

Ekspertech

E-business Integrator

www.ekspertech.com

Agenda

→ **Corporate Overview**

→ **Services Portfolio**

→ **Offshore Outsourcing Model**

→ **Conclusions**

Eksper Tech is...

an e-business integrator

**We design, build, bespoke software applications
and integrate complex IT solutions**

- **Founded in 1999**
- **Builds state-of-art applications**
- **Strategic partnerships & alliances**
- **On-site, off-site development model**
- **Operational presence in India,
Germany, USA & UK**
- **Multi-lingual staff**
- **Low cost, high quality solutions &
performance pricing**

Our offering to clients

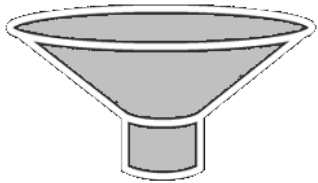
- ▶ **We specialise in creating digital business solutions for corporate clients**
- ▶ **We provide services across the entire project life cycle**
 - Create Proposition innovation and design
 - Shape Planning
 - Architect Architecting the solution
 - Deliver Design, Build and Implementation
- ▶ **Technical Staffing, We provide highly specialised, experienced professionals to meet client requirements for technical development**
 - C++, Lotus Notes, Java, J2EE, Dot NET, XML, UML &...
 - Database warehousing/Mining-Oracle, SQL, Sybase
 - ERP - SAP, Platforms – Unix, Linux, Windows NT & ..
 - Wireless Technology – VOIP
- ▶ **We customise client needs to the very core**
 - Business Strategy, Planning and Architecture
 - User/Customer Experience design
 - Technical Design, Build and Legacy Integration



We deliver breakthrough business results

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Our approach for rapid future driven development of digital business solutions



1. Create

Develop breakthrough business concepts



- Solution visualisation(s)
- Case for Action(s)
- Demonstrator(s)

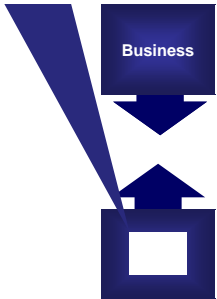


2. Shape

Create a viable business proposition



- Architect on business needs
- Prototype

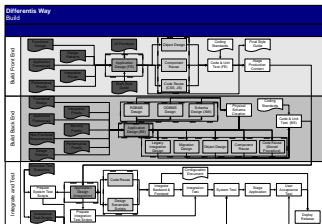


3. Architect

Defining the business and digital structures



- Architecture Blueprints
- Business Release Plan
- Proof of Concept



4. Deliver

Design, build and implementation



- Pilot
- Phased Implementation

We deploy multi-disciplinary teams to supplement our approach



Solutions offered...

- ▶ **Xerox GmbH – Tele web Application**
- ▶ **Metapack – Boots e-fulfillment (B2B)**
- ▶ **Sharp UK – SAP development & maintenance**
- ▶ **Safe Solutions – Online Accounting software**

Key Differentiators

- ▶ **Operational presence (UK, Germany, USA & India)**
- ▶ **Performance pricing and low cost- base advantage**
- ▶ **Thought leadership**
- ▶ **End-to-End capability with cutting-edge technology**
- ▶ **Flexible IT solutions**
- ▶ **Industry-backed Core experience**

Robust Infrastructure *(connectivity VOIP & Satellite, sample below)*

- ➔ **Network Connectivity to:**
 - ➔ Development Centers
 - ➔ International Offices
 - ➔ ODC Client Locations

- ➔ **World Class Data Center:**
 - ➔ Co-location Service
 - ➔ Web-Hosting Service
 - ➔ Dedicated Server Service
 - ➔ Internet Services
 - ➔ Back-up Site



'Network Operations Centre' for
24 X 7 Network Monitoring powered by -



The largest range of in-house hardware
among Indian Software Services Companies

**IBM Mainframes -
ES9000, 3090, S/390
RS-6000 & AS-400
series machines**

Come for Cost.....



