

Transforming IT with Technologies



TECH TRIAD

Your Partner for Digital Innovation & IT Outsourcing

Presenter Name

24th Feb 2025

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About TechTriad

Vision:

To excel providing customized Solutions in the IT Services space by offering value added services to our clients in various industry verticals and by leveraging the best Talent and efficient delivery methodologies

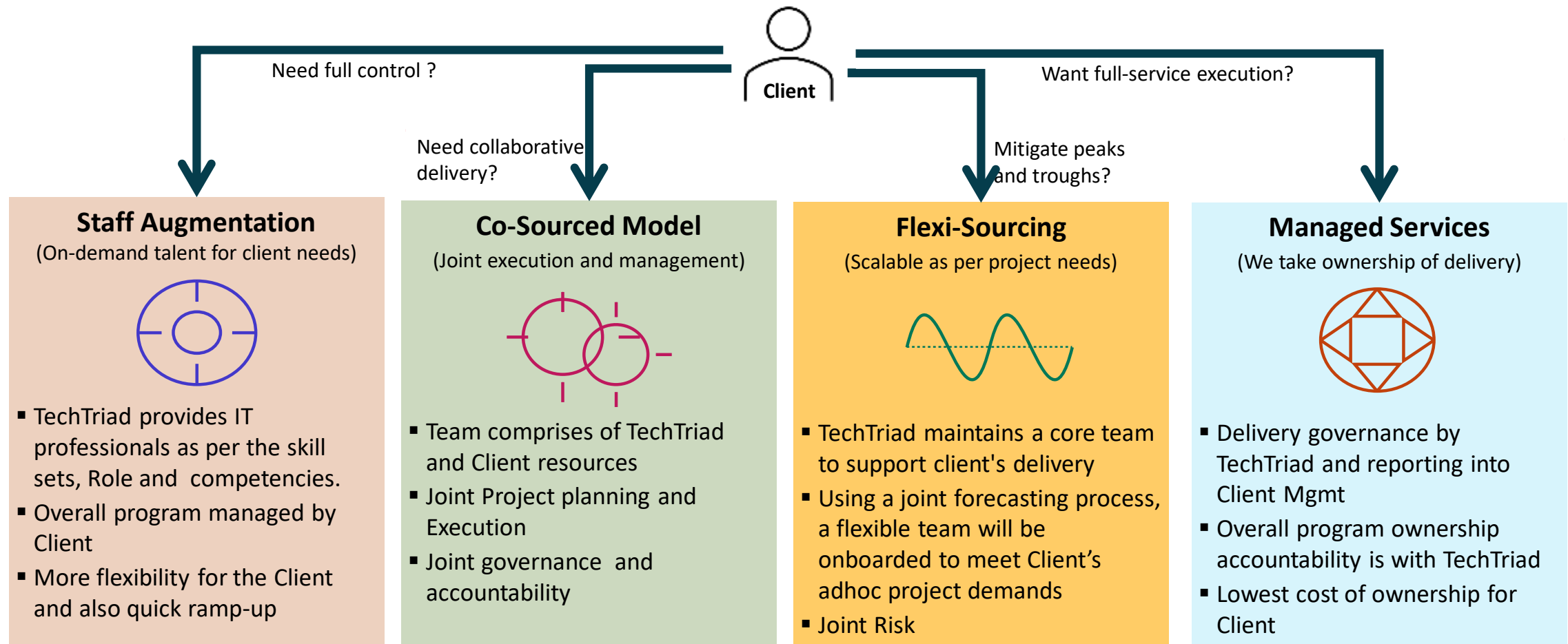
Values:

In pursuit to achieve highest levels of satisfaction of all our stakeholders, we commit to perform every task with Integrity, Trust, Passion, Perseverance & Professionalism

- Global IT outsourcing leader with 50+ years of collective expertise
- Established in 2011, Primarily US based Company with its near shore facility in Argentina and offshore center in Hyderabad, India
- Acquired FYI Solutions in 2021
- Driving digital transformation with AI, Cloud, and Cybersecurity solutions
- Fortune 500 Clients in BFSI, Retail, Media & Communications, Consumer goods industries
- Women owned and Minority council Certified, both in US and India, qualifying for Vendor diversity



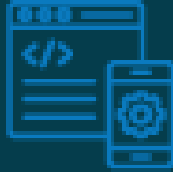
Ready to scale your IT operations ? Let's talk today



Join industry leaders optimizing IT costs with TechTriad - Book a strategy session NOW !!

