



Softweb Solutions

a partner to depend on.

Joining hands in excellence, to reach the highest peaks

Services

- ▶ Custom Application Development
- ▶ eBusiness Web Development
- ▶ Application Maintenance & Support
- ▶ .NET Migration
- ▶ Software Quality Assurance
- ▶ Intranet & Extranet Portals
- ▶ Content Management System
- ▶ Enterprise Application Integration
- ▶ Enterprise Resource Planning
- ▶ Customer Relationship Management
- ▶ Supply Chain Management
- ▶ Business Performance Management
- ▶ Business Process Outsourcing
- ▶ Search Engine Optimization



Softweb Solutions, a partner to depend on.

Today, success means focusing on your core competencies and letting service providers with deep IT Knowledge and Experience handle the rest. Our IT Services offerings help you attend to your strategic objectives, improve quality, gain competitive advantage and achieve significant cost savings.

Services and Capabilities

Softweb's services span the entire application lifecycle. Our comprehensive delivery options enable us to distribute work across global locations to align with clients' cost, speed, and risk requirements.

With following list of services we are ready to serve our clients in successfully completing their software projects.

Why Softweb?

- ▶ Over 10 years of experience in providing Quality IT Services
- ▶ Comprehensive portfolio of offerings
- ▶ 200+ software development experts and support professionals
- ▶ Specialized expertise to plan, design and build solutions based on Microsoft, JAVA and LAMP technologies
- ▶ Thousands of successful engagements across the industries for all size business.
- ▶ Results driven Infrastructure
- ▶ ISO 9001:2000 and Microsoft Certified Development Center
- ▶ Proven delivery and management methodologies, industry best practices
- ▶ Onshore and Offshore presence
- ▶ Highly focused on Total Customer Experience
- ▶ Results Driven Infrastructure
- ▶ Technical excellence and comprehensive engagement models

Application Maintenance & Support



With Softweb Application Maintenance Support

Ensure your mission critical enterprise systems, business applications or web applications delivers on its promises.

Softweb has an established Application Maintenance Outsourcing Methodology for projects in various verticals like E-Commerce & Web Technologies, Workflow Applications, ERP, CRM, etc. Our Application Maintenance Outsourcing Methods are maintained by the ISO, CMM and CMMI structure and incorporate the best application maintenance outsourcing practices from the industry.

Our solutions let our clients reduce costs without compromising on quality, value or time to market and also enable the core R&D team of our clients to focus on new product release.

Softweb suite Application Maintenance and Product Support solutions include:

- ▶ Enhancements and bug fixing
- ▶ Service packs release and patch tracking
- ▶ Forward/backward porting to merge enhancements with the core product development efforts
- ▶ Coordination with development teams for future releases Managing Service Level Agreements (SLAs) for our customers by managing multi-tier support programs
- ▶ Providing Tier 2/Tier 1 support to end customers
- ▶ Providing scripting assistance (creation and troubleshooting)
- ▶ Providing assistance during customer migrations to new releases
- ▶ Providing documentation of known solutions for inclusion in
- ▶ knowledge repository
- ▶ Conducting performance testing of customer situations
- ▶ Handling support for multiple customer versions, including multi-lingual versions.

Content Management Solutions (CMS)

CMS Power

CMS enables one to add and/or manipulate content on a Web site. Typically, a CMS consists of two elements: Content Management Application (CMA) and the Content Delivery Application (CDA).

The CMA element enables the content manager or the administrator, who may not know HTML, to manage the creation, modification, and removal of content from a Web site without needing the expertise of a Webmaster. The CDA element uses and compiles that information to update the Website.

Softweb Solutions is a diverse company offering Internet Marketing Solutions that specialize in website content management solutions and custom application design. Keeping up with the latest technologies ensures our products are not only search engine friendly, but also the code is outputted in a strict, controlled manner.

Softweb has a vast experience in giving customized Content Management Solutions

Typical CMS (Content Management System) Features developed:

- ▶ Customer Management
- ▶ Links Management
- ▶ Banner Ad Management
- ▶ Product Management
- ▶ Category Management
- ▶ Newsletter Management
- ▶ Job Management
- ▶ Feedback Management
- ▶ Online Survey Management
- ▶ Admin & Sub-Admin Management
- ▶ Quiz Management
- ▶ Site Usage Tracking Management (For tracking user activities)
- ▶ Multilingual Words Management (For multilingual web-sites)

Customer Relationship Management (CRM)

Simplify your sales and customer management activities

In today's atmosphere of scalable growth, businesses need to start thinking of ways to increase employee retention and bring on new staff. Businesses must make the most of information available via customer interactions by systematically obtaining, maintaining and sharing it across all customer touch points. In order to boost returns from their customer relationships, and the customer information they acquire, many organizations are adopting industry-accepted business models and best practices.

