

I-SOFT GLOBAL

CONSULTING SERVICES

Our Services

- Corporate Performance Management
- Business Process Outsourcing
- Application Process and Re-engineering
- Human Capital Management

| Malaysia | Singapore | Philippines | India |

www.isgcs.com

Company Profile

- **I-soft Global Consulting Services [ISGCS] is a leading global technology service company delivering business process solutions to its clients. I-soft Global founded information technology outsourcing industry seven (7) years ago. Now, I-soft Global delivers a broad portfolio of information technology and business process outsourcing services to clients in the manufacturing, banking, financial institutions, telecommunications, transportation, retail industries across the world.**
- **We provide our clients around the world with a suite of managed and professional services engineered to enhance and complement existing infrastructure re-engineering and corporate performance management.**
- **With our extensive IT industry domain and expertise, our multi-platform multi-vendor experience, and onsite/offshore model, we have the track record to work with you to an optimized service rate, we improve service levels of your reputed organization.**
- **Smart companies have turned to I-soft Global because we provide solutions with an economical cost. Today, we have huge number of global IT companies with us who are enjoying our valued services across various countries.**

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Application Developments – I-soft Global Practice

- Consulting / Technical Pre-Sales
- During the technical consulting stage, I-soft collects the information needed to develop a quotation. The quotation includes the scope of work; estimates the man hours/manpower needed, and quotes a price for the implementation of the application.
- Our experienced consulting team will give client the confidence that I-soft is the right solution partner for this project. This consultation will be absolutely free of cost.

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Assessing and Requirements Specification Study

- The purpose of the requirements study is to get an over all understanding of the client's requirements for the web application and to define exactly what I-soft has to deliver. The detailed documentation allows I-soft to make the final estimation and price quotation.
- An API concept has to be developed. I-soft will present a number of different API [Graphical Application Interfaces] for home page, detail page, menus, etc. With the customer's suggestions, the final design will be decided.

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Implementation / Testing

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- Towards the end of the implementation, I-soft arrange a demo of the project for client testing. After final testing by the client, I-soft prepares the user acceptance agreement and related documentation. During testing period the client can, through a bug report, any text based changes free of charge.

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Application Delivery

- Once the application is installed and the data uploaded, the client will be trained on the application. Our training will make sure that all requirements as specified in the requirements are fulfilled. Client has to signed user acceptance agreement.

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Application Design and Developments

- The development consists of API design, programming and internal testing. Our programmers have a close contact with the client to ensure that the client's expectations are met. The client will provide/upload the website's content and I-soft will apply the proper graphical layout.

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Application Maintains / Upgrading

- After application delivery client can request I-soft to maintain the application and can upgrade the application with applied charges.

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I-soft Support

Support Tickets

Client can request a new service or report a problem. A support ticket will be opened, tracking the incident, who is working on it, for how long and the opening and closing time of the incident.

Online Contacts

An authorized contact person/programmer will be online [Various online resources like yahoo chat, msn, skype etc] client can communicate with the dedicated person to report the need for maintenance services. Simple problems might be settled during the duration of conversation. Alternately, an engineer/programmer will be assigned to resolve the issue.

E-mail Support

I-soft provides the client with an e-mail address to contact the Helpdesk outside office hours or if there is a substantial change request. Mails should be used for the transfer of documents/files and to clearly specify the support required.

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Remote Technical Support

I-soft offers remote support, which allows I-soft to access the client's system remotely from I-soft premises and to provide instant support, thus avoiding travel-related costs. The remote access can be controlled and limited by the client on a case-by-case basis. As part of the maintenance work, I-soft's engineers will help the client prepare its site for remote support.

Engineers / Programmers Onsite

The client can request the support of an I-soft engineer/programmer at the client's site at short notice. I-soft's technicians will work onsite with the client's dedicated support personnel to resolve any critical issue.



Global Contacts

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