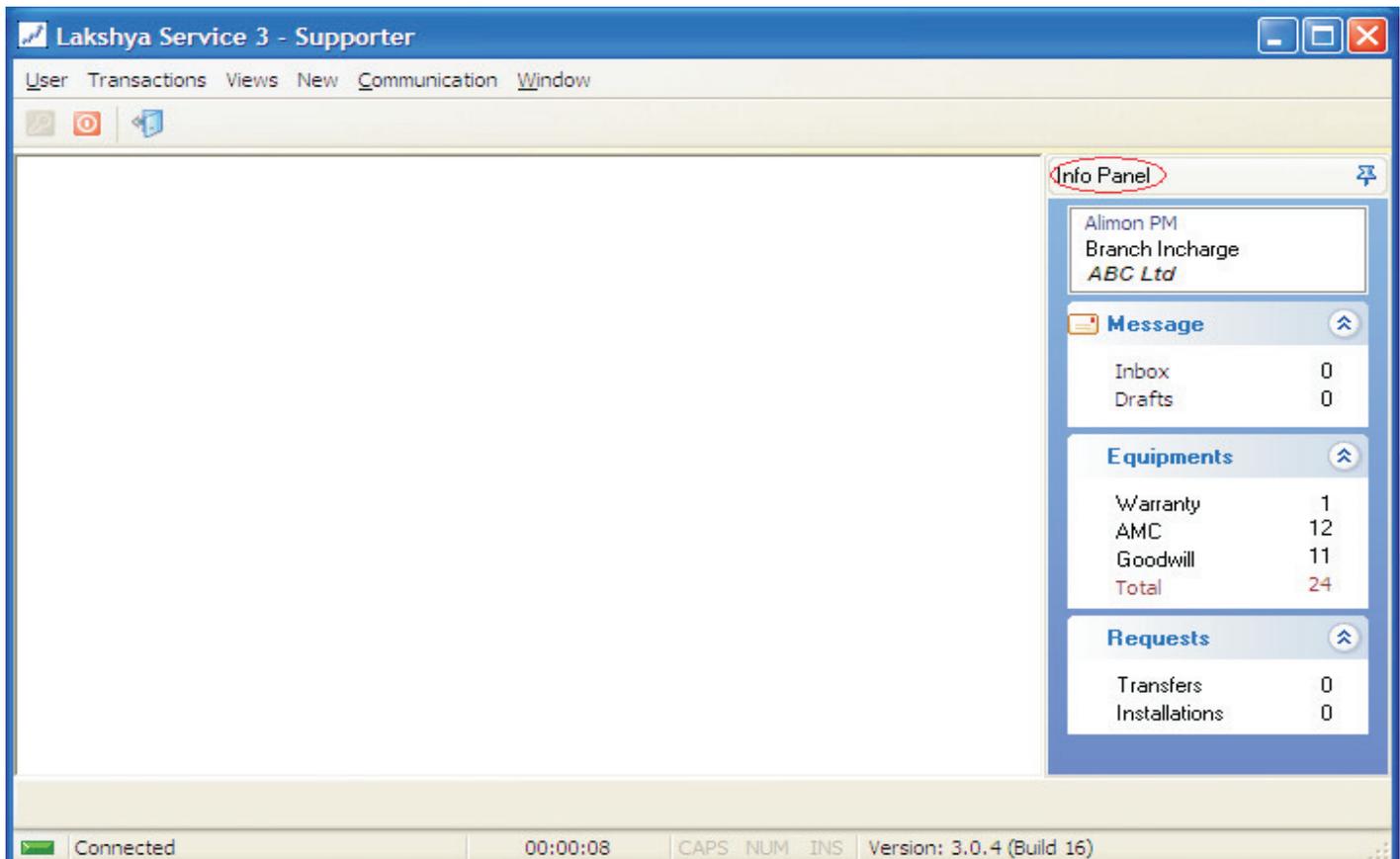
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Lakshya Administrator

Lakshya Administrator defines the core information which is common to all users that provides the control for regulating the Lakshya modules and its usage

Functions

Lakshya Administrator defines:

* The geographical area (i.e. regions and its corresponding locations) across which the organization Functions.

* The branches of the company across the functional area, their transaction currency and inventory stores under these branches.

* Personnel, designations and controls the login of each user to the server.

* Customers of the company and provides an option to group them as various customer groups. Components, products and product price list for a fiscal term

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Lakshya People

Lakshya People is a comprehensive Human Resources Management System that helps companies in effective Personnel management. Lakshya People offers a better way to carry out the Selection process. It helps in maintaining every information including the ASK (Attitude, Skill and Knowledge) Profile of the personnel. One can create structured vacancies and go about the recruitment based on the defined profile of the job at hand. It provides assessment of the personnel creating an environment for each person to improve constantly and consistently.

Modules

Lakshya People comprises of the following modules:

   * **Counsellor**
   * **Coordinator**
   * **Recruiter**
   * **Affiliate**

Counsellor

The Counsellor defines the organizational level. The Counsellor defines the posts and assigns personnel (Affiliate) to the respective post(ie assigns designations to the personnels).

Coordinator

The Coordinator completes the profiles of the Affiliates and also defines the vacancies which is sent to the counsellor for the approval.

Recruiter

The Recruiter can define the Levels in the Interview once the vacancy is approved by the Counsellor. The Recruiter also defines the candidates for the recruitment process.

