Flexible engagement models include

ONSITE- OFFSHORE

- Maximum cost savings while simultaneously providing high quality services
- Optimum onsite-offshore ratio will be determined after an offshore- ability study
- Resources deployed onsite & offshore with end-to-end responsibility for delivering committed services
- SLAs will be defined and adhered accordingly

PURE OFFSHORE

Perform Business-as-Usual activities from offshore Minimal onsite presence required for coordination and project management

THE RIGHT SUPPORT

FutureSoft India provides the right support for our solutions making sure our customers continue to get the maximum benefit from their solution investments.

THE RIGHT TRAINING

Proper training is crucial for effective use of solutions and systems. Our solutions come with a learning program to ensure management, technical support, and agents have the necessary knowledge to use them effectively and maximize organizational benefits.

THE RIGHT PROVIDER

FutureSoft India aims to deliver top-notch contact center consulting services that exceed client expectations, provide excellent value, and leave clients equipped to maintain and enhance solutions.

ONGOING CUSTOMER RELATIONSHIPS

We believe in building long-lasting relationships with our customers. We keep them informed about the progress of their solution, provide updates and new feature reviews, and distribute solution, industry & product news through our unique communication channels.

Application Development

Our technical team analyzes your application needs, designs the architecture, develops, tests, and implements it with expertise.

- **Analysis & Design Support**
- **Base Technology Enhancement**
- **App. Integration with Internal & External sources**
- **Testing Service & Product Help Desk**
- **Project Management & Project Planning**
- **Post Development Support**
- **Maintenance & Support of Existing Application**

Mobile Application Development

Connect with FutureSoft & Expand Capabilities.

- Application Architecture • Enterprise Mobile Apps
- Consumer Mobile Apps • User Experience • User Interface
- Data Services • Communication Protocols
- Hybrid Technologies • Native Technologies
- Programming Languages • Mobile Database • IDEs
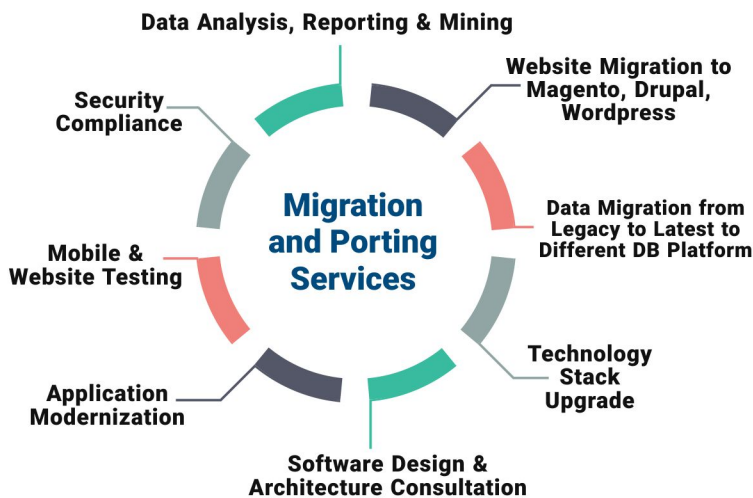- Mobile payments • Cloud Platfoms

iOS   android   Flutter   Unity   React

Web Development Services

FutureSoft India offers top-quality customer-focused web development services using the latest technologies. We specialize in **Magento, WordPress, Drupal, PHP, Objective C, and .NET development.**

- Custom Web Development
- eCommerce platform
- Shopping Cart Development
- Blog Development
- Analytics and tracking code
- API Implementation
- Mobile site & Application Development
- Regular website maintenance & trouble shooting

Migration & Porting

Data Analysis, Reporting & Mining

Security Compliance

Website Migration to Magento, Drupal, Wordpress

Migration and Porting Services

Data Migration from Legacy to Latest to Different DB Platform

Mobile & Website Testing

Technology Stack Upgrade

Application Modernization

Software Design & Architecture Consultation

Several business needs can prompt the migration or porting of existing applications, such as mergers and acquisitions requiring support across multiple platforms.

