

**Proposal for < Topic >**

**To**

**XYZ Limited**

**<<Client Name>>**

**Mk jk k**

**Presented By : Clover Infotech Pvt Ltd**

**Account Manager :** Mr. xyz

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**Date** :

**Version :** 1.0

### Disclaimer

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# Executive Summary

**XYZ Limited** (hereinafter referred to as **Client**)is keen on exploring the options of working with a service provider, who has an inclination, drive and service its software development needs via an **Onsite /** **Offsite Development Center.** Client hasrequested **Clover Infotech Pvt. Ltd.** (hereinafter referred to as **Service Provider or Clover Infotech**) to propose its development services.

**XYZ Limited (XYZ)** is calling out for partners who can provide a software development team and related services to develop and test software products as per specifications and details provided by XYZ.

Client requires a Service Provider to provide professional services to consult, develop, enhance and support their product line and other technology based products and services that it provide its end customers.

We, at Clover Infotech, are glad to have this opportunity to leverage our technology capabilities to the client and propose our expertise in this vertical. We would like to offer our services through our expertise on **Application Development across platforms.**

Clover Infotech would be using its **Onsite / Offsite Delivery Center (ODC) model** of delivering IT services namely product development and support services to provide fully functional solution development services to address the requirements of the client as outlined in the RFP document.

**Clover Infotech** would herewith like to exhibit its capabilities, plan and strategy to execute the requested services for the client. This document details the compliance to requirements, implementation strategy, delivery model, infrastructure setup, perceived risks with a mitigation plan, deliverables and commercials. Clover Infotech will liase with the client for determining the work scope, technical and professional competencies required for the project execution, perform an assessment of existing IT systems and environment, chart out a solution to address the need and execute the software development.

**To give a small brief of Clover Infotech,** we are an ISO 27001 certified technology solutions provider based in India and Singapore, supporting businesses across the globe. We have over two decades of experience in providing professional services and solutions to global businesses of all sizes, ranging from Small and Medium Enterprises (SMEs) to the Fortune 500. We offer end to end solutions in the space of Database, Applications, Middleware, IT Infrastructure and our expertise lies in providing professional services for Oracle, Microsoft and Open Source Technologies.

**We are:**

* Rich experience of close to 2 decades
* Adding value to over 180+ clients across the globe
* ISO 27001 Certified and ITIL Standards Compliant
* CIO Choice 2015, 2014 and 2013 award winner for “Database Solution Support”
* CIO Choice 2014 award winner for “Application Delivery Platform”
* Platinum Certified Partners with Oracle and Gold Certified Partners with Microsoft
* Business Partners with SAP, SAS, Informatica and Thomson Reuters
* Offices in Mumbai, Pune, Chennai, USA and Singapore
* Delivery Centers in Mumbai and Pune
* ITIL Standards Compliant
* Robust Technology Solutions Group
* Strict adherence to processes and deadlines
* Complete transparency in the development process
* Complete knowledge transfer to client’s team
* Comprehensive documentation – Daily Report, Weekly Report, Monthly Service Report, System Study Report, Site Documents etc.
* Focused on providing cost-effective and efficient solutions to clients
* Delivery Models - Onsite, Onsite-Offshore, Offshore, Remote

# Brief Requirement

Client requires a Service Provider to provide professional services to consult, develop, enhance and support their product line and other technology based products and services that it provide its end customers. These products are developed on a mix of technology platforms on .NET and JAVA/J2EE.

Client has requested Clover Infotech to build up a team of professionals with range of skillset on Application Development Platform. Client requires the team to consult, enhance and support the company and act as its technology vendor. The team is expected to manage the development and support of its products and technology services and also manage the deployments and support system for its end customers.

Client would like the proposed team to provide technology competencies with a quick ramp-up/ramp-down model. The resources should be able to start within 3-4 weeks of a requirement on hand. Client will be sharing a detailled “Work Order” that would define the exact requirements and specifications for developing the product. This allows the client to get the benefits of effective turn around to business requirements, faster go-to market capabilities, quick deployments, project flexibility, higher level of services, knowledge management, lower TCO, out-sourcing of the non-core processes, no employee ownerships/pay-roll issues, attrition management and end-to-end delivery support but with management control. The offsite development center should be able to provide product development, enhancements, maintenance and support and its related database in development, UAT and Production environments.

