



Contact Technologies Excellence Center

Competency Landscape

Table of Contents

1	COMPANY PROFILE	3
1.1	Areas of Focus	4
2	CTEC BUSINESS FOCUS	5
2.1	CTEC Portfolio Offerings	5
2.1.1	CTI & Contact Centre Solutions	6
2.2	Broad level	6
2.3	Solution Development, Customisation and System Integration capabilities	7
2.4	Professional Services	9

1 Company Profile

Network Programs India (NPI) Limited, founded in 1992 as an R&D firm with Bell Labs and Bellcore background is part of a global corporation providing systems, services and solutions to customers in leading edge technology areas in, Telecommunication, Networking Technology and convergent technology domain.

Network Programs is an established technology leader in the following areas:

Providing and implementing call center solutions, vertical market solutions like customer Relationship Management Application, e-enablement of legacy system across market verticals and Intranet solutions etc. Providing customer centric business solutions through end to end network competency. Business and operations support systems (B&OSS) -- design and integration services to the telecommunication industry. Custom software as well as product development in the client-server, distributed object computing, network management, ATM and, VoIP, IP protocol areas.

NPI has built up core strengths and technologies to provide innovative solutions to some of the world's largest corporations to enable them to stay ahead of competition. Some of the Network Programs' prestigious clientele includes companies like Telstra, Alpha Systems, Lucent, Optus (Cable & Wireless), Fujitsu, Digital Switch Corporation, Unisys Corporation, AT&T, Samsung and Accelerated Networks, Bezeq.

With a wide range of expertise that exists in the company, with over 300 people NPI has the ability to provide innovative solutions. With sophisticated communication network connecting all our offices worldwide, Network Programs is well poised to meet customer needs in terms of providing, implementing and managing the complex solutions and services.

1.1 Areas of Focus

Network Programs has four profit centres organised around key domain areas:

Business Focus : Strategic Excellence Centers			
Contact Technologies	Switching and Embedded Solutions	Network Management Services	Business and Operation support system
<ul style="list-style-type: none"> Aspect call center portfolio Aspect Workforce Management solution <hr/> <ul style="list-style-type: none"> NetRelations Based end to end CC solutions Self care system Outbound Dialer ACD Middleware Voicelogging solution Reporting/Analysis tools Trouble Ticketing solution CTI enabled CRM solution for Telco service providers <hr/> <ul style="list-style-type: none"> -13 contact center portfolio for Server based offerings 	<ul style="list-style-type: none"> Broadband Network Enterprise Network PSTN network <p>Embedded Systems</p> <ul style="list-style-type: none"> Application Development Porting RTOS or Kernel on Custom hardware Device Driver Development Feature Enhancement Prototype design ASIC design services 	<p>Value Proposition in</p> <ul style="list-style-type: none"> EMS NMS, QOS, and SLA Embedded SNMP agents System Interface Technologies <p>Offerings on Services</p> <ul style="list-style-type: none"> Offshore R&D Development & Maintenance Services Onsite Manpower Services <p>Products</p> <ul style="list-style-type: none"> Fujitsu proactNes/SN:reselling in USA and India. <p>Reusable Components</p> <ul style="list-style-type: none"> Service Level Management SNMP stack, MIB, RMON tools 	<ul style="list-style-type: none"> Customer care Billing and Mediation for Wireline, GSM DSL service providers ECRM Enterprise Application Integration Process consulting and Realisation 3G OSS and wireless applications E-Governance HealthCare applications E-Commerce - Trading applications Telecom OSS applications <ul style="list-style-type: none"> SS7 monitoring and analysis Revenue Assurance and Cost optimisation

Our Contact Technologies Excellence Centre (CTEC) targets the overall call centre market providing our customers with Network Programs and 3rd party products – integrating and supporting both. Network Programs focuses on the workforce management, automatic call dialer, and related products and services.

Switching and Embedded Solutions (SES) Excellence Centre includes resources focused on embedded solution solutions including a comprehensive set of design services to build feature-rich products, which are budget and schedule compliant. Included in this skill set are resources working on switching devices and systems.

Network Programs' Network Management Service (NMS) team provides software and services that manages and controls network operations, including element management systems used to manage, analyze performance, and configure networks.

Our Business and Operating (B&OSS) team at Network Programs has a decade of global experience in delivering operation support systems (OSS) and business support systems (BSS), include systems for customer relationship management (CRM), billing, mediation, ordering, trouble ticketing, service activation, provisioning, et al.

