



Pakistan Army  
General Head Quarters

GHQ



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## Strategic Win

**Client Name:**

Pakistan Army General Head Quarters (GHQ)

**Client Location:**

GS Branch GHQ, Rawalpindi, Pakistan.

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**Pakistan Army GHQ Overview:**

The Pakistan Army is the largest and strongest organization in Pakistan that is responsible for the security and currently the day to day operations of running the country. The General Head Quarters (GHQ) in Rawalpindi has always been the central location from where the Army has been controlled. They are responsible for almost everything from policy making to giving retirements and that is why so many offices are located in the GHQ that need to be connected with the latest software technologies and hardware.

**Client's Strategic Importance:**

KalSoft has enjoyed a healthy and long term relationship with the Pakistan Army and even possesses a Letter of Recommendation from them. Some of the main projects that were developed include an automated testing tool that was used in different laboratories of the Pakistan Army, a man power management system, an indent management system and e-Office, an information management system.

The needs of the Pakistan Army continue to grow as they have outlined a 15 year plan of upgrading every corner of the organization to strengthen the defense of the country. KalSoft considers this relationship very important and would like to continue to provide the Pakistan Army with state of the art solutions using the latest high end technologies.

**Overview of the Solution Developer - KalSoft Pvt Ltd:**

KalSoft – A part of Kalia Group of Companies is a solution provider with the focus on understanding the client's needs and fulfilling them with the "best fit" solution utilizing state of the art technology and innovations and based on industry best practices. KalSoft enjoys a distinctive position in the IT market due to the high quality of work and a large and ever growing list of satisfied and very prestigious clients. Being an ISO 9001:2000 certified and CMM level 3 compliant KalSoft's quality standards and internal procedures and processes are extremely mature and reliable. At present the company has signed an agreement with Moody's International for assessing KalSoft for CMMI Level 5 which is the highest level of Quality Standard in the world.

**Solution Details:**

**e-Office – Information Management System**

e-Office is a state of the art information management system that attains an enhanced degree of productivity and effectiveness in its operations while ensuring substantial savings in time, men and materials. e-Office aims at providing a paper less office milieu and reducing the time span in dispensation of mail with optimal use of available resources. It is a flexible solution that manages users as groups,



integrates search and document management with the most user friendly tools that are used everyday. e-Office also provides an e-mail and instant messaging facility for GHQ internet users. The solution allows the Pakistan Army to preserve reference data concerning its procedures, manpower and logistics. The solution resultantly provides a centralized way to address the problems faced by the Pakistan Army in what previously was a de-centralized environment. The project is intended to bring the Army to modern working environments and deliver tangible benefits in terms of cost savings and significantly improved efficiency without compromising on security of information.

### Tools and Technology

e-Office works with cutting edge Microsoft technologies including Office Application, Exchange Server, Share Point Portal Server and Web Browsers to help create, manage collaborate and share content. The solution is based entirely on Microsoft technologies. Microsoft Share-Point Portal Server 2003 and MS SQL Server 2000 lie at the heart of the solution. The resulting solution was web based that enabled many types of users to interact with the system. The solution was integrated with Microsoft Exchange Server 2003 for mailing purposes and SQL Server 2000 serving as the portal's database. Through Share Point Portal Server the Pakistan army was facilitated through optimum:



1. Information and document work flow among applications.
2. Effective document management services, file sharing and uploading.
3. Fast information retrieval and an advanced searching mechanism.
4. Development of customized and pluggable web parts for high end user interaction and display specific information on a web page.

The solution enabled the Pakistan Army to integrate business processes and applications, as well as provide a full set of collaboration and personalization features for their end-users. The solution is scalable, reliable, easy to use, and easy to manage.

### Challenges:

#### Infrastructure Challenges

Upgrading and centralizing the operations of a large and complex organization like the Pakistan Army was a challenging and daunting task. The Pakistan Army has mission critical operations of varying scope and sizes going on simultaneously in diverse locations and KalSoft had to mastermind these complex processes and procedures, while maintaining the high quality standards of the organization. The Information System being designed had to be able to help optimize functions of resources and personnel by eliminating delays in mail transmission making mail available around the clock with built in facilities for search, retrieval and tracking and enhanced collaboration over the network through the sharing of resources, coordination of meeting, tasking and follow up actions. The solution provides a centralized way to address the problems faced by the Pakistan Army in what previously was a de-centralized environment.



### Technology Challenges

The GHQ was using a Windows NT 4.0 Domain Model which is a multi user domain structure in which trust relationships exist between account domains and resource domains. The systems were also patched with service packs. Migration was carried out from Windows NT 4.0 / Windows 2000 environment to Windows 2003 Active Directory and Single Forest Multiple Domain Models. The messaging system used MS Exchange 5.5 / MS Exchange 2000 which was migrated to MS Exchange 2003. A Live communication Server was eventually deployed with a customized Share Point Portal Server Solution.