

Cyberica .NET Technologies Enterprise Management Services

Enabling Innovation as a growth driver for Enterprise of Tomorrow

Overview

Cyberica is one of the most experienced software companies specializing in enterprise solutions for Global 2000 companies built over latest **Microsoft .NET** technology platform. We provide software and services that help both large and medium enterprises increase the effectiveness, efficiency, and profitability of customer-facing activities like sales, marketing, and service. While other e-business vendors offer generic suites of products, Cyberica provides deep, industry-specific solutions. This allows us to create significantly greater business value, more quickly, for our clients.

Since our foundation in 1999 we have gained extensive experience in serving companies that have complex channels, high transaction volumes, extensive product lines, intricate legacy systems, and low tolerance for systems failure. All of our solutions are developed using the Cyberica's Complete Solution Delivery model implementation methodology, which reduces risk and accelerates business returns for major strategic IT initiatives.

Cyberica consulting solutions provide benefits in following key areas:

- Establishment and Restructuring of organization processes

- Product Development and Testing
- Noticepoint – RFP Engine
- CRM – Client Manager
- HRMS – HR Tool
- E-Learning Framework
- Other Administrative Work Flow Management Tools

Value Delivery - Establishment and Restructuring of Workflow processes

With emergence of I.T, private sector firms were on the for-front of investment in I.T Infrastructure. But most of the I.T infrastructure developed has been used for document processing and intra organization communication. In name of I.T many organizations have also developed online websites. But this expect for marking property online on world wide web has not helped much the organizations or the site users in most cases important customers looking for organizations offerings.

We look at existing infrastructure established and try to map established business practices at your organization to make them more efficient, accountable and generate ROI from existing investments made. From workflow management to business intelligence gathering we customize practices to suite your environment.

My Portal – Services Management

Organizations have adopted web based portals as a means to share information with customers, partners and internally among various departments and company personnel. These portals can be classified as internal or external, based on the nature of access. These portals provide secure and customized views of enterprise information, access to selected enterprise applications and supports collaborative teamwork across companies. Irrespective of the evolution of new portals the requirement of the end users be it consumers, customers, partners or corporate employees, remains stable. End users across an array of business segments through these external and internal portals seek a hassle free access to information and functionality to select the content they want to view as well as the format.

At Cyberica we develop portal solutions by carrying out detailed analysis of the purpose and the major requirements of our clients behind having a portal. Special attention is paid to providing a personal experience to each user on the portal through personalized and localized interfaces. Highly flexible, reliable and scalable portal solutions are developed to meet our client's diverse needs such as enterprise application integration, cross enterprise data integration, secure data access, seamless information availability, speedy and intuitive navigation of personalized data

views, content management, content aggregation and reporting.

Clients running our solutions

- N.S.I.C (Govt. of India enterprise)
- FICCI
- FISME
- Indraprastha University, Delhi

Notice point – RFP Engine

Notice point is a fully customizable procurement engine. Which can be integrated with corporate website.

Following features are supported by the standard edition

- Post RFP (Request for Proposal)
- Contractors/Vendors can register to receive notifications based on type of services they can provide to organization
- Contractors can not only be managed by type of services but other attributes specific to RFP requirements eg. Organization Turnover or Quality Certifications
- Manage line of communication between vendors and organization.
- Product features and interface can be fully controlled and managed by Administrator without writing single line of code

How Noticepoint Works?

We work with Procurement department of your organization to

map our established procurement management practice.

Advance edition of *Noticepoint* can provide following customized services

- Generation of RFP from standard organization template broken down for multiple user RFP generation
- Bid Weighing or Ranking of Quotes for integration of information to workflow management system
- Project Requirement Vs Procurement Planning
- Integration with existing Inventory Management System

Noticepoint is marketed in US by EWITech and has had following successful implementation

- Miles College,Alabma
- Durham Housing Authority,NC
- Clancys & Theys,NC

Available for both Windows Server and Linux installations.

CRM – Client Manager

Getting a new customer can cost up to six times as much as retaining an existing one. By getting better business intelligence about your customers' needs, you improve your ability to anticipate and fulfill their needs and reduce costs from your operational, marketing, sales, and service budgets.

