

Eastern Software Systems

ERP
Total IT outsourcing
Application Development and Maintenance



Eastern Software Systems

Delhi(Noida) Chandigarh Mumbai Ahmedabad Pune Kolkata Chennai Bangalore

Angola Bahrain Botswana Burundi Colombia DR Congo Ethiopia Ghana Indonesia Ivory Coast Kenya Kuwait
Mauritius Mexico Morocco Namibia Nepal Nigeria Oman Peru Qatar Saudi Arabia South Africa Sudan Tanzania
UAE Uganda Tanzania

At ESS we have the depth, the experience and the expertise to respond to the unique challenges and opportunities that are associated with providing high quality IT solutions to the tremendously competitive business environment of today.

Vision, Innovative thinking and Determination have made ESS one of the very few Indian companies who have made a name for themselves in the IT Products segment in the global market. “ebizframe” from ESS is the largest selling Indian **ERP** in the SME segment of India, one of the largest in the world. Today ESS has installed base and presence in India, Africa, Mauritius, Middle East, S.E. Asia and Latin America. ESS was the first Indian company to launch a totally web enabled ERP in Asia. In 2002, ESS became the first Indian ERP company to be assessed at CMM Level 5. Together with its ERP, ESS now also offers Total IT outsourcing solutions making it the only Indian ERP company to offer such a combo solution. The Application Development and Maintenance services offered by ESS has helped many clients achieve significant cost and productivity improvements. The clients for these services include large, global organizations.

ESS’s success in its deliveries in all its businesses is result of a very determined and strict adherence to its well designed CMM Level 5 processes.

HISTORY

ESS was founded in 1990 by two visionary and enterprising IT Professionals with a versatile and in-depth experience of the global IT industry. ESS started its operations with bespoke software development, IT training and consultancy. ESS's first tryst with Product development came when it launched its own Hospital management software in the year 1993. This was truly an achievement at that time for a 3 year old company. Banking on its expertise in Product Development and Product Management, ESS decided to build an ERP solution for the SME space. This was a market devoid of any branded players and there were hardly any good ERPs available in this space. ESS launched its ERP commercially in the year 1998 by the name of "Makess" and since then has been moving strength to strength to become India's leading ERP player. "Makess" was renamed as "ebizframe" in the year 2000.

Today ESS offers a full bouquet of IT services to meet the growing requirements of its global clients and has a number of large and MNC clients for its services of IT outsourcing as well as bespoke application development.

QUALITY AND PROCESS MANAGEMENT

ESS firmly believes that it is absolutely essential for organizations to continuously invest in their processes to be able to achieve world class quality in their deliveries. As a recognition of ESS's commitment towards process quality, ESS has been assessed at **SEI CMM Level 5**, the highest measure of Quality processes maturity for software organizations. This puts ESS amongst a select band of around 150 companies worldwide who have a similar assessment. ESS is also certified **ISO 9001** by BVQI since 1999 for processes including Project management, software development, HR, marketing and system administration. Recently, this certification was upgraded to ISO 9001:2008.