XYZ intends to outsource the application Support (L1) for the listed applications to enhance productivity and efficiency. Application support would be SLA based assignment but it is mandatory to have minimum 30 resources. SLA adherence is the key and the partner need to increase the number of resources if overall SLA target of 99% is not met.

XYZ also requires 10 development resources for in-house development. These resources would work under XYZ Development Leads for in-house development.

The tenure of the engagement would be 3 years. All the support and development resources would be based out of XYZ office at Mahape. Hybrid model with 10 off-site resources can be considered after 6 months of contract basis mutual agreement of both parties.

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# Scope of Work

The brief scope of work can be summarized in the sections below:

**Application Development, Enhancements and Bug-Fixing - XYZ Premises**

Client has OEM and other turnkey implementations in the space of loan origination systems, Customer Acquisition, Document Management System etc. These products are built on .NET & J2EE Platform. Likewise client may in future develop multiple other business products and applications. The scope of work shall include development, enhancement and bug-fixing for these products as per the Work Order shared by the client

**The activities shall include:**

1. Understanding of clients business, functional requirements and technical environment
2. Determine client specific priorities, expectations and concerns
3. Development and Enhancements to the client products as per the client priorities and Work Order shared by the client
4. Perform internal units testing, system testing and internal quality assurance
5. Deployment and testing of the fix on test, UAT and live environment
6. Co-ordinate and manage the deployments at end client premises
7. Maintain configurations, provide maintenance releases and develop required documentation
8. Perform needed bug fixing in the software applications and fixing defects
9. Respond rapidly to urgent issues that require immediate attention
10. Perform system monitoring and control, whenever required
11. Provide expert advice on technical issues related to application level tuning
12. Investigation and correction of defects in the software as reported by the client
13. Rendering advice on the performance tuning of all items of application
14. Application installation, audit and compliance support
15. Restoring the system to an operable state where system downtime is attributable to software defect or error
16. Rendering training, advice and guidance to the client in the use of the system
17. At the request of the client to provide training to the client personnel for the use of the system

## In-Scope

To begin with, the skill-sets required out of the development center would be namely on

|  |  |  |
| --- | --- | --- |
| **S.N.** | **Skill Areas** | **Key Skills** |
| 1 | Java Programming | JAVA, IDEs like Eclipse/My Eclipse and web Services Java,Anglur-js,Html5,Spring,MVC,MS-SQL,Hibernet,Webservice |
| 2 | Microsoft Programming | .NET,MVC,Bootstraps,HTML5 & PL-SQL |
| 3 | Application DBA | Query optimization, performance tuning, health check, DB monitoring, Job configuration. |
| 4 | Application Architect | Analyze and review applications design architecture, performance ,health, behavior and plan for optimization and performance |

# Proposed Delivery Model

Clover Infotech will leverage its proven capabilities in the following -

* Acting as a proficient IT partner with proven capabilities, technology centric CoE, delivery processes to build and manage business centric solutions
* A skilled, focused and dedicated technology centric team
* Dedicated & shared resource options for highly experienced technical architects, domain experts, functional and technical leaders
* Financial domain expertise
* End to end IT services of the Service Provider but retain the management control
* Retain the Intellectual Property of the solutions
* Customized requirements (development plus support, short duration projects, specialized skill-sets, POC’s etc.)
* Increased bandwidth for core and focused business activities
* Out-sourcing of the non-core business processes of the client
* Flexibility in team size, skillset availability, scalability, easy ramp-up/ramp-down, execute short duration projects, perform upgrades/ migrations and yet manage the knowledge transfer
* Quick deployment (From screening, interviews, background check to project deployment)
* Lower Total Cost of Ownership
* No employee ownership and pay-roll issues, regulatory and manpower compliances
* Team availability in different time-zones
* Tailor the SDLC, knowledge management and software quality assurance processes best suited to the requirement
* IT infrastructure for seamless delivery, development, security consideration and communication
* Reduced capital and operational costs
* Improved productivity and quality by leveraging various re-engineering assets from the knowledge repository