TechTriad's Capability Towers

1 **Application Engineering**



Scalable software development
from web to enterprise apps

2 **Data & Analytics**



AI-driven insights for smarter
business decisions

3 **Business Applications**



Enhanced operational efficiencies
and customer satisfaction

4 **IT Infrastructure & Security**



Protect and manage
Client's IT infrastructure

5 **NextGen Services**

Drive growth by leveraging emerging technologies
(AI, Blockchain, Metaverse AR/VR)



1 Application Engineering

Scalable software development from web to enterprise applications.

Advisory & Consulting	Application Development	Cloud Adoption & Migration	Application Validation	Application Maintenance / Support
IT Strategy & Architecture consulting	Web & Mobile Apps	Cloud Assessment	Functional Testing	Application Monitoring and Health checks
Portfolio Rationalization	Full Stack Development	Application Migration	Security Testing	SLA and Service Management
Project Mgt & PMO	API Management	Native Application Build	Performance Testing	Continuous Improvement
	Design thinking, UI/UX		Usability Testing	
	DevOps		Test Automation	
			Test Data mgmt	

Build

Run

- ✓ **Application development – Java and .NET (Full stack), Python, UI Frameworks (React, Angular, Ionic, Flutter)**
- ✓ **DevOps, CI/CD – Maven, git, bitbucket, Jenkins, Bamboo, JUnit, SonarQube, Kubernetes, Docker, Amazon Webservices, Azure**
- ✓ **Cloud-based development – AWS, Azure, GCP, Pivotal**
- ✓ **API Platforms – Dell Boomi, Tibco, MuleSoft, Apigee**
- ✓ **Testing tools – Selenium, TOSCA, Parasoft, Cucumber, Katalon, OpenTest**

Case Study: Digital Platform for an Insurance Company

Business Problem:

- Client wanted to have Digital Platform to help consumers easily explore and buy life insurance through multiple channels (desktops, laptops, tablets and smartphones)

Solution Implemented

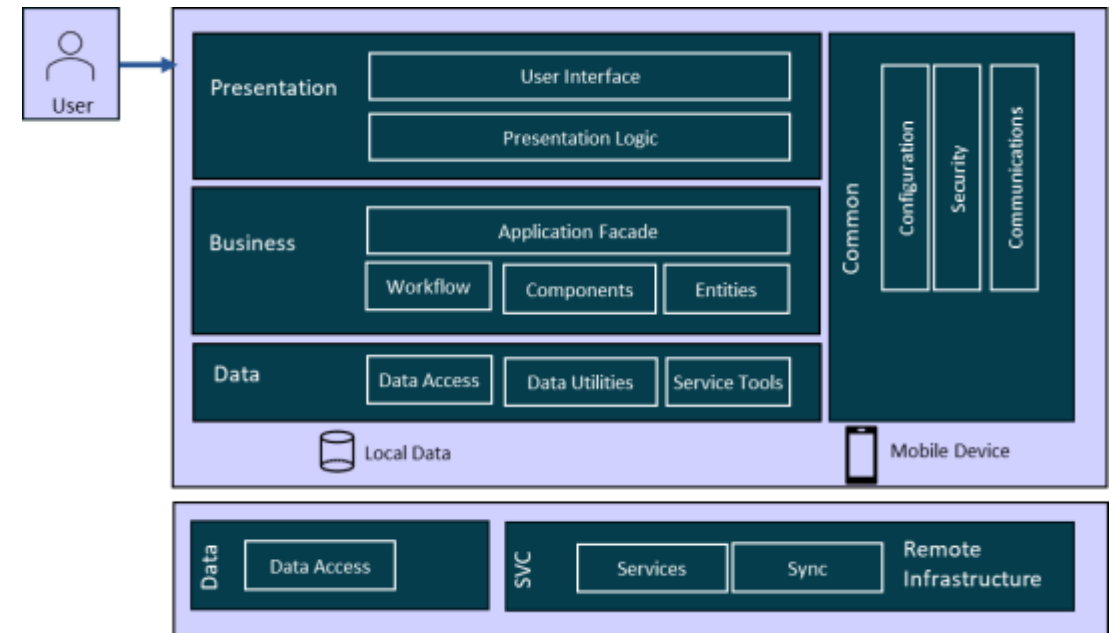
- Developed a native unified UI application to work on desktop, Tab, Mobile, Android and iOS platforms
- Implemented multi-tier architecture to provide scalability and reliability