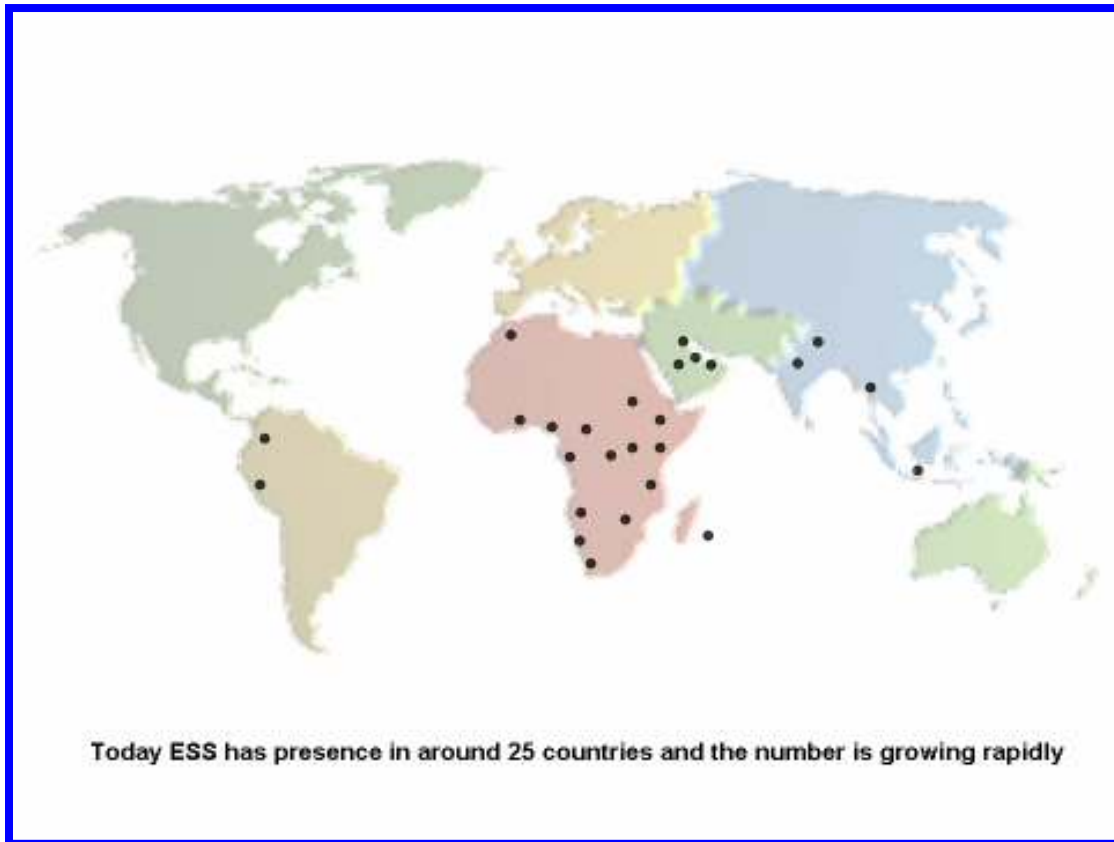
THE TEAM AND FACILITIES

ESS has a development facility based in Noida(India) equipped with state-of-the-art IT infrastructure. Noida is a part of the National Capital Region of India and is located just on the Eastern Border of New Delhi. ESS has around 275 highly qualified and experienced professionals who help maintain high quality in every delivery of ESS. Since ESS is primarily in the knowledge base industry, it is essential for ESS to continuously invest in its Human resource. On-site and classroom Trainings are regularly held on subjects such as processes, domain knowledge, technology and behavioral aspects. The company is a very strong believer in processes, a philosophy which percolates to the lowest ranks in the company and in every project that ESS takes up. The strict process adherence has been one of the biggest reason for ESS's success in the IT industry.

LAURELS

- Rated amongst the top 10 ERP companies in India by Frost and Sullivan
- Rated amongst the top 10 ERP companies in India by Express Computers
- Featured among Channels Asia's '50 most dynamic companies of Asia Pacific'
- Rated among PC Quest's 'Top 10 world-class products from India'
- Featured among Dataquest's 'Top 7 Home-grown Software Brands'
- Among Computerworld India's 'Most powerful ERP companies, Most powerful ERP Packages'
- Awarded 'Best ERP Solution Provider' by the Computer Society of Kenya for 2004 & 2005

GEOGRAPHICAL PRESENCE



LINES OF BUSINESS

ESS has three main lines of businesses :

1. ERP (ebizframe)
2. Total IT outsourcing
3. Application Development and Maintenance

ERP(ebizframe) : ESS is mostly known for its flagship ERP product **ebizframe**. Using our ERP, companies have transformed themselves from non-integrated units with scattered islands of information into an integrated strong global company managing the entire operations from a single location.

ebizframe is a **web-enabled** ERP based on **Oracle**. It is multilingual, multi currency and multi company software based on Oracle 10g and Developer 2000. In addition to Windows, ebizframe also runs on Red Hat Linux . ebizframe offers you the best of functionality at the costs comparable to mid-range ERPs. It works with equal dexterity and robustness across manufacturing, distribution, trading and retail environments. ebizframe ERP is specially targeted at the Small and Medium Enterprises(SME) segment and over the years has become the most successful ERP in India in the SME segment. Ebizframe has been successfully implemented across various industry verticals including Engineering, Chemicals, Textiles, Auto Ancillaries, Hospitality, Retail, FMCG, Mining etc.. It has also been successfully installed across diverse geographical locations in India, Africa, Middle East and S.E. Asia making it a globally acclaimed product.

ESS started developing ebizframe in 1995 and developed the product over a 3 year period bringing together highly skilled technical and functional resources across Industries. Over the past decade, ESS has achieved a base of over 600+ clients, 1600+ sites and 16000+ users spread over 25+ countries. Globally the Product is implemented and supported by ESS.

ebizframe offers you the following functionality in conveniently priced combination of modules and suites.