### Responsibilities of Client

**Client will be responsible for providing:**

* Engagement drive with identification of the business requirements, detailed Work Order defining the exact requirements and specifications for developing the products, priority matrix on deliverables, time-lines setup and review, validation and final testing of the deliverables
* All necessary resources in time to avoid any delay in development, testing, deployment. The resources may include time of Client’s team members, accurate knowledge of the system, any documentation, access to source code or any such knowledge that can help execution.
* Sign offs on documents (Requirement Documents, Functional Documents, Test Cases, Test Plans etc) submitted by Clover Infotech must be within 3 working days. Documents not signed off by Client within 3 working days will be treated as deemed accepted and further work will continue based on this deemed acceptance. Any changes requested after the said 3 days will be considered as a Change Request and will be estimated and the revised time-lines arrived will be an addition.

## Offsite Development Center (ODC) Model

Clover Infotech’s state-of-the-art development centers in Mumbai and Pune are equipped with robust delivery infrastructure to manage high volumes of software development work.

**End-to-end solutions provided by our dedicated development centers include:**

* State-Of-The-Art Infrastructure
  + High Bandwidth Internet Connectivity
  + Multiple fallback links
  + Multiple Time Zone support
  + Electronic project updates and status reports
  + Video conferencing and tele-conferencing equipment’s
  + Fire prevention and protection measures
  + Remote access and connectivity
* Center of Excellence (CoE) across technologies with senior and experiences technology champions on J2EE, Microsoft, BI & Analytics, Big Data, Database, Middleware, Operating Systems and selected OEM Products like WebCenter, TRIS, Golden Gate, ODI etc.
* In-depth experience of executing dedicated and remote managed development/ managed services centers
* Appropriate mix of functional and technical profiles to make a complete team set-up
* Direct access to important team members for the project
* Systems consultancy to support the entire software lifecycle
* Requirement studies, data analysis and modeling
* Bespoke software development, maintenance and support
* Migration and re-engineering
* Testing and quality assurance
* Migration to new technologies
* 24 x 7 help desk

We have development centers in Mumbai and Pune.

**Network Description – Mumbai**

* We have 3 ISPs that terminates internet connection in our premises with Public IP
* We terminate the Internet connection in Sonicwall. There are two N/W adapters, one is configured with local network IP (i.e. 192.168.X.X) and another network adaptor configured with Public IP (XX.XX.XX.XX).
* Every department has been designated unmanageable switch depending on the number of User in the Department which is connected to the Core Switch in the defined VLAN.



**Network Description - Pune**

* TATA Communication (ISP) installed MUX with Public IP
* Airtel & Aircel ISP for redundant internet connection
* Termination of all the ISP’s in Cyberoam firewall
* Established load balancing
* Every Department has been designated unmanageable switch depending on the number of User in the Department which is connected to the Core Switch in the defined VLAN as shown in the Network Diagram above.

**Pune-Mumbai Connectivity**

* We are using IP-SEC for site to site VPN tunneling between Pune & Mumbai office to access the resources across the network.
* This software is using IPSEC Pre Shared Key (PSK) for VPN authentication.

