

# Way Forward!

*The only way forward is Action.*

*From the Editor's Desk...*

Dear Readers,

It's said that "Actions speak louder than words". With this annual newsletter, "Way Forward", the SigmaWay Team aims to give words to our actions all year round. Those actions, which may have started as little steps, but clearly define the road ahead for us.

In our fifth year of operations, SigmaWay has ventured into new technologies while retaining and developing our areas of expertise. Our new endeavor this year is creation of mobile apps, robotics & IoT technologies, e-learning. Along with B2B, we are continuing our focus on the B2C segment through the Campus Ambassador Program, for taking our trainings to universities in India. We are also focusing on training by taking workshops on disruptive technologies such as Advanced Robotics and Internet of Things and launching our Advanced Excel e-learning training. Our venture into the startup ecosystem of India, SigmaWay Works, a coworking hub, is also celebrating its first anniversary in August 2017. We are continuing to extend our potential of engaging with innovators through events, partnerships and ongoing interactions, as they come and cohabit the space we have created. We are equally energized to continue our monthly CSR initiative, Light & Love to mark its impact on the lives of those connected.

As one can notice, that our actions are in different areas which are relatively new and less explored. We aim to provide quality and excellence in every step, move forward and lead the way. With that thought, we'll let you discover in depth our work, plans and ideas.

Do let us know, if you would like to hear something else from us in our next newsletter.

Cheers!

**Amrita**

Check out upcoming Sigway events at <http://www.gosigway.com/events>



PRESENTING  
A 2-DAYS  
WORKSHOP

RoboSigma  
– 26-27  
August  
2017, Delhi,  
India



Data Analytics  
Using  
Rapidminer –  
16-17  
September  
2017, Delhi,  
India



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## Process Improvement in Healthcare

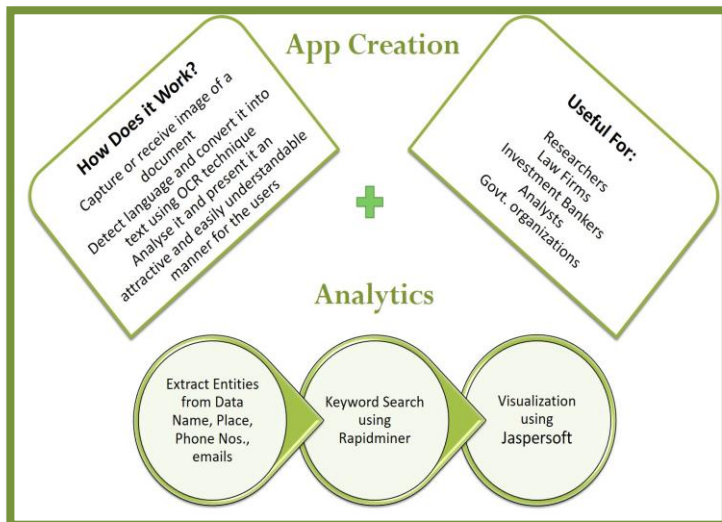
In January 2017, SigmaWay was chosen as the vendor of choice to partner with Empath Healthcare in their journey towards becoming a five star rated healthcare service provider across all their verticals including Hospice services. The first step was to train their leadership on lean and six sigma approach to operational excellence. This involved a 2 day champions training in February. The training was very well received and included the CEO as well as a few board members as participants.



This was followed by a five day intensive green belt training program for their VPs and senior managers. As part of the program, SigmaWay customized the examples and did lean value stream mapping on existing empath processes. The participants had a lot of fun and everyone felt that it added something valuable to their approach and toolkit for problem solving. Post the greenbelt training, eight green belt projects were launched which are currently mentored by SigmaWay. There has been tremendous and enthusiastic support from the Empath leadership and we see these green belt projects enhancing the quality of service including safety for empath patients.

## App based Analytics by SigmaWay

This year, SigmaWay ventured into creating mobile apps that have inbuilt analytics capability. One such app has the capability of offline processing English as well as Arabic text documents images. It also has the capability of analyzing the extracted text online in terms of keywords, names, dates, etc. We have used technologies like Tesseract, OpenCV, Rapidminer, Google Cloud Natural Language API, Slim framework to demonstrate the capability of processing and analyzing the text image to enable user to get vital information in real time.



## Cowork with SigmaWay



Indian Startups Mentorship Session

August 2017 marks the first anniversary of our little steps into the Indian coworking arena – **SigmaWay Works**.

