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POINTS !

1. Desknet's NEO price is very reasonable.
2. Workflow and Circulation / Report help us to digitalize our work processes and easy to trace and record our data.
3. No more hurdle in managing multiple branches and offices. Desknet's NEO helps us to centralize our system from communication to collaboration in a place.

Jana DCS Sdn Bhd

Nature of Business: Concession holder and provision of district cooling system.

- Background: JANA operates Iskandar Malaysia's first District Cooling Plant, with Thermal Energy Storage capability, that produces and supplies cooling load, for the purpose of air-conditioning, to the Johor State Government complex at Kota Iskandar; and to the various private-sector developments at Puteri Harbour.

Q1: Before using desknet's NEO, what were the issues faced by the company on that time?

A1: The most common issue we are facing was difficult to manage our documents. Since we have multiple branches, many documents were sent through emails and the file sharing system was not centralized. It was time consuming to find the documents whenever they are required.

Other than problem on managing documents, we were facing other issues such as difficulty in communication between the staff from different branches and too rely on paper-based works.

Q2: What are the approaches have been done to solve the issue?

A2: At first, we were planning to build our own in-house system that can solve our issues. However, we decided to cancel the plan after we found desknet's NEO. Luckily, we found desknet's NEO at the right time!

Q3: What is the deciding factor to start using desknet's NEO?

A3: The biggest factor we chose desknet's NEO is the price. The price is very reasonable if compared to the cost if we build our own system. Another deciding factor is the search feature.

The feature is very helpful to us because we can easily search a data that located in all applications at once. Moreover, the search process is fast! Other than that, the applications are integrated to one each other helping us to centralize our system.

Q4: What features are do you use most?

A4: Workflow and Circulation / Report. Almost all internal applications such as expense claim, leave request and purchasing request are being done with Workflow. For internal reporting such as daily report of construction sites, we are using Circulation / Report. Workflow and Circulation / Report help us to digitalize our work processes and easy to trace and record our data.

Q5: What are the significant effects after implementing desknet's NEO?

A5: Desknet's NEO helps us to centralize our system from communication to collaboration in a place. No more hurdle in managing multiple branches and offices since everyone is using a same system. The benefits can be felt for not only the management, but also for the staff. Everyone seems happy with the current system.

Utilized Functions



Workflow – digitalizing internal applications such as leave application, expense claim application and purchasing request application.



Circulation / Report – managing daily reports from all construction sites.



Document Management – storing files and data that being frequently shared.



Schedule – managing calendar of all staff from all branches and check the whereabouts of a staff.