## Security Characteristics

At Clover Infotech, all of our applications, networks, and systems are stored within a secured network architecture that has several characteristics of interest:

* **Points of Connection** – The internet and Clover Infotech network are connected through external routers, which have packet filters for basic protection against traffic spoofing.
* **Firewall** – The hardware firewall prevents attacks (DDoS, DoS) and penetration (access without authorization) into our network, filtering out spyware, worms, viruses, and more. It also monitors and controls internal traffic.
* **Address Translation** – Combined with our proxy, our translation function for the network address heightens security on our network for interactions between external resources and our LAN while still permitting FTP, web, mail, and related protocols.
* **Tunnels** – These help Clover Infotech connect with public computing networks. The Ispec-based tunnels provide encryption for traffic with 64 or more bits. We have a secure VPS between our offices and those of our clients. By using more than one ISP and by balancing the load, we make sure that our network is always available. Furthermore, by separating the guest network from the one that our staff members use, the network remains confidential and secure. We run antivirus programs every day and update our hotfix package each week for maximum security.
* **PartSecure** – Our network contains PartSecure segments that serve as a protected firewall. We use this primarily for showing projects/ solutions to our clients.
* **AAA Domain** – The AAA (authentication, authorization, accounting) domain is based on MS Active Directory for MS and non-MS platforms. It logs all significant user actions and authenticates all users who have access, including our employees, partners, and clients.

# ODC Execution

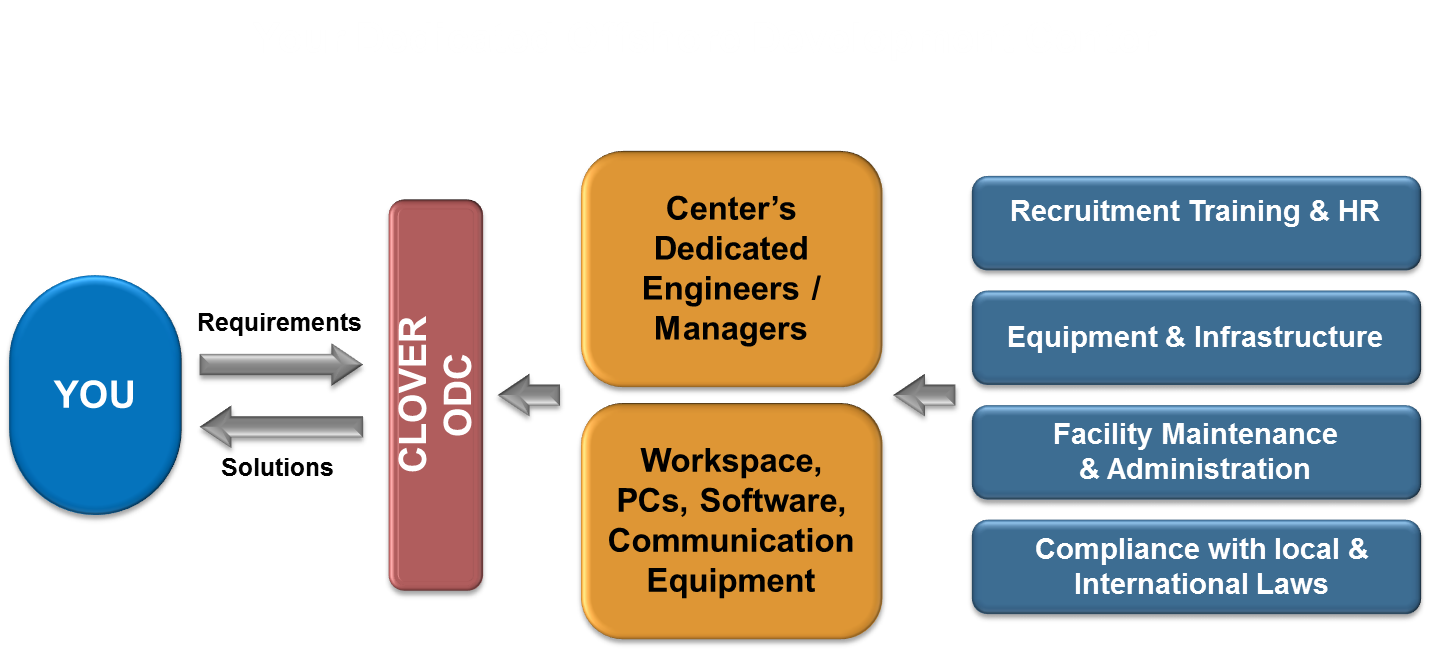
**Provision of development center and associated infrastructure**

