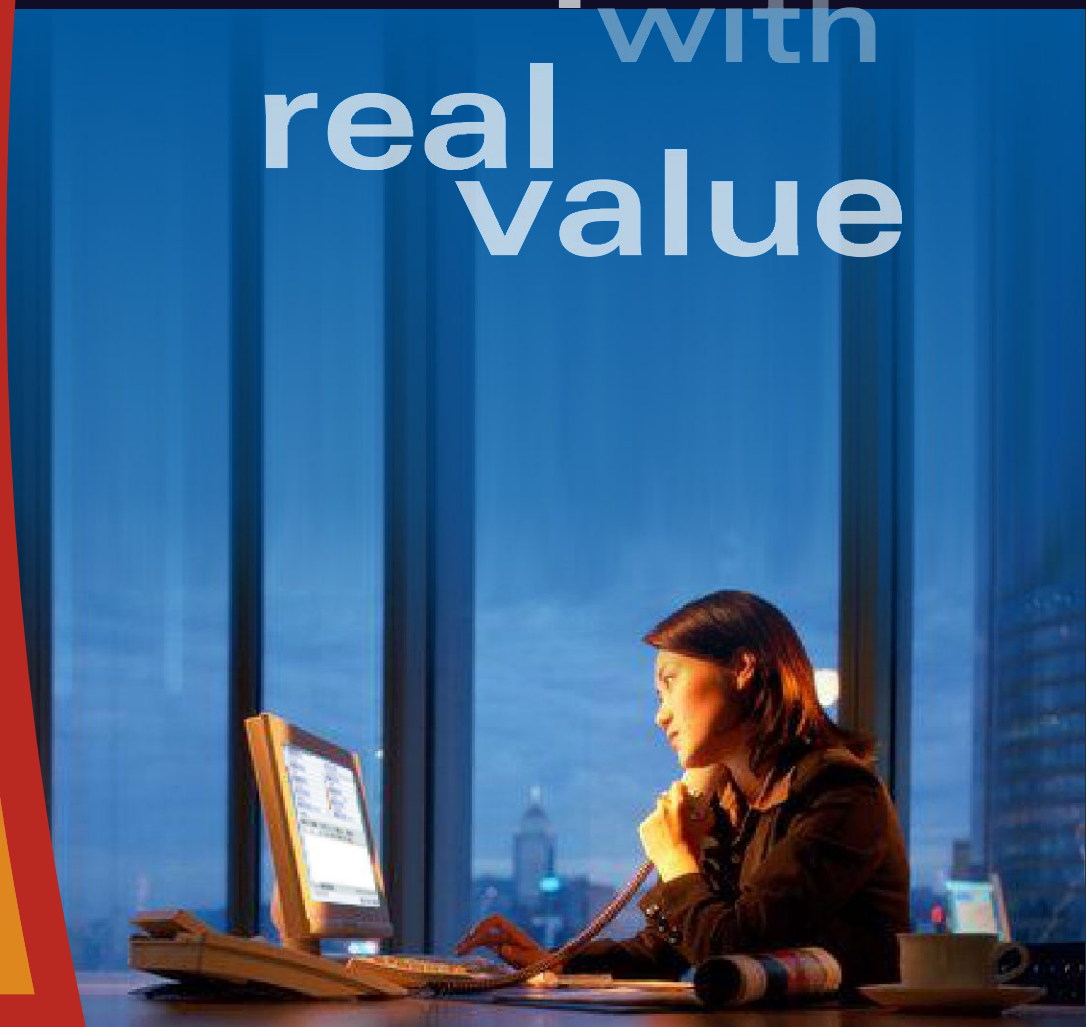
A Virtual Space with real value



WorkACE™
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A Matter of Enterprise and Organizational Survival

Knowledge is power. Today, knowledge has emerged to be the critical differentiator between success and failure of an Enterprise. Access to right knowledge at right time, by all the stake holders is the key for enhanced service quality and hence success of an enterprise.

But, with business going global, stake holders spreading across different parts of the global, how can you make the knowledge available to every one, without having to spend a great deal of money in global connectivity or travel?

