



# s r s o f t w a r e

## Maximizing your Relationship



**SERVICES**

SRSOFTWARE provides customer care products and services, bringing together world-class resources and expertise to help clients transform customer relationships into a competitive advantage.

## GROWING YOUR BUSINESS ONE TRANSACTION AT A TIME

SRSOFT is a project-oriented firm engaged in creation of on-line and mobile solutions with a complete range of services built upon consultancy, creativity, development of applications and integration of information systems.

A combination of three areas and know-how – consulting, creativity and a strong IT background – all in one gives us as well as our clients a competitive edge to fight the competition, which usually covers only one of these areas. SRSOFT is able to build a wide range of top e-business solutions on these three pillars.

### CONSULTANCY

We provide such consulting services that empower our clients to reap the maximum out of the present company infrastructure, business line and the market.

- ❖ Business consulting
- ❖ Technical consulting
- ❖ Business and Marketing Planning
- ❖ Financial Planning
- ❖ Business Modeling
- ❖ Revenue Modeling
- ❖ Project Implementation
- ❖ Copy writing
- ❖ Training

### CREATIVITY

here we put ideas and multimedia technologies jointly to work so that the provided solution communicate with the target customers in an attractive, user friendly and effective manner.

- ❖ Business Presentations
- ❖ Multi-Media Presentations
- ❖ Product Presentations
- ❖ Product Designs
- ❖ Brochure Designing
- ❖ Logo Designing
- ❖ Web Site Development

### IT SOLUTIONS

A strong background in the information technologies whether that is **Web Development** or **Application Development** allows us to deliver secure, robust, scalable and reliable solutions integrated with the existing / new information systems of the client.

- ❖ Small Office Automation
- ❖ Enterprise Applications
- ❖ Inventory Management
- ❖ Front office Management
- ❖ Document Management
- ❖ Project Management
- ❖ Product Development
- ❖ Networking
- ❖ VPN Development and Deployment

### IT ENABLED SERVICES

We provide such IT enabled services that maximizes the customer's interaction

- ❖ Inbound Call Processing
  - ❖ Order Booking
  - ❖ Back Office Support
- ❖ Outbound Call Processing
  - ❖ Tele Marketing
  - ❖ Lead Generation
  - ❖ Appointment Setting
- ❖ Live Chat for Web Support
- ❖ E-Mail Support
- ❖ Small Support Center setup
- ❖ Transcription
- ❖ Data Processing
- ❖ Form Processing (HCFA1500/UB92)

### ENHANCED CUSTOMER SATISFACTION FOR A BETTER BOTTOM LINE

### TECHNOLOGIES AND PLATFORMS

- .NET
- XML / DHTML
- VB / VC++
- ASP / JSP
- MSSQL / Oracle / MySQL
- Java / J2EE
- VBScript / JavaScript
  
- IIS
- Apache
  
- Windows 9x/XP/2K
- Linux
  
- PPP / PPTP / L2TP / IPSec
  
- Gateways / Routers
- Audio / Video Codecs

## SUPPORTING YOUR TECHNICAL NEEDS

Our goal is to be in as close contact with the latest technologies as possible and to offer our clients the one that best covers its current needs with an outlook for further expansion. Based on the requirements and needs of the client we propose suitable technologies for implementation of applications. While implementing, we place an increased emphasis on three key criteria:

### SECURITY

We provide installation and operation of a safe and secure environment for applications of our clients. As required and needed by our clients we will secure a safe configuration of servers, or as applicable in combination with the hardware tools. For different parts of applications, we propose adequate methods of securing the connection and the content.

### COMPLIANCE WITH THE STANDARDS

The solutions we propose place an emphasis on compliance with the internationally recognized standards. This allows us to change HW or SW platform as needed, without implementing principal changes directly in the applications we have created. This saves future costs to our clients.

### PERFORMANCE

When designing applications we take advantage of our rich experience in operation of applications and servers with a large number of users and accesses. We design the application and the data model with regards to its maximum performance, which may even be boosted if a need arises by implementing a suitable configuration change.



The sum of SRS'

Services and solutions is a powerful combination of front-office and back-office support.