Clover Infotech can setup a development center to house a dedicated team of 10 engineers working specifically on the Application development and support of applications for XYZ. The setup would based out of Clover Infotech managed premises with an infrastructure as outlined below:

* The offsite development center (ODC) with a 10 seat capacity.
* Provide desktops and associated accessories for each Clover Infotech personnel deployed on the project.
* VPN connectivity to XYZ servers.
* Procure Standard Software License for all the desktop machine.
* Printer & shredder, if required.
* Landline Phones at every desk with local outgoing calls facility. STD facility would be made available for around 30% of the phones.
* Access cards to all team members at ODC including Clients senior team and other team members visiting the ODC location occasionally.
* Additional LAN port to laptop users visiting occasionally at ODC.
* Security and compliance processes as outlined by Client from time to time including provision of UPS, Fire detection and prevention controls, 24 hours manned security, CCTV Camera etc.

## Offsite Development Center (ODC) Setup

Clover Infotech would use its delivery centers and leverage its technical Center of Excellence (CoE) and development competencies to build up an offsite development center exclusively for the client. Based on the business requirement understanding, engagement scope, expected deliverables, skill matrix requirements, infrastructure requirments across the engagement duration, Clover Infotech will setup a software development center namely ODC exclusively for the client.



**The brief activities that would be taken to setup the Offsite Development setup will include the following activities:**

* A detail study on the client's existing IT applications, business processes, IT plan for the year, base-line expectations and infrastructure requirements.
* Likewise understand the project requirements, immediate and long term goals, technical skill-sets to be on-boarded, expected deliverables, project management responsibility
* A study on the client development methodologies, processes & tools and evolve a process to integrate with the best practices and Clover Infotech development processes
* Brief out the project scope and work items, deliverables, team roles and responsibilities, quality processes, team size requirements and scaling goals
* Selecting the core development team (in conjugation) with the client
* Identifying an ODC Engagement Manager who would be responsible for the success & growth of the engagement. He would be specifically responsible for baseline expectation setup, infrastructure setup, team identification, effort estimation, time-lines setup, workload definition, deliverables, project management, knowledge transfer and documentation, periodic review and assessment (monthly/quarterly) jointly with client, team management, escalation management and successful operation of the Offsite Development Center
* Set-up of the infrastructure between Clover Infotech office and client premises, secured connectivity, roles and rights for the development environment and knowledge repository
* Establish the project governance framework – periodic reporting of individual member deliverables, coding standards, documentation and review, quality benchmarking.

## Onsite Cost Matrix

|  |  |  |
| --- | --- | --- |
| **Parameters** | **Category** | **Cost per month** |
| **Commercials** | **Dot Net Developer (Rahul Singh)** | **26,880** |

**Notes:**

1. The above pricing is exclusive of taxes, or other government tax which will be charged extra on actuals. The taxes will be applicable as per the prevailing taxation laws in the country with changes therein from time to time made by the Government.
2. The **Year on Year escalation will be 6%** of the above prices.
3. Clover Infotech shall prepare invoices and send them to Client at the end of every month.
4. Payments of the invoice need to be made by the Client within **ten (10) days** from the date of invoice. Invoices unpaid by Client after the end of said ten days shall be subject to an interest charge at the rate of **1.5% per month** computed from the expiry date of invoice until the date payment is received.
5. Client will not withheld the release of payment to Clover Infotech for any client centric processes like pending internal approvals, agreement finalization, PO releases etc.
6. The charges mentioned above are for offshore project delivery and **do not include any** **costs towards travel, lodging & boarding outside of the location of Delivery Center (Mumbai or Pune)** that may be required during the project. In case, the client requests for onsite presence (outside Mumbai) of the Clover Infotech personnel at any stage during the project, the same would be chargeable to client at actuals.
7. Payment shall be made to Clover Infotech in INR.

