Assignment

Management Information Systems

Industrial Information Technology Degree Program

Faculty of Applied Science

Uva Wellassa University

A.M.I.I.Aththanayake - UWU/IIT/16/003

K.H.S.Bandara - UWU/IIT/16/006

P.T.D.Jayasinghe - UWU/IIT/16/022

O.W.T.Y.Jayathilake - UWU/IIT/16/023

D.S.L.Kannangara - UWU/IIT/16/025

**CONTENTS**

1. Introduction

1.1 Purpose ...................................................................................................... 3

1.2 Method of investigation............................................................................. 3

1. Discussion

2.1 About the company.................................................................................... 4

2.2 Vision & mission....................................................................................... 5

2.3 Company values......................................................................................... 5

2.4 Organizational structure ............................................................................ 6

2.5 Organization approach...............................................................................

1. Business processes and Business activities...........................................................
2. Different types of Information Systems

4.1 Their Information Systems.........................................................................

4.2 Our suggestions..........................................................................................

4.3 Reasons for our suggestions......................................................................

1. Business strategies

5.1 Their business strategies...........................................................................

5.2 How Information technology help them to achieve those strategies more effectively and efficiency? ...............................................................................................

1. **Introduction**

**1.1 Purpose**

The purpose of this report is to identify, What are their business processors and activities, different types of information systems that they use to span their business, how information systems supports to achieve organizations goals and objectives and how information technology help them to achieve these strategies more effectively and efficiency.

**1.2 Method of investigations**

A questionnaire developed by ourselves was issued to collect information from them. And also we refer their web site for gather information.

1. **Discussion**

**2.1 About the company**

HAAT offers a wide range of computer products and networking solutions to small, medium, and large businesses across a variety of industries in Sri Lanka and Maldives

HAAT with offices located in Sri Lanka and Maldives was founded with confidence to provide product and services in Information Technology, Machine Fabrication and Engineering Solutions, and Tourism to customers because of ensuring the highest standard of service, and experience in all of our areas.

IT product and services

HAAT provides organizations comprehensive solution in all IT infrastructures, computer networking, to make the organization faster, more cost-effective, yet always secure.

Machine fabrication and engineering solutions

HAAT has built a solid reputation, for supplying an outstanding world renowned range of machine fabrications and offering a range of highly professional services.

The experienced and knowledgeable engineers at HAAT can assist you on the right product for your application, provide knowledge and support in designing a system configured to meet your unique requirements.

Travel and Tourism

At HAAT, we create vacations to Sri Lanka (Pearl in the Indian Ocean) with the written history of more than 2600 years of old. This will brings you right balance of features and free time and historical places while you stay in great hotels. And tell the stories within every journey that bring your destination to life. So find your dream vacation and come along with us to Beautiful Ceylon.

Why HAAT

Our skilled engineers provide a full installation and commissioning service, backed upwith a full manufacturer’s warranty. HAAT will then offer on-going peace of mind with a full range of service and maintenance contracts to maintain your equipment in optimum operating condition.

Our product range covers many of the largest and most highly respected names in the market; Customers trust and rely on our expertise in engineering and customer support.

Deep familiarity with a wide range of products and technologies, HAAT enables the organization to match the exact solution in terms of operational requirements, budget and management resources.

In addition, the company's experience in large projects allows it to identify in advance the total cost of each project, and helps make the IT cooperation with careful planning of the system under the given controls.

**2.2 Mission and Vision**

The mission at HAAT is to add value and to contribute to our clients' long term success and competitive strength.

Vision is to be a profitable and trusted business partner, recognized in every market.

**2.3 Company values**

• Integrity

• Quality

• Team Work

• Respect

• Competitiveness

• Commitment

• Strategic Partnership

**2.4 Organizational structure**

1. **Business processes and Business activities**

**Business processes**

* Network Systems
* Security
* Unified communication
* Structured Cabling System and Electrical engineering design and Installations
* Enterprise storage & backup
* Virtualization
* Servers, Laptop & Desktops
* Printers, Scanners & POS Systems
* Thin Clients
* Smart Phones and Tabs
* Hardware Maintenance

**Business activities**

1. Network systems

HAAT Holdings, provides custom solutions to meet the needs of each and every customer, regardless of size. If you are implementing a new network, upgrading an existing one or just adding an application, call on HAAT, we provide a quality end-product that minimizes the disruption to your work day.

As a full-service Network Systems Integrator, HAAT offers comprehensive solutions. Our solutions includes best product brands in Routing, Switching and Wireless Networks. We also, do manage our customer's networks.

