

VISHASOFT SERVICES PRIVATE LIMITED

Corporate Profile

Empowering the Technology Vision...



The aim of VishaSoft is to empower the vision of a technology driven world. Our mission is to equip our customers with the latest in technology solutions, and enable them to improve their businesses.

VishaSoft was started in the year 1998, with a primary business focus of providing onsite IT consultancy services in the areas of business integration and implementation of solutions for the enterprise.



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1. Vision Statement

To empower the vision of a technology driven world

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2. Mission Statement

To equip our customers with the latest in technology solutions, and enable them to improve their businesses

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3. Objectives

- ◆ Provide our customers with the right advice, in acquiring and deploying technology to their advantage
 - ◆ Help our customers in designing and implementing solutions, that make the best use of the technology
 - ◆ Provide quality solutions and support services
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4. Brief

VISHASOFT, a vision of pooling the best of the talents in the IT industry to offer its customers the best of the solutions, was started in 1998. The primary focus of the company was to provide onsite IT Consultancy services in the areas of business integration and implementation. The fact that the company has built a reputation for itself, and has a big clientele, which includes Oracle Corporation™, ICL™, British Airports Authority, Government enterprises and the likes, speaks of its ability.

We derive our strength from the team of highly skilled and motivated professionals with us, who are committed to providing quality solutions to the clients. Equipped with the technological expertise in various industry segments, we provide efficient and effective solutions in business integration and implementation.

VISHASOFT is registered with the Software Technology Parks of India (STPI), a Government of India enterprise, as a 100 % Export Oriented Unit. We have a full-fledged software development facility in India. To ensure better reachability to our customers, we have a branch office in UK that handles the IT consultancy, Project development, sales and marketing operations for European market.

VISHASOFT has had an impressive record of 100 % growth every year since its inception. All the efforts of **VISHASOFT** are backed by the sound financial position of the company, ensuring success in all its endeavors.

5. Technological Competence

Our solutions and services are based on these specific lines of technology.

- 5.1 Enterprise Solutions & Services
- 5.2 IT Enabled Services, and
- 5.3 Consulting & Development

5.1 Enterprise Solutions & Services

We provide enterprise solutions and application integration services for medium to large-scale businesses, in enhancing their processes and achieving positive turnarounds in productivity and performance. This has been the prime focus area of **VISHASOFT** since its inception, and the expertise and clientele of **VISHASOFT** speak of its capabilities. Our solutions in this segment can be classified as under:

- ◆ Enterprise Solutions & Application Integration
- ◆ E-Business Solutions

Enterprise Solutions & Application Integration: We are Oracle specialists, and have unmatched expertise in Oracle Applications for financial services, process manufacturing, procurement and human resource management. We have pioneered major parts of ERP implementations and have delivered implementation and integration projects on time, and within budgets. We provide immense value to our customers and offer much more than just typical implementation and integration services. We have the best expertise and infrastructure to cater for customer's diverse needs - from basic implementation and upgrades to customisation and integration. Our expertise enables us to help our customers implement and integrate solutions rapidly and cost-effectively. We offer a complete range of services in this segment, including the following:

- ◆ Oracle Financials
- ◆ Oracle Manufacturing
- ◆ Oracle Process Manufacturing (OPM)
- ◆ Oracle HRMS
- ◆ Oracle Internet Procurement and others modules

Our services include:

- ◆ Scope and Objectives
- ◆ Project Planning
- ◆ Resource Planning
- ◆ Functional and Reporting GAP Analysis
- ◆ Technical Design
- ◆ Technical Build CRP, UAT and Production Install
- ◆ Training
- ◆ Post Production Support
- ◆ Installations and Upgradations
- ◆ Interface development & Customisations
- ◆ Software Quality Assurance

We have very good experience in all the above services. One of **VISHASOFT**'s services viz., Upgrade Methodology:

- ◆ Scope and Objectives
- ◆ Project Planning
- ◆ Resource Planning
- ◆ Demo System Creation
- ◆ Customisations Review
- ◆ Functional and Technical Review
- ◆ Functionality and Interface Development
- ◆ Applications Testing
- ◆ Test Upgrade
- ◆ Systems Test
- ◆ Second Test Upgrade
- ◆ Training
- ◆ User Acceptance Test
- ◆ Upgrade the live system
- ◆ Post Upgrade Support

Likewise all other services mentioned above have a standard specific methodology defined at **VISHASOFT**.

