

# Connect Future IT Consulting (P) Ltd.

## Corporate Profile



**Connect Future IT Consulting-HO**  
Pune

**Connect Future IT Consulting**  
Nagar

Website: [www.connectfutureit.co.in](http://www.connectfutureit.co.in)



## **TABLE OF CONTENTS**

<b>1.</b>	<b>CONNECT FUTURE IT CONSULTING– RIGHT SOLUTIONS... ON TIME</b>	<b>3</b>
<b>2.</b>	<b>CORPORATE OVERVIEW</b>	<b>4</b>
<b>3.</b>	<b>SERVICES OVERVIEW</b>	<b>5</b>
<b>3.1.</b>	<b>ENTERPRISE CONSULTING SERVICES</b>	<b>6</b>
<b>3.1.1.</b>	<b>SAP SERVICES</b>	<b>7</b>
<b>3.2.</b>	<b>CFIC-CARE SAP SUPPORT</b>	<b>8</b>
<b>3.3.</b>	<b>PROFESSIONAL SERVICES</b>	<b>10</b>
<b>3.3.1.</b>	<b>STAFFING SOLUTIONS</b>	<b>10</b>
<b>3.3.2.</b>	<b>PROJECT STAFFING CONSULTING</b>	<b>11</b>
<b>4.</b>	<b>CFIC VALUE PROPOSITION</b>	<b>12</b>
<b>5.</b>	<b>COMPANY FINANCIALS</b>	<b>14</b>
<b>6.</b>	<b>BUSINESS PLAN - 101010</b>	<b>14</b>



## 1. Connect Future IT Consulting– Right Solutions... On Time

Connect Future IT Consulting (CFIC) strives to deliver “Right Solutions” to improve efficiency, maximise performance, reduce costs and harmonise customer’s business operations to increase enterprise agility and endurance.... “On time”!

We are a global IT services company that offers IT solutions to enable our customers enhance organisational flexibility and improve their business through improved IT systems.

The business philosophy at CFIC is driven by our goal to minimize your total cost of ownership of your IT Solution and in the process maximize your competitive advantage in the marketplace.

### **Connect Future IT Consultancy**

CFIC... a company that stands for strong logic and ability to deliver dependable, robust, cost effective and speedy IT services. CFIC works as virtual extension of your IT space and it is this synergy which gets converted into your faster ROI-Returns on Investments.



## 2. Corporate Overview

CFIC, head quartered in Pune, India is a niche player in IT Consulting Services market with a clear focus on Enterprise IT Solution Consulting, Delivery and Support.

With our global reach, client-focused delivery model and highly skilled professionals, we provide value-centric IT services to major customers worldwide. By the virtue of maintaining high level of customer satisfaction, we enjoy excellent references from our customers.

### **CFIC... "Value Alternative"**

Our value proposition to our customers is based on:

- **Strong Services track record**
- **Sound knowledge of Enterprise IT Solutions**
- **Global reach**
- **AnyShore Delivery Model**
- **Global Sourcing Model**
- **Flexibility in Pricing with Fixed Price commitments**
- **Tangible Savings in Project & Support Costs**
- **Risk & Reward based partnership model**
- **Long term commitment**



### 3. Services Overview

#### **Right Solution... On Time!**

We strive to provide IT Solutions well suited to customer's business needs. We have developed domain expertise for several industrial verticals. We offer an enviable portfolio of Value-added Services to our customers.

If you need solution for a major IT initiative or support services to maintain existing IT Systems or even the basic staff augmentation; CFIC offers range of services that would fulfil your requirements:

- **Enterprise Consulting Services**
- **CFIC-Care Support**
- **Professional Services**



### 3.1. Enterprise Consulting Services

CFIC provides services to support full life cycle of **ERP II** solutions from evolution to implementation to support to continuous improvement:

#### **Enterprise Solutions and Emergence of ERP II**

The emergence of adaptive solutions for business such as Supply Chain Management and Customer Relationship Management has extended the scope of ERP to ERP II.

Day by day the business environment is becoming more demanding, competitive and collaborative. For past many years, ERP has been playing a major role as the primary enabler of internal and inter-enterprise process efficiency. For today's collaborative commerce (c-commerce) processes, enterprises need to publish critical information within communities of interest. This has resulted into ERP II supplanting ERP.

The concept of ERP II is gaining momentum with users and vendors alike, and the demands on ERP processes and systems to support this evolution are causing users to redesign their ERP processes to include outward-facing elements.

In such a situation, it is imperative that your business is supported by a powerful enterprise system. But, just having ERP II is not enough. It must be implemented and maintained correctly to give your business that extra edge. Proper implementation and maintenance is a complex task that needs a wide variety of specialized skill-sets. It is both difficult and expensive to maintain such skills internally.