**Contract Terms:**

1. Payment to be made as mentioned in the Payment Schedule above.
2. Client will either raise concerns else sign-off the documents and work products within **Three (3) working days** period; else they will be deemed as accepted. Similarly, Client will provide query resolutions within **two (2) working days period**; else delays thus caused will be to Client account.
3. Clover Infotech shall prepare invoices and send them to Client when due. Said invoices shall be faxed to Client and shall be due and payable by Client.
4. Client, its affiliates will not employ any of Clover Infotech Consultants for a period of at least one-year after the date of expiration of the contract.
5. Work on the above-mentioned assignment (please refer to Scope) will start on a mutually agreeable date subject to receipt of Purchase Order along with requisite advance.
6. Clover Infotech makes no express or implied warranties of any type or description, including any warranties of merchantability and/or fitness for any particular purpose with respect to any of the services to be provided or the results, if any, to be obtained from such services.
7. Client expressly agrees that Clover Infotech shall not be liable for lost profit or other financial loss to Client of any type or description including any special, indirect or consequential damages which may be caused directly or indirectly by any time delays, inadequacies of services of Clover Infotech or any use thereof or by any deficiency or defect therein. Clover Infotech total liability will be limited to deliverables and warranty terms specified in the Work Order and in no case exceed the price paid by Client for the Work Order.
8. Client will be responsible for formulating and documenting the acceptance criteria for the project well in advance of the acceptance-testing phase. Clover Infotech will assist Client in formulating this document if Client so wishes. The Acceptance Criteria for each intermediate phase of the project will be specifications derived and signed off at the commencement of the phase.
9. At the end of each of the intermediate stages the Client will have to ensure sign off on the delivered documents within **three (3) working days**. Documents not signed off within the time shall be deemed accepted by the Client and further work shall continue based on this deemed acceptance.
10. Client will be responsible for ensuring the availability of the necessary hardware at all locations where the system is to be installed. The price quoted in this proposal does not include any hardware related costs.
11. Force Majeure: Neither party shall be liable in damages or have the right to terminate this Agreement for any delay or default in performing hereunder if such delay or default is caused by conditions beyond its control including, but not limited to Acts of God, Government restrictions (including the denial or cancellation of any export or other necessary license), wars, insurrections and/or any other cause beyond the reasonable control of the party whose performance is affected.

**General Terms and Conditions**

1. **Continuing Business**: Nothing in this Agreement will be understood to preclude or limit Clover Infotech from providing software, materials, or services for itself or to other clients, irrespective of the possible similarity of such software, materials or services to those which might be delivered to any particular Client.
2. **Confidentiality:** Except as otherwise provided in this Agreement, without the prior written consent of the other party, neither party shall disclose Confidential Information (as defined below) of the other received in connection with the performance of the Services. The recipient shall use the same degree of care that it uses to protect its own confidential information of a like nature, but no less than a reasonable degree of care, to maintain in confidence the Confidential Information of the disclosing party. Neither party shall have any obligations under this section with respect to any information that (i)is, at the time of disclosure, or thereafter becomes, part of the public domain through a source other than the recipient in violation of this Agreement, (ii) is subsequently learned from a third party that, to the knowledge of the recipient, is not under an obligation of confidentiality to the party that is the subject of the information, (iii) was known to the recipient at the time of disclosure, as can be demonstrated by contemporaneous written evidence, (iv) is generated independently by the recipient without reference to the Confidential Information of the disclosing party, as can be demonstrated by contemporaneous written evidence, or (v) is disclosed pursuant to applicable law, regulation, subpoena, other legal process or professional obligations, or in connection with the enforcement of the recipient’s rights under this Agreement.
   1. For purposes of this Agreement, ‘Confidential Information’ shall mean information provided by or on behalf of a party to the other party or its representatives in connection with the Services and relating to the business, operations, methodologies, technologies, personnel, customers, vendors, financial condition or procedures of a party, including, without limitation, the contents of this Agreement that is not generally known to the public and that under all of the circumstances, ought reasonably to be treated as confidential and/or proprietary.
   2. The parties may correspond in connection with the Services by means of the Internet or other electronic media or provide information to each other in electronic form. Use of such electronic media shall not alone constitute a breach of a party’s confidentiality obligations under this Agreement.
3. **Non-Solicitation/Non-Hire of Personnel:** Client shall not, during the term of this Agreement and for 12 months following its termination solicit for employment, or employ, any Clover Infotech employee involved in the performance of the Services, except as otherwise agreed in writing by Clover Infotech. Also, during the period of the said contract and within a period of one year of the said contract, the Client or any of the Group Company of the Client, without written consent of Clover Infotech will not hire any Clover Infotech employee involved in the performance of the Services. In case of such hire of Clover Infotech employee, Clover Infotech will be entitled to claim an amount of one annual salary of the said employee from the Client.

