SoftsysGlobal

Empowering Future

An ISO 9001:2000 Company

Company Profile

Softsys Global provide research, consulting, development, IT and ITes services to clients globally — as partners to conceptualize and realize technology driven business transformation initiatives. With over skilled employees and presence citywide, we would be using a low-risk Global Delivery Model (GDM) to accelerate schedules with a high degree of time and cost predictability.

With sustained infrastructure investments over the years, we would create a world-class knowledge-networked work environment from where our employees will provide high quality research and development to our candidates. These investments enhance employee productivity and our quality of knowledge transfer. A multi-dimensional approach, planned to support growth and technology advancement, will ensure that the technology we architect for our clients are built in a most productive and effective manner. Here at Softsys the client is delivered state of the art technologies delivering outstanding results. In the entire client is cared in a Professional manner with all the technical knowhow and hands on experience on the real time project module. This makes the client acceptable and inviting globally.

The client is taken care of upon right from understanding clients need, converting the need into technicality, choose the platform of the system, networking the infrastructure, optimized program coding, ISO level documentation, QA, Black box testing, giving demo, Deploying the system at client side & implementation of the system Along with all these care would be taken for the clients aptitude, corporate attitude, personality, communication.

Though technology is undergoing tremendous changes still it is not hard to witness the growth of web services as the next big technology wave. We are poised to play the leading mover and shaker in the development of web services. Our current specialized presence involves addressing all issues connected with website designing, hosting, promotion and maintenance for millions of clients. Through newer, cost-effective and efficient web services we aim to boost up the productivity and potential of individual and institutional consumers globally. Our top-of-the-line BPO services in voice and non-voice realms are benchmarked to enhance businesses of domestic and international clients. Continuous research on tomorrow's technologies and harnessing them to build profitable business models goes on to actually distinguish us from all competition.

W eb-Development

Softsys Global Pvt. Ltd- is one of the foremost offshore service providers in India, offering a range of web designing and development services to organizations across the world.

It's our constant endeavor to continue being the leader in providing client based customized web designing, web development, customized software development, SEO and content solutions and services.

Our strength lies with our superior knowledge of industry verticals, which help us deliver value to our customers through our quality solutions and services.

Since our inception, we have progressively grown into a quite renowned provider of high-quality, cost-effective business solutions within our domains, and we attribute this to our ability to evolve continuously and our flexible approach towards the dynamic business world.

Today, Softsys provides offshore web development and designing solutions as well as bespoke software development services to its clients across the globe.

We have been able to initiate and formulate internationally acknowledged processes to our clients in USA, UK, AUSTRALIA and Canada with a strong team having vast industrial experience in bespoke technologies and the skill to handle global clients.

Be a winner with our visually stimulating, information-rich and user-friendly web design solutions that cut through the confusion to deliver convincing messages to your customers.

We offer:

- Flash Design
- Graphic Design
- Template Design
- Logo Designing
- Web Redesign
- Corporate Identity Design

Flash Programming

Create a lasting impression and achieve maximum impact with highly engaging Flash content. Let us unleash the full power of Flash programming for your business.

We offer:

- Flash programming
- Flash scripting
- Logo design
- Movie design
- Flash presentations
- Flash intros
- Flash demos

Website Development

Turnkey web development solutions are now at your fingertips. Softsys Global brings you complete web development solutions that you can rely on for maximum impact.

We offer:

- Inventory Management Software
- E-Commerce Solutions
- Payroll Management Software
- Shopping Cart Solution
- Payment Gateway Solutions
- ERP Software Services

SEO Services

Always stay a step ahead of competition with our complete range of online marketing services including SEO, PPC, Link Building and more!

Where do we specialize?

- Real Estate

- Pharmacy
- Shopping Stores
- Travel and Leisure
- Consumer Goods and Services
- Media and Entertainment

What offshore SEO services do we offer?

As an SEO expert for a wide variety of industries, we offer the following services:

- Competition Analysis
- Keyword Research
- Creation of Title Tags, Description Tags, Keyword Tags, Alt Tags, Comment Tags, and H1 - H2 Tags
- Search Engine Submissions and Link popularity Building
- Key phrases Optimization
- Web site structure Optimization
- Tweaking and tuning
- Usability/accessibility Refinements
- Website traffic Analysis
- Ranking report

Software Development

Take advantage of our complete range of cutting-edge and highly reliable software development services to empower your business to surge ahead of the competition.

