



E\*PRO  
TECHNOLOGIES



# CORPORATE PRESENTATION



- ◆ Global software service and solutions provider
- ◆ Expertise in Application Development, Support & Maintenance
- ◆ Proven ability to ramp up capabilities to meet customer's ever-expanding demands.
- ◆ Offshore Development centre in India, office locations in the US and Singapore
- ◆ Experience with Multinational & Fortune 500 Clients across the US & APAC region
- ◆ Low-Risk Global Delivery Model
- ◆ ISO 9001:2008 certified

**10 years of business experience in the Software Industry**

## Vision

Build a world class technology company, driven by passion and best practices to create value for our People, Customers and Investors .

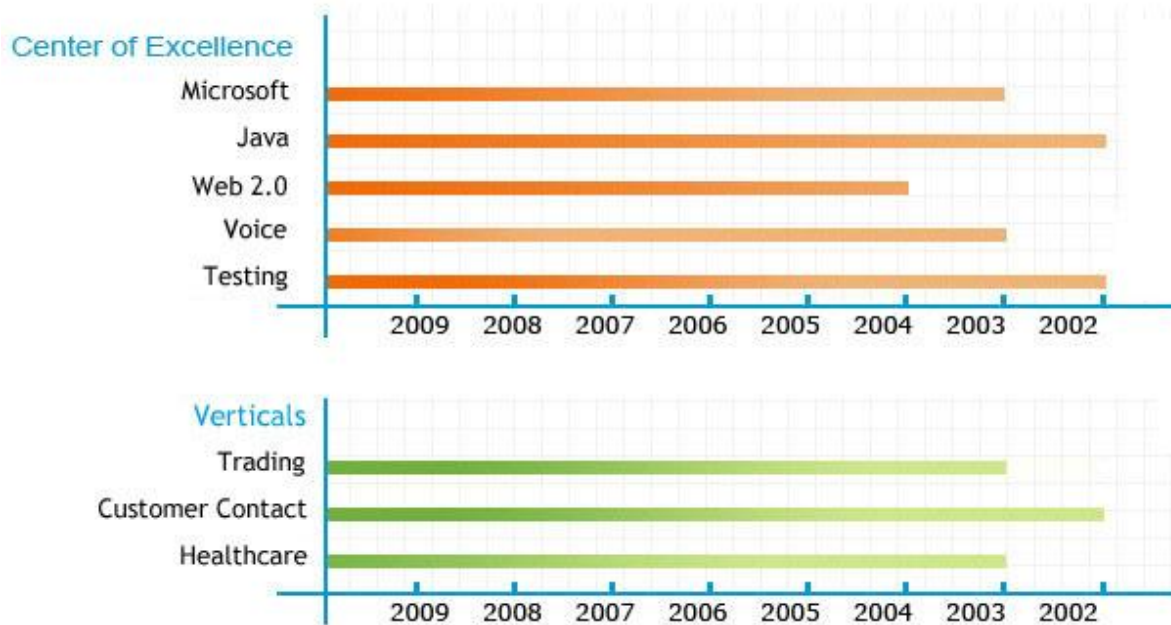
## Mission

Providing simple solutions to complex business problems, weaving people, process and technology.

*We will achieve this by building an empowered organization with the spirit of entrepreneurship and team work*

*Never compromising on our values – Respect for Individual, Transparency, Integrity and Can do attitude.*





**Focus on providing world- class solutions**



## What we offer

- End to end services
- Ability to ramp up quickly
- Global presence
- Flexible engagement models
- High quality focus
- Rich domain experience

## What it means to you

- Addresses your business needs
- Confidence in delivery & relationship
- Quick time to market
- Substantial cost saving
- Quality product
- 24 x 7 support



## Partner

We try to understand the challenges you are facing, what best works in your organization and what you need to accomplish

With exceptional technology and business expertise, we partner with you to build a roadmap and design a solution

## Deliver

We work with you to deliver solutions by leveraging your in-house knowledge and provide only what you need

