

IT PROFILE

Osource India Private Limited
Unit 4, 5th Floor, B Wing,
Phoenix House, High Street Phoenix,
Lower Parel (W), Mumbai – 400 013



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CHAPTER 3 – SELECT CASE STUDIES



CHAPTER 1 – ABOUT OSOURCE

About Osource

- 20+ Years of Experience
- 350 + Clients
- 1000+ Employees
- 5 Cities – 9 Back Office Centers
- 450+ Successful Migrations

Why Osource



Management Team

Board of Directors

- Rajeev Sharma – CA, CS, ICWA (20+ Years)
- Pankaj Sharma – MBA (15+ Years)
- Devendra Murkute – BE (20+ Years)
- Sanjay Sharma – BE, MBA, Ex-Power Grid (20+ Years)

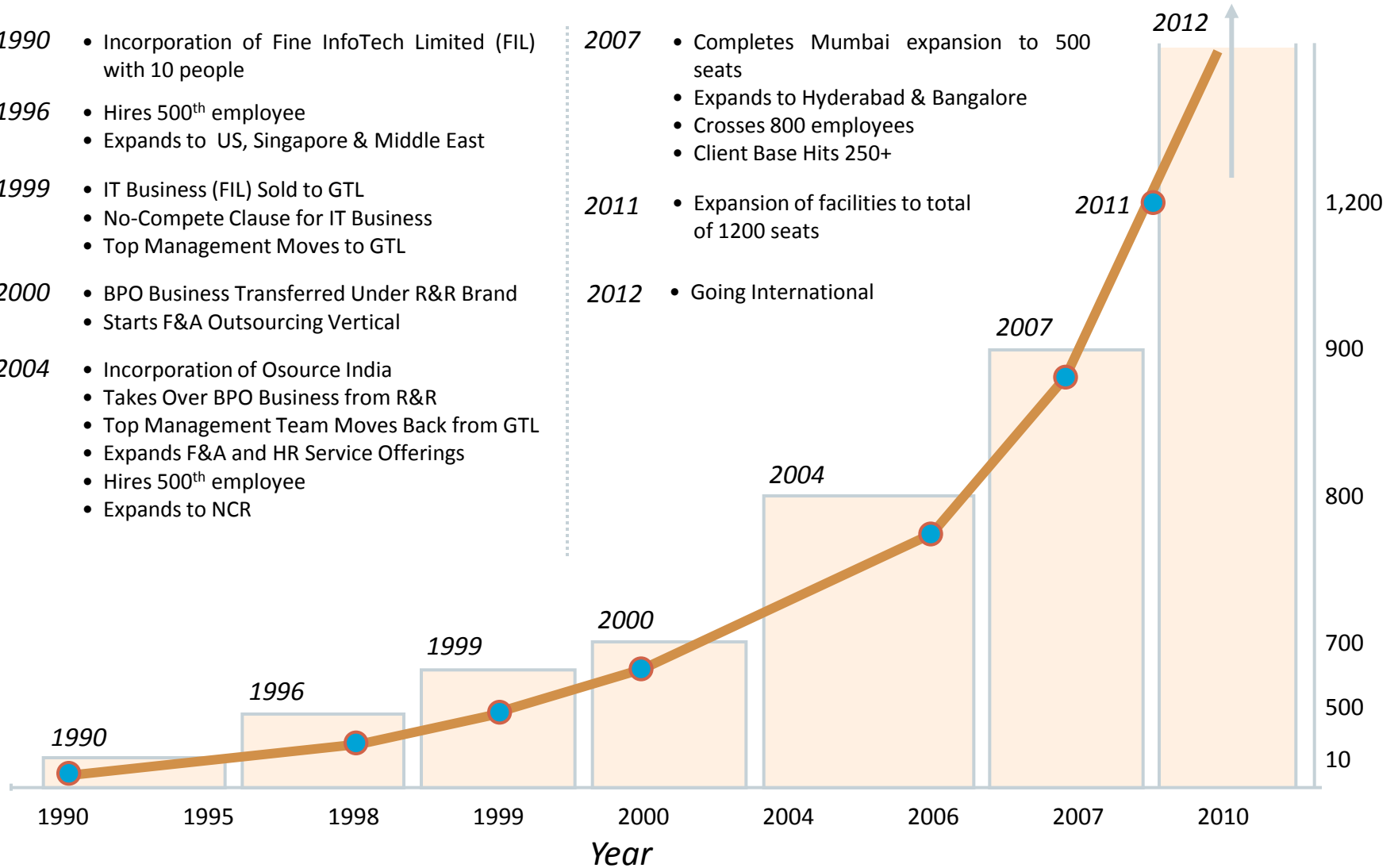
Executive Management

- Ketan Vakil, SVP – Ex-SBI, Ashok Leyland, GTL (30+ Years)
- Rajesh Pandey, SVP – CA (10+ Years)
- Ramanand Padiyar, SVP – Ex Polaris, Kale (20+ Years)
- Pradeep Patil, SVP – CA (15+ Years)
- Suraj Dubey, VP – MSc, CISA, Ex - Armed Forces (10+ Years)
- Sandeep Goswami, VP – Ex - Amex, Max Life (22+ Years)
- Saurabh Kumar, AVP – CA (7+ Years)
- Gagan Saxena, AVP – BA, MBA (7+ Years)
- Ravikant Ghate, AVP – BE, Ex – IDBI (15+ Years)
- Akshay Varma, AVP – BA, Ex–Capgemini (5+ Years)

Osource Evolution

- 1990**
 - Incorporation of Fine InfoTech Limited (FIL) with 10 people
- 1996**
 - Hires 500th employee
 - Expands to US, Singapore & Middle East
- 1999**
 - IT Business (FIL) Sold to GTL
 - No-Compete Clause for IT Business
 - Top Management Moves to GTL
- 2000**
 - BPO Business Transferred Under R&R Brand
 - Starts F&A Outsourcing Vertical
- 2004**
 - Incorporation of Osource India
 - Takes Over BPO Business from R&R
 - Top Management Team Moves Back from GTL
 - Expands F&A and HR Service Offerings
 - Hires 500th employee