With CFIC, you can be assured of effective implementation and on going support of ERP II systems to run an efficient business. CFIC provides services to support full life cycle of these solutions from evolution to implementation to support to continuous improvement.



### **3.1.1. SAP Services**

CFIC offer range of services to SAP Customers including Business Process Consulting, SAP Implementations (mySAP and SAP Business One); Application, ABAP & BASIS Support; Version Upgrade & Custom Application Development.

#### ➤ **SAP Capability Overview**

- Broad range of SAP Services with proven track record
- Large pool of experienced consultants
- Established Delivery Infrastructure
- CFIC-Care Support for delivery of Support Services
- Guaranteed Service Level Agreements (SLA)

#### ➤ **SAP Services Spectrum**

- **Discovery & Evaluation**
  - Solution Visioning
  - Business Case and Cost/ Benefit Analysis
  - Business Process Re-engineering
- **Implementation**
  - Project Planning
  - Project Management
  - Project Staffing Consulting
  - Functional Consulting
  - Technical Architecture
  - Network Design
  - BASIS Consulting
  - System Performance Tuning
  - ABAP Development
  - System Conversions and Interface
- **Continuous Business Improvement**
  - SAP Health Check
  - SAP Support
  - SAP Upgrade
  - SAP Rollout & System Convergence Strategies



### 3.2. CFIC-Care SAP Support

CFIC-Care SAP Support is a flag-ship service offering of CFIC. Call it "Application Maintenance and Support" or call it "Annual Support Contract"; we feel the word "Support" does not reflect the true meaning for our services. We have set new standards in this area. We prefer to call it "Care". We are in the business of Care for SAP systems. Hence, we branded our services as CFIC-Care. Be it SAP System Care or Customer Care – We provide Maximum Care.

CFIC-Care Support scope covers:

- SAP Application Support for all modules and mySAP solutions
- SAP BASIS Administration
- Database Administration
- ABAP Development/ Customisation/ Maintenance
- Archiving
- User Training
- Upgrade Services

CFIC-Care Support Management Highlights

- **CFIC-Care Support Online**
- Guaranteed Service Level Agreements (SLA)
- Onshore Helpdesk Facilities to ensure high level of customer service and customer contact
- Onshore team of consultants for quick response and onsite work
- Offshore Support centre for cost effectiveness
- Stringent Testing & Quality Assurance processes
- Complete Flexibility in support/pricing models to suit customer budgets
- Additional services to provide "Value for money"
- Periodical reviews of support services





How CFIC-Care Support Service would benefit you:

<b>Feature</b>	<b>Benefit</b>
<ul style="list-style-type: none"><li>➤ AnyShore Service model<ul style="list-style-type: none"><li>○ Onsite</li><li>○ Offsite (Pune)</li><li>○ Offshore (Nagar)</li></ul></li></ul>	<ul style="list-style-type: none"><li>➤ Guaranteed reduction of costs</li></ul>
<ul style="list-style-type: none"><li>➤ Robust Support Mechanism through experienced and skilled SAP Consulting Team</li></ul>	<ul style="list-style-type: none"><li>➤ Guaranteed Service Level Agreement</li></ul>
<ul style="list-style-type: none"><li>➤ Onshore helpdesk facilities in Pune</li></ul>	<ul style="list-style-type: none"><li>➤ Customers get complete peace of mind.</li></ul>
<ul style="list-style-type: none"><li>➤ Multiple Pricing models.</li></ul>	<ul style="list-style-type: none"><li>➤ Within Customer's budgets</li></ul>
<ul style="list-style-type: none"><li>➤ Full information/documentation on all calls logged to ensure users understand the nature of problem and guidance on how to prevent the problems in future. .</li></ul>	<ul style="list-style-type: none"><li>➤ Reduction in number of calls over a period of time.</li></ul>
<ul style="list-style-type: none"><li>➤ Regular reviews of the services with our customers.</li></ul>	<ul style="list-style-type: none"><li>➤ Continuous improvement of support services and relationship.</li></ul>



### **3.3. Professional Services**

#### **3.3.1. Staffing Solutions**

**Whether you're looking for:**

- Project/ Program Management
  - Prince 2, PMI, ITIL
- Packaged Enterprise Solution Specialists
  - SAP, Oracle, Microsoft Business Solutions
- Application Development & Web Technologies
  - Microsoft Technologies, Java Technologies, IBM Websphere, C/ C++, Embedded Systems
- Network Management/ Operations Support
  - IBM Tivoli, HP OpenView, CA, Cramer
- Database Administration
  - Oracle, DB2, MS Sql, Sybase, Informix
- System Administration
  - Unix, Linux, Microsoft Windows

**CFIC will work with you to deliver the perfect individual**

**With total experience of over 10 years, we have:**

- Refined the processes of understanding client requirements
- Rigorous screening and vetting consultants, and
- Delivering optimum consultant resources to our clients

**CFIC provides unparalleled contract solutions for organizations in multiple vertical markets:**

- We hire the best and
- We are able to deploy them at the lowest possible cost
- CFIC is able to have quality resources at the client site within a very short time.