Affiliate

The Affiliate answers the questions required for the ASK assessment .
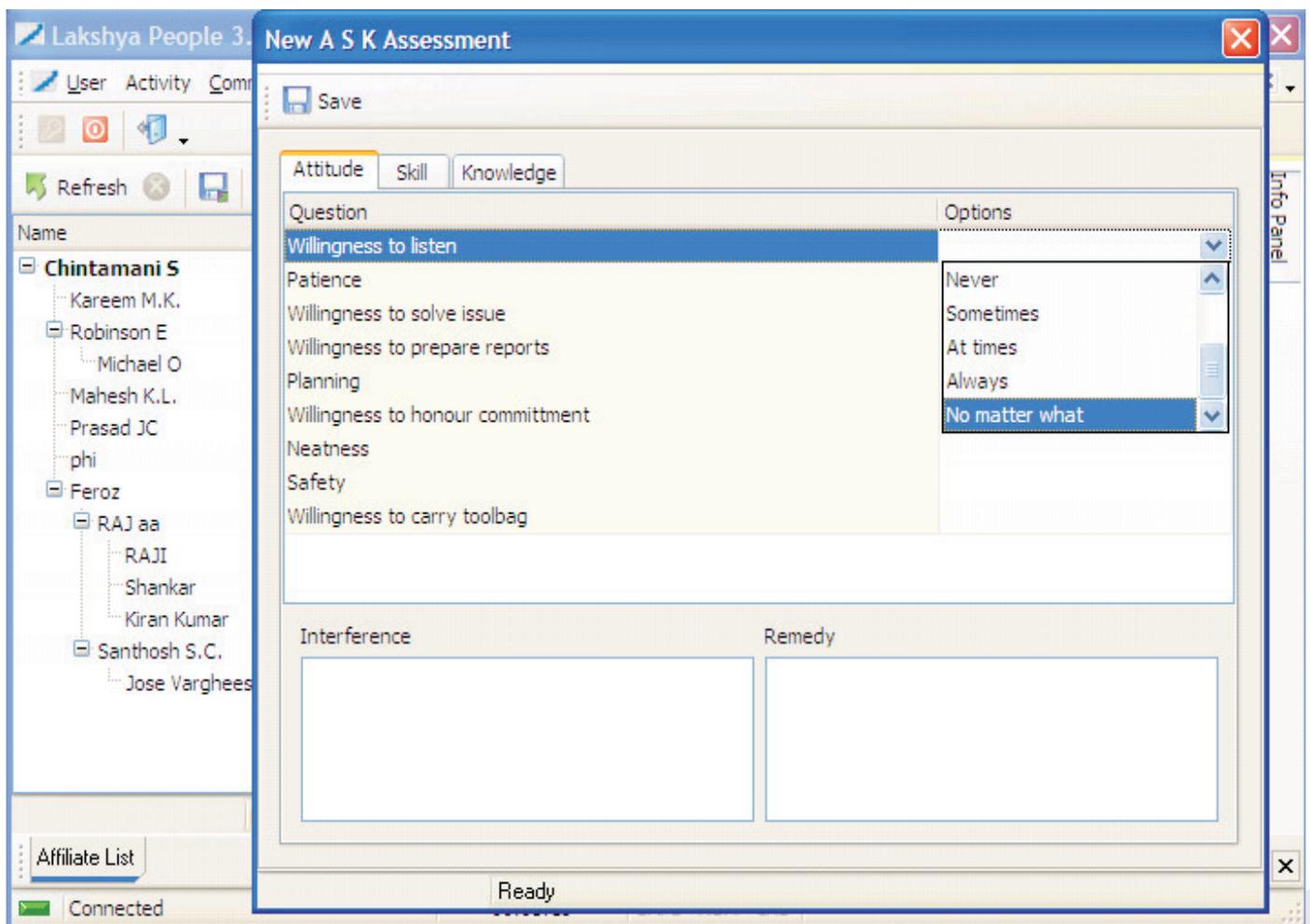
Benefits

* Managing the Information about people become less daunting
*Keeps structured information on people.
*Gives structural view of the organization
*Vacancy definition and reporting.
*Keeps track of the selection process.
*Easy to use.

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Lakshya Sales

Lakshya Sales is a knowledge product which is targeted at medium to large sized companies who sell capital products or services.

For any system, to be effective it is essential that accurate information is obtained in time to enable continuous monitoring, evaluation, corrective action and decision making. The entities, the workflow and the business cycles need to be clearly defined. The above applies to the sales cycle also. Lakshya Sales is a system, a strategic weapon that empowers companies to train, monitor and manage their sales force to successfully sell their product / service and dramatically change the company's and their personal growth graph. It has worked wonders for so many who have applied it with focus. You could do the same.

Modules

Lakshya Sales comprises of the following modules:

* **Administrator**
* **Observer**
* **Coordinator**
* **Executive**
    * **Finder**
    * **Seller**
    * **Closer**
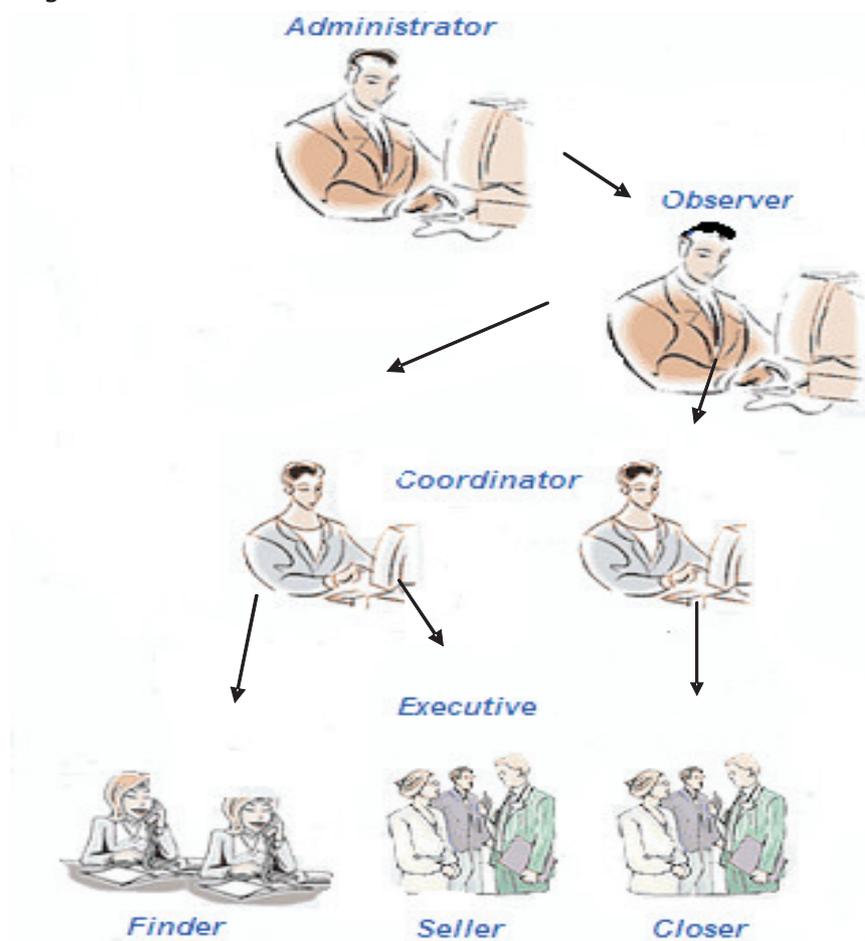
Administrator

The Administrator defines and manages information on territories. Lakshya supports multi-level hierarchy of users with different roles predefined as Observer, Coordinator and Executive. Users can be restricted to group of products and territories with which they will function.