Faster time to implementation

Reduced project and maintenance costs

Greater return on your IT investments due to best choice platform migration
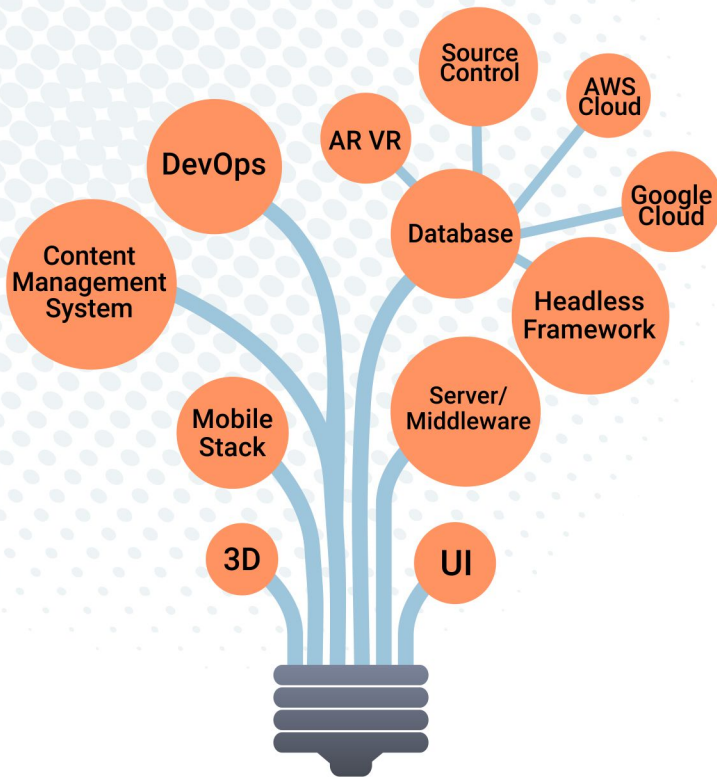
QA Testing

FutureSoft India provides software quality assurance (QA) and testing services that prioritize maximizing software quality and performance while minimizing costs and risks for clients.

Functional Testing

Stress/Load Testing

Bug Tracking

And More...

The advantages:

- Quality Assurance driven by Best Practices
- Skilled QA and Testing teams with extensive technology expertise
- Distinctive multi-step approach to Quality Assurance
- Cutting-edge Testing Lab continually updated with new processes and technology advancements.

FUTURESOFT®
FOCUSED . FLEXIBLE . FUTURISTIC . FAMILY

Technology Stack diagram (light bulb tree)

- Source Control
- AWS Cloud
- AR VR
- DevOps
- Database
- Google Cloud
- Content Management System
- Headless Framework
- Mobile Stack
- Server/Middleware
- 3D
- UI

Technology Stack

FutureSoft India has a team of experts who specialize in various technologies used across different industries. We use standard components and develop applications of varying complexity across multiple systems. We optimize the software development process by utilizing the latest features and tools available.

User Interface

- Figma
- Adobe XD
- Zeplin
- Adobe Studio

Headless Framework

- HTML 5
- JavaScript
- React
- Angular
- CSS 3
- Python
- Vue
- Typescript

Database

- CoreData
- SQLite
- RealmDB
- Room DB
- MySQL
- MS SQL Server
- Postgre SQL
- Firebase
- Mongo DB

Content Management Systems

- Magento
- Shopify
- WordPress
- Joomla
- Drupal
- AEM
- ZOHO

Microsoft Stack and Azure

- ASP.Net MVC
- LINQ
- .NET Core
- BLOB Storage
- App Services
- Data Lake
- Lighthouse
- CDN
- SQL Azure
- Power App
- Cognitive Services

3D Modeling & Designs

- Unity
- 3ds Max
- V-Ray
- Autodesk Revit
- SketchUp
- AutoCAD
- Blender
- GlTF

Mobile Stack

- iOS
- Android
- Swift
- Kotlin
- Objective C
- CoreML
- Java
- React Native
- Xamarin
- Firebase
- ML Kit

"Total IT Outsourcing"
Give us SLA's and Budget – We will deliver

### FutureSoft's LivingApps® Application Management Service

is intended to help you effectively and efficiently modernize, evaluate, optimize, and maintain business applications.

