



CitiXsys Technologies Private Limited

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Message from the CEO

Mr Kamal Karmakar on the various growth plans the company is looking at in the near future...

CitiXsys has made a radical transformation and is moving towards becoming the market leader in Retail and Distribution software products. We are constantly performing well and have carved a niche for ourselves across the globe. In the last two years we have made the organisation stronger by adding more mature products to our portfolio, establishing a focused marketing platform and enabling a global team to faster go-to-market strategy.

The Organisation plans to augment its capacity to become 'THE' market leader in retail and distribution software products for growing enterprises. This year we will go to the market with our products, create an agile backend in India and form a larger global field team. Our key to unfetter organisational dreams lies in integrated product platform, quality of product, aggressive go-to-market and partner enablement. Our plans are afoot to make our customers more profitable by delivering software and committed support.



About the Company

CitiXsys Technologies Pvt Ltd (CitiXsys) is a software products and services company that commenced its commercial operations in 2002 as a services partner with SAP Business One. As a services partner, CitiXsys is involved in the development of core software components for SAP Business One, as well as implementation of SAP Business One for SAP customers and partners worldwide. During 2004-2007, CitiXsys developed its own Intellectual Property (IP) software as add-ons for SAP Business One. Today, CitiXsys is one of the largest services and solution partner for SAP Business One, selling not only SAP Business One & CitiXsys products in retail and wholesale distribution domain but also providing end-to-end implementation services including installation, customisation, integration and maintenance support to SAP partners and customers across the globe.

The company has its corporate headquarters in New York, US; an R&D centre in New Delhi, India and overseas offices in London, Sydney, Chicago and Toronto. Its other services include application management, custom application development, IT consulting, IT education & training and packaged software. CitiXsys also has strategic alliances with SAP Germany, Israel, US, UK, Australia, India and a number of other technology partners for product development and related services.

Products & Services Offered

CitiXsys is a software products and services company that provides vertical and horizontal industry solutions to its clients. CitiXsys' flagship products include-

- **iVend Retail** - An end to end Retail Management Solution which enables retailers to manage their customer relationships, supply chain, POS and store operations and financial business processes. The solution has features such as customer loyalty, flexible pricing

and promotions, centralised or decentralised procurement, cash management, visibility of inventory at locations, secure credit card authorisations, support for rental transactions, stock reconciliation and fully integrated accounting amongst several other features.

- **Warehouse Management** - A warehouse and distribution solution, which enables the customer to manage and track the movement of inventory from receiving to shipping. It enables customers to cut warehouse costs by eliminating paper work and shipping errors. It also helps to improve staff productivity and provides accurate inventory levels to all inter-company departments. The solution's architecture allows it to run on industry standard RF Handheld devices such as Symbol, Intermec in an integrated manner with the core software.

- **InterCompany Solution** - A financial transaction and consolidation solution that facilitates sharing of data across partner companies and provides multi level financial consolidation across head office and subsidiary companies. Its design allows it to be deployed across multiple instances of SAP Business One which are geographically dispersed. InterCompany enables customer to analyse key financial information at all operating locations such as accounts receivables, profit & loss, balance sheet etc.

- **Credit Card Application (CCA)** - CCA makes authorisation, authentication and settlement predefined and automatic for purchases made by a customer's end customers. The CCA is integrated with a host of payment gateways such as Paypal, Commedia, Authorise.net, Ogone and Skipjack.

- **Item Matrix** - An inventory tracking solution which integrates with the order entry, purchasing and inventory modules in SAP Business One. Item Matrix reduces the complexity of managing inventory with various features like colour, size and style attributes. With its intuitive user

interface, sales staff can easily find SKUs during sales and purchasing transactions; increasing the speed of service and customer satisfaction.

- **Inventory Pro** - Inventory Pro enhances the SAP Business One basic inventory features to make managing inventory easier. It is designed for customers with light transactional inventory volumes that deal with multiple items and includes three separate applications: Bin Location Management, Multiple Unit of Measure and Available to Promise.

- **Container Management** - Container management for logistics tracking supports the ability to take orders and sell containers while on the logistics front it maps the sales-purchase of containers along with managing the process of delivery of containers to customers.

Services

SAP Business One Implementation

CitiXsys' implementation services are aligned with SAP Business One to include: strategic planning, defining business requirements, software design, configuration, building, testing, deployment, upgrades, maintenance, optimisation and support. At each phase of the SAP Business One life cycle, CitiXsys consultants work with customers to target their business objectives and monitor their progress to ensure the solution reduces short-term project risks and delivers long-term value.

mySAP-SAP Business One Integration

CitiXsys' team of consultants works jointly with the clients and helps them to drive business opportunities from mySAP-SAP Business One solution.

Bespoke Development

CitiXsys' Bespoke Development is designed to enable organisations balance the

expense reductions with strategic growth initiatives and help them to achieve operational functionalities. It is a customised service developed to meet business requirements of different clients. The service helps improve functionality and reduces the cost and time to deliver. It also enhances the ability to monitor the entire enterprise operation.

Infrastructure

CitiXsys campus in New Delhi spreads across 60,000 sq. ft. with state of the art infrastructure and a capacity of accommodating 700 resources. The company also has a 100 seat support centre for 24x7 product support and help desk services.

Global Competence Centre

CitiXsys Global Competence Centre (GCC) located at New Delhi acts as a primary hub for delivering services and supports to SAP Business One partners and customers. GCC provides services and support such as remote consulting expertise for customisation, project and design assistance, application configuration, custom programming & software development.

In addition to these services, it supports local and global markets developing valuable solutions, driving innovation and competitive advantage for SAP Business One, its customers & its partners. The facility also has a capacity for accommodating additional workforce with the increase in the number of serviced customers.

Future Prospects

CitiXsys plans to strengthen its domain expertise in the retail, distribution and supply chain management area by providing customers pre-packaged and configured software which is easy to implement. It is also planning to enter into new geographies and setting up offices in the overseas market.

Chief Executive Officer

Kamal Karmakar

Key Personnel

Chaitanya Pathak

Vice President – Products Engineering

Duncan Wyeth

Vice President - Global Field Operations

Gary Lacombe

Vice President – North America Operations

Manish Chaturvedi

Vice President – Service Delivery

Paula Goncalves

Director – Business Development (APAC)

Turnover Bracket

Rs 500 – 1000 mn

Manpower

250

Locations

New Delhi, New York, Chicago, Toronto, London and Sydney

Quality & Process Certifications

ISO 9001



CitiXsys Campus - New Delhi



CitiXsys Campus - New Delhi