We can help you realize this return by implementing and customizing

your CRM application to align with your organizational goals and integrate with your ERP and other workflow applications.

Cyberica can help you develop custom CRM solution which can work in distributed work environment to generate input from business process. Hence generating transparency within organization and reduce number of queries received from clients.

Cyberica solutions team is staffed with experts comprising many years of experience in front-office business. This expertise, combined with our deep technical knowledge enables our clients to:

- Identify the types of businesses and consumers they wish to target
- Create personalized product and service offerings that attract the largest number of the best customers
- Understand the profitability of their customers
- Maximize customer retention

Case Study

When Guardian Computers U.K wanted to develop a customer support portal to manage and troubleshoot customer queries. Not only implementation helped in increasing customer satisfaction but also the following

- Staff Planning
- Reduce Lead Time
- Identify major product flaws

- Increase revenues from existing customers by 17%
- Develop Marketing database

HRMS – H.R Admin Solution

From our more than 7000+ on site system study and consulting hours learning and restructuring possible accounting and HR administration processes implemented by various organizations. We bring to you HRMS. Suitable for all 25+ employee organization, it let you streamline your H.R Management Process. By Providing following Services

- Pre-Hiring Requirement Planning
- Job Board with full integration to existing website.

Integrated Career Portal

With cost escalating to attract new talent for hiring. It becomes essential to manage leads being generated from the advertising campaign. A Career portal not only helps in building an impression on H.R Practices being followed in the organization. But also let potential employee register with site to get instant notification of various jobs opening in your organization.

- Search for people on various skill attributes
- Jobs can be managed under different categories
- Open line of communication before calling in for interview
- Reduce hiring costs by leveraging candidate pool.
- Automatic updates to your careers web site

- Automatically update careers website in real-time

Payroll Module

Payroll Module let your organization manage employees department wise.

Salient Features

- User Defined Salary Heads
- Professional Tax Slab
- Pay slip Generation
- Customization of Salary Structure
- Final Settlement

Reports

- Salary Head Details
- Monthly Salary Register
- Salary Statement Depositing in Bank
- Monthly Increment List
- Monthly Fund Statements Super Annuation
- Monthly Earning Head Report
- Monthly Deduction Head Report
- Monthly Loan Head Report
- Monthly Loan Interest Report

Other Features Available

- Performance Management Dashboard based on company evaluation attributes
- Integration with Attendance and Leave Management System
- Pension Management

E-Learning Framework

We have developed E-learning software which enables

organizations provide online support to offline training methodologies. It provides following features

- Online Course Management
- Delivery of Training Materials and Assignments
- Online Assignment Submission
- Internal Messaging system for staff and trainers interaction
- Knowledge management system for generation of F.A.Q and capturing of unstructured data

Framework developed by Cyberica is already used by educational institutions hence brings in credibility of acceptance by both administrators and training staff.

Open Source Technologies Group

With increasing demand from organizations for implementation of solutions on Open source Platforms like Linux and UNIX. Cyberica has started an open source technologies practice group which is responsible for bringing our vast domain knowledge and software architecture skills for open source implementation environment.

Following are few successful implementations

- Conversion of Procurement Engine for availability on Open Source Platform
- Development of Reverse Auction Platform
- My portal implementation for college intranet using PHP,

Java based web services implementation and MySQL.

Other Solutions

- Application Development
- E-Commerce Consulting
- Product Management
- Hosting Services
- Location Based Services
- Storage and Security

Clients

Cyberica specializes in providing I.T Consulting services to organizations and following is the list of some of them who have selected us as a preferred vendor for various software solutions

- Indian Army H.Q, Delhi
- National Small Scale Industries Corporation, Govt of India organization
- Central Narcotics Bureau, Ministry of Finance
- Tata Infotech
- HP
- Admissionhelp.com
- G.G.S.I.P University
- University of Delhi
- Guardian Computers, UK
- FICCI
- Federation of Indian Small Medium and Micro Industries (FISME)

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