Coordinator

Coordinator can access up to date information as soon as it is reported and participate in the ongoing sales process. It provides features to view and monitor information based on sales person, territory, prospect and product for any period defined by the user.

Observer

The Observer has a global view of all information in Lakshya Sales and access to the various reports.

Executive

An Executive can enter details of potential buyers, record every interaction with them and schedule a call on a planner. A Sales Executive can be differentiated into three categories(it is optional, otherwise a single executive can carry out all the three roles):

* Finder

The Finder captures information of prospects and forwards it to the appropriate personnel. Forwarding of the prospect can be automatic or manual. In automatic mode, the prospect is forwarded to the personnel whose territory and product matches that of the prospect. In manual mode, it is left to the discretion of the Monitor to assign the new prospect to the appropriate personnel.

*Seller

A Seller moves forward with the sales process, opens deal, makes sales call and initiates deal action based on the prospect information received from the Finder.

*Closer

A Closer acts in concert with the Seller to pursue the best opportunity and works towards closing the deal.

Features

* Sales Filter

Sales Filter gives a quick and accurate picture of the current status of all his deals. It also provides a summary of the orders received, new prospects, prospects met, and sales calls made for the last 30, 90 and 365 days.

Lakshya Sales 3 - Observer - [Sales Filter]

User   View   Communication   Window

Refresh   Options

Sales Funnel

Z - 885

Y - 2110

C - 266

B - 33

A - 38

@ - 34

Deals

Status	Active	Active...	Active...	Hold	Drop	Lost	Total
Measures	Quantity	Quantity	Quantity	Quantity	Quantity	Quantity	Quantity
Stage							
Z	880	4	1	16	18	4	923
Y	2,090	18	2	161	74	22	2,367
C	255	9	2	44	21	19	350
B	29	3	1	5	1	4	43
A	37	1			1		39
@	34						34
*	21	3		2	6	1	33
Total	3,346	38	6	228	121	50	3,789

Other Info.

In the last	30 days	90 days	365 days
Orders Received	5	99	411
New Prospects	25	299	1903
Prospects Met	203	1942	4181
Sales Calls	230	5416	23166
Deal Actions		52	212
Courtesy Calls		16	163
Cold Calls			

* GIS(Geographical Information System)
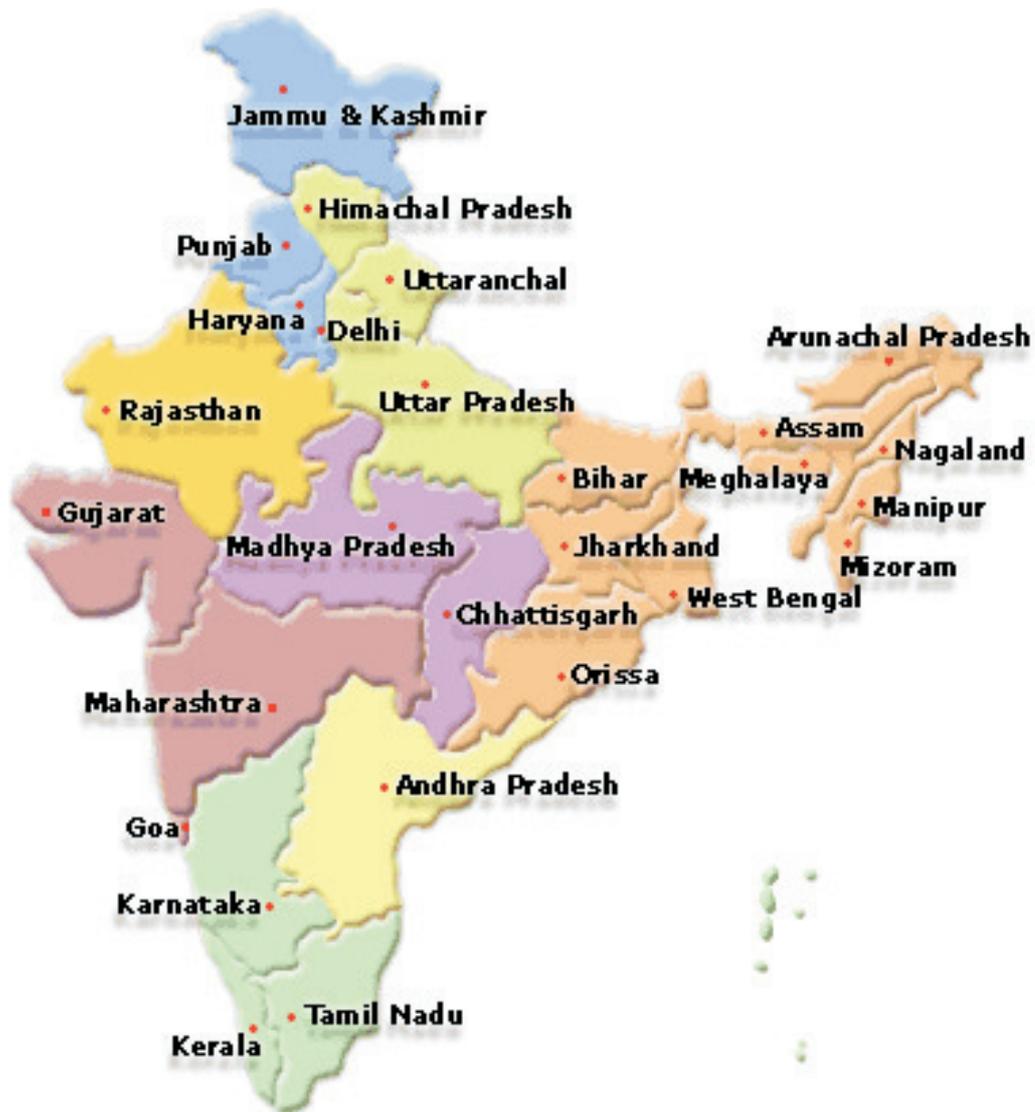
Lakshya incorporates GIS Capacity with which a user can physically map the territories (functional areas) and the locations under it, effectively and in a simpler way.

GIS feature is also available while viewing Prospects, Deal , Deal Actions and Sales Call.

By simply clicking on any location one can view all the Prospects, Deals , Deal Actions and Sales Calls in that particular location .Hence, GIS provides a simpler and effective view of location wise operations.

