

Providing  
technological solutions  
for a dynamic world



**your competitive edge...**

[www.networkprograms.com](http://www.networkprograms.com)  
[www.networkprograms.jp](http://www.networkprograms.jp)



**SEI-CMM Level 5**  
**ISO 9001:2000, BS7799**  
**Quality Takes Us Ahead**

Founded in the United States in 1992, Network Programs ([www.networkprograms.com](http://www.networkprograms.com)) is a pioneering software development outsourcer and innovator of the global delivery model. With a management team drawn from leading telecom institutions like C-DOT (India's premier telecom R&D centre), Lucent Technologies (formerly Bell Labs), Telcordia (formerly Bellcore), IBM and Siemens, we develop technology used in communications networks, contact centres and consumer electronics, as well as offering onsite technical resourcing. A wholly-owned subsidiary of the Jubilant Group, a US\$650 million, company, our solutions provide a wide range of software development services - onsite and offshore to the telecommunications, electronics and business process outsourcing (BPO) industries. With a team of more than 200 software engineers with extensive project experience, our delivery model is based on global resourcing, robust domain expertise, and proven quality affirmed by certifications for SEI CMM level 5, ISO 9001:2000 and BS7799 for information security. In addition, we adhere to the social accountability standard SA8000. Presently headquartered in India with sales and support offices spread across the country, we have been expanding globally with operations in the US, Japan and Australia as well as channel partners worldwide.

## Excellence Centers

Network Programs provides software solutions and services in the following areas.

### Software Development

Our Business and Operating Support Systems (B&OSS) team has a decade of global experience in delivering operation support systems (OSS) and business support systems (BSS) for leading telecom operators, equipment manufacturers, enterprises and system integrators. B&OSS undertakes the design, development, implementation and maintenance of these systems that form the backbone of every operation, with end-to-end expertise in OSS, BSS, customer relationship management (CRM), billing, mediation, ordering, trouble ticketing, service activation, provisioning, maintenance, network creation, security and regulatory compliance.

Our Network Management Systems Excellence Center (NMS) clients include equipment providers, telecom service providers and enterprises. Our services include element, network and service management and IPTV solutions. We develop innovative technologies for IPV4, IPV6, multiprotocol and convergence networks. Our project experience includes quality of service, service definition, creation and management across multi-vendor multi-technology networks. Our solutions work on Windows/XP, Solaris, Linux, HP-UX and we have extensively supported standards development at international organizations and facilitated product commercialization based on emerging standards in the convergence space.

### Switching & Embedded Systems Solutions

We provide end-to-end productization solutions combining hardware, software, product development, verification and implementation. Our domain knowledge and expertise in datacom, telecom, and embedded systems enables us to provide services in all layers of a typical real-time system that includes the entire development cycle from the design to verification of FPGA and ASIC, RTOS, kernel, BSP, protocol stacks, codecs, device drivers, etc. Other than above in totality, the expertise areas of this division are switching softwares, signaling protocols, TCP-IP, IPv4/v6, IPSec, IPQoS, VoIP, H.323, RTP, SIP, SS7, 3G, ATM, Switch & Device configuration, Call Processing, Traffic Management, Automatic Protection, PNNI, DVB, BroadBand Router, OS Internals, Security domain etc.

### Onsite Technical Resourcing

As part of our global delivery model, our onsite technical resourcing team provides IT resourcing service to the US and Japanese markets. We work directly with our customers to provide flexible IT staffing services – recruiting, long-term placements, and consulting services. Our specialized resourcing team matches your staffing requirements with the right skills, domain experience and language abilities. This team works directly with clients, as well as through a global network of HR professionals to hire specialized IT skills. We provide you with the right technical resources when and where you need it.

### Contact Centre Solutions

Our Contact Technologies Excellence Centre (CTEC) has extensive experience and expertise in providing end-to-end customer integration management. Our portfolio consists of interactive voice response systems (IVRS), dialers, loggers, automatic call distribution (ACD) middleware, CRM solutions, workforce management and custom built applications for industries like telecommunications, banking, financial services and insurance (BFSI), transportation, utilities and healthcare. CTEC offers consulting, solutions and services for inbound, blended and outbound solutions, application management, offshore development, testing and managed support services. CTEC leverages its own innovative products along with partners such as Interactive Intelligence, Aspect Software, Verint and CosmoCom. Our customers include leading telecom service operators, government agencies and enterprises in India, South Asian and Asia Pacific regions.

## Services & Industry Qualifications

|                 | Research & Development | Design | Applications Development | Testing & Maintenance | Systems Integration |
|-----------------|------------------------|--------|--------------------------|-----------------------|---------------------|
| Financial       |                        |        |                          |                       |                     |
| Retail Food     |                        |        |                          |                       |                     |
| Telecom         |                        |        |                          |                       |                     |
| Electronics     |                        |        |                          |                       |                     |
| Contact Centres |                        |        |                          |                       |                     |
| Automotives     |                        |        |                          |                       |                     |

Industry



## Key Strengths

- 15 years of global delivery of software development onsite and offshore
- More than 10 years in Japan with strong local operation and Japanese language capabilities
- Multi-disciplinary team with broad experience in software development
- Strong focus on building solutions with adaptable architecture
- Component-based development suited for flexible business scenarios
- Domain knowledge in telecommunications, BFSI, electronics and broad repository of components for quick assembly of solutions
- Mature development processes for consistently producing quality software on time and within budget
- Experience in development of software with globally dispersed teams
- Rich development environment that provides tools for improved productivity
- International experience, global presence and language skills to match client requirements
- Trusted partnerships for global multinational companies

## Products & Solutions

### Products

#### NetPacer

Bandwidth manager to optimize bandwidth capacity across enterprise and service provider networks

#### NetRelations

Complete software solution for contact centers

### Solutions

#### Smartflo (Patent pending)

Application integration framework for radio frequency identification (RFID), smart cards and biometric systems

#### Net Whisper

End-to-end voice over IP (VoIP) solution for enterprise telephony

### Net e-OSS

Complete customer care solution for telecom service providers

#### netDSL

Complete customer care solution for broadband service providers

#### Net SLA

Monitors and maintains quality of service

#### NetFlo

Workflow manager that optimizes business processes

#### Net Collaborater

Collaborative tool for outsourced and/or offshore project management



\*The logos depicted hereinabove solely belong to their respective companies.

www.networkprograms.com  
www.networkprograms.jp

### Network Programs India

C-164 Sector 63, Noida-201301,  
Tel: +91-120-402 2100  
Fax: +91-120-402 2111

S-213, Manipal Center,  
47, Dickenson Road,  
Bangalore -560047  
Tel: +91-80-51140954

Unit #10, First Floor  
Paradigm 'B' Wing, Mindspace.  
Malad Link Road, Malad (West)  
Mumbai - 400 064

### Network Programs USA

1430 Armitage Way  
Mechanicsburg, PA 17050,  
USA  
Tel : +1 (701) 728 -8811  
Fax : +1 (701) 728 -8887

### Network Programs Japan

Nissho Bldg 3F, 2-2-8,  
Ginza Chuo-Ku,  
Tokyo-104-0061  
Tel : +81-3-3535 8591  
Fax : +81-3-3535 8593

### Network Programs Australia

Tel : +61-2-9962-5554