2 CTEC Business Focus

Enterprise Market

When it comes to designing, building, implementing and supporting strategic Contact Centers and help desks, NPI is on the leading edge. We offer robust, scalable, reliable and flexible solutions designed for mission-critical environments. Our Solutions are based on Computer Telephony Integration (CTI) on a single platform for cost-effective Contact Center operations. We customize existing Client service by integrating Client database information, faxes, web interactions and telephone calls – right to the Contact Center agent. NPI has expertise in providing contact center solutions customized and tailor made to suit Banking, Insurance and Finance business vertical

Telco/Service Provider's Market

Network Programs offers a wide range of end to end multi channel Contact center solution for smooth operation having modular and scalable open architecture to support integration with backend business systems like Pre-Paid/Post Paid billing systems, third party CRM system etc. With extensive domain knowledge in GSM and expertise in protocol stack of SS7, Network Programs is a partner to trust-on for building high-end solutions

2.1 CTEC Portfolio Offerings

CTEC portfolio offerings cover its own NetRelations based Contact Center products suite covering IVRS, O/B dialer, Voicelogger, ACD middleware alongside partner offerings to provide end to end contact center solutions.



Contact Center Products Suite

OWN/Partners Products:

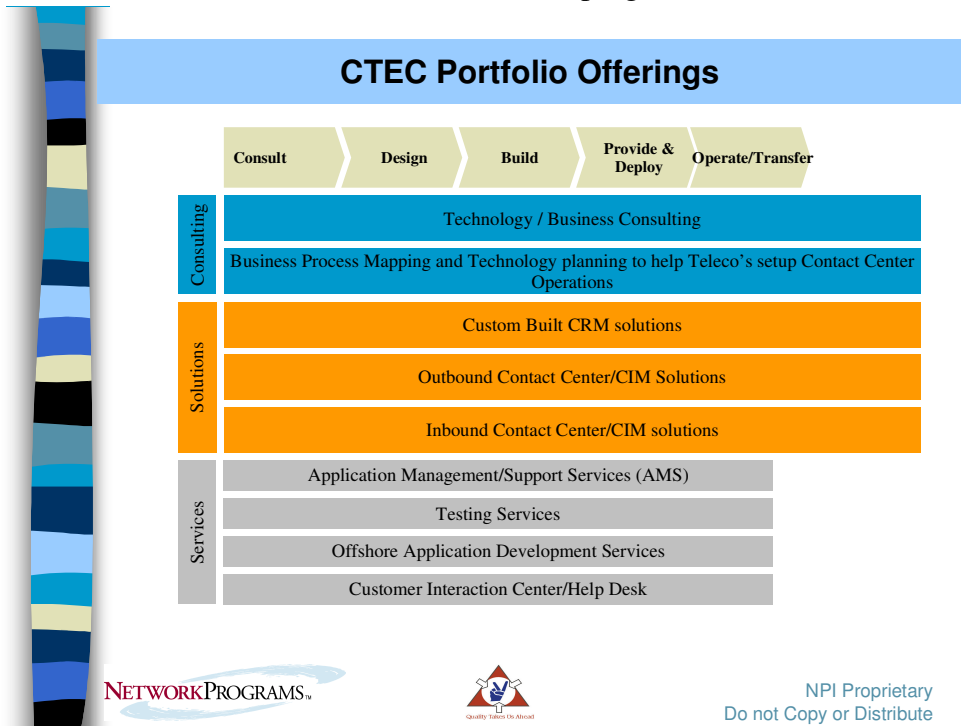
- NetRelations Interactive Voice Response
- NetRelations Outbound Dialer
- NetRelations ACD
- NetRelations Agent Application
- NetRelations Supervisor Console
- NetRelations Administrator Console
- NetRelations Designer
- NetRelations Helpdesk Solution
- e-WFM product for Large BPOs
- Server Based Contact Center Offerings
- Intelligent call Recording system
- CTI enabled CRM Solution

2.1.1 CTI & Contact Centre Solutions

With extensive experience and expertise built over Call centre technology framework, NPI is one of the leading players in the CTI and CRM domain. This includes workflow analysis, contact center technology and business consulting, RFP design, technology selection, vendor evaluation, customised solution design and delivery meeting defined business objectives.