* Stage Movement Graph

This feature provides a graphical view of the change in the different stages of the sales calls for a particular period in a defined territory by any prospect(s).
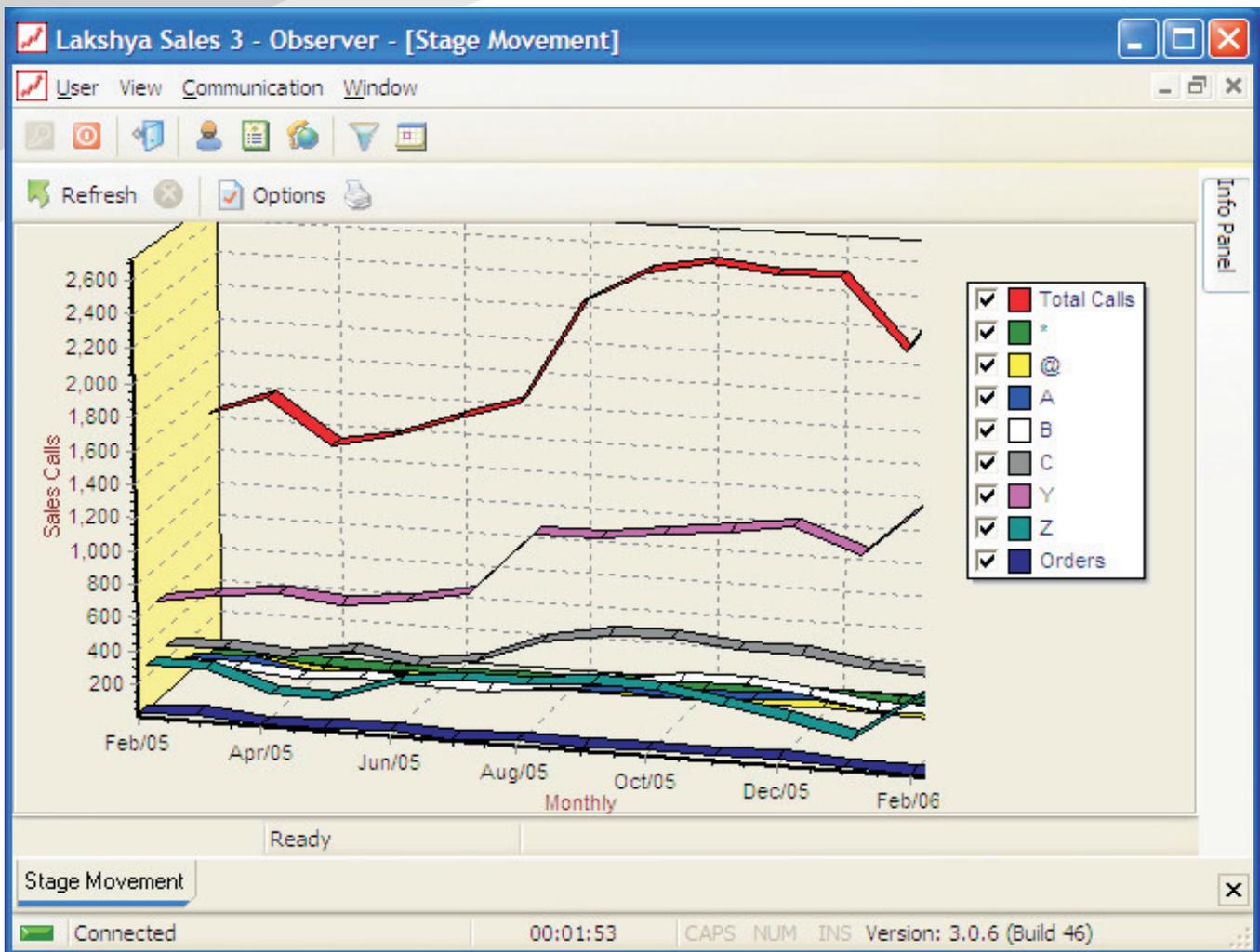
• Benefits

* Structured capture of market space data.
* Uniform qualification and intensification.
* Prioritization of prospects on the basis of need, capacity and utility.
* Optimal use of resources and time.
* Enhances reach of expertise and experience.
* Intervention and assistance on real time basis.
* Pursues best available opportunities.
* Serves as a marketing epicenter.
* Achieves enterprise wide cohesive competence.
* Retains and capitalizes vital market knowledge and experience.

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Lakshya Service

Lakshya Service is a knowledge product that helps deliver superior after-sales service. It strengthens the relationship with customers, while capturing additional revenue opportunities. It is targeted at medium to large size companies which provide after-sales service for capital products.

Lakshya Service is a thin client application that has powerful features to help manage all aspects of service and repair including, service scheduling, service calls, AMC (Annual Maintenance Contract) etc.

Lakshya Service gives service personnel up to date information on the equipment. Both static and dynamic information is stored and made available appropriately to assist in accessing and analyzing the service function.

Modules

Lakshya Service comprises of the following modules:

* **Administrator**
* **Observer**
* **Coordinator**
* **Supporter**
* **PDI Client**

Administrator

The Administrator defines attributes, service types their check types,Breakdown structure for each product models.

The Administrator also defines the Users and territories, the equipments can be mapped to individual supporters.

The Administrator accepts/rejects service scheme change request made by the Coordinators and also equipment transfer request made by either the coordinators or supporters.

Observer

The Observer has a global view of all information in Lakshya Service and access to the various reports.

Coordinator

The Service Coordinator schedules service calls among supporters under him and monitors the service entries made by the supporters.

The Service Coordinator requests for service scheme change for any equipment under him .

The Service Coordinator can generate equipment transfer request for those equipments which are not under him and can also accept/reject the equipment transfer request made by the supporters under him.

Supporter

Service Supporter records service calls, makes entries of inspection, rectification, parts consumption and cost. Service supporter also enter details of installation of new equipment.

Service Supporter can make equipment transfer request for other equipments which are not under his population.

PDI Client

PDI Client records information on the checks performed before the installation of a new equipment.

•Features

- **Assigns equipments to specific service personnel.**
- **Tracks parts use in service work orders.**
- **Greater knowledge base with powerful search options for retrieving information.**
- **Permits access anytime anywhere.**
- **Cube display is available for various forms.**

With the Cube view an Observer or a Coordinator can monitor each and every details of the equipments,the user can pick any of the field available on the left most pannel and place that field on the Row area or Column area to view the cube accordingly.

* Breakdown Structure

Breakdown Structure displays the complete breakdown of an equipment with all its functional units.