Is there a platform for collaborative environment, connecting stakeholders easily and efficiently, irrespective of their physical location?

Is there a system captures data, converts them into knowledge and makes them available to right people at right time?

There is. WorkACE.

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"The pendulum has returned from the obsessive focus on externally facing e-business to a renewed focus on the individual worker, often in the form of business-to-employee initiatives. These trends acknowledge that many workers are overloaded with an incoherent mix of tools and systems all purporting to support their work activities, but designed and delivered without any composite perspective of the work process."

-Gartner Research, February 3, 2003

WorkACE™ is a carefully crafted solution, based on the QXS philosophy, for continuous growth in the success level of an Enterprise. It is an integrated, adaptive, flexible virtual workplace that makes the organizations work in a truly collaborative mode, where the views and knowledge of every stake holder are used to drive every decision.

WorkACE™ is tailored to accommodate each stakeholder's roles and captures inputs that can be used effectively for meeting the organizational goals. WorkACE also simplifies the process of collaborative working thus, allowing the workforce to focus on core competencies.

Whats more, all these can be done with a huge cost saving.

WorkACE™ - a Virtual Space with real value

Processes streamline operations. But can they replace human intelligence? Do they overshadow some vital human interactions, more so, with organizations spreading across in geographical space? How can organizations keep the interactions intact, irrespective of physical location of the stake holders, and more importantly, how can they do it without having to spend a fortune?

The answer is Virtual Working Communities. Virtual Work places, are an online space where people can find each other, communicate, collaborate and share documents and collectively drive the organization to meet its business goals.

Why build a Virtual Working Community?

You may be using e-mail, instant messaging, document sharing and other online communication tools and think that you are already on a virtual working mode. But in reality you are not. They are just communication tools, more often, point to point, and do not offer an integrated platform for collaboration.

A single, integrated electronic workplace, like WorkACE™ with an interface and toolset that remains consistent from department to department, from task to task gives you far more power to bring your stakeholders together to solve your most pressing issues.

A platform such as WorkACE not only integrates process and data… but more importantly the people! This is the vital key to success. Stakeholders can find each other in this virtual space, as comfortable as in the physical space, to interact and as a result organizations can reap huge gains in productivity and responsiveness.

When stakeholders can gather into online communities centered around their areas of expertise (like PM, SCM, CRM, Support and HR), they can focus on solving business problems, rather than chasing each other down through phone calls, e-mails and other isolated communication methods.

One of the major benefits of the virtual platform is the huge cost saving, in terms of reduced hardware and software investments. Interestingly, these are not the cost cutting that eventually results in unsatisfied customer or unmotivated stake holders… on the other hand this easy-to-use yet powerful communication environment improves customer satisfaction by encouraging participation by employees, customers, suppliers and other stakeholders.

Another great benefit in the virtual working community is the access of information to the right people at right time, the most crucial factor for the success of any enterprise in this knowledge era.

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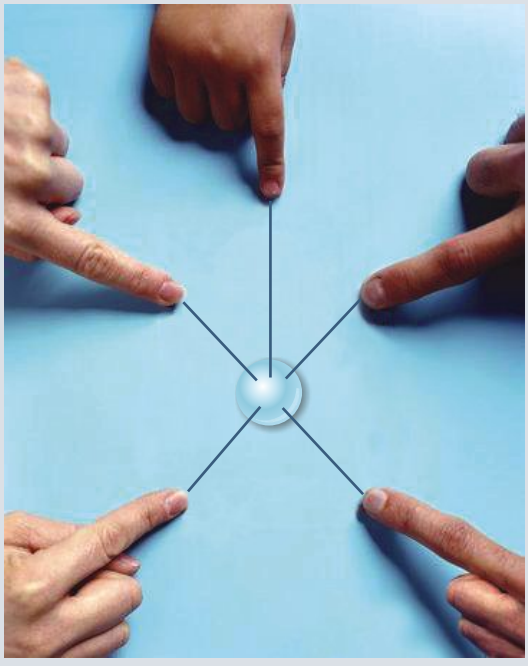
What is WorkACE™ ?



