

We do I.T. better!

Managed Outsourcing Services for Enterprises



Increase revenue, reduce
expense, simplify complexity,
streamline success.

HELP YOUR BUSINESS GROW!

- Virtual Enterprise Services
- Joint Ventures with CIS
- Build-Operate-Transfer (BOT) arrangements



Cyber Infrastructure (P) Ltd.

<http://www.cisin.com>



Share our passion for what we love doing

Our Name "Cyber-Infrastructure" describes the new research environments that support advanced computing and information processing services; it is the technological solution to a problem by efficiently connecting data, computers, Internet and people with the goal of enabling derivation of novel strategies, knowledge and results.

CIS offers a range of solutions for your small, mid and large-size businesses.

INTRODUCTION

We at CIS work hard every day and provide our clients, quality solutions in the areas of Custom Software Development, ITeS Services, Outsourcing Services, Offsite/ Onsite Staff Augmentation, for industries such as engineering, communications, software and systems development etc. We were created to provide first-class specialized R&D and engineering services to companies so they could concentrate in their core business areas.

Converting I.T. investment into business results is key to your success

Specializing in the delivery of the managed, enterprise-grade, web, mobile and cloud-based IT solutions to small, mid and large sized enterprises with multiple locations, CIS is a multi-award winning technology company headquartered in Indore, India. Established in 2003, CIS is highly experienced in the IT business, with a proven track record of outstanding service and long-term customer relationships.

Laying a strong foundation for your business

Every day when you're stuck with your IT needs, you're losing opportunities, revenue and reputation. That's why we've built a solid foundation - resilient, reliable, aggregated outsourcing solutions through our service delivery center in Indore, India with offices in Milpitas, California; Brisbane, United Kingdom & Reykjavik, Iceland. This infrastructure lies at the core of our offer that enables a constant reach and broad service offerings.

SECURE AND RELIABLE

Our delivery center uses the highest standards to maintain the confidentiality, integrity and encapsulation of your business data. Delivery center are manned 24x7x365 by highly experienced and trained operations staff, and utilize state-of-the-art digital surveillance and biometric readers for prevention of any unauthorized access. To provide further protection & efficiency, delivery center is built to effectively manage and withstand most of the major issues, easily.

We do I.T. better!

With high availability, performance & quality of services, you can be sure; can rely on us as your power packed virtual team to run your IT businesses.

OUR INFRASTRUCTURE

- World class infrastructure equipped with the latest technology.
- 3000 sq meters of office area in beautiful Indore. Complete measures in place to ensure around the clock services for critical business operations.
- Team of 400+ experienced professionals in 2012. Growing annually at a rate of over 100%.
- We are the leading solution provider for over 50 emerging technology companies from the Silicon Valley and other parts of the globe.
- Strategic Alliances with many global technology companies including Google, Microsoft, Paypal, Drupal and others to create & provide right solutions for our clients.
- Our treatment and work environment has resulted in over a 95% retention rate of our staff.
- Our clients rely on us as an integral part of their business operation.



Security Alarms



Continuous Surveillance



Hvac controlled Environment



UPS backup Generators



Biometric Sensors



Fire suppression System



24/7 365 Operation Monitoring



Electronic Motion sensors



5 WAYS WE CAN HELP GROW YOUR BUSINESS

1. We deliver superior, innovative, customized outsourcing services per your needs.
2. We design and deploy flexible IT solutions that fit the needs of a growing business
3. We reduce your **CapEx** and **OpEx** costs
4. We provide dedicated support team that can keep you up and running all the time.
5. We're accountable for the right, function and performance implementations of your system, so you can concentrate on your project management and vital activities.