• Graphical View

This feature provides a graphical view of supporter-wise service calls that are made under various service schemes on a selected period of time .
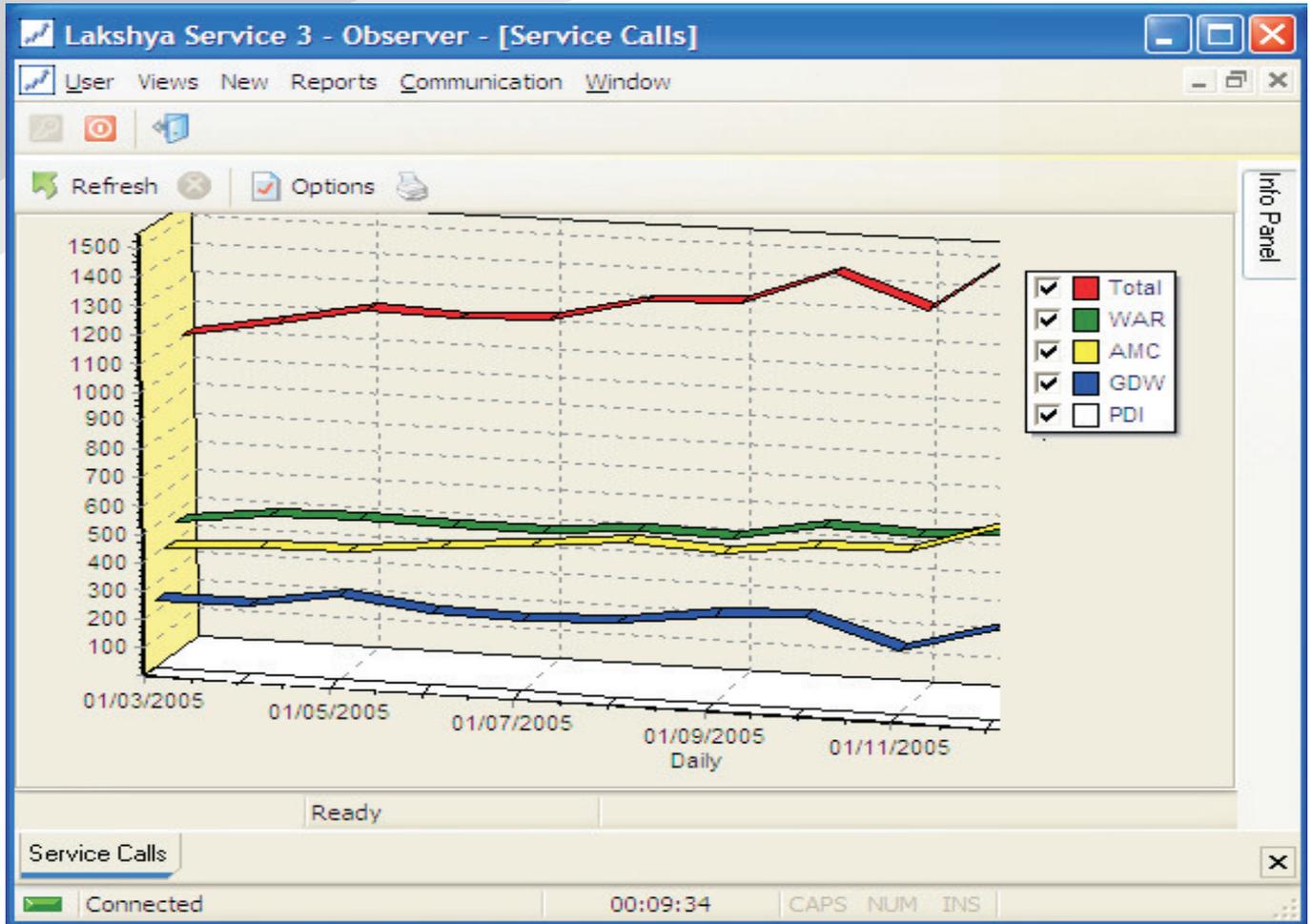
Benefits

* Comprehensive repair history.
* Analysis of repair by failure code.
* Maintenance schedules for equipments.
* Increases customer satisfaction by consistently meeting service commitments.
* Structured information on every equipment.
* Functions as a service person calibrator.
* Information on every service call including details of inspection and failure.
* Prioritization of customers on the basis of need.
* Optimal use of resources and time.
* Enhances reach of expertise and experience.
* Creates schedules and provides alerts to the field and management.
* Retains and capitalizes vital market knowledge and experience.
* Serves as an asset management epicenter.

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Lakshya Materials

Lakshya Materials is a real-time, customizable Inventory management solution designed to address the needs of medium to large-sized businesses. It helps to manage the parts inventory effectively. It gathers, compiles, analyzes and stores essential business data intelligently, helping managers make better decisions.

Lakshya Materials is a thin client application that has powerful features to help manage all aspects of Inventory management including issue of purchase order, invoice, sales quotation, sales invoice, stock receipt, transfer, service issue etc.

Modules

Lakshya Materials comprises of the following modules:

* **Administrator**
* **Retailer**
* **Observer**

Administrator

The Administrator defines the Retailers, the Observer and suppliers. The Administrator also maintains different types of Invoices, purchase orders and reports.
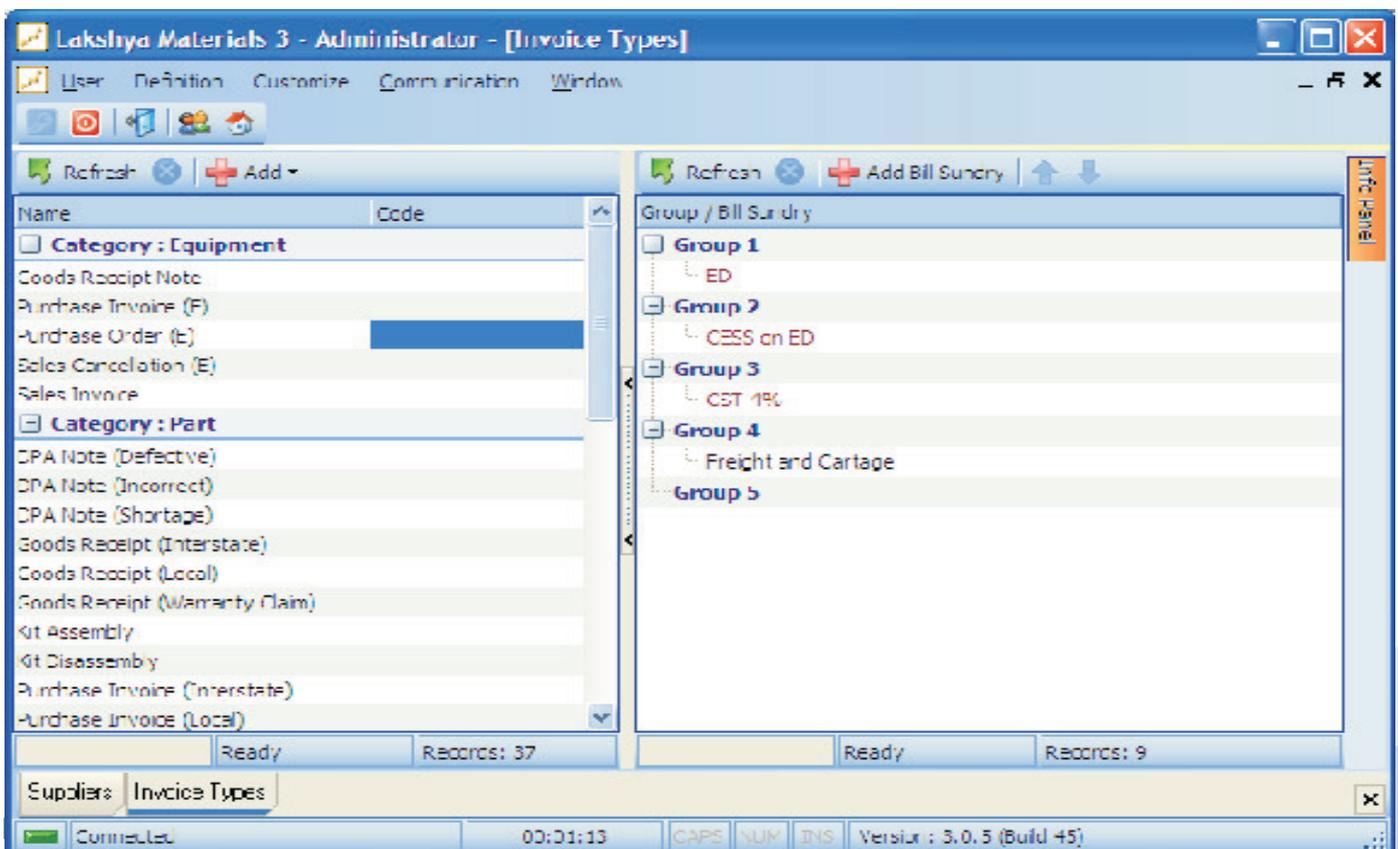
The Retailer defines the storage rack and issues the purchase order, goods receipt note, invoices, sales quotations, stock receipt etc. The Retailer can also make transfer requisitions to other stores for any particular item and make entries against the receipt and issue of stock.

Observer

The Observer has a global view of all the information in Lakshya Materials and access to all the various reports.

•Features

- * Total inventory and stock management system.
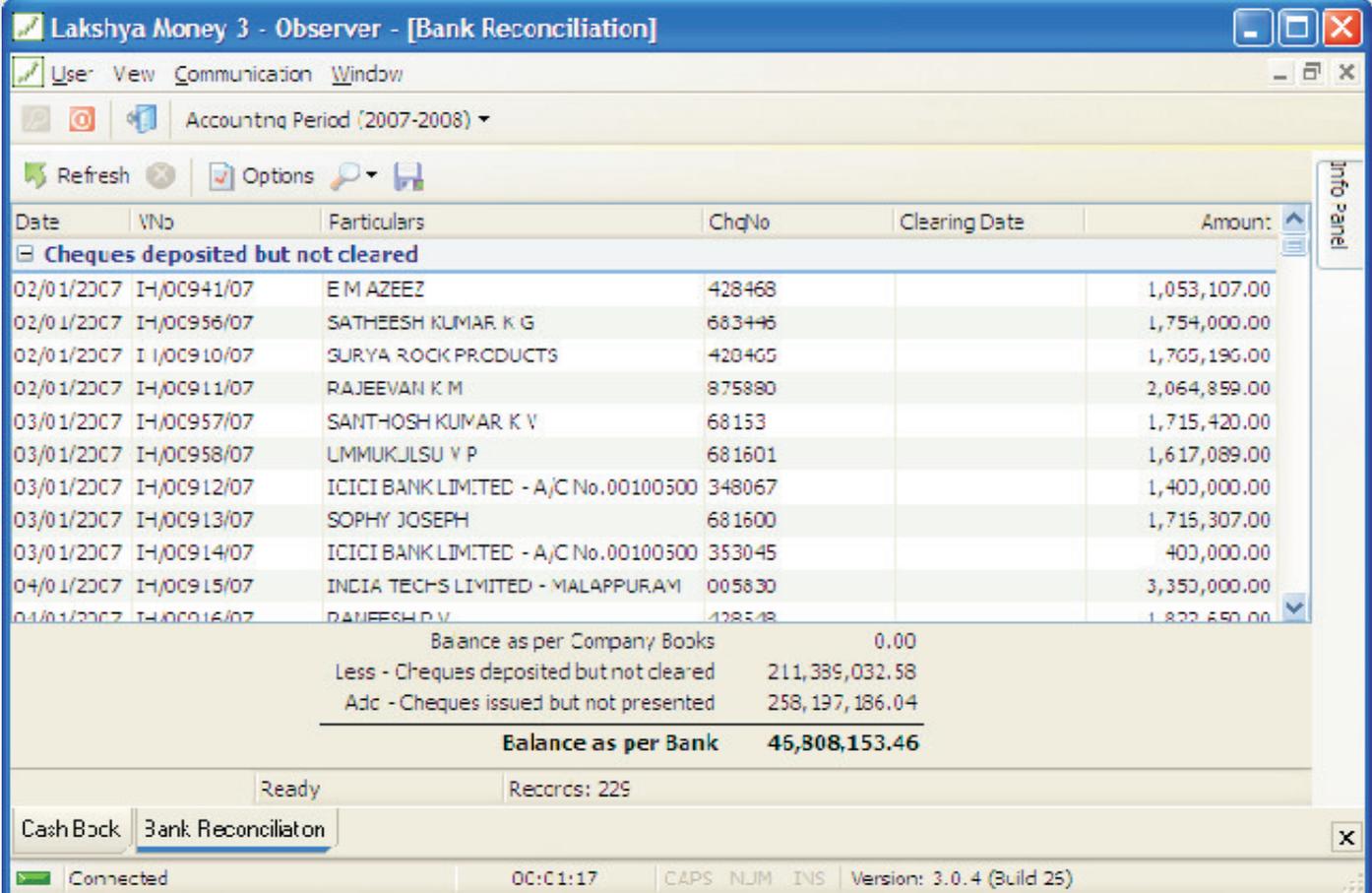- * SpeedyTransaction.
- * Maintains a client database.
- * Stock balance / Auto Generation of Purchase Order.
- * Groups inventory items.
- * Permits pre-defined and custom reports.