.....Stay for Quality

Critical Success Factors (CSF)

CSF

XYZ's Approach

Measuring & Monitoring outsourcing benefits



- Quantification Process Management Approach
- Identify benefit parameters, Capture metrics data
- Meaningful analysis and display through "Dashboard"
- Set up benchmarks and baseline service Levels

Risk Management



- Commitments based on SLAs
- Contingency and disaster management plan

Global Support



- Leveraging time-zone differences, Strategic locations to cover all zones
- Dedicated & secured facility to the customer
- Standards, Procedures & escalation paths to meet SLA criteria

Connectivity



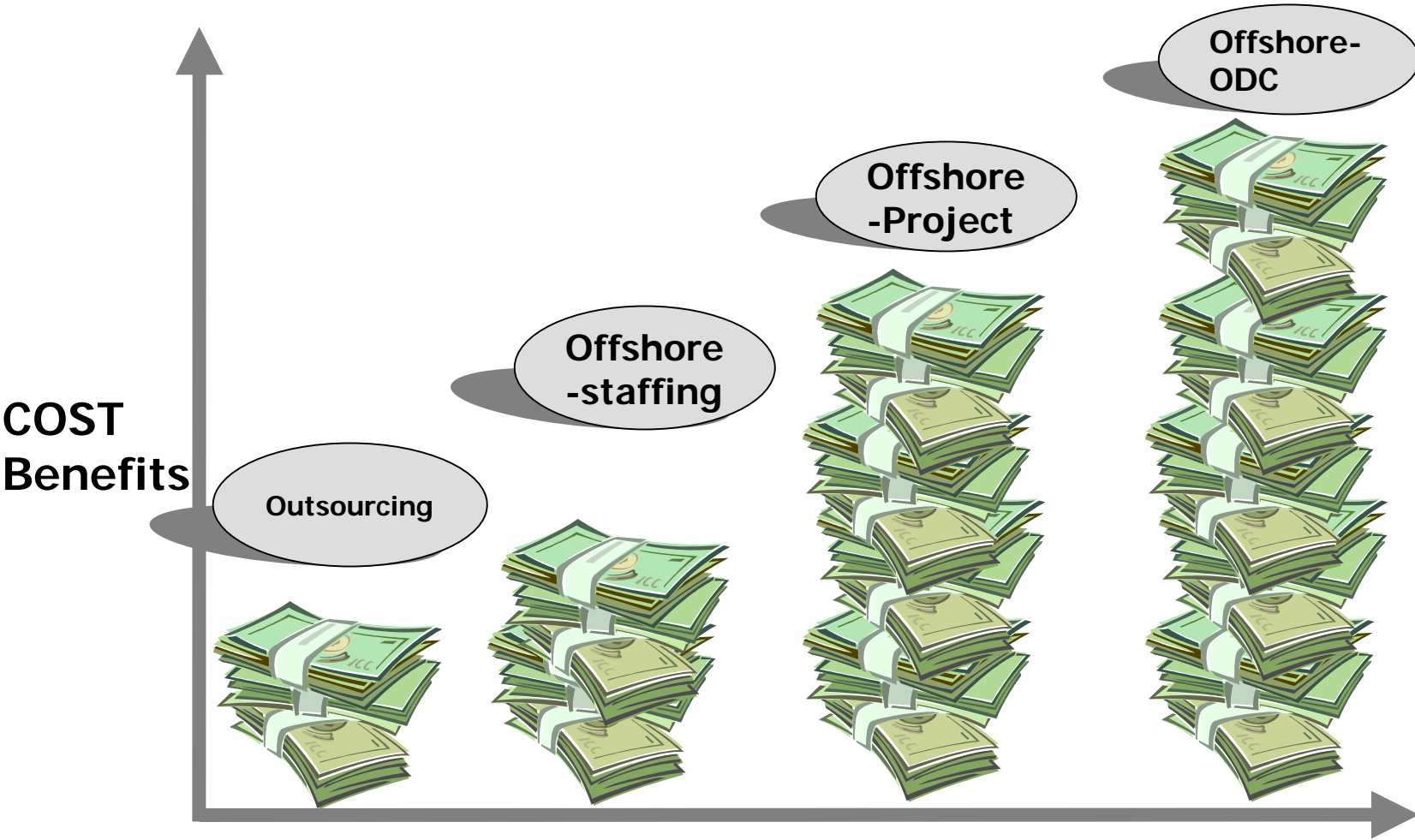
- Initially connectivity through VPN (average uptime is 98%)
- With increase in number of consultants offshore, T1 connectivity is established and VPN serves as back-up

