



## Scalable , Affordable, Quality IT Services

### Software Development

Expert Global provides software development solutions, application support, database support on various software platforms such as – Oracle, Java, Microsoft, .Net, etc. Expert specializes in understanding customer requirements and applies appropriate software technologies to meet the requirements, design the solution and deliver that through a proven implementation methodology.

Expert Global recruits some of the best talents in Software development and has a highly experienced management team.

### Application Development

We help enterprises expand their businesses by developing and implementing solutions that are capable of performing across multiple platforms and infrastructures. Agile and Waterfall Methodology based cost-effectiveness and strong delivery capabilities are mainstay of our development and maintenance strategy. Our matured application development process encompasses all the phases of SDLC, starting from translating business needs into project requirements through implementation and post-production user support. With a rich experience of providing cost effective and quality services and solutions capable of consistent performance Expert Global can provide rapid adaptation- with minimal interruptions in the current processes.

### Solutions offered by Expert Global include

- Customized application development
- Web application development
- Database maintenance and administration
- Microsoft Share Point Solutions
- Embedded application development
- Application maintenance & support
- Helpdesk – 24x7

### Methodology

- Expert has a unique and proven Application Development Methodology to ensure:
  - Efficient knowledge transfer
  - Business Process Remodeling
  - Setting an environment for change, quality and configuration management

### Value Proposition

- Use of World Class Delivery Model
- Focus on using re-usable components and tools reducing cycle time and costs
- Alliances with reputed technology firms (Microsoft certified partner, Oracle Certified partner)

### Application Support

Research suggests that large enterprises spend an average of 71% of their IT budget on Application Maintenance of existing system. Clearly, Application Management presents the most potential for cost savings in global enterprises.

- Expert Global has expertise in this space and offers a cost effective solution to customers through focus on performance measures and continuous improvement besides Service Level Agreements (SLAs)
- Timely resolution of issues and root cause analysis of each issue
- Established support matrix offering Help Desk services
- Multi-level maintenance process using a Corrective, Preventive, Adaptive & Perfective approach

### Methodology

- Expert Global has developed a high level of competency in providing Support for IT Operations remotely. Expert has Application Management Methodology to ensure:

- Efficient knowledge transfer from existing staff
- Effective taking over of Application support
- Smooth & transparent operations
- Cost effective services
- Service is in line with SLAs

#### Best Practices:

- Continuous improvement in support and maintenance services with objective of lowering Total Cost of Ownership (TCO)
- Established practice focusing on defining / improving processes
- Feedback of lessons learned from projects to practice for wider implementation
- Generating knowledge repository of issues / resolution for future references.

#### Value Proposition

- Single window for providing application maintenance and support with infrastructure management
- Providing continuous improvement against industry standards and benchmark
- Binding SLA framework with Critical Service Level (CSL) and Quality Process

### Embedded Software

Expert Global offers Embedded/Semi Embedded Software Services for the development and integration of the software that resides below your application layer with your hardware. This includes developing Board Support Packages and Device Drivers, porting third party middleware and protocols, and complete integration with the hardware and embedded operating system. We work with industry leading embedded software and hardware vendors to ensure that client's product development happens with proven technologies. We help our clients develop application specific frameworks, subsystems, and top-level applications. Our expertise spans low level embedded software/firmware and the associated application software to work with it. The complex low level embedded software is developed by closely interacting with the hardware designers to get optimum performance out of hardware. The language of development is chosen depending on the performance requirements to optimize the code and increase the speed. Expert has multiple partners to supply hardware components. We have partners to design and develop hardware for embedded systems. We have partners to create industrial designs that meet various industry compliance standards and manufacture the hardware in large quantity.

#### Value Proposition

- Experience in using JAD, RAD and prototyping techniques
- Evolutionary requirements & concurrent engineering management.
- Configuration management is done using Version Control tools like CVS, SVN, VSS etc.
- Information Management: Process compliant document templates, Information Security and Knowledge Base Management
- Tools and Frameworks are used for improving the productivity and optimization of project development processes
- Complete hand over with full documentation with test reports and reviews.
- Design and development of test and diagnostic software.
- Development of GUI based software
- Ability to start new projects immediately Improved time to market

#### Our Capabilities

- Software System Design
- Event Drive Applications
- Communications Topologies
- Client-Server Interfaces
- Multi-threaded GUI applications
- Strong Partners to build hardware
- Multiple partners to supply hardware components
- Device Drivers
- Real-Time Capabilities

#### Data Communication Interface

Ethernet | Wi-Fi | GPRS | Bluetooth | TCP/IP | PPP | HDLC | Async/RS-232

#### Hardware Platform Experience

8 bit, 16 bit, 32 bit Controllers | ARM-9 core | Atmel | Renesas | PIC | Hitachi | FreeScale | SH3 | Microcontrollers ( 8051, 80196, 68HC11 and 6805 ) | Nordic Wireless Module NRF24L01, SH3