Benefits

- * Builds up your client database over time and uses it as a valuable marketing tool.
- * Gets accurate stock reports in real time.
- * Merges selected items in to a class.
- * Tracks & controls inventory items to ensure adequate supplies at all times.

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Lakshya Works

Lakshya Works is a powerful management system that ties up your workshop functions together. It tracks every job from the estimate to the invoice, automating each step in the process. It is ideal for capital equipment workshops.

Lakshya Works has an easy to use, intuitive interface which allows users to gain the benefits of computerized workshop management at floor level, without requiring specialist computer expertise.

Modules

Lakshya Works comprises of the following modules:

* **Central Administrator**
* **Local Administrator**
* **Observer**
* **Coordinator**
* **Technician**

Central Administrator

The Central Administrator defines the Local Administrator, Observer, Coordinator and Technician, and also manages the module settings.

The Central Administrator also defines the Rectification Procedure.

Local Administrator

The Local Administrator performs the workshop activities like service booking, releasing job card, allocating work to Technician and issuing invoice.

Observer

The Observer has a global view and systematic analysis of all the information in Lakshya Works and access to various reports.

Technician

Technician sends part request to the store, performs job log and does the service.

Features

* Standard estimation.
* Job card definition.
* Average repair duration.
* Work log record.
* Activity reallocation.

•Benefits

* Increased revenue.
* Quick accurate estimates.
* Comprehensive repair history.
* Analysis by failure code.
* Easy to use.

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Lakshya Money

Lakshya Money is a comprehensive accounting management system with advanced functionality, integrated with inventory, sales and procurement. Perfect for any medium to large sized business.

Lakshya Money gives you the power to run your growing business with maximum efficiency. It's so simple that, persons with little or no accounting experience can easily use the system. It is a solution that puts all aspects of the monetary realm of your business in clear view.

Moving from task to task with little effort, data can be easily accessed. The flexibility and comprehensive functionality of Lakshya Money affords possibilities that were previously unattainable to businesses.

Lakshya Money provides a secure environment for the financial data and minimizes the risk of intrusion.

Modules

Lakshya Money comprises of the following modules:

* **Administrator**
* **Observer**
* **Accountant**

Administrator

The Administrator defines the Accountant and the Sub Accountant, the chart of accounts, voucher types and enters standard narrations. The Administrator can also customize the various reports in Lakshya Money.
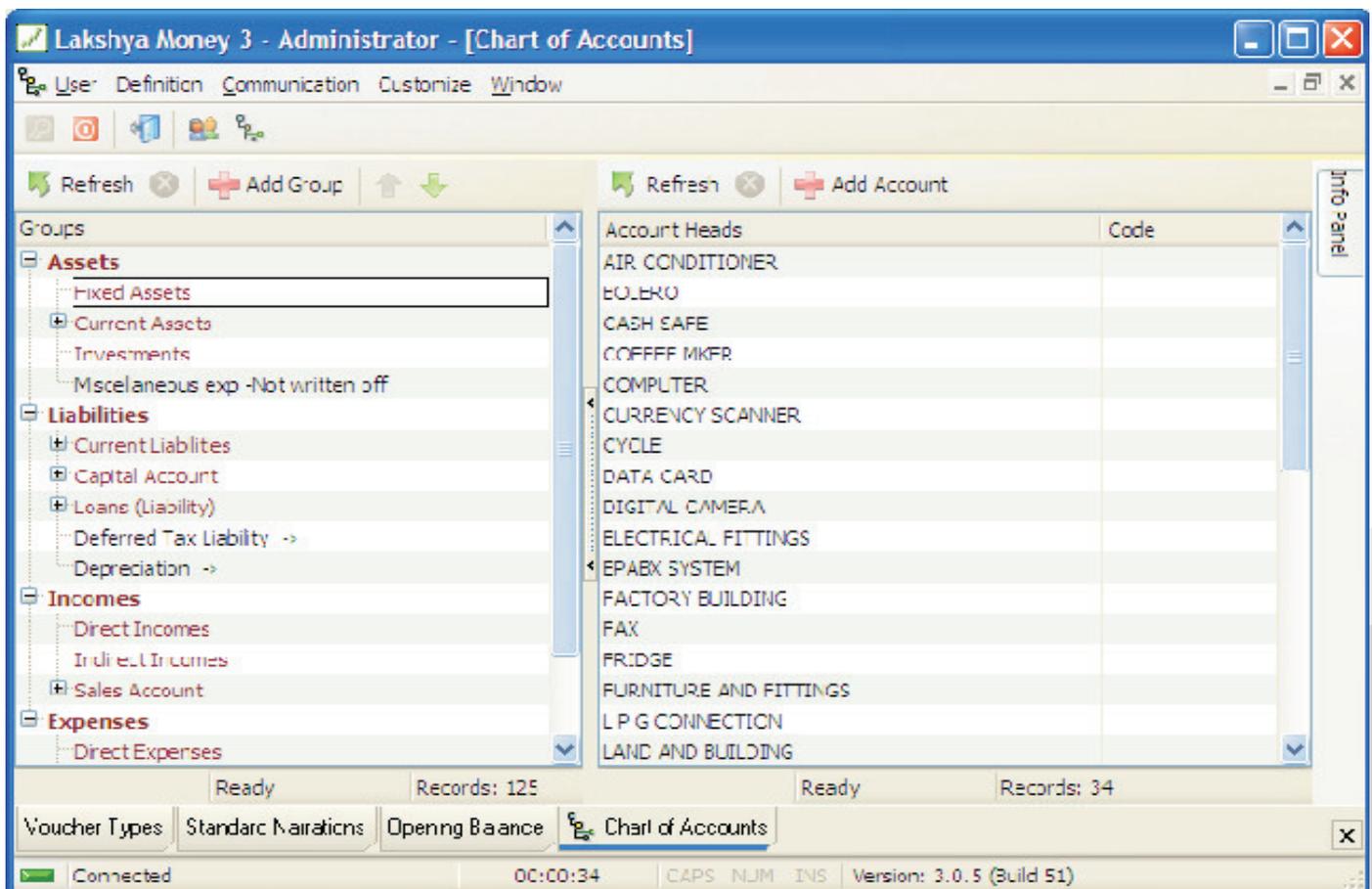
Observer

The Observer has a global view of all the information in Lakshya Money and access to all the various reports.

Accountant

The Accountant defines account heads and enters the journal, bank and cash transactions.