It also enables you to concentrate on your primary objectives, work on innovations, and manage your company effectively. As the name implies, Living Apps- adds life to the apps and lowers their maintenance costs while also improving their quality, dependability, and responsiveness to clients.
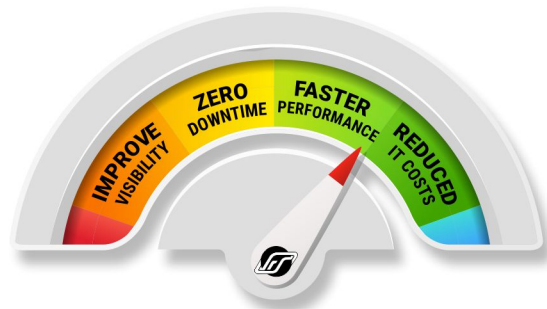
∞ LivingApps®

Application Management

Application Risk Assessment Service
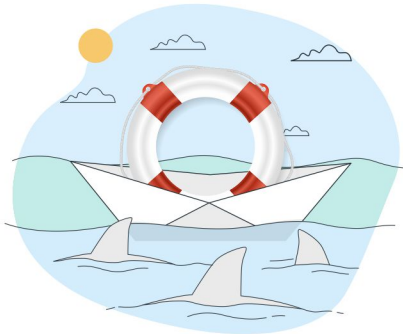
Avoid Pitfalls & Maximize the value of your applications

Understand your application and its infrastructure in terms of computing, storage, and network and get an application risk assessment right away.

Application Optimization Service

Optimize the mission critical applications to embark on your business missions!

Hold the secret of **faster-performing applications** now.

Application Maintenance Service
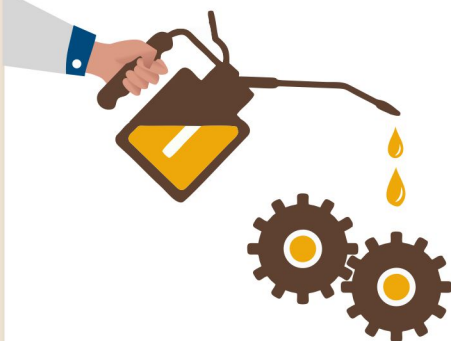
Lubricate your enterprise applications to make the most of them

While creating applications for a business is significant, maintaining them plays an equal role.

Application Modernization Service

Add bells and whistles to your Enterprise Apps

Bring technical upgrades to your applications and modernize them.

Portal/Content Management

LDAP

.Net/Java Portals

Agent Portals

Solution Development

J2EE

Enterprise Portals/ Intranets

IBM WebSphere

Microsoft Share Implementation

SSO Integration

Create buoyancy in your portal

Enables non-technical users to store, organize and publish web content easily. A CMS separates presentation from content on a website, so that content creators can manage websites without help from a developer. A website that doesn't require frequent updates or new content can get by with hard-coded pages, but for enterprises that have multiple users adding content on a regular basis, a CMS is necessary. In addition to being easier to use, a CMS allows content to be released faster with tools to track and manage the entire archive of content for a given site.

Portal Services Offerings

CMS Offerings

Mobile Portals

UI/UX Design

Robotic Process Automation

24x7

RPA

Automate your Digital Business Tasks, and Swing Higher with RPA

Robotic Process Automation (RPA) is an application of technologies targeted towards automating business processes. RPA allows automation of the tasks that are done on a computer, minimizing the workload of other people.

RPA performs tasks exactly like a human being does including logging in, operating process, data handling, running applications, performing calculations, and logging out.

The Benefits of RPA are the following:

It enables humans to focus on valuable tasks that require creativity and decision-making, by freeing them from monotonous tasks like data entry.