* Routing
* LAN switching
* Network Management
* Wireless LAN

1. Security

* Firewall
* Attack and Intrusion Prevention
* Spam and Virus Protection
* Virtual Private Networks
* Network Admission Control
* Security Management
* Web and Email security
* Video Surveillance

1. Unified communication

* IP Telephony
* Applications
* Contact Center
* Remote Access

1. Structured cabling system and electrical engineering design and installations

* Structured Cabling
* Voice and Data network Design
* Electrical Cabling
* Outside plant cabling
* Entrance Cable Facility
* Local Area Network Cabling
* Computer Facilities Design & Installation
* Data Communication & Telecommunication Works
* Electrical (Power & Lighting) Wiring
* Fiber Optic Cabling Installation & Termination
* Fiber Optic Connectors & Adapters
* Supplier of UTP, Fiber Optic & Coaxial Cables
* Building Management System

**How the proceed their business processes**

Organization approach

1. **Different types of Information Systems**

**4.1 Their Information Systems**

When customer request for a project, HAAT uses different Information Systems to do their tasks. Such as,

1. HAAT do not use physical servers for their works and they use virtual servers. Therefore they use **cloud servers**.
2. They use **Google drivers** to store their data rather than using hardware.
3. By using **G suite**, they communicate within the organization’s workers as well as outsiders through emails.
4. As an example for ERP, they use **ONEUP** for purchasing and **QUICKBOOK** for invoice and delivery note.
5. They use **ASANA** for customer relationship management. By using this, they are able to keep a record of every interaction from generating leads to maintaining relationship with loyal customers.
6. They use **Google calendar** for inform about their meetings to their clients and their staff.
7. They use **Google sheets** to record their data, such as appointment schedule, quotation details, etc.
8. As an example for check the quality of the network cables, they use **FLUKE TEST**.

**4.2 Our suggestions**

Currently purchasing, invoice and customer relationship management are working separately. We suggest to use new Information System to combine above three sections as a one system.

**4.3 Reasons for our suggestions**

We suggest that system because,

1. Current system is not that much efficiency because they work separately.
2. If they combine those three sections, they can communicate easily.
3. **Business strategies**

**5.1 Their business strategies**

Strategy defines as a plan of action designed to achieve a long-term or overall aim. Business strategy can be understood as the course of action or set of decisions which assist the entrepreneurs in achieving specific business objectives. When considering this organization, they use unique strategies to be the best organization among competitive organization.

Planning

Business strategy is a part of a business plan. While the business plan sets the goals and objectives, the strategy gives you a way to fulfil those goals. It is a plan to reach where you intend to.

Strengths & Weaknesses

Most of the times, you get to know about your real strengths and weaknesses while formulating a strategy. Moreover, it also helps you capitalize on what you’re good at and use that to overshadow your weaknesses (or eliminate them).

Efficiency & Effectiveness

When every step is planned, every resource is allocated, and everyone knows what is to be done, business activities become more efficient and effective automatically.

HAAT Holdings implement following strategies to go forward along to achieve the goals;

1. Best Service

* Prompt Delivery Method

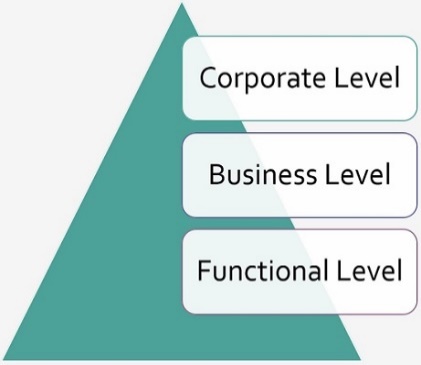
Once the order is being placed, the delivery will be taken place at the earliest by meeting promised delivery period.

The delivery of goods (Ex-Stock items) will be happened within 04 hours after receiving the PO from the customer.

* After sales services

After such a good has been delivered, the installation & configuration will be completing the same day which enables the customer to commence their work with the provided good as a workable system.

1. Maintaining AMC
   * After of such good’s given warranty period ends, HAAT company facilitate the customer to sign up with an Agreement with regards to the Maintenance Service which will be carried out relevant to the supplied goods. From this, the customer will be satisfying with the continuous service which HAAT will be provided without any failure.



**5.2 How Information technology help them to achieve those strategies more effectively and efficiency?**

HATT do not use physical servers to do their tasks. As we mentioned earlier they use cloud servers so if they have internet facilities they can proceed their works their own place other than coming to workplace. Therefore when the client do a request they can handle their works more effectively and efficiently.

There is good communication process in between the staff members so they can accept or reject the project as well as they can inform the client about their decision without any delay.

And also as we mentioned earlier they use ASANA, so they can handle the project efficiently and effectively.