- CRM
- Procurement
- Materials management
- HRIS
- Financials
- Manufacturing
- Management Dashboard(Graphical Analytics for the top management)
- Corporate portal
- XLenz(Excel based Reporting cum BI tool)
- Statutory Requirements
- ERP Security and administration

Total IT Outsourcing(TITO) : Most successful businesses in the world have a very strong IT backbone to provide them with the right information required for taking the crucial business decisions. Unfortunately the competitive and time pressures leave you with little time and energy to keep up with the rapid advances in Technology. As a result you are often forced taking Technology buying or maintenance decisions, without adequate technical knowledge. To help you with these decisions you need service providers who can understand your IT needs as per the needs of your businesses and also provide and maintain the complete IT infrastructure as a single window solution.

Under ESS's TITO services, we provide management of your complete IT infrastructure. This frees up Senior Management's time from the IT decisions so that they can concentrate on their business. Under the umbrella of TITO, ESS provides comprehensive IT infrastructure management including availability, manageability and performance on a 24x7 basis for hardware, software, peripherals, networks, web space and custom applications. ESS can help plan, integrate, modify, implement, transition, and modulate IT Infrastructure of any organization to any scale and complexity. We have the necessary scale and expertise to create, design, implement and maintain the complete IT infrastructure for your organization in line with your business strategy.

The specific services under the TITO umbrella include:

- Auditing existing IT hardware and Software Infrastructure.
- Understanding Business Objectives and their impact on IT deployment
- Infrastructure enhancement planning and procurement advisory based on your budget
- Design, implementation and maintenance of Networking, Security & Access Control.
- Application delivery, ongoing maintenance & support.
- Web presence including website management, e-commerce
- Processes and People integration with IT vision

With ESS, you can be assured of quality IT Infrastructure Management. This shall ensure the desired availability of IT resources to end-users whilst ensuring maximum cost reduction.

Application Development and maintenance(ADM) : Whether providing resources, building specialized applications, developing database applications or tailoring an existing special or commercial product to meet new requirements, our resource base and processes are fully equipped to deliver cost effective and highest quality services/products. Our SEI-CMM Level 5 processes ensure cost-effective solutions delivered in minimal time frames, thus offering tremendous cost reduction and significant productivity enhancement for clients. We provide the following services :

- **Custom Application/Product development** : We provide software design and development services following proven and tested methodologies. These span over developing complex Business Applications to Web portals. ESS has intrinsic and diverse capabilities to handle Software Development Life Cycle Projects for its clients. The SEI-CMM Level 5 processes ensure that these solutions are high quality, cost-effective and are delivered in minimal time frames. Our clients who have utilized these services have been able to achieve significant cost reductions by outsourcing the development work to us. ESS has executed projects such as sub-contracts from large IT vendors as well as projects given by large MNCs for their international operations with multi country deployment. ESS has also done very complex web portals using latest development frameworks or technologies like **Web 2.0** or **LAMP**.
- **Offshore Support** : With the communication infrastructure that has improved tremendously over the past decade, an increasing number of companies are preferring to maintain their in-house, enterprise or legacy applications by outsourcing them to offshore locations. The 24x7 support provided over high speed links and internet works out to be very cost and time effective. This also eliminates the need to keep a heavy in-house IT team to support your applications. For the countries located in the Western part of the world, the time difference works out to be another advantage in favour of outsourcing the support to an offshore location in the Eastern part.
- **Technical Manpower Outsourcing(TMO) services** : For companies which are maintaining the applications by themselves often find it hard to retain the ever mobile programmers. Besides this the “real” costs of keeping your own programmers can be much higher than to take programmers on short or long term assignments from software services providers. ESS’s TMO services are the right answer for your such needs. They help level the peaks and inequalities in your resource requirements which you will often encounter while developing or maintaining an application. ESS can provide highly qualified, cost-effective and result oriented professionals to you who would work with you as a part of your own team. The skills of these people can vary on platforms as diverse as Oracle, VB, VC, C++, ABAP, DW, Perl, Linux, Unix or mainframe. We have provided these services to companies like Citibank, ARAMCO, HP, Pfizer and GE.

For more details, please visit www.essindia.com or get in touch with

Mr Prakash Gopalani
General Manager-Sales and Marketing
Eastern Software Systems Pvt Ltd
B-65, Sector 63, Noida – 201 307 (U.P.). India.
(Noida is a part of National Capital Region of India)
Tel : +91-120-4212931-39
Fax : +91-120-4212930
Mobile : +91-98100 95439(Prakash Gopalani)
URL : www.essindia.com
e-mail : prakash-gopalani@essindia.co.in, marketing@essindia.co.in