Some salient examples

Industry	Companies
Banking & Finance Services	Citigroup, ABNAMro, Barclays, UBS, JP Morgan, AIG, Marsh, Aon, Standard Chartered, Zurich, Mastercard, Goldman Sachs, AXA, HSBC, Bank of America, Friends Provident, Prudential
Manufacturing	Motorola, Shell, ABB, Chevron, Volvo, Ford, Siemens, Thales, Johnson Controls, Schindler, Thyssen Krupp, Sunoco, Cemex, Irving Oil, Komatsu, John Deere, HP
Telecom	Symbian, Sendo, Sony, Samsung, Siemens, Hitachi, Sharp, NEC, Southwestern Bell
Others	Debenhams, Target, PSEG, Vattenfall, Swiss

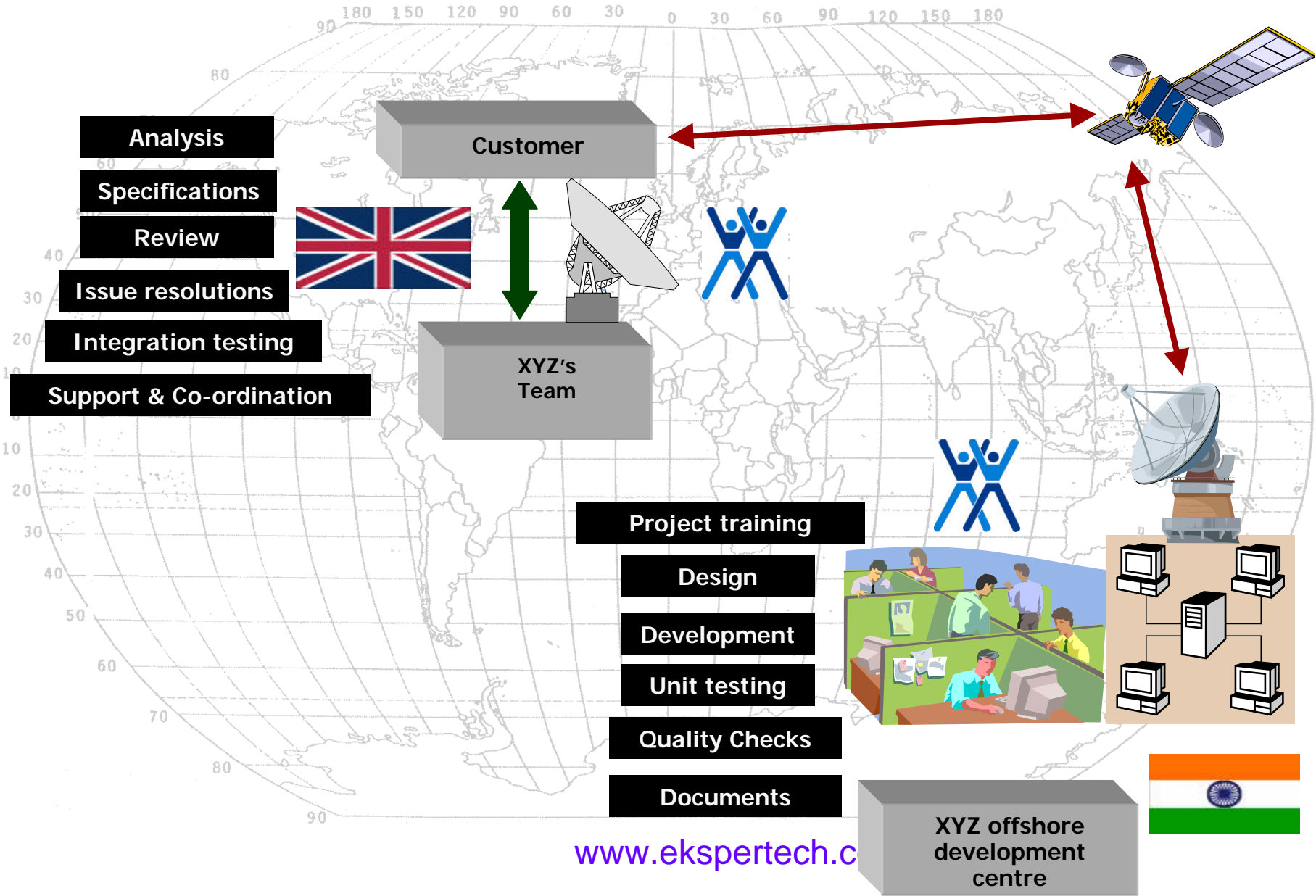
[Why India?](#) [TCO](#)