 - Expands to NCR

- 2007**
 - Completes Mumbai expansion to 500 seats
 - Expands to Hyderabad & Bangalore
 - Crosses 800 employees
 - Client Base Hits 250+
- 2011**
 - Expansion of facilities to total of 1200 seats
- 2012**
 - Going International



Why Osource?

- Standardized Service Methodologies
- Broad Range of Services
- Integrated Technology & Operations Service Provider
- Optimized Onsite/Offsite Ratio
- Seamless Transition Methodology to Osource's IT Services Team
- Quality Management – ISO Standards
- Established Knowledge Management Practices – Organization Level & Client Level (Account & Individual Projects)
- State of Art Offsite Delivery Centers
- Highly Skilled Resource Pool
- Efficient Program Management Practices

Osource - ISO 9001:2008 Certified

ZERTIFIKAT ♦ CERTIFICATE ♦ 認証証書 ♦ СЕРТИФИКАТ ♦ CERTIFICADO ♦ CERTIFICAT



CERTIFICATE

The Certification Body
of TÜV SÜD South Asia Private Limited

certifies that

OSOURCE INDIA PVT. LTD.
CORPORATE OFFICE
UNIT NO. 4, 5TH FLOOR, B WING,
PHOENIX HOUSE, HIGH STREET PHOENIX, 462 S B MARG,
LOWER PAREL (W), MUMBAI - 40 0013, INDIA

BRANCHES

3RD FLOOR, SWASTIK HOUSE, OPP. PITRUCHAYA BUILDING,
BEHIND SHAH & INDUSTRIAL ESTATE,
GOVANDI (E), MUMBAI - 400 088, INDIA

UJAAGAR INDUSTRIAL ESTATE,
3RD FLOOR, UNIT NO. 30, GOVANDI (E),
MUMBAI - 400 088, INDIA

UNIT 203/B WING, ARJUN CENTER,
2ND FLOOR, STATION ROAD,
GOVANDI (E), MUMBAI - 400 088, INDIA

has established
and applies a Quality Management System for

BPO Services, Software Development & H.R. Staffing Services

Further clarifications regarding the scope of this certificate and the applicability of ISO 9001:2008 requirements may be obtained by consulting the certification body.