Consulting Services

Take the right step and move up the ladder of success with our expert web design consultancy and SEO consultancy services for your business.

Our offshore consultancy services are divided into the following categories:

- E-commerce Consultancy - We analyze the needs of our global clients and provide them with cost-effective end-to-end business solutions.

- Web Design and Development Consultancy - We, as a leading web design and development consultancy service provider, are proud of our imaginative, direct and focused approach that help us develop web sites that work.

- Offshore Software Development Consultancy - Our offshore software development consultancy services are aimed at helping our clients reap the benefits of high quality software products.

- Process Consultancy - We provide practical advices and strategies by making optimum use of process outsourcing, thereby helping our clients have a clear understanding of the areas that need to be outsourced.

- Enterprise Application Consultancy - We provide complete enterprise application consultancy services including technology consultancy, technology management, as well as process consultancy.

PHP HIRE TEAM

Our **Offshore Dedicated Web Development Team** is the combination of devoted, well-educated, skilled and experienced IT professionals, established according to your business plans and initiatives. All your web development tasks will be managed by the same team of specialists for the **fixed monthly rate**.

By choosing the **Dedicated Web Development Team** from **Softsys** you will be able to get better results of your IT undertakings.

Dedicated Web Development Team is the team of PM and php developers, specially created to implement your plans over a certain period of time and at **affordable rate**.

Offshore staffing allows better money investment for companies that have regular need in services of IT professionals. The major client needs that can be effectively solved by our **php dedicated team** are:

1. Long-term development of a project.
2. Performing minor changes, updates, development and support for the current solutions of a client.
3. Development of new solutions that do not require huge team to work on.
4. Development of next phases and versions of their software products, internet solutions, etc.

Dedicated Web Development Team is dedicated personally to you no matter how many projects you have. Thus, you can implement any number of projects without changing developers. They are familiar with your business and work as **part of your team**.

Softsys Global Pvt. Ltd.

An ISO 9001:2000 Certified company

Headquaters:

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Maharashtra, India

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Registered ISO 9001:2000

SOFTSYS GLOBAL BPO S E R V I CE   O F E R I N G S:

Web Based Services

Transaction Processing

Inbound Services Outbound

Services

Mortgage Loan Processing

Insurance Claim Processing

Web Based Services

E-Mail Management

Email is increasingly becoming the most popular form of communication. Companies are being flooded with ever increasing amounts of email. And customers are increasingly demanding a high level of service and response (turnaround time and quality of response) for their email requests.

Most customer care service operations in organizations have been designed around a telephone contact. Organizations are not equipped to deal with the heavy email traffic. Using advanced technology, Softsys Global offers relief with its Softsys Global Mail solution that provides the same queuing and response capabilities for an email that are currently available for phone contacts. So call us before customer email requests become a nightmare.

Our Softsys Global Mail service will respond to emails via one or any combination of the following methods:

- Automated response
- Computer-aided response
- Manual response

In case of both computer-aided and manual response, Softsys Global Mail service analyzes, sorts and routes incoming email to the appropriate CSE by skill group.

Our Softsys Global Mail service enables quick response to high volume of customer email while extracting real-time customer data and performing one-to-one Internet marketing. We offer dedicated CSEs providing expertise and quick response.

Chat Management

live online chat can be one of the most compelling tools you can use in building customer relationships. You actually provide your customer with a human interface to help the customer navigate through various activities such as purchase processes, filing online insurance claims, applying online for credit cards, technical support and endless others. Our representative will take your customer through all processes by providing the human interface required. They can courteously handle any complaints and suggestions, should there be any.

According to a survey conducted by NFO Interactive, 35% of online shoppers said that they would buy more if they could interact in real time with a sales person from an e-commerce site. Softsys Global provides e-commerce sites with a customer service "back-end." Contact can be initiated by voice call, web callback, chat, e-mail or fax. All forms of customer contact are routed, queued, and monitored the same way for consistent quality and turnaround time.