It is a space built to initiate, innovate and incubate, for startups, professionals and event managers. With our network as a resource and our own start-up experience as an asset, we decided to create a cozy cocoon for other ventures.

Within a year, we can proudly say that we have around 80% occupancy comprising of startups related to the field of education, AI, audit, CS, travel, to name a few.

This year we have conducted various events like KHOJ 2017, robotics and IoT workshops, green belt trainings and startup meetups.

We are conveniently located beside Nirman Vihar metro station, in Lakshmi Nagar, Delhi, and can be booked for round the clock events.

Interested to be a part of this journey? Have a look at our website: [www.sigmaywayworks.com](http://www.sigmaywayworks.com) or contact us at: [cowork@sigmaywayworks.com](mailto:cowork@sigmaywayworks.com)

Click here for an overview of SigmaWay Works facilities



## Arduino Day 2017

"Since its origin, twelve years ago today, Arduino's mission has been to make technology simple for everybody and to unleash people's creativity. It's humbling to see so many communities come together to celebrate this spirit," said Massimo Banzi, co-founder of the Arduino project. "This energy fuels our commitment to make technology a tool of change for even more people globally."

On April 1<sup>st</sup> 2017, Arduino, one of the leading open source hardware and software platform, celebrated its fourth annual Arduino Day.



It was a unique opportunity for the developers and tinkerers to come together. Globally 470+ events were scheduled in 80 countries. Full list can be seen [here](#).

SigmaWay also celebrated Arduino Day event by organizing An Arduino 4 Beginners Workshop. Participants were made familiar with basic electronics, programming fundamentals and some robotic algorithms.

We would like to express a heartfelt thanks to all the participants who made this event a successful celebration.



## New Tech Trainings in Robotics & IoT

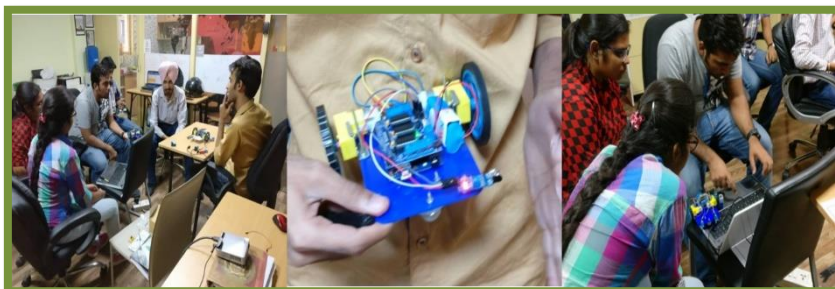
Learning has always been first step for something big and revolutionizing. Robotics/IoT has always been an appealing technology for students, hobbyists as well as for professionals. Here at SigmaWay, we have created some robotics training and workshop modules for all the robotics enthusiasts to give them a glimpse about this captivating area.

**RoboSigma** is an Arduino Based Robotics Workshop that deals with all the basic stuff and knowledge required to start under the banner of robotics development. It covers up basics of electronics, basics of robotics, introduction to programming, Robotics algorithms and a lot more.

**Bluesigma** is an Arduino Based Bluetooth Robotics Workshop that deals with all the basic stuff and knowledge required to create a Bluetooth controlled (Wireless Robot). It also covers up all basic robotics stuff and some more advanced techniques like Bluetooth communication between mobile device and robot.

In the last few months, SigmaWay has conducted around five robotics based workshops which were well accepted and appreciated by its participants. Next, we are also coming up with workshops related to IoT and drones.

To get regular updates, subscribe to our social media channels and newsletters or write to us at [trainings@qosigmaway.com](mailto:trainings@qosigmaway.com).



## Robotics Lab @ SigmaWay

Robotics/IOT has always been a mesmerizing and future technology, as the time is changing it is revolutionizing industries and services day by day. We have seen from house cleaning robots to the internet connected coffee makers.

According to a research, nearly two thirds of consumers intend to purchase a connected home device by 2019.

Here at SigmaWay R&D labs, we are working on advanced retail store solutions to analyze the customer behavior for the products placed in store. Monitoring the customers and footfall in retail stores have always been hassle and a bit expensive task. So, we are trying to keep it low cost and make it smarter from the industrial as well as consumer point of view.

We are developing some cutting-edge sensor based customer behavior and footfall analysis technology that will become useful and helpful for retail stores to enhance their products & services facilities for the costumers.

For more details, stay tuned to our website: [www.qosigmaway.com](http://www.qosigmaway.com).