We arm the teams with common-sense best practices and approaches

## Transition

The most important requirement is to leave you stronger when we are done

Our goal is to transition our expertise and equip your team with in-depth knowledge of the solution

*Solutions build to your preference through long-term partnerships*



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# DOMAINS



**Contact Center solutions**



**Trading solutions**



**Healthcare solutions**

## ◆ Self Service Speech Solutions

- ✓ Natural Language Recognition
- ✓ Speaker Verification
- ✓ Text to Speech Conversion

## ◆ CTI Integration

- ✓ Agent Screen Pop-ups
- ✓ Intelligent Call Routing
- ✓ Handling maximum calls

## ◆ 24X 7 Platform Monitoring

- ✓ Operational support for critical applications
- ✓ Event monitoring and incident management

## ◆ Unified Communications

- ✓ Voice, data, Video unification
- ✓ Easy communication through fixed and mobile network

## ◆ Voice Biometrics

- ✓ Robust security solutions
- ✓ Voice verifications and identifications

## ◆ BI & Call Analytics System

- ✓ Predictive Analysis system
- ✓ Critical design making solutions
- ✓ User behavior measurements analysis

## ◆ Outbound Notification Systems

- ✓ Automated outbound messaging
- ✓ Event reminders, flight delay notifications, account renewals, etc

## ◆ Contact Center Consulting

- ✓ Consulting for Genesys and Avaya solutions with Cost effective offshore resources

## ◆ Trading Platform Development

- ✓ Front and Middle office solutions for retail brokerage houses
- ✓ Order routing through various trading platform
- ✓ Trade updates in mobile device
- ✓ Integration with Portfolio management system
- ✓ Data source from global and local interdealer brokers
- ✓ Real time true live market rates
- ✓ Language Independent Interface for automated trading
- ✓ Order submission through front end API

## ◆ 24x7 STP & Platform Support

- ✓ Automated confirmation for various trade instruments
- ✓ 24x7 backend settlement and trade closure



## ◆ STP Development

- ✓ Manage metadata across multiple platforms and applications
- ✓ End to End process of business transactions

## ◆ Quality Assurance

- ✓ Automated QA regression suite
- ✓ Tools used such as QTP, Marathon, Win runner, Verifix

## ◆ BI & Reporting

- ✓ OLAP / ETL Design, Development & Maintenance and Data Mining
- ✓ Enterprise Report Development and Integration

## ◆ Rule Based Trade Engine Development

- ✓ Order generation based on real time rules
- ✓ Create runtime rules with clutter free user friendly interface



## ◆ Hospital Management System

- ✓ Easy access to clinical information
- ✓ Automated Front Desk Management
- ✓ Single point access to global data
- ✓ Instant response through medical equipment interfaces

## ◆ Lab Information System

- ✓ Complete control over operations
- ✓ Automated tracking of samples
- ✓ Multimode reporting
- ✓ Personalized report configuration

## ◆ Electronic Medical Records

- ✓ Management of Medical records electronically
- ✓ Reduced physical space requirements.
- ✓ Easy access to global data from any location

## ◆ Healthcare Billing System

- ✓ Automated Billing and Invoice Generation
- ✓ Electronic submission and Instant claims Processing



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# CENTER OF EXCELLENCE

The Microsoft .NET logo, featuring the word "Microsoft" in a small font above ".net" in a large, colorful font.

The Java logo, featuring a stylized coffee cup with a flame above the word "Java" in a red font.

The VOICE logo, featuring the word "VOICE" in a blue font with a red Wi-Fi symbol above the 'O'.

The Testing logo, featuring the word "Testing" in a grey font with a green checkmark above the 'i'.

The Web2.0 logo, featuring a colorful starburst graphic above the text "Web2.0" in a blue font.



