

## Focus

Customer Services Management is key to the business objectives of Triniti Advanced Software Labs Pvt. Ltd. [TRINITI]. To demonstrate commitment towards "QUALITY", the organization implements Quality Management System (Q.M.S) in accordance with the International Standard ISO 9001:2000.

Triniti Advanced Software Labs, the company's Research and Development arm in Hyderabad, India, utilizes proven technologists fluent in the latest development languages and practices. This includes expertise in Oracle, SAP, Brooks-PRI and a host of related technologies and applications.

Triniti technology allows secure real-time interaction between ERP systems such as Oracle<sup>®</sup>, SAP<sup>®</sup> and multiple MES and APS systems (PROMIS, WorkStream<sup>®</sup>, FACTORYWorks<sup>®</sup>, Pacemaker<sup>®</sup>, i2<sup>®</sup>, Adexa<sup>®</sup>, ONSite<sup>®</sup>). To integrate legacy systems, Triniti offers robust administration utilities and toolkits.

Triniti applications enable enhanced process performance. These include: Material Transaction, Global WIP/Inventory Visibility, Global Cost Roll-up, Item and Bill of Material (BOM) creation. Triniti services provide multiple ERP, MES and APS implementation and integration solutions for Oracle and SAP technologies. Triniti also integrates popular APS and MES systems, such as i2, MatrixOne, FACTORYworks<sup>®</sup>, and Workstream Open<sup>®</sup>.

At Triniti, honesty and integrity are inherent to the way we work and to the way we build solutions. We are committed to creating success for our customers, our partners, and ourselves. We work in a way that is fair and right. We work hard to understand customers business and the technology that drives it. We will openly share with our customer what we know about their business, the technology options available to empower it, and what specific resources they will need to make it run well.



Figure 1:

## Quality Policy

We at TRINITI are focused on delivering value-driven and cost-effective software products and services world-wide and committed to enhance customer satisfaction by

- using state-of-the-art technology and providing business solutions that enhance productivity
- adopting the best management practices and continually improving the organization's performance by harnessing human resources and skills