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<b>Why Sigway Workshops?</b> Do you get amazed by robots in movies? Looking to do something interesting this summer? Learn "How to build robots?" and get certified too.		<b>Benefits of Workshops</b> Dream to be an INVENTOR? Anyone can participate in our specially designed workshops.	
<b>Join NOW!!!</b>			
Bluetooth Robotics	Autonomous Robotics	<b>ARDUINO HARDWARE PROGRAMMING CERTIFICATION PRACTICAL &amp; INTERACTIVE SESSIONS</b>	
Starting from 17th June 2017 Every 2nd and 4th saturday		We use <b>ARDUINO</b> : the best robotics development platform	
-1149 INR Per Event Inclusive of all Taxes		Register Now gosigmaway.com/events trainings@gosigmaway.com	
603, DDA Building, District Centre, Plot No. 4, Laxmi Nagar, New Delhi-110092			





## The STAR Program

STAR stands for “SigmaWay Transformation Ambassadors” - self driven go-getters who are campus ambassadors for SigmaWay in colleges and university campuses.

STAR@SigmaWay is a unique opportunity for current college students to gain valuable experience in leading transformational training programs in their colleges.

This engagement helps the STARs to learn marketing skills by promoting training & workshops organized by SigmaWay on their campus.

Interested students can apply through this link:

<http://www.gosigmaway.com/star-program/star>

To know more about the STAR program, [click here](#)



## Special Interest Article: The Chatbot Era

The world today is becoming more and more AI centric. Be it the virtual assistant in your phones, the smart homes you live in or the gadgets you use. Our environment now is filled with smarter things. With all these advancements in Machine learning, AI and Natural text understanding, our machines and software programs can understand us better and respond to us in a better manner than ever before.

But why am I telling you this? It's because the advancement in Natural language understanding (NLU, a part of AI) coupled with a few other factors has really popularized this one piece of software program called a Chatbot. A Chatbot's primary function is to have a conversation(chat) with the user and provide him/her with appropriate responses as if the user was talking to an actual human. Now, as humans, we can process the human language but software programs up until a few years ago could not do so. So, we settled with the straight forward rule based chatbots.

The rule based chatbots detect the presence of certain words in the sentence and query their pre-defined database to fetch an appropriate response. Rule based chatbots are as good as they are programmed to be. If the words used by the user is not in their database then they wouldn't know what to do.

As other things are becoming smarter, these chatbots have become smarter as well. These are the other kind of chatbots you would see today. They are machine learning and AI based chatbots and they understand the natural language. They don't just rely on rules;

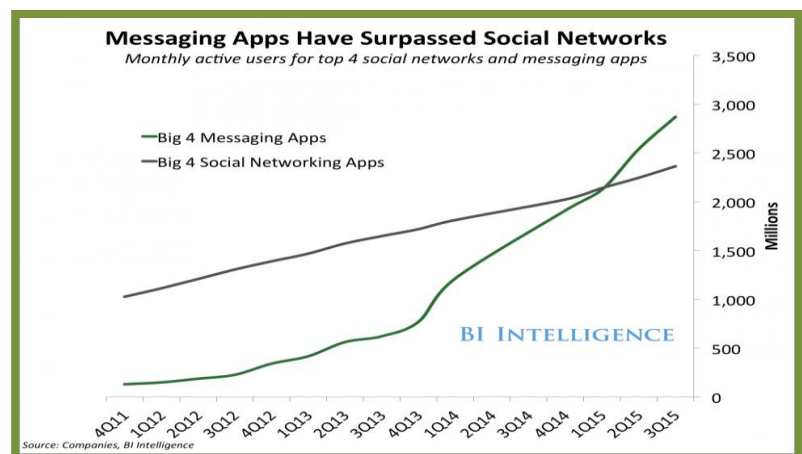
they can infer from your text what you are trying to say. They become smarter and continue to learn with more conversations. The best live example of this would be Apple's Siri.

Now, the question arises - Why chatbots? Or how does it benefit you? Remember, I said, in the recent years, chatbots have become mainstream due to advancements in AI coupled with other factors? Well, let me tell you what the other factors are. According to a report by BI Intelligence, the number of users on messaging platforms like Facebook Messenger, WeChat etc. has surpassed the number of users on social networking websites. This presents a great opportunity for companies to make their services more accessible. Now, companies can give users the option to look for products and services from the apps they spend the most time on. The users can access banking services, buy shoes/clothes/grocery or even book a table at their favorite restaurant from these messaging apps. Here are some examples of how you can engage your customer using chatbots:

- Next Insurance — Conveniently order insurance policies.
- Skyscanner — Search for flights and hotel rooms.
- Duolingo – Learn new languages with the duolingo bots

In nutshell, chatbots are now being used more than ever as a business application, whether it's for customers or the team.