Softweb's CRM implementation expertise facilitates clients to haul out utmost value from CRM investments and make the maximum out of customer interactions and relationships. We have helped clients implement appropriate industry-specific CRM best practices, which can be integrated into custom built applications, scalable packaged applications and hosted solutions.

Softweb has developed Customer Relationship Management solutions using the latest and the most suitable technology with a highly experienced team of CRM experts. Our CRM solutions have helped companies fetch new customers and retain existing clients by letting the management to track service staff performance and workload, providing an efficient and flawless connectivity between the staff and customers. As a result the management could take educated business decisions

depending on the metrics and statistics.

Softweb has acquired a top-notch CRM implementation expertise by collaborating with the clients across the globe in various industry verticals like telecommunication, high-tech, banking, and insurance, manufacturing, consumer goods etc to execute CRM initiatives.

Softweb has a vast experience in giving customized Content Relationship Management to its clients based on their needs.

Softweb gives its CRM clients the advantages of:

- ▶ Domain experience
- ▶ Proven deployment and change management methodologies
- ▶ Suite of in-house tools



Simplify your sales and customer management activities

EBusiness solutions by Softweb, deliver quantifiable value, integrating a wide range of technologies. We are the best in providing robust and high performance eBusiness Solutions and eCommerce solutions to facilitate our customer provide the very high levels of quality and service required for aggressive discrimination.

eBusiness and eCommerce Solutions

Softweb has successfully developed E-Commerce Portals (B2B and B2C), M-Commerce Applications, Business Portals, Client Server business applications and n-Tier applications using all the emerging technology environments.

Our custom ecommerce solutions have enabled our clients to run an ecommerce website on the Internet in a user-friendly manner. Our affordable custom ecommerce solutions have enabled our clients to get their custom ecommerce website up and running with the minimum amount of hassle, enabling their business to start selling online.

Softweb's suite of eBusiness solutions includes:

- ▶ Web Services solution and SOA consulting services
- ▶ eBusiness strategy, architecture, and process automation
- ▶ Web "front-ends" and Web-based applications development, including e-commerce applications
- ▶ Web integration of the enterprise value chain
- ▶ Enterprise Information Portal development
- ▶ Web applications verification and validation services
- ▶ Web application maintenance

Enterprise Application Integration

Enterprise Application Integration refers to the methods, plans, and tools intended at modernizing, merging, and synchronizing the computer applications in an enterprise.

Any enterprise typically has existing legacy applications and databases and desires to be with them while migrating or adding to a latest set of applications which make the most of the e-commerce, extranet, Internet and other latest technologies.

EAI experts of Softweb can assist you with the development of a completely fresh view of the business and applications of an enterprise; renovate the existing applications to merge into a new model, and then formulating ways to competently reuse what already exists with addition to the new applications and data.

Softweb's Enterprise Application Integration and B2B integration solutions are designed to bring assessable outcomes and rapid ROI, and thereby hitting an appropriate equilibrium between business and IT needs. We use an end-to-end, Modeled-to-Measure approach which customizes our Enterprise Integration solutions; Softweb has helped many companies implement integrated business processes which span organizations, resources/people, systems and applications.

Key Benefits:

- ▶ Reduction in cost of support and maintenance of existing IT infrastructure
- ▶ Reduction in the cost of upgrades
Acquisition of new technology and functionality
- ▶ Solutions built by forward-thinking software engineers that are flexible and extendable for future modifications and enhancement

Enterprise Resource Planning

Maximize your Enterprise

Though ERP systems have delivered a lot value in streamlining enterprise processes, companies face the related extensive challenges of upgrades, support, integration, change management, cost control and schedule overruns.

Softweb has helped many global companies effectively implement huge, multifaceted ERP systems through our end to end services offering. Our immense experience and proven expertise in ERP implementation and extending ERP functionality has lead us acquire competency in engineering scalable and adaptive client solutions, which support incremental amplification with in-built modularity. This has resulted into our clients having access to instantaneous business information that is comprehensible and valuable, across the enterprise.