An audit was performed, Report No. 20055767

Proof has been furnished that the requirements according to
ISO 9001 : 2008
are fulfilled. The certificate is valid until 2012-08-05

Certificate Registration No. 99 100 11069
Mumbai, 2009-08-07



Certification Body
of TÜV SÜD South Asia Private Limited
Member of TÜV SÜD Group



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F&A OUTSOURCING | HR OUTSOURCING | IT SERVICES

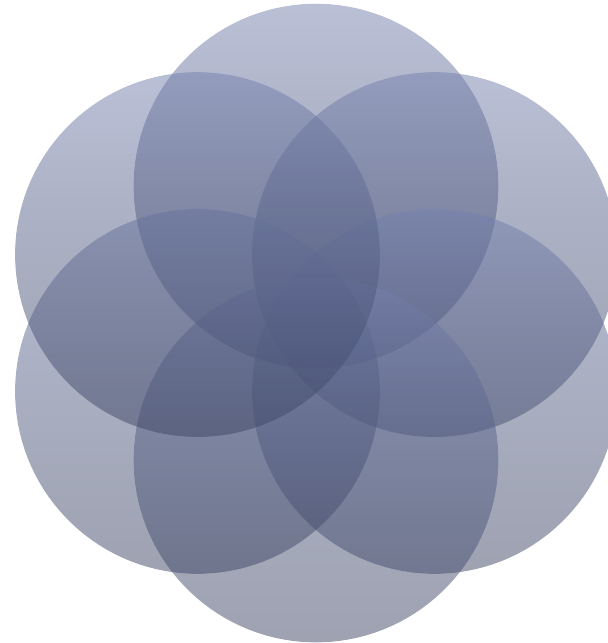
CHAPTER 2 – IT SOLUTION FRAMEWORK

**Application
Development &
Management**

**IT Consulting &
Advisory**

**Migration &
Re-engineering**

**Business
Intelligence &
Data
Warehousing**



**Systems
Integration**

**Performance
Engineering**

Technology Platform Capability

Development Language

VB/.NET/ASP

JAVA & J2EE

Open Source/PHP

DW/ETL Tools

Crystal Reports,
Business Objects
– Reporting Tools

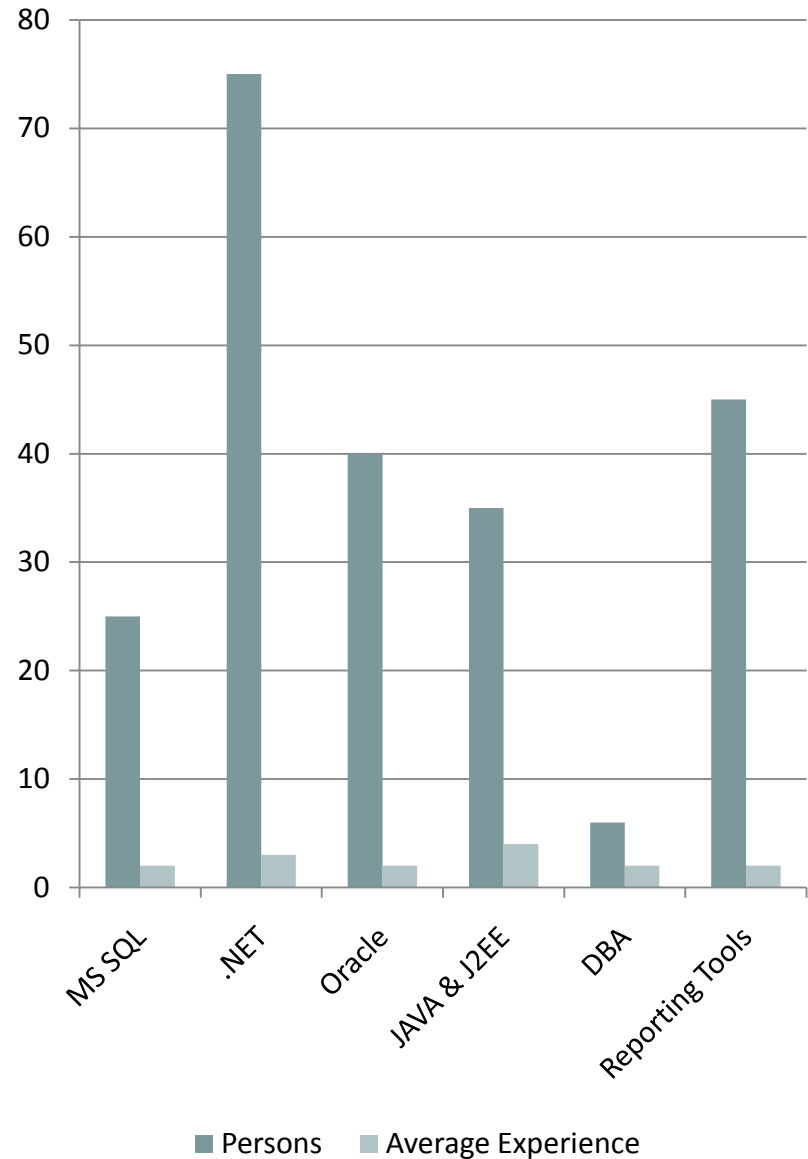
Database

Oracle

MS SQL

My SQL

Technolgy Team Mix



ERP (Service Industry)

Time Sheet

Expense Sheet

Procurement

Vendor Payment

Billing

Collections

GL Accounting

HR

MIS

Spend Management

Budget

Indent

Purchase Order

Invoice Booking & Processing

Travel Requisition

Employee Expense Management –
Business, CTC & Travel

Time & Expense (TimEx)

Project Definition & Resource Mapping

Time Sheet Entry & Approvals

Expense Sheet Entry & Approvals

Payments/Settlements

Exception Reporting

Employee Self Service

Profile Updation

Asset Requisition

CTC Expense Claims

Investment Declaration Entry

Online Tax Simulation

Flexi Benefit Structure – CTC Definition

Leave & Attendance

Integration with Swipe Card Systems (Attendance)

Leave Application & Approval

Leave Balance Updates

Exception Reporting

HR

Recruitment

On-Boarding

Confirmations

Transfers & Promotions

Training

Appraisals

Leave & Attendance

Payroll

Employee Self Service

Help Desk

Exit

Expense Sheet Entry & Approvals

Payments/Settlements

Exception Reporting

CHAPTER 3 – SELECT CASE STUDIES



Case Study 1

Process Overview - IT Systems Audit

Client

- Leading European Bank

Objective

As per the guidelines issued by RBI, the offshore processing center is audited for ensuring that the IT systems & processes are implemented to ensure –

- Confidentiality
- Integrity
- Continuity

Scope

- Examination & Analysis of Network & System Architecture