Tech Stack:

- Mobile Application React Native, Web Application using Angular 8, jQuery, JavaScript, Bootstrap, HighCharts, pdf.js, HTML 5, CSS3, Azure Cloud Services

Outcomes:

- Time-to-market reduced by 50%
- Increase in customer satisfaction, raising levels of trust, transparency and loyalty among customer



Case Study: DevOps Journey at an Asset Management Firm



Business Problem:

- Slow pace of deployment causing bottlenecks in the entire delivery value chain

Solution Implemented

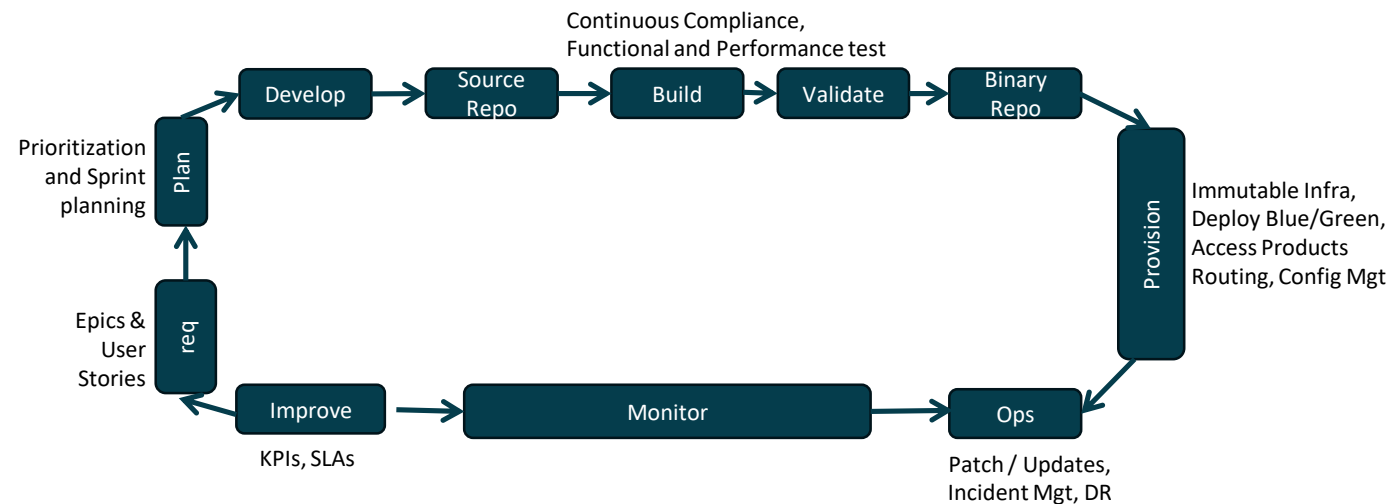
- Config driven build and deployment automation by leveraging shared library model
- Implementing compliance standards in pipelines
- Monitoring, alerting and troubleshooting

Tech Stack:

- Cloud: AWS DevSecOps, REST APIs, Aws Lambda, Jenkins, GitHub SonarQube,, Ansible, Terraform etc.