E-Business Solutions: E-business is about leveraging the Internet to integrate and transform the most critical business processes which contribute to the overall customer experience such as Customer Relationship Management, Supply Chain Management, Business Intelligence and e-Commerce into a single efficient system. We deliver expert and comprehensive business solutions that make e-Business transformation a reality. We provide e-Business solutions on different platforms, and have technical expertise in the following:

- ◆ Oracle 8i/9i
- ◆ Oracle Dataware housing and Data Mining
- ◆ J2EE, J2ME, CORBA
- ◆ Enterprise Java Beans (EJB)
- ◆ HTML, XML, Java Script
- ◆ BEA Weblogic Application Server, WebSphere Application Server
- ◆ Oracle 9I iAS Server
- ◆ Oracle i Portal
- ◆ Sun-Netscape iPlanet Suite
- ◆ Various UNIX platforms
- ◆ Web Based Testing Tools
- ◆ Business Objects

We have extensive experience in implementing Oracle e-Business products, which include:

- ◆ Oracle iStore
- ◆ Oracle iMarketing and iPayment
- ◆ Oracle iProcurement
- ◆ Oracle iBill & Pay
- ◆ Oracle iPortal and 9I iAS suite of products
- ◆ Oracle e-Business Suite 11i
- ◆ Oracle Business Intelligence Suite

5.2 IT Enabled Services

The second major focus area, where **VISHASOFT** offers a majority of solutions and services is in the segment of IT Enabled services. Our solutions and services in this segment include:

- ◆ Data Preparation, Conversion & Digitisation Services
- ◆ Voice Transcription Services (Medical Transcription / Legal Transcription)
- ◆ Document Management
- ◆ Accounting Services
- ◆ Online Training

Data Preparation, Conversion & Digitisation Services: We offer high quality, cost-effective data entry services ideally suited to high volume data entry applications such as data base and mailing list compilation, key from images, data extraction from web, electronic publication, file conversion etc.

Our Services include:

- ◆ Text / Data Entry
- ◆ Data extraction / Online data retrieval from web
- ◆ Word Processing
- ◆ Scanning Services
- ◆ File Transfers
- ◆ Indexing / Hyperlinking Services
- ◆ CD-preparation and replication.

We guarantee our clients the highest level of accuracy to 99.995%. We do this by maintaining stringent checks on client data at all times during the keying process and by using a variety of methods and tools depending on project specifications.

Voice Transcription Services: **VISHASOFT** offers full array of cost-effective Medical & Legal Transcription services with complete customer satisfaction, high accuracy, fastest turnaround and most competitive prices, providing 100% feedback and reporting. We have an infrastructure to handle 10,000 lines per day, expandable to 50,000 lines per day on a 2 week notice. We are accessible 24 hrs. a day and 365 days a year to serve you in the best possible way.

Our Medical Transcription Services include, but are not limited to the following:

- ◆ Patient Notes
- ◆ Proceedings
- ◆ Medical Records
- ◆ Seminar Notes
- ◆ Doctor's Notes
- ◆ Chart Notes
- ◆ Consultation
- ◆ Pathology Reports
- ◆ Disability Claims
- ◆ Diagnostic Studies
- ◆ Medical Papers
- ◆ Research Notes

Our Legal Transcriptionists are trained and qualified in the entire range of Legal Branches to provide services including, but not limited to:

- ◆ Licensing Appeals
- ◆ Depositions
- ◆ Evidence/Legal argument
- ◆ Interviews
- ◆ Court Proceedings
- ◆ Judgments
- ◆ Presentations
- ◆ Seminars and Conferences
- ◆ Annual General Meetings

Document Management Services: Our Document Management Services provide digital document management using scanning, storage and retrieval systems that are available to our clients online with secured 128-bit encryption and Firewall protection.

Our services help companies convert stacks of paper records into electronic files that are convenient, legal, and quickly accessible. **VISHASOFT** helps you take charge of your documents by storing them online, with immediate access from your desktop computer. Instead of thumbing through file cabinets full of folders, you can view any document on your PC screen in seconds. Instead of pulling a page, copying it, and then re-filing it, you can view and print the document(s) without leaving your desk.

We integrate scanning, image processing, data processing, and document indexing into a single package. Stored images can be retrieved easily from any personal computer. Online indexes can be tailored to match your unique applications. Our indexing system allows you to store millions of imaged records and find what you need, when you need it. Security restrictions on viewing and other applications can be put in place.