2.2 Broad level

NPI 's Contact center excellence center possess Telecom domain competencies, skills in Consultancy, CMM-level 5 quality process, low cost structure and strong project management capabilities which can make it a very strong back-end partner for Telecom Enterprise solutions. It can team up with potential partners and can provide Consultancy, Solutions and Services across Consult-Design-Build-Transfer value chain.



2.3 Solution Development, Customisation and System Integration capabilities

CTEC has done extensive work in the different areas of Telecom operations covering enterprise and Service providers segment.

We have following system integration capabilities in heterogeneous technology framework applicable at Mobile/Wireline service operators environment.

- Wireline Billing system (such as Trichur, DotSoft for BSNL)
- Pre-Paid/Post –Paid Billing systems (Kenan, USHACOM etc)
- Lotus notes workflow application
- Lotus notes Domino server (E-mail)
- GIS system (Small World)
- Fraud Detection System
- Directory Services
- Bulk Line Testing Module (EWSD)
- Cheque clearing system (In-house)
- Alcatel 4400, Ericsson MD110, Siemens HIPATH 3000/4000 EPABX systems

Following are the front End Applications that were designed to ease the operation of the agents:

- Softphone
- Scripting
- Screen Pop
- CRM functionality
- Web Based interactions
- Outbound Dialer
- Unified voice/email box
- CTI Enabled IVRS etc.

Customization

NPI's NetRelations products suite is based on open, scalable, modular architecture to smoothen the process of integration with 3rd party applications. At the same time with vast skill sets available and the experience on interfacing aspects with various off-the-shelf products and their open interfaces, NPI can design, modify and customise interface layer/wrapper to facilitate integration of its Contact center solution with 3rd party offerings.

Expertise in “Off the shelf” third party products/ solutions

NPI has rich experience in implementing end to end Contact center solutions covering entire span of activities right from business Consultancy to understand existing infrastructure, business processes/ improvement vis-a-vis business goals – mapping customer's explicit/ implicit requirements - technology selections - development/ customization - project implementation/ execution thus guarantees profitability by optimizing returns on investment. In Contact Center arena, NPI draws its strength through a team of dedicated technical specialists, consultants having rich experience in Telecom domain.

Technology Expertise

Standards: CSTA, TSAPI, SAPI, XML, TAPI

Protocols: SMTP, POP3, TCP/IP, SS7

Protocol Gateways: WAP, RAS, RADIUS

Switches: EPABX systems (Alcatel 4400 range, Siemens HIPATH, ERICSSON MD110, TADIRAN switches.), Central Office Switches (EWSD, OCB, E10B, CdoT etc.)

Platforms: UNIX, LINUX, Windows 95/NT/2000

Languages: C, C++, VB, VB Script, XML, Dot Net Technologies, J2EE

Distributed Architecture: CORBA, COM, SOAP, J2EE

Object Modeling: Rational Rose

Platform: Oracle, SqlServer

Quality Standards: ISO 9001, SEI CMM Level 5

Other Tools: Visual Source Safe, Rational SODA, MSProject,

2.4 Professional Services

Professional Services expertise

Project Management

Business and Technology consulting

Software solutions

Implementation

End-user training

Project Management

Project management requires deployment of resources with diverse skills and experience. For instance, a project will require knowledge of H/w, Servers, databases software, LAN/WAN equipment, EPBAX, ACDs, on-site coordination skills, training skills, documentation skills etc.

NPI Has highly experienced, multi-skilled Project Managers to be able to address this requirement.

Consulting Services

NPI possess right set of domain specialist having technology and business centric flavors to be able to add value to your Solution marketing teams. The services that can be rendered include System Audits, Technology and Business planning, RFP design, Technology selection and Vendor evaluation, Techno-commercial negotiations etc.

Vendor Development

For offering solutions, vendor development is an important Presales activity. NPI technical consultants can help identify and finalize vendor arrangements to be able to help your marketing team make competitive turnkey offers.

Customers care offerings

Warranty support and support during AMC period can be a profit earner and a clientele builder or a financial drain depending on how efficiently it is run.

NPI can help by offering providing outsource on-site support during Customers warranty period and also for the AMC periods. It can also run an offshore Helpdesk for the client with a well designed, process driven

escalation System to enable you address your customer care requirement adequately and efficiently.

NPI can offer support that may require to be highly interactive and personalized.

NPI's helpdesk Framework

NPI Support Service provides any client / customer with access to our highly trained Technical Support team on need basis. By simply calling up our technical support office locations, organizations can receive technical support on the installation and configuration of NPI products / solutions.