- ◆ E\*Pro Technologies delivers high-return business applications for its clients, specializing in Microsoft based business intelligence and enterprise data management, infrastructure optimization, portals and collaboration, business process improvement and automation, application custom development and systems integration.
- ◆ As a Microsoft Gold Partner, E\*Pro integrates Microsoft technologies and our services into complete, end-to-end solutions that lets you deliver actionable business insights, more flexible agile systems, and improved collaboration and infrastructure services to your business.
- ◆ Together with Microsoft, E\*Pro can help you 'value-up' your current systems with cost-effective, business-driven solutions that return a faster time-to-value.



(contd...)

The Microsoft Center of Excellence uses a process-centric approach to architect and manage the delivery of custom solutions. With the right combination of people, technology and proven best practices, each solution is designed to deliver high accountability.

**Our core competencies include:**

- ◆ Enterprise Application Development
- ◆ Business Intelligence and Analytics
- ◆ Unified Communications
- ◆ Content Management and Collaboration

Our commitment to the Java practice manifests itself through our dedicated Java Center of Excellence (JCoE) comprising of technical and functional teams with core technology and domain expertise in Java technologies and business functions.

E\*Pro's has experience in handling projects cover wide range of applications from core Java/SWING application to mission critical enterprise solution using J2EE.

### **Our core competencies include:**

- ◆ Enterprise Business Application Development
- ◆ Real Time Application Development
- ◆ Rich Client Application Development
- ◆ Mobile and iPhone Application Development

E\*Pro has enhanced its expertise in Web 2.0 and leverages in building collaborative and rich internet applications to enable high quality end-user experience. With Web 2.0 CoE in place, we excel in providing web based solutions that improves user participation and socialization of business applications, moving from data-centric model to people-driven applications.

**Our core competencies include:**

- ◆ Enterprise Application Development
- ◆ Business Intelligence and Analytics
- ◆ Content Management and Collaboration



Web2.0

(contd...)

Our Web 2.0 Center of Excellence consists of a pool of certified engineers from various platforms such as Microsoft and Java, who have a thorough understanding of implementing Web 2.0 enabled solutions using Microsoft and Java technologies.

### Some of our Web 2.0 development capabilities are

- ◆ Blogs
- ◆ Wikis
- ◆ Social bookmarking
- ◆ Media-sharing
- ◆ Social networking
- ◆ Collaborative editing
- ◆ RSS
- ◆ Podcasting
- ◆ Bricolage and Mash-ups



E\*Pro Technologies has rich experience in developing end to end voice applications using standard VXML combined with Microsoft, Java & PHP Technologies in various voice platforms like Nuance, Voice Genie, Holly connect, Avaya, Genesys and MS Speech server.

Through our Voice Center of Excellence, we have the expertise to deliver technical excellence through improved system architectures, applications development capabilities, and reusable enterprise components and tools. We also focus on building business solutions using existing and emerging technologies and standards.

### **Our core competencies include:**

- ◆ Inbound/ Outbound IVR Application Development
- ◆ CTI Application Development
- ◆ 24X7 platform and application support
- ◆ Application migration from one voice platform to another