Client shall not breach its obligation hereunder by generally advertising available positions or employing Clover Infotech Persons who either respond to such advertisement or who come to Client on their own initiative without direct or indirect encouragement from Client.

1. **Limitation of Liability:** Clover Infotech’s maximum aggregate liability of all claims relating to or arising from this contract whether for breach of contract, breach of warranty in tort including negligence will not exceed the value of the contract.
2. **Intellectual Property Rights:** All software written by Clover Infotech as well as any other work product produced by Clover Infotech (‘Work Product’) during the Contract period shall be a work made for hire, and Clover Infotech shall be the sole owner of the intellectual property rights of such Work Product.
3. **Unexpected Events:** Each party shall be excused from default or delay in the performance of its obligations under this Agreement (other than payment obligations) to the extent the default or delay is due to causes outside the reasonable control of the party that has failed to perform (including without limitation, changes in applicable law, regulations or professional obligations, terrorist acts or pandemics).
4. **Termination Clause:** If either party breaches any of its material obligations hereunder and such breach is not cured within 15 days following the receipt of written notice then the aggrieved party may terminate the agreement upon the expiry of the said period of 60 days. The term of this Agreement will begin on the Effective Date and will terminate, after a party has given the other party sixty (60) days prior written notice of termination and when the said period of 60 days expires. In the event of termination by either party, Clover Infotech will hand-over all the completed work i.e. all reports pertaining to the activities to Client's representative Client will have to pay Clover Infotech for the duration of the service which includes the aforesaid notification period of 60 days.
5. **Excess Service Outlay Clause:** In case Clover Infotech’s consultants are working on holidays, weekly offs or extended hours after the service window timings - the necessary compensatory off needs to be provided by the client. Alternatively, client will be charged for the extra service hours. In case of additional days or hours utilized client has to pay Clover Infotech as per the following rate –

**Per Day – INR 7,000** (Per day rate is applicable when extra service hours are more than 4 hours for a day)

**Per Hour – INR 1,000** (Time spent by consultant 1 hour beyond normal service window will be either charged or has to be measured against the severity 2/3/4 by the client)

In case of working beyond 11:00 PM allowance towards food and travel @ **INR 750 per day** will be charged. This is in addition to the excess service outlay amount that is to be paid.

1. **Additional Projects**: Any other activities apart from mentioned deliverables in signed SOW will be treated as additional activities/projects and effort estimation/cost will be provided prior to the execution of the project.

# Why Clover Infotech?

| **Customer’s Requirement** | **Clover’s offerings / Solutions** |
| --- | --- |
| Dedicated development center | * Clover can setup a development center within 1-2 months in Mumbai or Pune through its reality arm |
| Dedicated resources | * Clovers 1500+ technical resources experienced in diverse technology as requested by the customer and can be trained for client standards and culture |
| Robust telecommunication infrastructure | * Clover has already established infrastructure, dedicated links and computing infrastructure and flexible processes to meet client requirements * Clover’s ODC, NOC and Managed Services business expertise for remote and offshore operations * Dedicated links for customer |
| Availability of resources | * Dedicated Center of Excellence on Java, Microsoft, Database, Infrastructure and OEM products * Cross training using Clover Academy * Backward Integration * Recruitment – Advertisements, Employee Referral, Recruiting agencies |
| Ability to train resources in newer technologies & customer specific training (Standards, Culture) | * Clover Academy * Dedicated trainers/Faculties from Academy for specific customer training |
| Accelerated delivery of software solutions | * Good understanding of global customer needs * Well proven and defined methodologies * Continuous process improvement * Quality Management system of Clover |
| End to end solution provider | * Clover’s breadth of service offerings (Refer customer testimonials below) |
| Focused industry specific solutions development | * Clover’s industry focus of Banking, Financial, and Insurance (Refer customer testimonials below) |
| Seamless operations | * Experience of executing many mid-size to large on-site, off-site and offshore projects |
| Effective knowledge transfer and knowledge management | * Intranets specifically developed for customer having * customer Projects experiences * Customer Standards and culture * Link to customer’s intranet |
| Risk management | * Identified risks and their mitigation (refer section above) |
| Reduction in cost | * Experience in managing the cost effective operations in Indian market, where rates are a challenge |