Outsourcing Value Chain



Models of outsourcing

Offshore-ing Process



Implementation...

On-site

System Study onsite

User Testing and Acceptance

Installation and configuration of servers.

Off-site

System Design

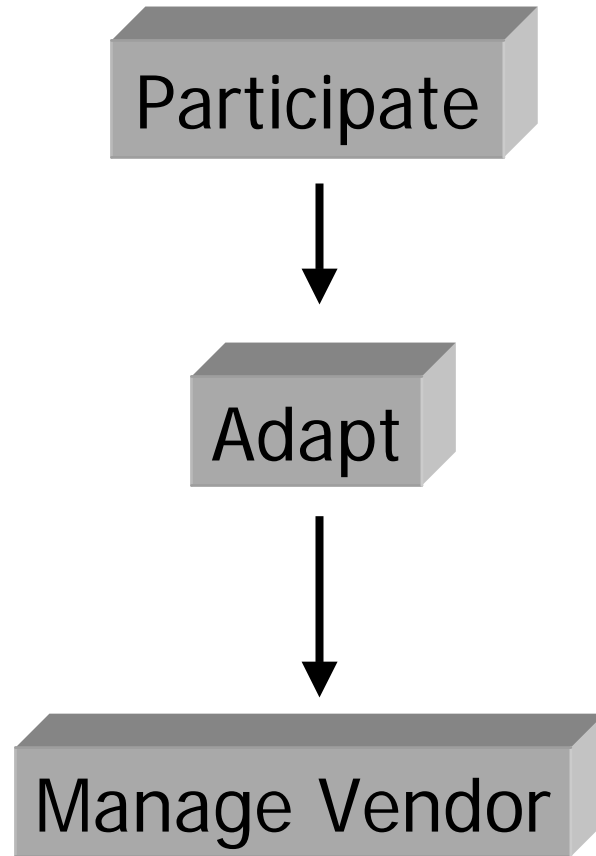
Coding & Unit Testing

Integration & Testing

Standards

- IEEE Standards
- Model Driven Architecture
- Combination of extreme Programming and RUP(Rational unified process) are followed in whole life cycle of product development