It enhances work productivity, ensuring consistent and accurate outputs across tasks and workers.

It enables quick updates by allowing the robotic process automation tool to retrieve necessary data in the background.
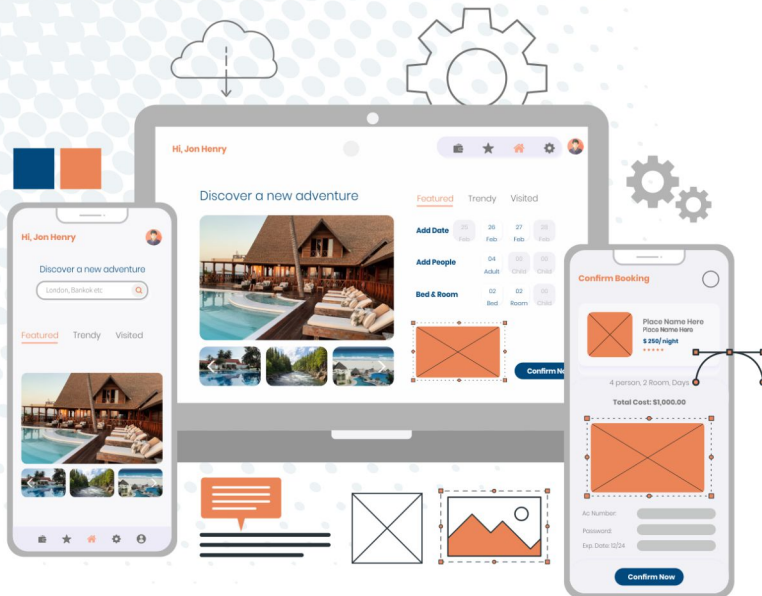
Augmenting the User Experiences

By incorporating effective collaboration and efficient projects, our specialized team provides irresistible UI/UX designs providing a user experience striving for better results.

These are the design segments that we serve:

High-fidelity Prototype

Cross-Platform Compatibility

Mobile & Web User Interface Design

Wireframes

Software Redesign

Workforce Management

Discover the true potential of NICE WFM

Maximize ROI from NICE WFM

FutureSoft provides comprehensive support services and training programs to help customers effectively use NICE IEX WFM and stay updated on the latest technology changes.

CONFORMANCE
Best Practices
Multi-skilling

Capacity Planning
NICE WFM R7.3
Time off Manager   Best Practices
Server Migration   Multi-Skills Fairness
Support ACD Integration
Onsite/Remote   Handholding
Workshop   Coordination   Process Training
Documentation Forecasting   EDW-Admin Smart Sync
Handholding Time off Manager   Capacity Planning Forecasting
Schedule Bidding Schedule Change   Schedule Adherence
Handholding Implementation   Workflow Server Migration
Fairness Time off Manager   Agent Engagement
Schedule Trades   Documentation Process Training

TRAINING

Skill your Workforce Management arsenal, to conquer shrinkage & non-conformance

NICE Workforce Management Training | **Server Health Management and Support Services** | **NICE WFM Professionals Services** | **NICE WFM Consulting & Managed Services**

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About Us

Started in 1988, FutureSoft India was born with the idea of making IT happen.

At FutureSoft, we imagine, create and deliver. Our team of innovative thinkers, academic coders, and analytical leaders is here to create a unique business experience for you. Our solutions are treated as tools to construct routes for the growth of your company.

We keep our head strong and believe in going on. Initiated with a few services, we now offer a leaflet of several digital solutions & services.

- **Cross Functional Skills**
- **Multi Platform Expertise**
- **Focused Family of 850+ people**
- **Satisfied clients, our best spokesperson**
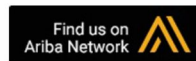- **Your reliable Technology Partner**

30+ years of dependability

"Where timely deliverables are Non negotiable"

eCRM Travel
Banking | FMCG
eCommerce | Healthcare
3D Models | Vendor Payables
Digital Cards | Digital Catalogs
Augmented Reality | Virtual Showrooms
Workforce Optimization | Product Animations

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