When designing a solution we follow the needs and objectives of our client proposing only the best and optimum alternatives for him:

#### a suitable HW platform

In cooperation with our partners we are able to secure an optimum solution for an operation of applications of our clients. With regards to the required security and performance we propose an optimized HW platform and configuration.

#### a suitable operation system

Most frequently we propose Windows 2000 platform - in particular as it features maximum safety, stability and an easy remote administration. In company intranet networks, which are primarily operated on Windows (NT/2000/XP) platform, it is possible to keep this platform also for an operation of these applications.

#### Financial gateways

Most of net-savvy prefer to surf the net starting from their daily needs to most luxurious items, and they don't want to drop/ drive to get item. The only hindrance is "how to make payment securely over the web?" with change in supply chain (b2b, b2c) there is utmost need to help our clients without damaging their wallet for this service. We implement Verisign, Surepay, Paypal, YahooDirect, FirePay, authorize.net to make e-money transactions.

#### Microsoft Technology

Based on requirements for robustness, stability and performance we recommend a suitable application server. Most frequently we design the application server for a worldwide standard W3C standards. With its architecture this standard is suitable for projects of almost all sizes and scopes. Thanks to a out of box installation from Microsoft (BizTalk server, Commerce Server, Share Point Portal, and many more...) and N-Tier architecture it is possible to extend the completed solution with no high costs. This application platform includes in itself the ASP (Active Server Pages), COM/ DCOM, COM+, MTS, XML, DOM, CSS, and other technologies. According to the project range we propose the application servers IIS 5.0 and above, Microsoft CTS Server, Index Server, BizTalk & Commerce Server.

#### Sun Microsystems Technology

It doesn't mean that Sun technologies are un-touchable. Our Java Core team designs the application server for a worldwide standard J2EE (Java 2 Enterprise Edition), which is a platform-independent standard, so that it is possible to operate applications created in it on various platforms and operating systems. With its architecture this standard is suitable for projects of almost all sizes and scopes. This application platform includes in itself the JSP (Java Server Pages), Servlets, Enterprise JavaBeans and other technologies. According to the project range we propose the application servers Jakarta Tomcat, Oracle AS, BlueStone, BEA WebLogic, Allaire Jrun, IPlanet.

#### Other Technologies

If a different application platform is more suitable for the project nature, we propose any of the following, proven application platforms: PHP, Python or CGI/Fast-CGI. In the event of more extensive projects it is possible to combine these platforms (for instance for fulltext search, which requires maximum response speed, the technology we would apply would be Fast-CGI, while other parts of the project would be in Java).

#### a suitable database server

According to data volume requirements, its nature and structure we design a suitable database server. The most frequently delivered databases include Oracle, Microsoft SQL Server or MySQL.

#### suitable integration mechanisms

Our solutions may be connected directly to the information system of our clients and thus automate entirely or partially some operations. A suitable tool for integration with the information systems is XML language and W3C standard.



FOR INFORMATION ON OUR PRODUCTS AND SERVICES, PLEASE CALL:

North America:

# 2 Burgess Dr W, Piscataway, NJ 08854.  
Phone : +1 732-947-4767  
Fax : +1 800-547-5837

Asia Pacific :

Plot # 564-A16/4, Road # 92, Jubilee Hills,  
Hyderabad, AP-500 033 India.  
Phone : +91 40 2331-9747  
Fax : +91 40 2331-7617

<http://www.srssoftware.com>

© SRSoftware.2010. All rights reserved. SRSoftware and the SRSoft logo are service marks of SRSoftware. SRSoftware refers to SRSoftware Corporation or any of its wholly owned subsidiaries. All other trademarks are the property of their respective owners. Every effort has been made to ensure that the information obtained in this document is true and correct at the time of going to press. However, the products and specifications and content in general described in this document are subject to continuous development and improvement and SRSoftware is entitled to change them at any time. SRSoftware cannot accept liability for any loss or damage of any nature whatsoever arising or resulting from the use of or reliance on information or particulars in this document. All names and other data used in examples are fictitious. The information contained in this document is of a general nature. Should you require further advice for your particular business requirements, please refer to the contact details above.