FUTURESOFT

GET CONNECTED TO FUTURESOFT
STAY CONNECTED TO GLOBAL SUCCESS

DEVELOPMENT SERVICES

APPLICATION SUPPORT

SYSTEM INTEGRATION/ CONSULTING

DATA WAREHOUSING & ANALYSIS

CALL CENTER AUTOMATION

SOLUTION TESTING

HELP DESK SERVICES

ENTERPRISE MANAGEMENT SERVICES

CLOUD COMPUTING

Voice : +91-11-4222 8888, Fax : +91-11-41612344
www.futuresoft.in

SERVICES

Development Services

Complete software life cycle from development to deployment rapidly building complete, integrated and secure applications. To deliver high quality solutions to suit every customer's requirement, FutureSoft follows mature processes of development and deployment, with proven tools, efficient methodologies, and comprehensive verification and validation. FutureSoft's clients get the added advantage of reusing our existing libraries of frameworks and components – greatly reducing the time-to-deploy new solutions.

We provide development services to build:

- Internet/ Intranet/ Extranet applications
- Client - Server applications
- Migration and Porting of existing applications
- Business, Enterprise and Application Integration
- Localization of products for Asia pacific Markets

System Integration Services

With a broad range of skills and expertise on multiple platforms, applications, hardware, and environments, FutureSoft delivers end-to-end systems integration & customized applications. This ensures project success through shorter implementation cycles while delivering services that are clearly aligned with business requirements. With a focus on delivering business results and performance improvement, FutureSoft strives to maximize benefits through its application development and systems integration capabilities.

Consulting & Advisory Services

With maturing technology landscape, re-engineering and consulting opportunities are on the increase; these often involve specialized services which are a subset of activities involved in full SDLC.

Some of the consulting activities include:

- Security audits & Performance tuning
- Process / Platform Migration
- Bolt-on Development
- Prototyping
- Development Support
- Business Contingency Planning
- Network designing

Onsite Development/Support/Integration Services

FutureSoft provides integration and support for applications at the client side. This approach has proven benefits for clients as the work is done on the client side. Major tasks include monitoring and administering databases and applications, handling performance and security level concerns. This methodology has advantages for clients as all risks are controlled and handled at the client end.

- More control over the work
- Accelerate deploymzent and integration
- User handling sessions
- Faster resolution of issues/ incidents
- Enhanced security as support people are on client side

Data Warehousing & Analysis

FutureSoft helps its customers in building and maintaining data warehousing solutions for meeting their business objectives. Our expertise in architecting complex database solutions and wide experience with application integration provides an edge to jumpstart data warehousing projects.

Contact Center Automation

At FutureSoft, we offer a portfolio of services and solutions that can help you improve the operation and performance of your contact centre. Our services and solutions encircle all aspects of a contact centre's enterprise and have helped our clients reduce costs, increase revenues, enhance customer satisfaction and improve virtually every key performance indicator. You would find Futuresoft responsive to your changing requirements.

Solution Testing

Quality Assurance is our area of proficiency encompassing automated and manual software testing, test-process evaluation and enhancement and test management solutions. FutureSoft helps international product companies look internally to enhance their customer relationships and improve the quality of their software.

HR/ Payroll System

FutureSoft's extensive HR industry experience has culminated in eOrbit (Standard Human Resources, Expense Management & Payroll System). eOrbit offers advantages of industry-standard technology with outstanding functionality, intuitive user interface and secure central repository of employee data.

Major components of the eOrbit HR suite are:

- Recruitment Management
- Employee Management
- Leave Management
- Attendance Management
- Payroll Management
- BRE Management
- Performance Management
- Training Management

Reconciliation Solutions

Reconciliation of accounts in any company usually involves a large number of people manually reconciling the entries. This means a lot of paper work and the high possibility of human error. To overcome this, FutureSoft offers a solution in form of reconciliation products:

- **RecoLite** – This is the basic version of reconciliation products offered by FutureSoft. RecoLite handles all the primary tasks required for reconciliation, like auto match, Undo transactions, uploading data from excel for Bank, GL (General Ledger) among others.
- **RecoFlex** – This advanced version offers more features to the users who want to maximize automation benefits of the reconciliation tasks in their companies. Apart from features from basic version, Recoflex has more advanced functionalities like handling multiple customer accounts, setting up and managing reconciliation using multiple account rules, Maker-Checker (Approval) for critical activities, manual match features like expand transaction, collapse transaction among others.

