

tmail

Defining a new era in e communication

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- An integrated task management system for automating all work flows across the organization or globe
- Simple and intuitive
- Highly effective compared to email, phone or fax for task communication and management
- At www.gcollab.com, it is free to use for both commercial and non-commercial purposes, with some size restrictions

Read on for details...

	tmail	email	phone	fax
Task communication	✓	✓	✓	✓
Task routing (serial/parallel)	✓			
Task tracking	✓			
Task scheduling	✓			
Auto to-do list management	✓			
Pending and follow-up lists	✓			
Closed looping	✓			
Deletion prevention	✓			
Deadline management	✓			
Mass communication		✓		
Urgent communication			✓	
Freely available	✓	✓		

Know Your WHEREABOUTS.....

- We, and the world, progress by doing tasks
- A person's efficiency depends on how much he is informed about “when to do what”
- Tasks can be either **routine** or **ad-hoc**
- Routine tasks are usually tracked through systems like ERP, BPM, work flow or project management tools
- **Ad-hoc tasks** are communicated through traditional means like **email**, **phone** or **fax** and tracked through manual means like **scheduler**

Lacunae in current scenario

- Tasks flowing through email or other traditional means are not easily traceable
- There are no on-line status reports like updated to-do list or pending list
- Email, the most widely used communication tool today is not actually meant for ad-hoc task management

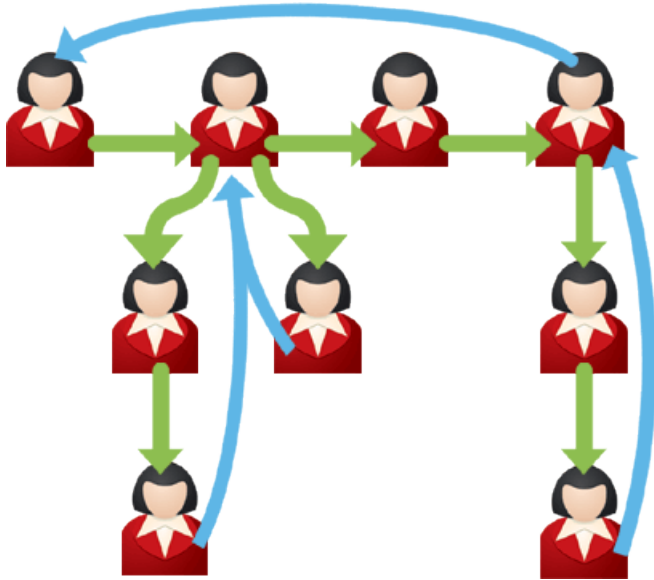
tmail comes to rescue!



The “tmail” way



- Acts as the global task manager, automating the task flow across the globe
- Tasks can be assigned to self or others
- Tasks can be scheduled as desired
- Tasks can be routed through any number of people, serially or in parallel



- Any user can initiate a task, indicating a route
- The task flows through the route stage-by-stage towards completion
- Current assignee can amend the route as desired
- If required, the current assignee can create sub-tasks. Those have to be executed before the main task proceeds further
- After completion, the task comes back to the initiator. The initiator can either close it or pursue it further
- Mostly, only the initiator of a task can close the task
- The initiator can abort a task any point of time. In that case, the task can not move further and should be closed by the current assignee



- assign tasks globally, which reflect in the "to-do list" of others
- get one's "to-do list" automatically populated by other users
- schedule and manage one's independent tasks smoothly
- set and get reminders for tasks approaching deadlines
- get several lists at one's fingertips

- Assigning and tracking tasks within the company and associates
- Exchanging tasks with customers and vendors such as asking for some service, seeking quotations, asking for supplying material
- Tracking service calls of internal or external customers, such as PC repair, electrical maintenance.
- Track resource bookings e. g. guest house, conference hall
- Automate all kinds of manual work flows, and back office operations

tmail is an excellent system for serving internal or external customers by managing their queries, complaints, suggestions etc. from initiation to closure

- Alerts through SMS
- Exporting task lists to spreadsheet
- Printing options
- Ajax based UI
- Corporate wise MIS reports such as efficiency matrices
- Adding voice and video
- Corporate wise text based search for specific tasks
- Hierarchy and escalation mechanisms
- Suggestions are most welcome – kindly mail to enquiry@radsolutions.co.in

- Visit <http://www.radsolutions.co.in/products.html> or www.gcollab.com to know more on tmail
- http://www.gcollab.com/static/flash/tmail_demo_blue.html is a simple flash demo on using tmail



Thank you!