Outcomes:

- Significant improvement in application delivery speed (almost by 30%)
- Single pane of glass to visualize enterprise agility; Early detection of vulnerabilities in code



2 Data & Analytics

Analytics and AI driven insights for smarter business decisions.

Data Engg & Operations	Advisory & Modernization	MDM & Data Governance	Visualization & Analytics	Data Science & AI
Data Ingestion / Cleansing	Legacy Modernization	Master Data Assessment	BI & Reporting	Predictive Analytics
Data Integrations	Data Lake	Data Quality & Enrichment	Self-Service BI	NLP
Data Processing	Data Warehousing	Data Governance	Embedded Analytics	Computer Vision
ETL & ELT	Cloud Migration	Data Lineage	Mobile BI	Virtual Agents
Real-time Data Streaming	Big data	Data Catalog	Descriptive Analytics	Deep Learning
Data Migration		Data Stewardship	Prescriptive Analytics	Cognitive Analytics

Data

Intelligence

Insights

Action

- ✓ ETL (Informatica, DataStage, SAP, Microsoft, Oracle, Talend)
- ✓ Bigdata – Data Lake (Azure, AWS, GCP), Netezza, Greenplum, Teradata
- ✓ MDM / DG – SAP, IBM, Microsoft, Oracle
- ✓ Visualization – BO, Cognos, OBIEE, SSRS, Power BI, Tableau, Qlik, Spotfire, Plotly
- ✓ Data Science & AI – Google Analytics, SAS, R, Databricks, D3, TensorFlow, Matplotlib, Python, Azure Analytics

Case Study: Web app for managing Product Master Data for a Retail Client



Business Problem:

- Merchants were managing master data manually through Excel-based Redbooks resulting in inefficient product data management.

Solution:

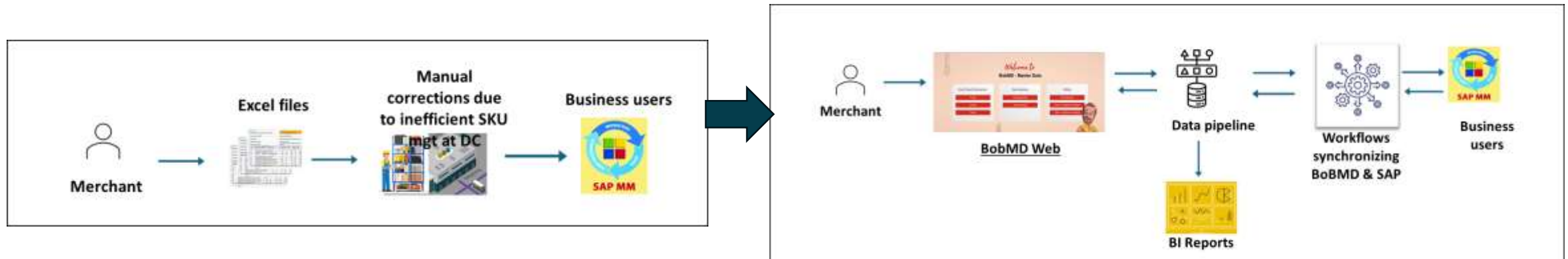
- Automated data management and integration through a Web User Interface
- Custom Web based solution was built to enable merchants effectively manage master data.
- Automated workflows to trigger these data pipelines for seamless updates

Tech Stack:

- T-SQL, SQL Server, Dataverse, API Management, SSIS, ETL, Python, PowerApps, Power Automate, Power Pages

Outcomes:

- Improved data accuracy (by ~60%) and reduced operational costs (~40%)



Case Study: Crypto Data Standardization for a Fintech firm



Business Problem:

- Inconsistent financial reporting and regulatory compliance across crypto platforms

Solution Implemented:

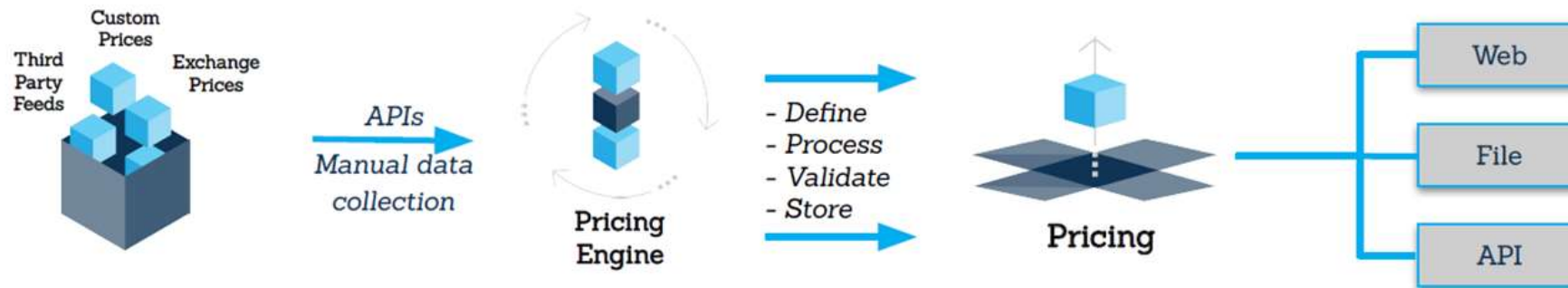
- Fair market value (FMV) calculation based on Exchange data
- Standardized governance model with automated data validation

Tech Stack:

- AWS S3 & EC2, Amazon Aurora, Talend, TMC, PostgreSQL

Business Benefits:

- Improved Data Quality and accurate pricing in the volatile crypto market.
- Regulatory confidence helps exchanges meet global regulatory standards.



Case Study: Cross-Channel Budget Optimization for an FMCG Client

MINDSHARE

Business Problem:

- Optimize marketing budget across multiple channels for an FMCG Client (Social media, TV, Retail Platforms etc) to improve Sales performance

Solution Implemented:

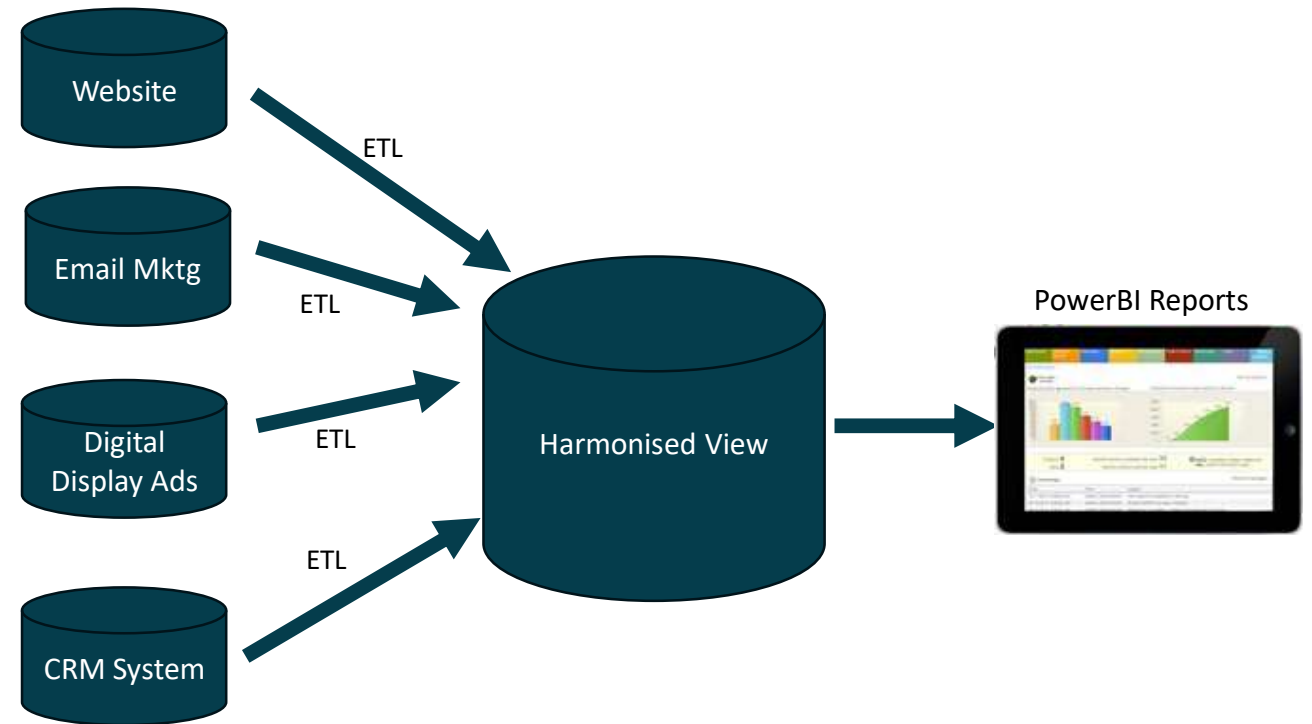
- Data enrichment for better insights.
- Master data Management for consistency
- Understand advertising impact by analyzing the combinations of ad exposures.
- Based on feedback received, compile & consolidate data for reports.