Enterprise Management Services

Successful delivery of IS/IT services and business continuity plans will often depend on supporting IT infrastructure, but it should be noted that justification of infrastructure projects in the business case is notoriously difficult to do. We provide solutions on IBM Tivoli, CA Unicenter, Altiris etc. on infrastructure management.

Security

Dynamic nature of security, is reflected in our approach towards security solutions. Effective solution requires; identification, prioritization & anticipation of gaps in the given context & devising a solution specific to it.

Storage

We deliver high performance and reliability for the backup of business data with our Storage solution Services. Built upon industry leading products our backup solutions are simple , cost-effective and are based on understanding that data is very critical to an organization and need provision for its incremental growth.

Technical and Project Capabilities

Current Focus Areas in Services

Business Intelligence:
- Business Analytics & Reporting (Performance Point, Business Objects/Cognos/nVision)
- Data Quality Management
- Data warehousing

Business / Function Specific Development & Support on:
- Client-server and
- Host-based legacy applications
- Portals & Intranet

Enterprise Solutions:
- MOSS (Microsoft Office SharePoint Server) 2007/2010
- Microsoft Navision
- Microsoft CRM
- IBM Portal
- LAMP
- Microsoft Project Server 2007
- Microsoft Biztalk

Cloud Computing:
- Making existing applications cloud - ready
- Migration to SAAS

BPO/ KPO Application Development & Support:
- Inbound/ Outbound Call Management solutions/ bolt-ons
- Workforce Efficiency Management solutions/ bolt-ons
- IEX Workforce Management System
- IEX Performance Management
- IEX Multimedia for non voice applications
- NICE Voice Recording and quality Solutions
- Witness Quality and Voice Recording Solutions
- Aspect Outbound Dialers
- IP Display LED/LCD Message Boards
- Symmetrics nVision analysis
- Avaya/ Nortal/ Cisco switches

Web-based Collaboration and Workflow Services:
- Collaboration and Workflow Portals with Lotus Client/MOSS 2007/2010
- Customized WorkFlows with/without imaging
- Messaging oriented
- Lotus Client and Web applications

Detailed Skill Sets for Technology/Support Services

Type of Resources	Network/ OS/ Web Servers/ Databases/ Enterprise Solutions
Technology Specialists/ Support	Microsoft Windows 2003/2008, Microsoft Exchange Server/ IIS, .NET Framework 4.0, Citrix, Tivoli, Weblogic/ iPlanet Web Servers, etc. SQL Server 2008/ 2010/2012/2014/SQL Azure, Oracle 8.x/ 9.x/10g/11g, Informix, MSQL, PostgreSQL Microsoft Performance Point, Aspect, IEX, MS Navision, MS CRM, Lotus Domino/ Client, NICE, AVAYA CMS, Total View, eLogix, CA Products, SAP Basis, Legacy Mainframe/ mid frame systems, Clipper
Applications/ Software Support	IEX-Total View, IEX Desktop Connect, Concerto, MS Navision, MS CRM, eLogix, Microsoft Performance Point, SAP, Aspect Dialers

Detailed Skill Sets for Development Resources

Skill Set	Web/ Workflow Skills	Common / Client Server Tools	Databases
Microsoft focused technologies	.Net 3.5/ 4.0/ 4.5, ASP.NET, VB.NET, C#, C++, AJAX, XML, VSTO, WebServices, Web APIs, Web Jobs, Azure Search, Redis Cache, SharePoint Server 2010/ 2013, WSS, SSIS Web Services, Lotus Domino/ Client, CDONTS, BizTalk 2010/2013, MS Dynamics, On-Premises CRM 3.0/4.0/2011, MS Dynamics Online CRM 2011, Windows Azure	Visual Studio .NET, C#, Crystal Reports/ Business Objects, Silverlight, Expression Blend, SQL Server Reporting & SSAS Services, MAPI, Active X, COM/DCOM	SQL Server 2008 R2/ 2012, 2014, MySQL, Oracle 9i/10g, Sybase, Ms-Access, SQL Azure
Non Microsoft focused technologies	Java, JSP/Servlet, ASP, EJB, J2EE, Swing, JSTL/CSS, Struts/ JSF/ Spring/ AJAX, Sencha, Phone Gap, JDBC/ Hibernate, JBOSS, Web Services, Lotus Domino /Client, XML, LAMP, PHP, WebServices, Socket programming & SAP ABAP	Crystal Reports/ Business Objects, Active X, XCelsius, Dundas Charting, Monarch Data Pump, Fusion Charts	Oracle 10g/11g, SQL Server 2008/ 2010/2012 MySQL, PostgreSQL, DB2, Sybase, Informix

