

CASE STUDY

ZOHO FOR SECURITY AND INVESTIGATIONS INDUSTRY

The Company is an internationally renowned enterprise which specializes in pioneering biometric recognition techniques, and provides products and solutions of smart entrance management, smart identity authentication and smart office. ZKTeco offers services on all fronts to public-service, enterprise-level and personal users.



COMPANY LOCATION



Bengaluru, Karnataka

INDUSTRY



Security & Investigations

APPLICATION REPLACED



Microsoft Office, Excel

ZOHO SERVICES



Zoho One

OBJECTIVES:

The Company aims to integrate business based on Biometric Verification Core Techniques. From the core technical authorizations of physical and behavioral features including fingerprint, iris, face, and vein, to their software empowered by hybrid biometric verification and computer vision and hybrid biometric verification identity authentication O2O smart terminals and solutions, they offer one-stop solutions based on smart verification and identity authentication applications for vertical industries, partners, and system integrators.

PROJECT NAME: Zoho One Suite Implementation

CASE STUDY

THE CHALLENGE:

The Company was using multiple disparate tools and solutions that were not integrated to manage its daily operations and were costly too. They found it challenging to accurately enter customer details in every app and keep them updated. They realized that they needed a cloud-based solution that was naturally integrated and that would provide solutions to manage all business functions.

THE SOLUTION:

The company reviewed numerous solutions and found that the Zoho One suite had a considerable advantage in terms of seamless integration between all the apps needed for their sales, finance, client support, and staff management processes.

To implement the Zoho One Solution they came across the Zoho partners for better support, customization, and implementation services and they chose AGSuite Technologies as their implementation partner.

Implementation was straightforward and their employees adopted Zoho One eagerly as they could see that the solution made their work life easier. Every team member was given training from the IT department with the help of Zoho One training for each application.

When it came to transitioning to remote work, the team was already set up for success.

After the complete Zoho One Suite implementation by AGSuite Technologies and also with effective training for each product, it finds that really helpful, and they manage their operations hassle-free.

The sales team uses Zoho CRM to track and interact with customers through the lead generation cycle.

The finance team uses Zoho Books to manage their billing and expenditures and all

The finance team also uses Zoho Inventory for stock management.

Using the Zoho Creator, AGSuite develops one subscription app for the company as per the requirements and which they find really useful.

The Company also uses Zoho People, which plays an essential role in managing HR activities. Team member onboarding, leave requests, appraisals, timesheets, goal tracking, birthday announcements, loan requests, and attendance check-in and check-out are managed and tracked with Zoho People.

CASE STUDY

The Company uses Zoho Analytics to create custom reports with the help of queries for their applications.

The team uses Zoho Desk to raise tickets for any issues related to products.

To integrate the custom design form into the app or website team uses the Zoho Forms with easy integration and stores the customer database in the Zoho Forms itself.

The team uses Zoho Booking to book and schedule the appointments, a calendar to check for the available slots, etc.

The HR Team uses Zoho Payroll for salary calculation, investment declarations, and taxes in one place.

Zoho Cliq makes it easy for the company to have one-on-one conversations, share files, collaborate on client projects, manage internal team communication over channels and group calls, and generally stay connected.

Zoho WorkDrive struck the right chord with the company by giving them a single place to manage all their documents, and data sheets, thereby improving collaboration, and reducing bottlenecks and redundancies. Zoho Workdrive helps to keep track of all digital assets and documents,”

The Company also uses Zoho SalesIQ which helps them to track how visitors were interacting with their website in real-time, as well as identify returning visitors and engage with them based on their actions on the website. They also added a chatbot to answer customer queries outside of business hours.

The Company's marketing team uses Zoho Campaigns which has made it easy to send out well-designed eye-catching generalized emails to their customer base and it's much easier to use email lists on Zoho than any other company like mail chimp or constant contact.

CASE STUDY

ZOHO ONE SUITE IMPLEMENTATION, CUSTOMIZATION AND SUPPORT

Application	Status
Zoho CRM	✓ Done
Zoho Books	✓ Done
Zoho Inventory	✓ Done
Zoho Creator	✓ Done
Zoho People	✓ Done
Zoho Analytics	✓ Done
Zoho Desk	✓ Done
Zoho Forms	✓ Done
Zoho Booking	✓ Done
Zoho Payroll	✓ Done
Zoho Cliq	✓ Done
Zoho WorkDrive	✓ Done
Zoho SalesIQ	✓ Done
Zoho Campaign	✓ Done