WorkACE is a carefully designed e-workplace which combines hardware, software, services and expertise. Based on QXS Philosophy™, workACE creates a secure online, collaborative knowledge community, providing the stakeholders powerful, yet easy-to-use tools to access the people, content, applications and processes they need to do their jobs most effectively.

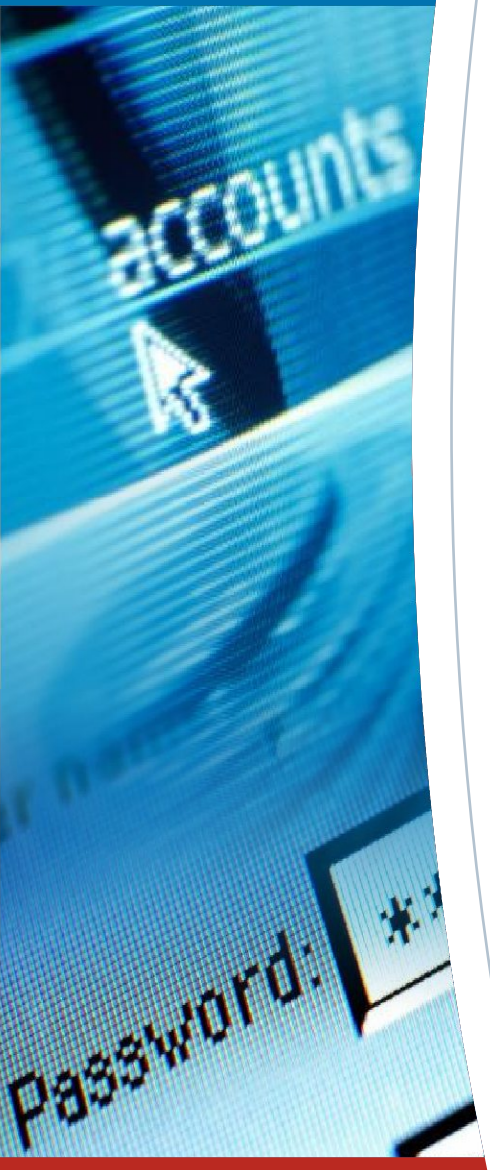
Built on QXS™ philosophy, which is based on latest human psychology on knowledge, WorkACE™ ensures people to be competent and motivated, enables them to learn, improve and excel constantly in their work.

WorkACE™ environment was built to:

- Be unrestrained by the physical and structural boundaries of the organization, allowing employees to work anytime, anywhere.
- Leverages maximum value from the company's resources by eliminating redundant systems and consolidating information.
- Be unified, providing a single entry point, interface design, brand experience and toolset across the organization.
- Be personalized to each user's specific role. Employees get convenient, secure access only to the resources they need.
- Be fair, since each member has the same possibility to get his/her voice to be heard, talent to be seen and dedication noticed, so that his/ her true inputs are rewarded.
- Be motivating, since inputs and participation from peers automatically lead to a challenging setup in which personal and organizational growth is inevitable.
- Be Scalable, so that any possible virtual working community needs will be fulfilled by adding easy-to-develop industry specific modules on top of the base WorkACE™.
- Be bonding, since the rewards of a virtual working community teamwork are so personal, concrete and instant.

WorkACE™ delivers on this vision and helps control costs and boost organizational productivity across a range of business functions, from training, technical support and HR to procurement, SCM and CRM.

What are the benefits of WorkACE™ ?



Cost Savings

The cost savings, that a virtual working system such as WorkACE™ can provide, is really many folds and much greater than what one could normally look for. WorkACE™ as a single solution can result in cost saving across many areas. Some of them are listed below:

- WorkACE™ can replace a wide array of IT and organizational infrastructure, allowing organizations to save money by streamlining processes, re-purposing existing resources and eliminating redundant systems. It can replace multiple servers and applications, as well as thousands of web pages.
- Huge saving on office space and equipment, as people can work from home or in flexible shifts.
- WorkACE™ gives organizations a powerful new way to reach their people. It can eliminate all other conventional channels such as cW2s, earning statements, corporate newsletters, mass mailings, e-mails and Web pages.
- Cost of printing and postage is eliminated, and this also removes inefficiencies such as misdirected deliveries.
- Huge savings on training, as online collaboration allows organizations to provide training, any time, any where.

