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New security product for BPO staff

January 12, 2006 19:23 IST

Addressing the growing need for security of business process outsourcing employees, Bangalore-based Proficio Geo Technologies has come up with PRO-TMS, a solution that integrates various technologies to cater to this need.

The GIS (Geographical Information Solution)-GPS (Global Positioning System)-SMS solution is based on "improved information visibility", company's vice-president (corporate development) Shashidhar Joshi told reporters while announcing the launch of the solution in Bangalore on Thursday.

The PRO-TMS tracks and monitors vehicle movement using GIS and GPS technologies. With its system automated SMSs reaching the pickup individual confidentially and the back up system in place, security of woman employee is well covered, he said.

[New safety gadget for BPO staff](#)

The PRO-TMS, the company claimed, also shrinks 18 man hours of logistics planning to a mere 75 minutes leaving the company personnel with more time to devote towards better relationship building with outsourced agents and quick addressal of employee/driver grievances.

The solution enables the facility manager to generate a trip report, which is provided to the drivers who will be executing the trip in terms of employee ID and address basis, the company said.




The system automated SMS is then sent to each pickup employee providing information on the driver's name, his contact number, vehicle number and the time of pickup.

The PRO-TMS solution thereby ensures "quick and accurate data and report for management review and discussion which can be implemented effectively," Joshi said.

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"With better accountability and near zero non-inclusion and duplication rate the solution enables dramatic reduction in operating errors and, hence, cost," Joshi said.

The solution has received "tremendous response". The company already has four clients and by the end of this quarter, it is looking at adding six to eight more clients, Joshi said.

The companies that have gone for PRO-TMS are HSBC, TransWorks, Mphasis, PeopleSoft and MSource.

Apart from BPOs, schools have evinced keen interest in the solution, with Jain International School already incorporating it, he said.

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