Help desk Management

Our Helpdesk Services offers your organization a unique blend of proven support methodology and services customized to your environment. Softsys Global offers to set-up and manage technical helpdesks for internal as well as external users for the client. The help-desks are operated by high quality technical resources and operate 24 hours a day, 7 days a week. Our rapid response, senior level support and state-of- the-art call management system enable a complete Helpdesk solution specifically designed for your organization.

Services Offerings >> Transaction Processing

Our system design, based on wide knowledge of hardware and software, supported by an efficient domain and process oriented staff ensures document-processing capability with:

- Efficient data capture
- High accuracy levels
- On schedule delivery

We offer flexibility to enhance capacity in a modular and scalable fashion with shorter resolution time taking advantage of time zone differences. We manage various transaction services for our global clientele.

Our services in the transaction-processing segment include:

Finance accounting Services

Our expertise and experience enable us to provide Clients with a wide range of Finance & Accounting services. To ensure consistent accuracy and cost-efficient Delivery, our Accounting CSR's are equipped with the appropriate domain knowledge. All our processes are designed to be in complete conformance with the Client-specific regulatory and compliance requirements.

Services

- Invoice processing
- Finance Outsourcing
- Accounts Receivables
- Accounts Payables
- Reconciliation with clients, banks
- Billing
- Account Outsourcing

Transaction Processing

- Credit / Debit card applications processing
- Account openings / amendments and audit checks.
- Claims Processing
- Loans processing / Cheque processing
- Clearing and Settlements
- Documentation management, Records maintenance

HR Payroll services

Our suite of HR services aim at transforming Client organization cost centers in to outsourced Delivery Centers for HR support. Our dedicated and highly experienced HR services team is equipped with adequate domain knowledge and ensures the highest standards of Quality and Compliance. The CSR's have in-depth knowledge of country-specific HR practices, rules and regulations in addition to excellent communication and analytical skills.

Services

- Payroll
- Payroll Outsourcing Services
- Employee Record Management

Services Offerings >> **Inbound Services**

We use and deploy the most refined call processing and telecom. Our call routing feature allows the system to instantly scrutinize available agents and route calls to the most suitably skilled agents.

Our operating centers receive customer calls over dedicated international private leased circuits. We can handle calls relating to various products or processes across industries.

The range of services in the inbound call center services include:

Customer Service

- Application / Claims processing
- Subscription services
- Billing queries, etc.

Sales and order fulfillment

- Order taking
- Sales closures
- Up-selling and Cross-selling

Help desk

- Troubleshooting for products and services

Inquiry Service

- Product information requests
- Dealer locator service
- ATM / POS locator services.

Services Offerings >> **Outbound Services**

We have got a robust infrastructure to manage campaigns for our clients. We can manage a broad range of outbound services for clients across various industry segments. We have the expertise to set up and manage large outbound call center operations. Our agents are proficient in handling the entire gamut of calls, from simple welcome calls to calls pertaining to surveys, verifications, lead generation, collections, etc.

Sales

- Telemarketing services
- Lead generation / qualification
- Prospecting
- Promoting new services or products

Credit Management

- Credit authorization
- Credit verifications
- Collections

Verification services

- 3rd party verification service
- Insurance verifications
- Employment verification

Market research

- Research surveys
- Opinion surveys

Services Offerings >> **Mortgage Loan Processing**

Mortgage Loan: Mortgage loan is the generic term for a loan secured by a mortgage on real property; the "mortgage" refers to the legal security, but the terms are often used interchangeably to refer to the mortgage loan. Mortgage loans generally refer to a loan secured by residential property, often for the purpose of acquiring the residence. Mortgage loans may be lower priced than other forms of borrowing because the value of the property reduces risk for the lender.

Mortgage Loan Processing: We offer comprehensive solution to Mortgage loan processing from its start level to ending level, including all documentation Legal & non Legal processes, As well as Property valuations, Property insurance checks, credit evaluations. Money disbursement, Asset Management, Overdue payments processing We offer the complete extensive solutions related to New Business Acquisition, Appraisal Title Checks, Underwriting Disbursement, and Servicing Collections Maintenance.