  In addition, an enterprise-wide WorkACE™ system can consolidate procurement of travel and other necessities, creating new economies of scale.
- With WorkACE™ there is not difference between using a local suppliers or a company overseas, since both will be work virtually in the same space with you. Hence you can get the full benefit out of outsourcing from the right place.

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How much can you save?

Here are some of the results that a major IT firms have seen in their e-workplace engagements:

- A global technology company estimated that it saved $54 million in its first year of implementation.
- An international financial institution estimated that it could save €270 million over five years.
- A global automotive company estimated that it would save €8.5 million in its first year.

Increased Productivity

WorkACE™ not only reduces the costs by streamlining the processes but also boosts organizational motivation and productivity to a great extent. Look at some of the factors that can improve the productivity across the board.

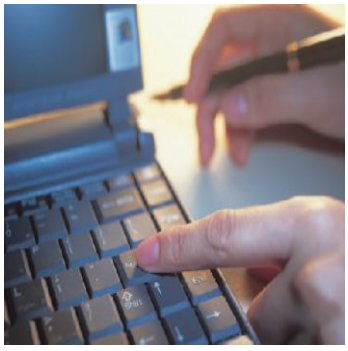
- Simple and consistent interface and common toolsets across functions, ensure that anyone can quickly begin participating in online collaboration.
- Access to multiple information sources everything from company phone directories to in-depth historical input research in a single location, helps employees work with greater speed.
- IT departments can reduce the number of applications and servers they support and focus on more business-critical projects.
- Even when people leave the organization, every nugget of valuable knowledge that a person has created in the past will be in the system for the endless benefit of others.
- Online collaboration offers new ways to harness the experience and expertise of their employees.
- Connecting people across disciplines, divisions and geographical boundaries, WorkACE™ allows users to quickly solve problems, develop ideas and share information on a scale that was previously impossible. It also eliminates wastage of time in choosing a location, coordinating schedules and arranging travel, a level of convenience that traditional business processes can't match.

How much time can you Save?

Here are some examples of the time savings that virtual working communities can provide:

- For an automobile company, accessing worldwide data through a single portal, instead of searching multiple Web sites, produced an overall time savings of 95%.
- A pharmaceutical company, using online workflow management for compensation planning, produced a time savings of 80%.
- In a composite survey, companies using virtual workplaces for employee benefi ts enrollment processes experienced time savings of 94%.

Getting started with Virtual Workplaces



Building an effective virtual working community takes more than just the right technology. In order to reap the full benefit of cost savings and increased productivity, executives need to participate with an active role from the very early planning stages. Here's some examples, taken from our QXS Philosophy™ handbook, on how to ensure that your virtual workplace really works:

Create a single, unified vision for your virtual working community. Many of the benefits described above such as streamlined processes, productive collaboration, ease of use - will depend on this. Establish this vision at the top levels of your organization; communicate it repeatedly and effectively with everybody.

Make WorkACE™ an extension of your overall workforce strategy. Make sure that the virtual working community can support your business objectives and increase your company's overall competitiveness.

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Establish clear ownership. Both business and IT executives will need to work on this. To ensure it goes smoothly, establish clear ownership for governance, based on true leadership roles.

Build a spirit of collaboration throughout your organization. If your corporate culture and processes don't encourage collaboration, no amount of technology will get your employees working together to produce a success.

Solicit participation and community building. Encourage employee participation in the planning stages and every step there on. Make sure that the information in WorkACE™ is organized, accurate, current and accessible. Reliable information will motivate and keep employees coming back when they have questions.

Integrate WorkACE™ into your company. Don't view WorkACE™ as an add-on. To be truly useful, it needs to become an effective conduit for your people, processes and technology.