Softweb has a proven expertise and experience in architecting and developing Web enabled/client server applications. We have implemented two-tier and three-tier / multi-tier client-server applications over Enterprise networks / Intranets. Softweb has partnerships with all the leading application vendors due to which our enterprise customers leverage the expertise that constructs competitive advantage rapidly. Softweb's fundamental ERP implementation practices include Oracle, PeopleSoft, SAP, Baan, and J.D. Edwards. We have expertise in all the functional areas including Sales and Distribution, Finance and Accounting, Human Resources, Costing etc.



System Assessment. Platform Migration. Modernized Solution.

It is vital to know when to adopt new technologies and when to get current applications in place in today's competitive business environment. The challenge is to understand when doing business in the current environment has become more painful than the task of migrating to a new environment. Legacy Migration is an opportunity to align business processes more closely with new IT capabilities.

Legacy System Re-engineering

Softweb has enabled more than 100 of its clients globally to cost efficiently migrate to new technologies while broadening the life cycle of their functionality rich existing legacy systems. Projects include re-engineering software to migrate applications legacy systems to client/server architectures, to extend existing applications to the Internet, to migrate from existing applications to UNIX or Windows NT, or to update from a non-relational to a relational database technology.

- ▶ Migrate a legacy or existing application to a new operating environment.
- ▶ Replace a legacy system, moving the data from the legacy application to the new application while preserving data integrity.
- ▶ Acquisition of new technology and functionality

Softweb migration methodology includes:

- ▶ Integrates Legacy Systems and new Internet driven technologies.
- ▶ Migrates systems and business logic to new architectures, languages and web-based environments.
- ▶ Manages and ensures systems quality and stability.

Quality Assurance and Software Testing



Quality is our Core

Softweb has put together an impressive portfolio of QA and testing service offerings which are implemented to make sure that ISVs (Software Vendors) can deliver robust and dependable products to the market rapidly.

Our services successfully address the usability, functionality, and performance testing aspects of the solution. We can help you with the entire product development life cycle ranging from the requirements phase, designing the test approach, tools selection, code reviews, building the test suites, test execution to final builds and product releases.

Softweb practices a verification and validation methodology that is extremely holistic, streamlined and efficient. Our in-depth knowledge and extensive acceptance of industry leading quality practices based on ISO standards, CMM Models and Six Sigma techniques, allows us to deliver extraordinary quality and service with utmost cost efficiency.

Softweb QA Methodologies

- ▶ Regression Testing
- ▶ Manual and Automated Testing
- ▶ Ad Hoc Testing
- ▶ Performance Testing
- ▶ Load Testing
- ▶ Compatibility Testing
- ▶ Configuration Testing
- ▶ Installation Testing
- ▶ Custom Scripts
- ▶ Integration/System Testing

Softweb QA Methodologies

- ▶ Early detection of defects resulting in reduced re-work costs
- ▶ Continuous refinement of organization-wide goals resulting in higher productivity reduced cycle time and lower costs
- ▶ Smooth transition to new technologies and changing business scenarios
- ▶ Risk mitigation
- ▶ Consistently predictable quality of applications resulting in customer satisfaction
- ▶ Minimization of project effort and schedule overruns
- ▶ Dissemination of learning across organization
- ▶ Maintenance of integrity of all components efficiently throughout the life cycle of the project
- ▶ Rapid project ramp-ups based on changing resource needs Stress Testing



Supply Chain Management

Clear Forecast Align Business with Technology

Global business environment full of competition has made it mandatory for companies to counter rapidly to changing business demands, the effects of which wave across the entire ecosystems of partners, suppliers and customers. In order to manage change with increased agility, global companies are looking out for new ways to optimize their supply chain by enforcing down costs, reducing inventories and reducing turns in supply and distribution processes.

We possess in-depth ERP expertise in applications from leading vendors such as Oracle, PeopleSoft, SAP, Baan, and J.D. Edwards. We concentrate on integrating these packaged solutions through the Web to develop real-time collaborative frameworks that connect clients with their partners and suppliers.

Softweb supply chain expertise covers a wide range of application areas, majorly:

- ▶ Evaluation & Implementation
- ▶ Post-implementation
- ▶ Maintenance
- ▶ Reporting
- ▶ Integration
- ▶ Data Migration and Upgrade.

Softweb Benefits:

- ▶ Reduction of Inventory Carrying Cost
- ▶ Improving Purchasing Power
- ▶ Retaining the client
- ▶ Reducing pilferage and improving overall efficiency of the business operations.

Partial Client List





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