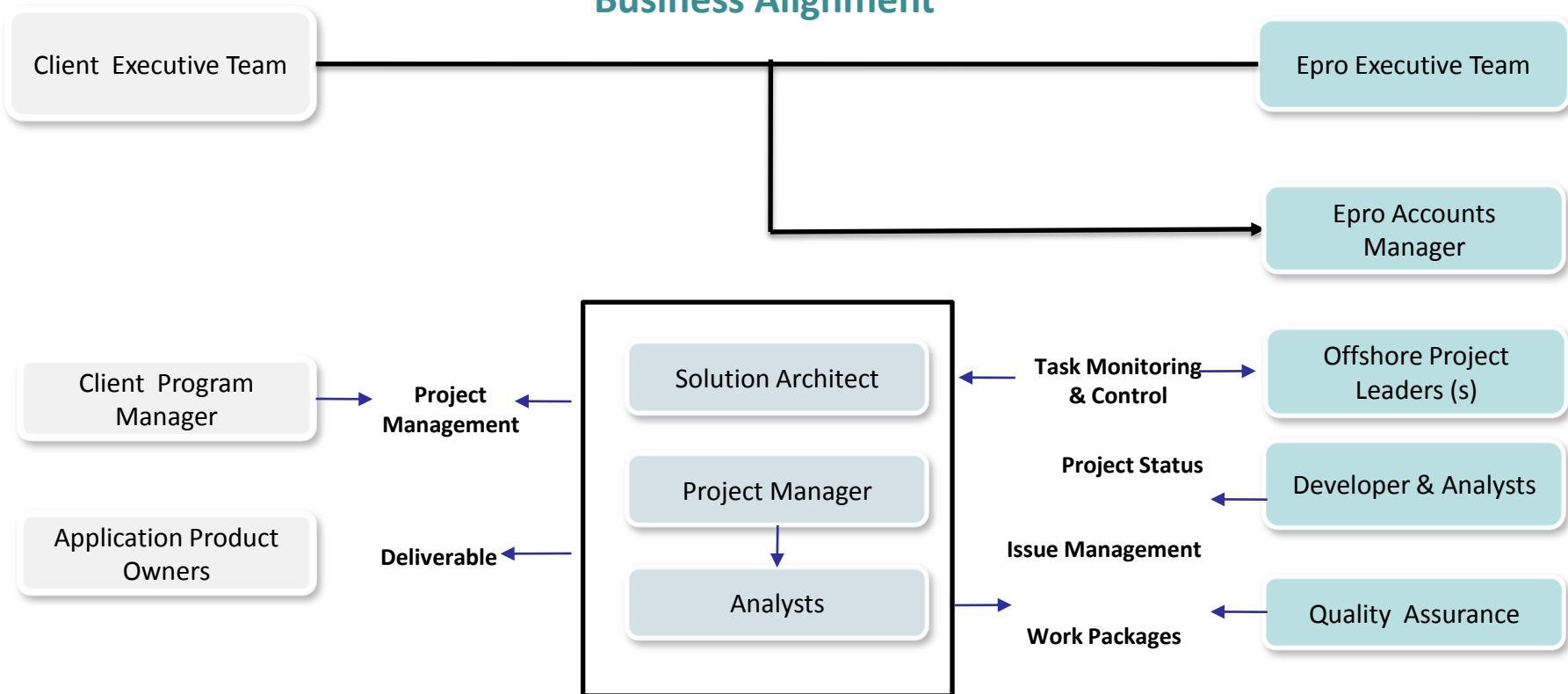


The E\*Pro Testing Center of Excellence uses a process-centric approach to architect and manage the testing and quality assurance for every engagement or project. Our main focus in Testing/QA services are in core functional, load and performance testing with wide driven process oriented methodology being practiced.

## We have expertise in the following domains:

- ◆ Health care (Lab information system, Patient billing systems)
- ◆ Banking and Finance(Trade, CRM)
- ◆ Trading(Bonds)
- ◆ E-commerce
- ◆ Customer Contact Solutions (IVR application)

## Business Alignment



**Client**

**E\*Pro Onsite Team**

**E\*Pro Offshore Team**

## **We understand your needs**

- Choosing the right partner for your software application development in today's internet enabled world is critical as it impacts time and cost.

## **Relationship based**

- Our team of analysts/ engineers in the US. Will work with your organization shoulder-to-shoulder ensuing due diligence, while our offshore team develops the application.

## **Assured turnaround time**

- High standards and quality is assured as we leverage CMM processes and procedures, higher productivity tools developed



# ENGAGEMENT MODEL

E\*Pro works with three different engagement models depending on the type of project