Our services include the following:

- ◆ Conversion of files and documents to digital format
- ◆ Indexing for the digital documents on the basis of physical indexing
- ◆ Recording of digital data on CD-ROM or other media, as required
- ◆ Hosting of the documents on the Internet, for online access
- ◆ Application support for document management over the web, including workflow

With our Document Management Services you will be able to:

- ◆ Get fast, on-line access to all your documents
- ◆ Eliminate mis-filed or lost documents
- ◆ Respond immediately to requests
- ◆ Reduce document storage space
- ◆ Provide a "fail-safe" system for storing documents
- ◆ Specify various levels of document and user security

Accounting Services: **VISHASOFT** is your trusted partner where you can outsource all your support services with assured quality and reliability at a competitive price.

We offer services for development and execution of back office processing functions. These services include activities like billing, payroll and payment, order management, and other finance related processes. For all such projects we have a thorough understanding of the domain and follow mature processes from planning to execution. Trained personnel properly evaluate the input and output and scope the account completely for data processing. Sensitive data are processed twice and systems are designed to ensure quick turnaround within 24 hours with complete accuracy. All of our data processing operators are graduates, English proficient and skilled computer operators with minimum 3 years experience in processing similar transactions.

Online Training: **VISHASOFT** is a one stop, online training solutions provider. We help our clients develop exciting ways to use the Internet to distribute training and information. We provide a complete range of services in the area of training development. We specialize in training and training development designed to be delivered over the internet or intranet.

VISHASOFT designs and conducts training needs assessments, can advise and or work with subject matter experts to develop training and learning objectives, can advise and or work with subject matter experts to develop training courses and materials to support training, and can provide and conduct training on the internet based virtual classrooms.

5.3 Consulting & Development

With the technology expertise and presence in the industry, we offer consultancy and development services to address the unique and specific needs of the business industry. Our services include:

- ◆ IT Consulting
- ◆ IT Business Consulting
- ◆ IT Outsourcing
- ◆ Custom Application Development
- ◆ Remote DBA Services
- ◆ Legacy systems
- ◆ Corporate Training

IT Consulting:

Functional Expertise

Our functional expertise ranges spans a large segment of the business community. We have been providing solutions to a lot of mid-range financial businesses who are industry leaders in software development. We also have experience in Localizations and government modules.

Technical Expertise

We have been providing services to our customers for the past three and a half years, and have built a strong technical expertise, ranging from Client – Server technologies, to the Internet. Databases are our core strength, and we have been providing services in this segment, with a tie up with Millennium Software Systems, UK. Our engineers are well adept in Microsoft technologies, and are equally strong on the Unix, Mainframe platforms. **VISHASOFT** was invented by group of Oracle Application DBAs and Mainframe Experts, they have at least nine years of experience and actively involved in various stages of project implementations.

IT Business Consulting: Our services in the area of IT business consulting include:

- ◆ Technical Assessment of the existing system/application based on the original and projected business needs.
- ◆ Identification of gaps in the current system/application, and provide suitable recommendations.
- ◆ Recommend the best way forward, to handle the business process with respect to the system/application.

IT Outsourcing: We at **VISHASOFT** offer IT Outsourcing services in the areas of:

- ◆ BPO (Business Process Outsourcing)
- ◆ Communications/Networking
- ◆ E-Business/Intranet
- ◆ Enterprise Applications
- ◆ Application Service (ASP)
- ◆ Managed Service (MSP)

Our services in the above areas are aimed at providing instant expertise and operational simplicity to the clients. Our services help clients in overcoming problems associated with hiring of skilled IT professionals, lack of in-house skills, business changes, reorganising and other such issues. We begin every outsourcing initiative by analysing and understanding each client's specific concerns and objectives. We look at the business and what its current and potential growth rate is and what its short-term and long-term goals are. Based on the analysis, we design and deliver a suite of services to meet the client's distinct needs.

Custom Application Development: We provide custom application development solutions, which include 2-tier client-server solutions and 3-tier distributed solutions. These solutions are aimed at the small and medium business clients. Our project methodology and quality initiatives ensure a timely and cost effective development and deployments of the solutions. We have experience in developing custom applications involving the functionality of finance, and have also developed content management applications, for efficient handling and utilisation of the content.

Remote DBA Services: In today's IT environment, businesses have a lot to juggle. **VISHASOFT** takes database monitoring and maintenance responsibilities on itself, leaving a lot of space for the management to focus on improving the business. Our database experts monitor the production environment and respond to client database needs on a 24x365 hour basis. Working with **VISHASOFT** gives clients a peace of mind, and frees up the database administration staff of the client, to work on new projects. Our large staff has a broad range of experience and knowledge in Oracle technologies.