**Prior to referring any candidate, CFIC conducts an extensive 3 step screening process:**

- A candidate's education and work experience are evaluated



- Work reference checks are carried out to guarantee that only the most qualified candidates are introduced to clients. (the reference checks are available to our clients to view)
- We explain every aspect of a prospective position to assure client/consultant compatibility
  - The day-to-day responsibilities
  - Client expectations
  - Working environment
  - Corporate goals and expectations

### **3.3.2. Project Staffing Consulting**

#### **CFIC' project staffing methodologies "rise above" the traditional Professional Services.**

- This methodology also encompasses:
  - Exact fit of consultants
  - Knowledge transfer
  - Delivery to Milestones management, and
  - In-house technical & functional expertise
- We provide
  - in-house technical & functional expertise as a value added service
  - provide objective observations related to project staffing issue
- CFIC is organized and equipped to solve problems ranging from
  - business consulting and infrastructure support
  - from application development and integration
  - CFIC can provide you full project lifecycle support or implement selected phases of the project



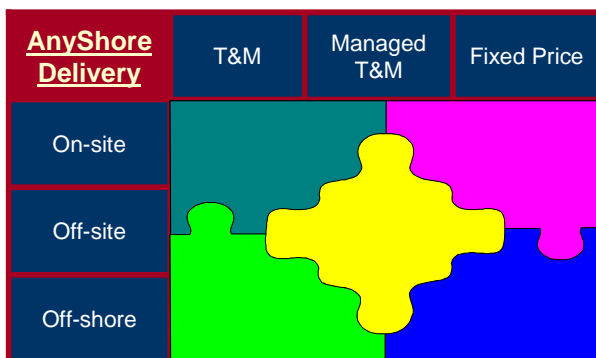
#### 4. CFIC Value Proposition

CFIC offer a value proposition to our customers based on:

- **Strong Services track record**
- **Sound knowledge of Enterprise IT Solutions**
- **Global reach**
- **AnyShore Delivery Model**
- **Global Sourcing Model**
- **Flexibility in Pricing with Fixed Price commitments**
- **Tangible Savings in Project & Support Costs**
- **Risk & Reward based partnership model**
- **Long term commitment**

Our strong track record in IT Consulting Services delivery is back-bone of our value proposition. And this back-bone derives its strength from sound knowledge of Enterprise IT Solutions. The advantage of global reach is derived from our AnyShore Delivery Model and Global Sourcing Model. Experienced resource pool in Indian Offshore Centre ensures robust support services. Nimble deployment of resources onshore provides flexibility required by multi-country implementation and rollout projects.

Our AnyShore Delivery Model allows us to offer flexible pricing to our customers



worldwide. Service Delivery Model and Pricing for services delivered to customers (with a possibility of Offshore Annual Maintenance & Support from our centre in India) is like a jig-saw puzzle. We offer innovative pricing to solve this puzzle for you with one important target in mind – “Value” you must derive from

this engagement. This flexibility also helps us to quickly take our engagements to next level of relationship with Fixed Price commitments with solution assurance. AnyShore Delivery Model enables us to leverage lower offshore consulting rates while Fixed Price



**CONNECT FUTURE IT CONSULTING (P) LTD**



commitments ensure customers from any project over-runs. This results in tangible savings in project costs for our customers.

All these factors provide a foundation for higher and better values our customers derive from our services. Risk & Reward based Partnership offered to our customers with a long term commitment makes us a true Value Alternative for IT Services.



## 5. Company Financials

### **Young organisation... Strong Financials!**

CFIC started trading on 1<sup>st</sup> October 2009.

## 6. Business Plan - 101010

### ➤ **Vision 101010**

- To build a strong **customer-focused** and **quality-driven** organization to provide **value-centric** Enterprise IT services to the customers globally.

### ➤ **Mission 111111**

- **To build an organization -**
  - With exceptionally high customer satisfaction index, well above market average
  - With well-established presence in India
  - That provides great place to work which gives boundless growth and learning opportunities to the employees

### ➤ **Execution Strategies**

CFIC has aligned the execution strategies along three key disciplines of business which serve as three main pillars of the organisation:

- **Business Development**
  - Responsible for Marketing, Lead Generation, Sales, Pre-Sales and Customer Relationship Management
- **Service Delivery**
  - Responsible for Resource Management, Service Delivery Management, Quality Assurance, Escalation Management and Supplier Relationship Management
- **Operations**
  - Responsible for Accounts, MIS, General Administration, Legal and Human Resource Management



**CONNECT FUTURE IT CONSULTING (P) LTD**



The Executive Management Group provides leadership, direction and guidance to these three disciplines. The Directors are hands-on professionals and have active participation in business execution.