Our **mortgage loan processing** services offer hassle free **mortgage loan processing**, comprehensive solutions to the mortgage sector mapping the complete industry business processes ranging from business acquisition services to collection outsourcing. These include:

New Business Acquisition

- Inbound/outbound enquiries
- Loan form data entry
- Collateral checks

Appraisal Title Checks

- Credit checks
- Property valuation
- Title checks
- Property Insurance checks
- Legal clearances

Underwriting Disbursement,

- Credit evaluation
- Appraisal amount
- Checks for all other supporting
- Money disbursement
- Billing

Servicing Collections Maintenance

- Early and overdue collection calls
- Asset Management

- Overdue payments processing
- Accounting and reconciliation

The Benefits of Mortgage loan processing

- Reduced Cycle Time
- Daily updates on the pipeline / exceptions
- Increases percentage of loans closed
- Greater productivity
- Improved business flow
- Better decision making
- Lower costs up to 30% to 40%
- Superior customer service

We make available loan status and all documentation real time. Our mortgage loan processors are available for service and support 24/7. Further, we follow up with loan officers and ensure the loans are closed in minimum time.

We use cutting-edge technology to ensure seamless integration with your LOS so that mortgage loan processing process is smooth with faster turnaround time.

Services Offerings >> **Insurance Claim Processing**

Insurance Claims Processing offers exclusive quality service solution in the filed of all kind of insurance, any type of claims like Medical Claims, Mortgage Claims and other general claims processing work on behalf of our valuable clients for better progressive services. As far as concern to present time Global insurance industry is heavily in demand for cutting edge services and value added customer experience, characterized by quick response time and customized services.

Softsys Global, is a leading outsourcing firm specialized in **Insurance Claims Processing** offers a wide range of customized solutions for all sort of insurance application processing, **insurance claims examining**, claims processing, verification and validation of claims, customer service process management and payment/check processing and other related services.

The processing, storage and of huge volume information collected characterize the insurance domain. Technological advancements have been brought new demands on insurers we assist to transform their claims processing related operations by perfectly combining in-depth business expertise and innovative methods. You can outsource your Insurance Claims requirements with us. Our Comprehensive, flexible and reliable data processing solutions will offer you ample time to focus on your other business activities regarding insurance applications processing.

Our **Insurance claim processing services** provide specialized solutions to the insurance sector and support critical business processes applicable to the industry right from new business acquisition to policy maintenance to claims processing. These include:

New Business Acquisition

- Inbound/outbound sales
- Initial Setup
- Case Management
- Underwriting
- Risk assessment
- Policy issuance

Policy Maintenance

- Record Changes- Name, Beneficiary, Address
- Collateral verification
- Surrender • Audits & Reinstatement
- Accounts Receivable
- Accounting & Reconciliation
- Claim Overpayment
- Customer service - voice/email

Claims Processing

- Claim Set Up
- Eligibility
- Duplication
- Validate Reserves
- Medical Supplemental
- Provider Excess Reinsurance
- Specific Excess Reinsurance
- Adjudication
- Account Settlement

We make available Insurance claim processing and all documentation real times. Our Experts are available for service and support 24/7 and will assist you to get the settlement you are owed by your insurance company. We utilize our resources to obtain everything needed to get you a fair settlement.

We use cutting-edge technology to ensure seamless integration with your LOS so that insurance claim processing process is smooth with faster turnaround time.

Technical Specifications

Contaque Features

- IVR Integration

  Integrated Voice Response System can be integrated with Contaque with required IVR Flow.

- Call Queuing

  Can hold Customer with some greetings message and any music.

- Outbound Report

  Additional Report for like Park Report, Closely Hourly Report, Graphical Report.

- Database Integration

Integrate your Existing Database, CONTAQUE provides you with an Interface that enables your agents to view details of the calling party.

- Complete Self Service Application Builder

– Dynamic Routing – Skilled based, Priority based

– Multi level call flow options

- Caller ID display

Some of the salient features of IVR:

- Dynamic Routing – Skilled based , priorty based
- Multilevel call flow options.
- Plays messages – greetings, announcements , advertisements
- Customizable to meet any business requirements.
- Auto attendant.
- Callers ID display.
- Advanced Calling handling features and easy integration with client CRM.