VISHASOFT performs all the functions of a full-time database administrator (DBA) and more on a 24 X 365 basis. Our services include, but are not limited to the following:

- ◆ Space Management
- ◆ Backup/Recovery Verification
- ◆ Performance Tuning
- ◆ Database Fragmentation Monitor
- ◆ Key Resources Monitor
- ◆ Database Warning Analysis
- ◆ Statistical Update
- ◆ Database Integrity Check
- ◆ Trend Analysis

Legacy Systems: Our experience and expertise include IT Consultancy services in the areas of Legacy systems

- ◆ DB2, AdaBase
- ◆ CICS, ISPF
- ◆ JCL
- ◆ MVS, VMS, AS/400

Corporate Training: We offer corporate training services to fulfill the training needs of the corporate segment with respect to Information Technology. The primary objective of this initiative is to impart operational knowledge to the personnel in efficiently deploying and maintaining the IT infrastructure and resources of their organisation.

We had carried out a detailed market analysis, in designing the training programme to best suit the requirements of the corporate segment. We provide industry-focussed training on functional, technical and behavioural aspects.

6. Methodology

Quality Management System

Quality Policy: **VISHASOFT** aims at effecting the precise amalgamation of Quality in IT, to provide customised solutions to its customers. With services ranging from product development to customised applications and providing consultancy services, **VISHASOFT** aims to be the one stop destination for all the *QualITy* needs of the industry. We have in place, processes that meet the quality demands of the industry, and are in the process of getting ISO certification, by the end of this year. We are committed to quality and believe that our customers deserve nothing but the best.

Project Management Methodology

We have executed a variety of projects, ranging from fixed time projects to product development, customised application development, maintenance and pilot projects. Each of these projects requires a different approach and methodology, and we have the best of the practices in place, to ensure the success of the same. Quality as ever, is an integral part of the methodology.

To cater for the varied time, geography and complexity dynamics of the projects, we at **VISHASOFT**, have different delivery models to suit the clients. These models offer the client multiple benefits such as variable cost structure, scalable capacity and access to quality oriented technical resources and proven methodologies for their requirements.

Onsite Delivery Model: The duration, nature of engagement or the lack of proper definition in certain types of projects requires work to be done completely onsite, at the client's premises. This is especially true in the case of product engineering related services and for not so well defined and iterative project scope. Our onsite services include Business Requirements Analysis and Technology Assessment, Formulation of Functional Specifications, Design, Coding, Testing, Maintenance, Support Upgrade.

Offshore Delivery Model: This model is best suited for projects with a well-defined project plan. Our project managers interact with the clients on a regular basis, in delivering the solutions. Typically, the project is handled offshore, and regular patterns of reporting and reviewing are established, to ensure the completion of the project. Our engineers facilitate the implementation and acceptance testing at client locations. In this model, the cost of the project and resources can be cut-down by at least 50 %.

Hybrid Delivery Model: This delivery model uses a combination of offshore and onsite delivery models to deliver the best results at the most optimised cost. Requirements engineering and development of detailed specifications is usually done onsite, and software development and testing is done offshore, at our development centre in India. The Hybrid approach creates a truly global delivery model with an Onsite and Offshore project plan that leverages multiple teams, real and virtual, across the world for rapid development. Proven benefits of the approach include:

- ◆ Continuous, near-24 hour work cycles.
- ◆ The ability to structure and assemble teams with diverse, multiple skill sets
- ◆ Lower costs for resources
- ◆ The ability to quickly scale (up or down) depending on the requirements and nature of the relationship

7. Customer Service

Our foundations are based on commitment to quality and customer satisfaction. Our business ethics have endeared us to our clients, and we believe in forging successful relationships with our customers.

With the state-of-the-art infrastructure and knowledge repository in the various segments of the IT industry, we offer the most suitable solutions, to help our clients transform their businesses and surge ahead of their competitors.

Bank on us, for solutions of the best fit, in terms of the quality of the deliverables, and our service, which is a celebrating experience.

8. Innovative Approach

Open Mind, a concept nurtured at **VISHASOFT**, is a means of ensuring that we exceed customer expectations, and give customised solutions, that best suit the customer, and also represent the best of the practices in the relevant business / industry. To this effect, we encourage our engineers to constantly expand their functional knowledge through workshops, open house sessions, and project meets, to better understand and represent the solutions for the customer requirements.

We also discuss issues pertaining to functionality, at various stages with our customers. The ideas of people at the different levels of management is sought and reviewed, to design solutions that meet the expectations of everyone involved.

Visit our website for further details at, www.vishasoft.com.