Don't delay. The sooner you implement your WorkACE™, the sooner you'll start gaining the competitive advantage your company needs.

Features of WorkACE™

- Built around the practical and sound philosophies of QXS™- Quality, Excellence and Systems, it helps to implement/achieve QXS™ within any organization.
- Uses a standard structure of Divisions/ Departments /Virtual Teams /Projects, thereby providing a knowledge repository that is well-organized and makes information easy to find and use.
- By means of an innovation called Contextual Collaboration, multiple discussions between members can happen below virtually any business object in WorkACE™. This enables collaboration with the right people in the right context.
- Ideas from employees can be rated by others, so that good suggestions and their authors can be recognized easily and democratically.
- Decisions taken during discussions can be tracked and notified to members.
- All e-mail communication is recorded in a centralized location- a major advantage compared to the traditional method of having information spread in the mailboxes of many people.

Features of WorkACE™

- Unlimited number of virtual links can be created between any two pieces of information, helping quickly identification of related information.
- Each object in WorkACE™ is associated with a unique ID, and any object can be accessed in one step by providing its ID.
- Provides a comprehensive project management solution, where the complete Work Breakdown Structure of a project can be managed.
- Performs tasks under a project based on priority and dependencies set by the project managers.
- Users can make personal notes and publish them whenever and wherever they want.
- Time card feature to record the in and out times of employees. This can be compared against the time spent by them on various tasks and issues.
- Built around a well-researched and implemented security structure that provides for an open and closed environment, or a combination of both.
- Built on an architecture that can support any language. Additional language packs can be created or existing words/terms can be customized using the interface provided within the application.
- Built using technologies that provide performance, scalability, compatibility and reliability at the lowest cost.
- Issue tracker module allows for customers and internal users to post their issues, discuss, and attend to them.
- A full-fledged calendar, built in, helps track the events and tasks that happen in the organization.

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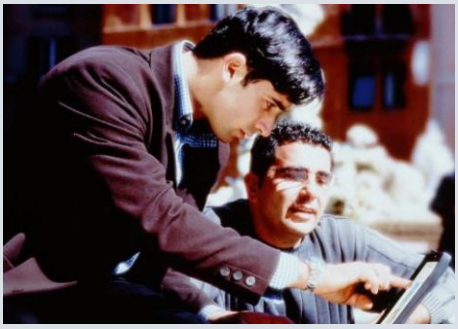
Company Overview



QXSystems™ is a Global Business- and ICT consulting company, founded in 1998.

The company was founded by Mr.Johan M Karlstedt, a visionary, who invented the QXS™ philosophy, which is radically changing the perception of many business leaders about running the future e-Businesses. QXSystems™ today employs the best brains across the globe in a pursuit to become a trend setter and a leader in the new era business systems.

QXSystems™ is truly a virtual organization having its employees spread across three continents. These employees are constantly connected and work in complete collaboration using WorkACE™. The three major market areas, Asia, Europe and America, are run using WorkACE™ for daily decision-making and management.

Our main business units, QXSystems America S.A, QXSystems Europe AG and QXSystems Asia Ltd are seamlessly integrated into WorkACE™ and each business unit is divided into departments, projects and programs. Our regional US sales offices in Texas and Florida and Indian sales office in Bangalore gets full value of WorkACE™ in daily operations.

Q*X*S=Success™

QXSystems™ believes strongly that current static business solutions cannot accommodate the changing needs of global organizations. WorkACE™ provides organizations a seamless integration to existing applications and will become a strategic platform for all knowledge that the company posses about its business.

QXSystems™ provides the needed technologies and business coaching skills to any organization. The main business units in QXSystems™ are:

1) QXS Coaching™ - includes business coaching and executive coaching

2) ICT Engineering - software platform to build Online Virtual Community solutions for global organizations.

3) e-Marketing Channel Consulting - turnkey solutions for selected market segments with corresponding needs.

Please read more at
www.qxsystems.com and **www.qxsys.com**

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