- Examination & Analysis of IT Control Systems
- Examination of BCP & DR Setup/Processes
- Analysis of System Controls & Integration

Technology Platform

Development Platform	NIL
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Case Study 2

Process Overview – Application Development

Client

- Leading Consulting Organization

Objective

Development & Implementation of an integrated system to automate the following processes –

- Time Sheet Entry & Approval
- Travel Requisition
- Expense Sheet Entry & Approval
- Billing & Collections
- Interface with GL Accounting System

Solution Overview

Design & Implementation of Integrated Time & Expense Management System with following features –

- Definable Work Flow
- Multi Tier Architecture/Web Based
- Event Based Alerts (Email/SMS)

Technology Platform

Development Platform	.NET Oracle 10G
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Case Study 3

Process Overview – Legacy System Migration

Client

- Leading Software development Organization

Objective

Migration of Legacy Application Developed on Coolgen on .NET application framework with advance features like (Multi Database Support, Multi Lingual, Dynamic Work Flow, User Defined Control, Notification Engine and EDI Interface)

Solution Overview

- Preparation of LLD from HLD
- Review of Coding Standard Guideline, Database Naming Convention and Code Review Checklist
- Database Design Review & Coding
- Generation of Test Cases
- Testing (Unit, Functional, Stress, Load and Penetration)

Technology Platform

Development Platform	.NET & C# Oracle 10G & MS SQL
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Case Study 4

Process Overview – Application Development

Client

- Leading Consulting Organization

Objective

Development & Implementation of an integrated ERP to automate the following processes –

- Project Management
- Accounts Payable
- Accounts Receivable
- GL Accounting
- HR

Solution Overview

Design & Implementation of an Integrated ERP solution. Salient features of engagement are -

- PAN India Rollout
- Dynamic Reporting (Online Query Builder)
- Customizable Dashboards
- Access Over Mobile Network

Technology Platform

Development Platform	.NET Oracle 10G
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THANK YOU

Mumbai – Noida (NCR) – Bangalore – Hyderabad - Kolkata