## Onsite Consulting

### Pros

- Easy to allocate
- Trace and Monitor

### Cons

- Higher Cost

## Offshore Engagement

### Pros

- Lower cost
- Flexible ramp up/ down

### Cons

- Communication
- Non availability of
- Resources at critical time

## Onsite Offshore Engagement

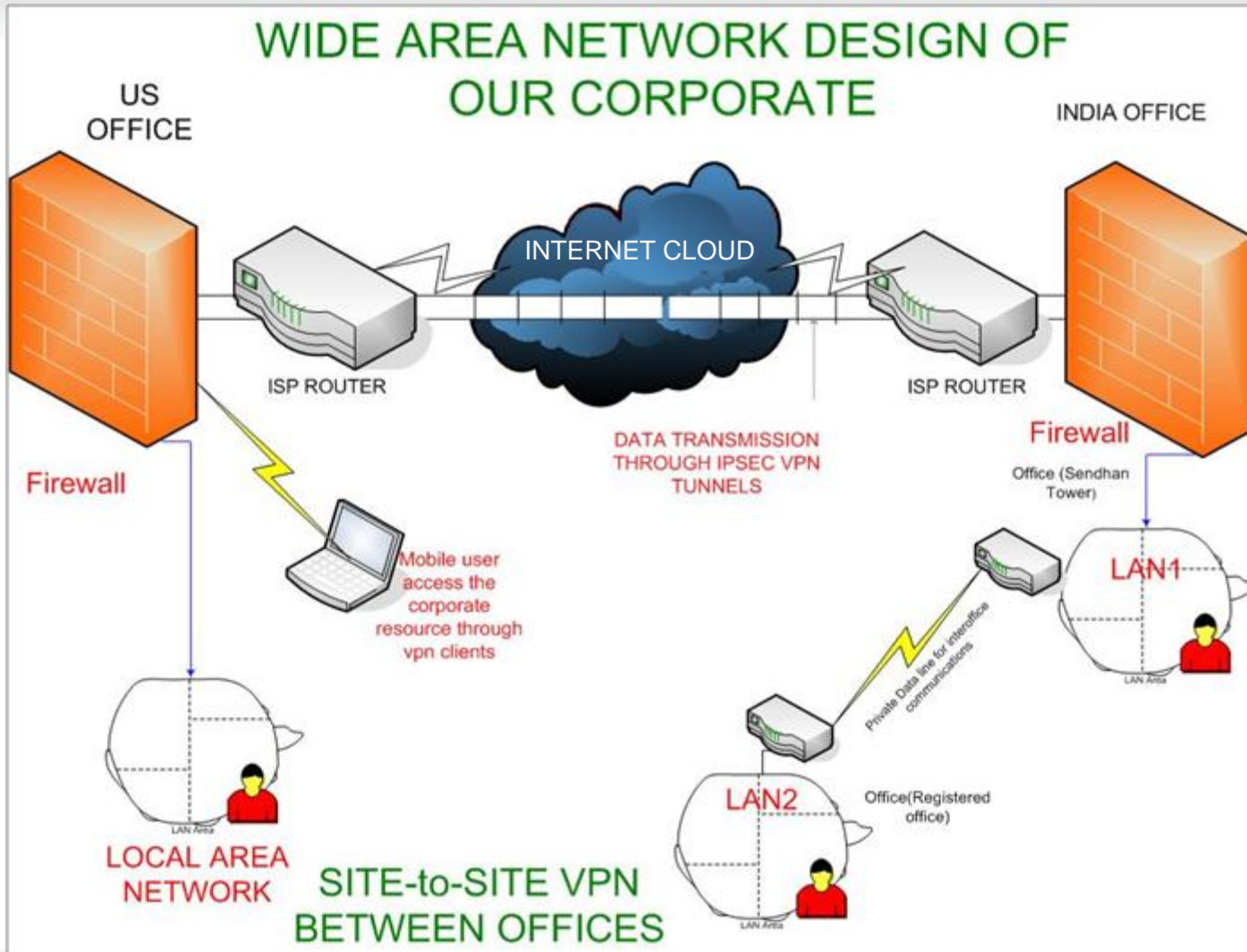
### Pros

- Better Communication
- Availability of resources at critical time

### Cons

- None

**E\*Pro suggests Onsite - Offshore Engagement model**







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# NEW OFFICE @ CHENNAI





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## Presented by E\*Pro TECHNOLOGIES

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### ◆ Offshore Development Center

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THANK YOU