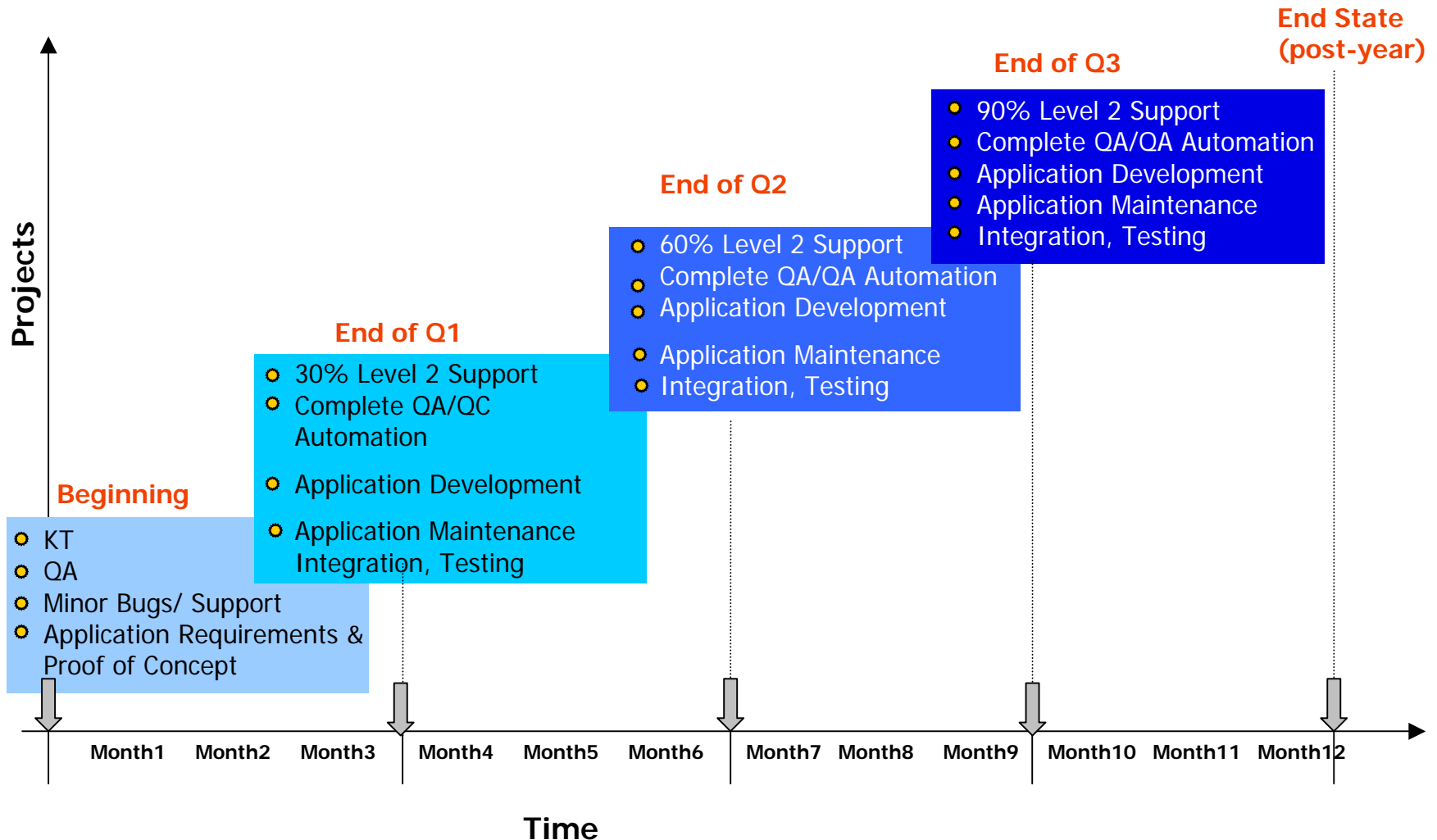
Customer Involvement



Typical ODC Ramp-up

Sample Deliverable -- Illustrative

Outsourcing Project Ramp-up/Evolution To Steady State



Summary

Key Markets

- ▶ Supply Chain
- ▶ Customer Rel. Management (CRM)
- ▶ Business Applications
- ▶ E-enablement
- ▶ ERP
- ▶ VOIP & VPN
- ▶ Information and Content Management

Key Skills:

- ▶ Developing the IT Plan
- ▶ Designing Technology/ Architectures
- ▶ Building the Technology Platform
- ▶ Deploying Technology
- ▶ Optimising the User Experience
- ▶ Optimising Digital Branding

Contact us

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Thank you...

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