#### Voice Communication Interface

GSM | CDMA | Bluetooth

#### Embedded OS Experience

Linux | RT Linux

#### Configuration Management

SourceSafe | SVN | CVS | WinCVS

#### Language Experience

C | C++ | Assembly Language | Java

## Special Peripherals Experience

Finger Print | RFID | GPS | SPO2 | Camera | Signature Pad  
| Magnetic Swipe Reader | Barcode | EPen

## Compilers

IAR | Keil | Resonance | SPJ | gcc

## Generic Interfaces

SPI | I2C | One Wire | USB | RS485

## Frameworks

QT | Visual Studio | Java

## IO Interfaces

Audio In/Out | Keyboard | Displays (Touch Panel, LCD,  
Multi Touch LCD, Graphic LCD) | Printer

## Document Management

Expert Global has expertise and experience in providing document management systems build around Microsoft Share Point and Teamcenter. We have special expertise in working with Microsoft Share Point and Teamcenter. We have matured development process that encompasses all the phases of SDLC, starting from translating business needs into project requirements through implementation and post-production user support. Expert has helped organizations in defining the purpose and value of their existing content, identifying content arte facts, defining associated rules for content types and establishing workflows. Expert focuses on delivering business solutions by applying strong domain experience in the area of Enterprise Content Management.

Microsoft's Office SharePoint Server 2007, or "MOSS" for short, is Microsoft's first integrated server platform that aims to provide web content management, enterprise content services, and enterprise search, as well as shared business processes and business intelligence, dash boarding to the small/medium enterprise. It is fundamentally dedicated to unstructured document storage, structured list storage and group collaboration. Teamcenter powers innovation and productivity by connecting people and processes with a single source of product and process knowledge. Teamcenter's comprehensive portfolio of proven digital lifecycle management solutions is built on an open PLM foundation to power end-to-end PLM. Teamcenter Community is a web-based collaboration utility that allows companies, suppliers, and customers to share information in a secure environment.

Since Teamcenter Community is built on Windows SharePoint Services, there is a tight integration between Teamcenter Community, Microsoft Windows, and Microsoft Office. Teamcenter Community 2007 is based on SharePoint 2007.

## Benefits

- Reduced operational costs and administration time
- Easy, instant access to information
- Increased Productivity
- Efficient workflow and distribution of information
- Minimize risk – damaged, lost, out of date documents
- Complies with governments regulation on legal admissibility

## Features

- Vaulting of documents
- Revision & Version control
- Access control
- Managed - Check in - Check out
- Fully configurable user roles
- Full text search across multiple servers
- User defined attributes
- Version & revisions, including revision history
- Customizable workflows

## Services Offered by Expert

- Consulting/Workshop/Assessment
- Portal Conceptualization (Customer Portal/ Employee Portal/ Supplier Portal)
- Information Consolidation Assessment
- SharePoint Requirements Spotlight
- SharePoint Best Practices
- ECM/Portal Implementation Roadmap

## Implementation

- OOB Implementation
- Design and development of site themes and templates
- Development of custom web parts; business centric applications
- Design and development of custom workflows



**ERP**

# BackBone<sup>v1.0</sup>

Integrated Information System

With the increasing business complexity and rising global competition, deployment of integrated enterprise systems like ERP is the necessity for all manufacturing companies. Traditionally ERP had been confined to large industries owing to the high cost of ownership of the system. Expert Global solutions brings 'BACKBONE' an ERP specifically developed considering the need of SMB – making it perfectly suitable, highly effective and surprisingly affordable. So come out of your implementation blues – implement Backbone – and you are ready to handle any business complexity and take on the global competition – head on!!!

## Introducing: BACKBONE ERP

- BackBone is ERP product from Expert Group developed on Oracle & JAVA platforms
- BackBone is developed for Discrete Manufacturing Units specially from SMB Market Segment
- Suitable for segments like OEMs, Tier-I and Tier-II suppliers
- Multi Company, Multi divisions and Multi Plants data processing capabilities
- Operate smoothly on LAN and WAN

## Implementation process

- Top management thought process
- Study and bench mark various ERP products
- Study and bench mark ERP service providers
- Internal awareness and team selection
- Core team training
- Internal Functional and cross functional process mapping
- ERP product & service provider decision
- Business process reengineering w.r.t. proposed product
- System configuration & data preparation
- CRP (Conference Room Pilot)
- System corrections and data upload
- Go live and handholding / support • Fine tune system • Additional modules, customization, improvements

## Modules:

- Financial Accounting
- Payroll
- Bill Of Material (BOM)
- Purchase
- Production Planning and Control (PPC)
- Stores
- Commercial
- Production /Manufacturing
- Quality assurance
- Bill Passing
- Sales and Marketing
- Spares and Warranty (Optional)

## Expert Global Solutions

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