Infrastructure

- We have 25 seats at present at our own premises of 2500 Sq Ft.,at Nagpur, India.
- We can ramp up another 50 seats within 20 days of time.
- Fully equipped with all the necessities of a modern call centre.
- We have dedicated Leased Line, Bandwidth 2 MBPS 1:1 raw.
- 24 Hours Power Back up.
- Predictive dialer, company, Contaque.
- Fully equipped with data security and Surveillance Camera.
- Experienced and qualified manpower.

ISO Certification

ICR India

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contact@icrindia.com
www.icrqa.net

Ref: INDNgp/1011/2008-09
November 22nd 2008

To,
M/s Softsys Global Pvt. Ltd.
M21, JD Apartment,
Chattrapati Nagar, Nagpur,
Maharashtra

Kind Attention: Mr. Vimal Srivastava
Subject: ISO 9001:2000 registration for your organization

Dear Sir,
We are pleased to intimate you that your organization has been registered for ISO 9001:2000 certifications.

Your proposed scope for registration is:-
IT and ITes enabled service provider.

Address of Site to be assessed:
M21, JD Apartment, Chattrapati Nagar, Nagpur.

Thanking you

Regards
For ICR India.

Lead Assessor

OSP License

भारत सरकार
संचार एवं सूचना प्रौद्योगिकी मंत्रालय
दूरसंचार विभाग
दूरसंचार प्रवर्तन, संसाधन और निगरानी प्रकोष्ठ, महाराष्ट्र, नागपुर

Government of India
Ministry of Communications and Information Technology
Department of Telecommunications
Telecom Enforcement, Resources & Monitoring Cell, Maharashtra, Nagpur

10-TERMMH-16/2008-OSP

Registration No:- **10-TERMMH-16/2008-OSP**   Dt. : 28 th Nov. , 2008

Subject: Registration for setting up of an International call centre at Nagpur by M/s SoftsysGlobal Pvt. Ltd. – regarding.

Reference: The clarification received on 24th Nov. , 2008 from the company.

M/s SoftsysGlobal Pvt. Ltd. – has been registered under the Other Service Provider (OSP) category as defined in New Telecom Policy '99 (NTP'99) for setting up an INTERNATIONAL call centre at Nagpur as per details given in para 2 below. This registration is subject to the OSP terms & conditions available on the website 'www.dot.gov.in/osp/osp.html'.

2.   The location of the call centre is in India & client end Point of Presence (POP) at foreign end and connectivity is as under:

Address of International Call Centre in India	Address of foreign end Point of Presence (PoP)	Connectivity*
M/s SoftsysGlobal Pvt. Ltd. Work Off : M-21 ,J D Appt. ,New Modern Society , Chhatrapatinagar ,Nagpur -15	Outsourcing	2 MBPS

* All bandwidths to be taken from authorized service providers only.

3.   For providing call center services to the clients, M/s SoftsysGlobal Pvt. Ltd. may take the above approved resources from any authorized service provider for which it shall enter into a separate agreement with the Service provider.

10-TERMMH-16/2008-OSP

Our Chairman:

Mr. Vimal Kumar Srivastava

Chairman & Managing Director

He is the founder of the company and holds the prestigious post of Chairman & Managing Director for Softsys Global Private Limited, a company dedicatedly empowering domestic and international markets with their timely & accurate software & hardware solutions.

Mr. Vimal is an experienced techno commercial professional with in depth knowledge of the infrastructure & IT industry (i.e. 15 years). Successfully delivered results in a variety of key management roles within a leading infrastructure company Sricon Infrastructure Pvt Ltd ,a company dedicated into construction of national highways & high end industrial construction projects.

Played a key role in making a profitable startup and successfully carried out numerous projects in almost record time of completion. Prior to working in Sricon Infrastructure Pvt Ltd used to run a company named AIICTM ,a company dedicated in Corporate Solutions and Corporate training in the Information & Technology Sector.

He has been attached to many NGO's & Social Service organizations working for upliftment of poor & abandoned, since past few years. Educated at the University of Nagpur and achieved a Bachelor Of Engineering Degree in Mechanical Engineering, DBM from AIIMS (Madras).

Softsys Global Pvt.Ltd.
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Empowering Future

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