DELIVERY MODELS
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 to accordingly

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

THE RIGHT SUPPORT
Futuresoft provides the right support for our solutions making sure our customers continue to get the maximum benefit from their solution investments

THE RIGHT TRAINING
The right training is essential if people are to use solutions and systems effectively. All of our solutions carry with them a learning programme to make sure that management, technical support and agents are given the knowledge they require to use a solution properly and maximise the advantage for the organisation.

THE RIGHT PROVIDER
Futuresoft strives to provide the highest quality contact center consulting services. Our services must exceed our client's expectations and provide the best possible value from both a monetary and a business perspective. We will assist our clients in recommending and managing change that will provide them with the best solutions available to meet their short-term and long-term objectives. We also commit to leaving our clients with the knowledge to maintain and enhance the solutions, which we jointly implemented.

ONGOING CUSTOMER RELATIONSHIPS
For us a relationship does not end with a sale, it begins. We work hard to keep our customers informed about the progress of their solution with updates and new feature reviews. We also share information on best working practices to enable our clients to capitalise on new processes that could be of direct benefit to them. Our goal is simply to remain proactive in our relationships with our clients, distributing solution, industry and product news through our unique customer communication channels.
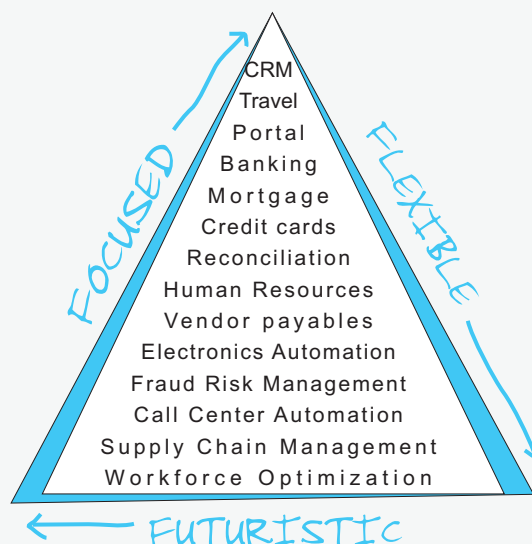
ABOUT FUTURESOFT

Incorporated in August 1988 as a software consultancy by technocrats with an excellent background in computing technology. Over the years, Futuresoft has successfully executed projects in varied business areas, on a mix of host based, client/ server and web based platforms.

A few of world's most prestigious multi-national companies have proudly chosen Futuresoft as their software solutions provider and systems integrator. We offer a wide range of services, including the definition, design, implementation, and maintenance.

"Where timely deliverables are Non negotiable"

CRM
Travel
Portal
Banking
Mortgage
Credit cards
Reconciliation
Human Resources
Vendor payables
Electronics Automation
Fraud Risk Management
Call Center Automation
Supply Chain Management
Workforce Optimization

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FUTURESOFT
FOCUSED.FLEXIBLE.FUTURISTIC.FAMILY.

FutureSoft India Pvt. Ltd.

Head Office : 253, Okhla Industrial Estate
Phase III, New Delhi - 110020
Voice : +91-11-4222 88 88
Fax : +91-11-4161 23 44

Noida : B-131, Sector 2, Noida - 201301

Mumbai : 115-114, 1st Floor, Anjani Complex Parera Hill Road, Off Andheri Kurla Road, Andheri (E), Mumbai - 400099

Bengaluru : 2nd Floor, Noval Business Park, #57, Salarpuria Triton, 13th Cross Road, Gajendra Nagar, Baldwins College Road, Bengaluru - 560 030

E-mail: info@futuresoftindia.com
www.futuresoftindia.com

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