Features

* Ease-of-use.
* Customized reports.
* Sales orders, invoices and purchase orders can be e-mailed saving time and money.
* Ensures the accuracy and integrity of data.
* Gives current financial history for the specified year.
* Provides full bank reconciliation with robust, flexible reporting options.
* Enables quick entry and printing of vouchers.

Benefits

* Quick generation of key financial reports.
* Increases work efficiency and builds customer confidence.
* Provides for an extensive search feature.
* Helps manage every aspect of operation to achieve optimum profitability.
* Gives up to date information anywhere anytime.

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Lakshya Assembly

Lakshya Assembly is a powerful management system in a process in which interchangeable parts are added to a product in a sequential manner to assemble a finished product. It tracks every job right from the indent to the invoice, automating each step in the process. It is ideal for capital equipment assembling unit.

Lakshya Assembly has an easy to use, intuitive interface which allows users to gain the benefits of computerized Assembling activity management at floor level, without requiring specialist computer expertise.

Modules

•Lakshya Assembly comprises of the following modules:

* **Assembly Administrator**
* **Order Manager**
* **Local Administrator**
* **Observer**
* **Coordinator**
* **Assembler**

Assembly Administrator

The Assembly Administrator defines the Order Manger, Local Administrator, Observer, Coordinator and Assembler, and also manages the module settings.

The Assembly Administrator also defines the Assembly Activities.

Activity	Code	Std Duration
Activity Group : Assembling & Wiring GCP		
Assembling & Wiring GCP Std 15-45		4 Hrs
Assembling & Wiring GCP Std 50-82.5		4 Hrs
Assembling & Wiring GCP Std 100-160		6 Hrs
Assembling & Wiring GCP Std 180-250		8 Hrs
Assembling & Wiring GCP Std 320-400		8 Hrs
Assembling & Wiring GCP Std 500-600		8 Hrs
Assembling & Wiring GCP AMF 15-30		8 Hrs
Assembling & Wiring GCP AMF 35-82.5		8 Hrs
Assembling & Wiring GCP AMF 100-16(		8 Hrs
Assembling & Wiring GCP AMF 180-25(		12 Hrs
Assembling & Wiring GCP AMF 320-40(		10 Hrs
Assembling & Wiring GCP AMF 500-60(		10 Hrs
Assembling & Wiring Engine Panel		10 Hrs
Activity Group : Canopy Assembly - Air Cooled DGs		
Activity Group : Canopy Assembly - Water Cooled DGs 250-600 CO		
Activity Group : Canopy Assembly - Water Cooled DGs 250-600 INT		

Lakshya Assembly 3.0 - Assembly Administrator - [Activity]
User   Definitions   Settings   Communication   Window
Refresh   Add
Ready   Records: 269

Order Manager

The Order Manager defines the prospect, creates Indent, and submit it for approval from Local Administrator. After Indent is approved, Order Manager releases the order.

Local Administrator

The Local Administrator accept/reject the Indent send by the Order Manager, releases the job card based on the Order, adds the activities and assigns Coordinators. Local Administrator can generate internal order.

Observer

The Observer has a global view and systematic analysis of all the information and access to reports.

Coordinator

Coordinator can view the assigned activities, and allocate Personnel, Equipment and Bay against each activity. Coordinator have the view of work progress of the personnel under him and enters the resource usage and part assembly details.

Assembler

Assembler completes the assigned task and enters the details of the same. Assembler can view the assigned or completed task.

Features

* ob card definition.
* Work log record.
* Activity reallocation.

Benefits

* Increased revenue.
* Efficient time management.
* Easy to use.

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Lakshya Academy

Lakshya Academy is an online learning system that uses the Internet to effectively address a large student community across the world.   Any organization can use it to disseminate knowledge through a structured programme. A course is published once the entire course content is defined with all the lessons and questions verified. A published course can be populated on a web site that serves as the interface for the learner. The prospective learner can download the Lakshya Academy   Learner client and log in to commence his unique anywhere learning opportunity.

Modules
Lakshya Academy Comprises of the following modules:
* **Registrar**
* **Sub-Registrar**
* **Observer**
* **Faculty**
* **Learner**

Registrar
Each Academy in Lakshya has a dedicated Registrar. The Registrar can define the courses that the Academy will handle and he can decide if he will co-ordinate it himself or appoint the Sub Registrar as the course Coordinator. The Registrar can also appoint Observers who can view the progress of the course

Sub-Registrar
Sub Registrar decides the syllabus, adds Assignments and Unit Tests for all the courses to which he/she is assigned and verifies the lesson contents, questions, book reviews and project of these courses. He/she has a view of all the persons in the Academy, the course flow, percentile report of the learners and the login details

Observer

The Observer can learn the lessons and submit queries. He/she can view the queries submitted by the learners along with the responses of the faculties, all the persons in the academy, the syllabi of the courses, the Course Flow, books suggested by the faculties for book reviews, Projects suggested by the faculties, the percentile report of the learners and the learners registered for the courses.

Faculty

Faculty prepares the lesson contents, defines questions and projects, suggests books for references, clarifies the doubts submitted by the learners and assesses the projects. The Faculties can view the Syllabus, course flow, the learners and percentile report of the learners

Learner

A learner is a person who undertakes a the course. A Learner can register for the course through the respective Academy's website. The prospective learner can download the Lakshya Academy Learner client and log in to commence his unique anywhere learning opportunity.

Benefits:

* Anytime, Anywhere learning
* Learning at one's own pace.
* One-to-one learning.
* Options to submit doubts at anytime.

Lakshya®
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Lakshya Reuse

Lakshya Reuse is aimed at providing a unique environment for Seller, Trader and Buyer of Pre-Owned equipments to interact in virtual space to conclude their business.

Modules

Lakshya Reuse comprises of the following modules:

* **Administrator**
* **Observer**
* **Trader**
* **Bidder**

Administrator

The Administrator controls the Logins to the server and also defines Product models and their attributes. The Administrator also defines the Trader, Locations/Territories and Categories of the product model.

Observer

The Observer has a global view of all the information in Lakshya Reuse and access to all the various reports.

Trader

The Trader defines the Customer, the Financier, the Refurbisher and the Store. Above all the Trader defines the item which he is going to buy and sell. The Trader can also decide whether he can give the item for Rental/ Repair. The Trader can also facilitate the items

Bidder

A Bidder is an authorized customer who can participate in the auction process.

Benefits

* Provides an environment for the sale of used equipments
* Pictures of the equipments can be uploaded
* Posting(listing) of equipment in the site is free