Article contributed by: [Gourav Chawla, System Architect, SigmaWay](#)



## SigmaWay Automates via RPA

SigmaWay in its effort to stay up to date with the latest industrial evolution, has started working to offer the benefits of robotics process automation, to make your business more efficient.

Robotic process automation refers to creation of a “software robot” configured to partially or fully execute activities typically handled by humans. This coded “virtual workforce” is best used for repetitive, manual, rule-based tasks, for example, the transfer of coverage details from the product offering system to the policy system to prepare the issuance of the policy. RPA mimics specifically defined human action at the user interface. The RPA software is not meant to replace existing software but to augment human and existing software interaction, so that some of the process is automated.

RPA can help with cases where there are repetitive tasks being done manually, individual silos of process knowledge and data is dispersed over mutually incompatible IT systems. To solve these issues, SigmaWay is offering following RPA enabled services:

- Evaluate processes to identify and prioritize for automation reengineering
- Standardize and optimize current state processes selected for RPA
- Facilitate RPA vendor/ technology selection to fit automation objectives
- Integrating process, risk and customer experience into RPA design

**Interested in trying out the power of RPA? Send us a mail at [contact@gosigmaway.com](mailto:contact@gosigmaway.com).**



## Odoo: Business App Solutions

Odoo is a suite of open source business apps that cover all your company needs: CRM, eCommerce, accounting, inventory, point of sale, project management, etc. Odoo's unique value proposition is being very easy to use and at the same time, fully integrated. With strong technical foundations, Odoo's framework is unique. It provides top notch usability that scales across all apps.

Often small and mid-sized companies think that Enterprise Resource Planning (ERP) solutions are not for them - either too expensive, or too complicated for their “simple” processes. But no matter what size your company is, an ERP solution can help you manage and control costs and improve operational efficiency.

With an open source solution like Odoo and implementation assistance along with process reengineering from SigmaWay, you will have a cost-effective ERP system and “a single view of the truth” that is so critical in balancing supply and demand. SigmaWay has implemented various modules in Odoo for a leading recycling and hardware rental firm in the Delhi area, who have a large inventory of electronic parts and other goods in various locations.

**To contact our consultants for advice and services, send us a mail at [contact@gosigmaway.com](mailto:contact@gosigmaway.com).**

## Employee Insurance Benefits App

A PEO, or, professional employer organization is a company to which you can outsource your company's HR department. It is helpful for small and midsize businesses to engage PEOs as they bring a lot more value to their HR department as opposed to a small in-house team. A PEO can help you manage payroll and benefits administration, HR management, and aid on employer-related laws. A PEO can help you stay competitive with employee benefits and give access to expertise that you wouldn't otherwise have.

The benefits management web app can help PEOs manage insurance needs of their clients with an easy to use interface and without the need of clumsy excel sheets or system software. You and your team can use it easily and conveniently from any device and anywhere in the world.

**Get a demo of our web app by contacting us at [contact@gosigmaway.com](mailto:contact@gosigmaway.com).**

## Advanced Excel: An e-Learning Initiative

Microsoft excel is a spreadsheet application where we can do graphs, charts and many other important day to day functions. But, there are many things in excel which we do not explore. To explore the full potential of Microsoft Excel, we need to learn Advanced Excel. Learning the skills of advanced excel can make you stand out in a big crowd.

If you are an employee, researcher, student or an entrepreneur, learning these advanced excel skills will make you a valuable resource in your team. Thinking on these terms, SigmaWay is soon launching their online Advance Excel Training.

**For details, contact us at [trainings@gosigmaway.com](mailto:trainings@gosigmaway.com).**

## Lean Six Sigma Green Belt Training



Over the past years, SigmaWay's flagship offering, the Lean Six Sigma Green Belt Training, has reached Post graduate students of Economics and Statistics from Premier institutes in India such as Presidency University, Calcutta University, Madras School of Economics, IBS Business School, as well as corporate participants from the Hotel, Education, Travel and Commodities trade businesses.

The highlights of the Green Belt training are examples of how the various tools are applied in industry, interactive games that drive home with ease the myriad concepts of Lean and Six Sigma, and case studies and examples that give the participants hands-on experience of how to apply the various tools in business scenarios.