Tech Stack:

- SQL Server, SSIS, Python, Power BI

Business Benefits:

- Holistic customer view and enhanced reach
- Improved synergy between the channels and ROI (by around 30%)



From siloed and unstructured data from different marketing channels...

... to structured and harmonised data .. preparing the data for

... PowerBI modelling which optimises budget allocation across media channels

3 Business Applications

Automate business processes and enhance operational efficiencies and customer satisfaction

RPA	WCM/ECM/CCM	E-Commerce	CRM/BPM	ERP
Assessment / Discovery	Intranet Portals	Marketplaces	Assessment/Discovery	Implementation
Automation build	Knowledge Mgt	Order Management	Application Modernization	Support
Run services	Platform upgrades	e-Shops	Platform upgrade	
	Content Migration	Product Sites	Cloud Migration	
	Document Mgt			
	Customer Commn Mgt			

- ✓ **RPA (UiPath, Blue Prism, Power Platform) – Automating finance, HR, and IT workflows.**
- ✓ **WCM/ECM/CCM (Liferay, Drupal, Sitecore, WordPress, SharePoint, FileNet, Drupal, Documentum, SMART Commn) - Content mgt and Customer Communication**
- ✓ **E-commerce Solutions (Magento, Sitecore, SAP Hybris) – Scaling online businesses.**
- ✓ **CRM & BPM (Salesforce, Dynamics 365, HubSpot, Service Now, Appian) – Driving customer engagement**
- ✓ **ERP (SAP, ORACLE, Microsoft, IBM, JDE) - Streamline their core business processes**

Case Study: Chargeback Solution for a Technology Distributor



Business Problem:

- The distributor managed numerous vendor special pricing and rebate agreements using spreadsheets and custom tools. Dispute resolution was lengthy due to fragmented information, increasing administrative overhead.

Solution Implemented

- Implemented SAP Paybacks and Chargebacks by Vistex to centrally manage all vendor chargeback agreements and claims within the ECC environment .

Tech stack:

- SAP ECC and Vistex Paybacks & Chargebacks Module

Business Benefits:

- Automated validations and calculations eliminated manual errors and improved Claims accuracy
- End-to-end claim processing time was significantly reduced.
- The solution provides enhanced Compliance & Controls ensuring adherence regulatory requirements .