# Reference Case Studies

1. **Slonkit:** A mobile payment wallet that has been integrated to a prepaid VISA card that enables youngsters to get pocket money instantly. The wallet features payment on ecommerce platforms, POS terminals, get retail offers, dutch/transfer money to friends/universities etc. It also helps parents to guide their children, monitor their spend and transfer money. There are other use cases that we are building around prepaid cards such as Prepaid Fx travel card (Corporate and Prepaid) and Business Expense management card

Please do visit [www.slonkit.com](http://www.slonkit.com) for detailed brief. The wallet is downloadable from Google Play Store.

1. **POS Based System**: A point of sales system for 1500+ retail stores across US and Canada for a apparel company that tracks the supply chain across the retail stores. The system identifies points where customer demands can be fulfilled on near real-time basis across the various stores. During stock-out’s and non-availability of color/size/pattern, inventory levels can be validated from other stores and the orders be placed. Direct door step delivery ensures that order loss due to non-availability of the product at a particular store is minimized. The system is built on JSP, Servlet, Beans, EJB over BEA Weblogic application server. The backend database is Oracle with Sun Solaris as the Operating System.
2. **Litigation System**: A system to track legal cases status filed by various divisions of Bank across the life-cycle of a case. The system had defined workflows where the case initiated undergoes multiple stages at various levels and maintains the repository of cases. Users can tracking case details, associated advocate details, case hearing dates, court details across locations and jurisdiction, amount involved in the case etc. The system is accessed by authorized users from all branches of the bank and can upload/update case details of their respective branches which is managed/tracked centrally
3. **Payment System**: Clover has developed a host-to-host payment system that integrates the Cash Management System (CMS) of the Bank with their corporate customers ERP system (SAP, Oracle EBS, homegrown etc.). The system allows corporates to make straight through payment processing directly from their ERP system. The payment system supports payment files in CRG Paymul, Swift, XML, CSV, excel, idoc etc. and processes them in iFile format. It has various features like user authorization, encryption/decryption, data validation, acknowledgement monitoring etc.
4. **Thomson Reuters TRIS Implementation**: System provide real-time streaming quotes for multi-assets quotes (stocks, bonds, money market etc.), market news, interest-rates, time-series data etc. for different geographies. This data is disseminated to on-ground sales team/dealers on their mobile devices and consumed by them when they are away from their desktop terminals. It is also integrated with a web-portal. The TRIS product is built on Java framework & uses extensive Javascript. These javascript libraries are based on popular javascript frameworks - namely backbone, requirejs, underscorejs and jquery. The implementation included technology tool-set of Nginx webserver with SSL Configuration, Tomcat application server, MySQL database with a two way replication.
5. **Oracle WebCenter Implementation**: Clover Infotech implemented WebCenter portal to create an internal social network. It incorporate features of popular social networking sites such as Facebook and Linkedin. It facilitate conversations among employees on business, processes, engagements, views, etc. and build a cohesive framework to bind all employees. The system is integrated with LDAP and enabled users to create detailed profiles including contact details, profile picture, interests and hobbies etc. Oracle Webcenter is built on Oracle ADF framework – flagship J2EE framework of Oracle.