Add to this the data analysis workouts on two software interfaces, i.e. Minitab and Excel, and the participant hand-out detailing all the concepts covered in the training, and SigmaWay green belt trainees are truly equipped to take up projects at their work place, once they step out of the classroom with the GB trained Certificate.

Recently SigmaWay achieved another milestone by organizing this training simultaneously in three cities – Delhi, Kolkata and Bangalore



GB Training @ Kolkata

## Internships @ SigmaWay

An internship is a job training for professional careers.

In a broader sense, an internship consists of an exchange of services for experience between the student and an organization. It helps the students to determine if they have an interest in a career and to create a network of contacts.

We at SigmaWay, believe in this saying by **Benjamin Franklin**

**“Tell me and I forget,  
Teach me and I may remember,  
Involve me and I may learn.”**

This is the reason that we don't just give some tasks to our interns, rather we give them the ownership of their projects which in turn increases their involvement as well as learning.

Keeping this in mind, SigmaWay had started its internship program way back in 2013 with some 10 students from Calcutta University and Presidency University and since then many students from Calcutta University, Presidency University, Madras School of Economics, IIT -K , IIT – Roorkee, Delhi University, Ambedkar University Delhi, Indian Statistical Institute, IBS Business School, Kolkata, Vellore Institute of Technology, DCE, Indira Gandhi Delhi Technical University for Women have successfully completed their internship and are now placed in reputed multinational

companies like HSBC, Mott MacDonald, TCS, Ford, PWC, ICICI Bank to name a few.

This year, the summer internship started with around 30 students joining from Madras School of Economics, Symbiosis School of Economics, Pune, Gokhale Institute of Politics and Economics, Pune, IIT-K. Coming from economics and BTech background, these students are doing analytics projects with SigmaWay. Here, they are learning open source software like R, Rapidminer and Python. Apart from learning software, they are exposed to various aspects of a corporate role e.g. Telephone and Web Conferencing, presenting to senior management and peers, adherence to standard operating procedures and project management.

In the words of Purbita Chowdhary, our intern this summer from MSE, *“The internship experience so far has been really good. I am learning a lot of skills that are not just helpful with my personal and professional development, but are also giving me a headstart with some of the courses that I'll be doing in my next semester.”*

With more interns joining us in coming months, we hope SigmaWay contributes its best towards enhancing learning and development of these young inquisitive minds.

**Interested in being a part of this experience? Apply for internship at:**  
<http://www.qosigmaway.com/careers/job/1-sigmaway-internship.html>





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### Expert Advisory Panel

Andy  
Hare



Van  
Baker



Corey  
Baisch



### Directors

Nitin  
Sinha



Rick  
Link



Debjani  
Mitra



## Light & Love A CSR Initiative by SigmaWay

Corporate social responsibility is the part and parcel of every member of SigmaWay. We believe in consistent efforts to make the world a better place to live. Beyond the word, 'corporate', we envisage a future of cooperative social responsibility. Our endeavor is to pour in the best of our resources and knowledge to quench the thirst of young minds and hearts.

Started in February 2017, monthly CSR activities are an opportunity for the SigmaWay team to lighten up the lives of blooming young children and elders alike. We ensure that the light of education, good health and a clean environment reaches their hearts and ignites the fire of passion within them for a better future. We feel highly obliged to share the moments of adoring 'love' with the inquisitive children. Both "light" and "love" show us the path of performing top notch corporate social responsibility.

We at SigmaWay firmly believe that "education is the light of life". And to support this cause, we had organized activity day at ROPIO foundation. That

memorable day concluded by awarding badmintons to all the children for their enthusiastic participation. We are sure that by promoting extracurricular activities through sports and inculcating reading habits, we'll be able to promote a healthy society. Not only this, we distributed story books and badminton kits in SKV, Peeragarhi, a girls' school to bring out more P.V. Sindhus for our nation. Our efforts are not only confined to sports, we also distributed art kits in Sarvodya Bal Vidyalaya. Indeed, art is as natural as sunshine and as vital as nourishment.

A.P.J. Abdul Kalam once said, "We are all born with a divine fire within us, our efforts should be to give wings to this fire and fill the world with the glow of its goodness." We at SigmaWay, strongly hope that we can give those wings of fire to the needy. After all, this is what light and love is all about!

**To get a glimpse of our CSR activities round the year, please visit:**  
<http://www.gosigmaway.com/aboutus/corporate-social-responsibility.html>