Case Study: Automated Order Processing for a Retail Client

Business Problem:

- Our retail client manually processes thousands of Sales orders every day requiring huge amount of time and effort. Most of the orders are received in multiple formats like hard copies, scanned PDFs, and some from portals

Solution Implemented:

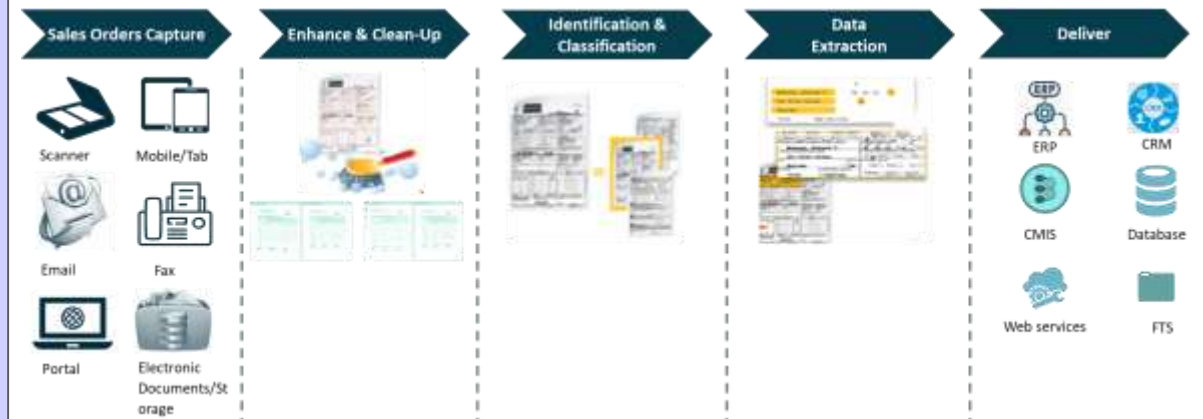
- Streamlined the workflow and automated the process
- Sales orders from emails, handwritten scanned documents, or any other unstructured format were processed through OCR
- Perform validation check and uploads the sales data into enterprise applications (ERP and CRM)

Tech Stack:

- FileNet Image Services, FileNet Content Manager, IBM Content Manager, OpenText Captiva InputAccel

Business Benefits:

- Reduction of Operational Costs by 40%
- Enhanced Experience, as the data entered is almost error-free
- Reduction in the cost of Claims operations



IT Infra and Security Services

Protect and manage Client's IT infrastructure:

IT Operations & Services Management

Env monitoring & Queue admin
Compute, Storage & Network mgmt
Patch upgrades, Config changes
DR & Backup/Archival

- ✓ Service Now
- ✓ BMC Helix
- ✓ Jira Service Mgt

Governance, Risk & Compliance (GRC) Services

Consulting Srvs – ISMS, BCMS, PCI-DSS, NIST, HIPAA, GDPR
Third Party Risk Management (TPRM)
Infra & Security Posture Assessments
V-CISO As A Service
Ransomware Investigations
Phishing Services

- ✓ Service now
- ✓ Metric stream

NextGen Security as a Service (SOC) Services

Shared & Dedicated NextGen MDR services:

SIEM
UBA
NBA
SOAR
Threat Intelligence
Threat Hunting
Dark Web Monitoring
Vulnerability Assessments

- ✓ LogRhythm
- ✓ Splunk
- ✓ Azure Sentinel One

Advanced Threat & Vulnerability Management

Threat Modelling
SAST (Secure Code reviews)
DAST (Application Security Testing)
Infra Vulnerability Assessments & Penetration Testing (VAPT)
Red Teaming
IOT (SCDA) Penetration Testing)PT
Mobile PT

- ✓ Tenable
- ✓ Checkmarx
- ✓ Veracode
- ✓ Qualys

Case Study: Security Operations Center (SOC)

Business Problem:

- Client required a trusted partner to work as an extended arm to determine and mitigate cyber threats and security breaches

Solution Implemented:

- 24x7x365 Cyber Security Monitoring and Incident Management services to stop breaches
- L1/L2/L3 security administration and management services
- Proactive detection and response for threats / suspicious events
- Manage Infrastructure Vulnerability life cycle & Penetration testing

Tech Stack:

- Blu Sapphire, LogRhythm SIEM, CrowdStrike, Sentinel, Tenable Security Center, MCAS, ATP, Azure and AWS Cloud, One Login IDAM

Business Benefits:

- Enhanced Security posture and Zero business downtime due to security breaches
- Around 30% improvement in threat detection and incident response times



5 NextGen Services

Drive growth by leveraging emerging technologies

Artificial Intelligence

Predictive analytics (AIML)

Operational efficiencies (GenAI)

Autonomous decision making (Agentic AI)

Blockchain

Secure and decentralized transactions

Metaverse & AR/VR

Immersive and Interactive customer engagement

- ✓ **AI – Mixed bag of tools from hyper scalers (Microsoft, Google, Amazon) and also Open source**
- ✓ **Blockchain – Ethereum, Hyperledger and Corda**
- ✓ **Metaverse & AR/VR – Unity, Vuforia**

Case Study: AI BOT to enhance Customer experience for a Global Retail Client

BOB'S Discount Furniture.

Business Problem:

- Global furniture store plans to enable human-like interactions and personalized customer experience across all their digital touchpoints (Kiosks, Online platforms and Mobile apps)

Solution Implemented:

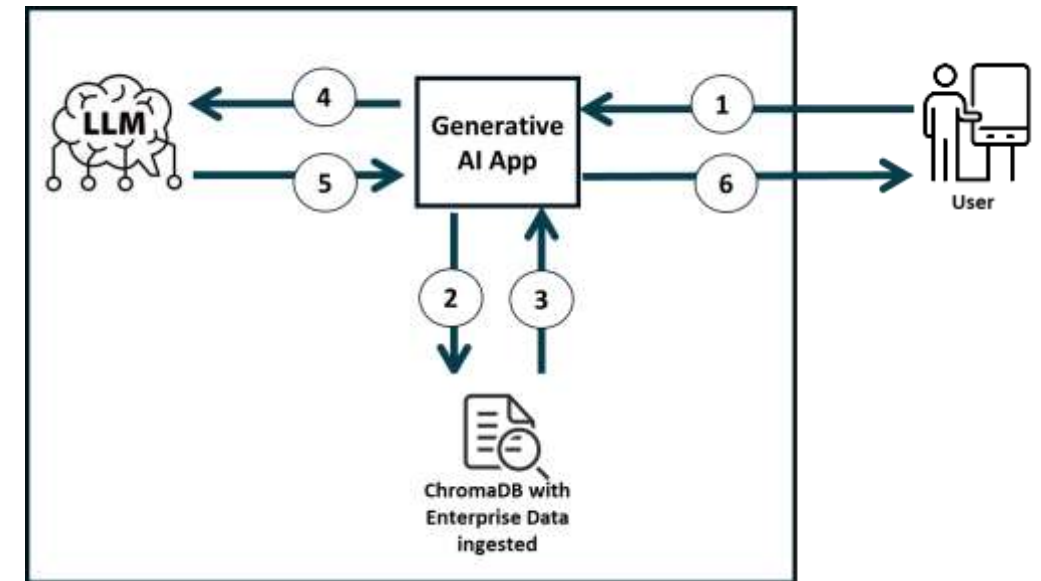
- Chatbot was built on sophisticated NLP techniques and Generative AI models
- The app sends the user request and along with the other relevant data (from the Product kb) as context in the LLM prompt
- The LLM returns a succinct response to the user request based on the retrieved data
- The response from the LLM is sent back to the user

Tech Stack:

- Llama 3 7B, Chroma DB and FAISS

Business Benefits:

- Client has not only elevated customer satisfaction but also achieved remarkable operational efficiencies (around ~40%)
- Ensured a cohesive & consistent customer experience across channels



Clientele



Summary & Next Steps

What We Offer ?

Scalable and Secure IT
outsourcing Services

Why Choose T3 ?

Proven expertise, Global
delivery model, Cost
optimization, 24/7 support

Next Steps ?

"Book a strategy call today!"

THANK YOU!

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QR Code for instant meeting booking