FROM OFFSHORE TEAM TO VIRTUAL ENTERPRISE

Our Virtual Enterprise services enable a foreign company like you to establish a custom-built offshore operation in the India fully hosted and managed by CIS. These offshore operations typically have their own office space, their own management staff, and almost operate like mini-companies within CIS. Main differences between our **Offshore Contact Staffing** and **Virtual Enterprise** services lie in the fact that offshore staffing is typically smaller in scale and talent-driven while Virtual Enterprises are typically larger in scale, process-driven, and require a great deal of customization and autonomy. For many of our clients it's making their offshore delivery center a strategically vital part of their business.

Advantages

- + Short Setup Process (1 to 2 months)
- + No Long-term Commitments
- + Optional Ownership
- + No Capital Expenditures
- + Optimized Local Practices
- + 100% Operational Control
- + Lowest Possible Monthly Costs
- + Transparent Pricing Structure

THE VIRTUAL ENTERPRISE AS THE OPTIMAL OFFSHORING MODEL

The Virtual Enterprise model, also known as the synthetic or hybrid organization model, combines the strengths of both the **subsidiary** (wholly owned local subsidiary) and **offshore outsourcing**. In the Virtual Enterprise model, as a custom-built offshore operation in India, CIS will provide all the necessary manpower, assets, and support services in the same way that an offshore outsourcing provider would. ***The big difference lies in the operational control which will be 100% in your own hands.*** You will be free to dictate exactly how the offshore operation is managed, the workflow processes are executed, IT assets and tools are used, and who will manage your day-to-day operations, even including the office space.

OWNERSHIP OPTIONS WITHIN THE VIRTUAL ENTERPRISE MODEL

Some of our clients have a need to partially or completely own their offshore operation. For clients with a need to own their offshore operation, we offer two variations on our Virtual Enterprise model: the **Joint Venture** and the **Build-Operate-Transfer** arrangement agreements.

VIRTUAL ENTERPRISES ADVANTAGES

Virtual Enterprises combine the strengths of the offshore subsidiary and 3rd party outsourcing models:

- ✓ **Lower Costs** – Almost Zero CapEx (for generic IT/ ITES Operations), Lower OpEx of India
- ✓ **Lower Risk** – No need to deal with any local regulations or challenges
- ✓ **Quicker Time to Market** – Using ready to use CIS Infrastructure
- ✓ **Risk vs Control** – Full Control on people and work process

All in all, we strongly believe that a Virtual Enterprise solution with CIS as the local partner is the best solution for companies looking to set up an offshore operation and leveraging India Advantages.

SETUP PROCESS

For smaller scale Virtual Enterprises, the setup process will be very similar to the Offshore Contact Staffing Setup Process. For larger scale or more complex offshore operations, the setup process would include these steps:

Requirements Analysis

After our initial contact, we will go through a mutual due diligence process in which we identify the goals of your organization and match those with the capabilities of CIS. We will further work with you in analyzing your requirements until we are able to clearly describe and document your offshore operation in terms of talent, infrastructure, support, and management requirements.

Proposal & Acceptance

Once your offshore operation is well-defined, we can work out a service delivery and pricing model and present this to you in a detailed proposal. There will undoubtedly be a certain level of back-and-forth before we reach an agreement on our basic terms of service and our pricing.

Services Agreement

At this stage, we will formalize our agreement in a formal services agreement contract which will contain all the details of your offshore operations, our service delivery, and any service level agreements we may have agreed to.

Project Team Assembly

In most cases, the setup of the offshore operation is quite a complicated matter that requires the establishment of a project team that will execute the entire setup process. Typically, this project team will contain members of your management team and members of CIS' management team with a single project manager on both sides taking charge on each side. The project team will typically have weekly video conferencing calls in which they discuss progress and make sure that the team is on track for a timely go live of the offshore operation.

Talent Acquisition

The talent requirements identified in step 1 are translated into a staffing plan which gives all the details on the different job profiles, headcounts, and go live dates for each position. Our Talent Acquisition department will use this staffing plan to source for candidates and run through the screening process that we mutually agreed to. Typically, our clients are very involved with the selection of their more senior offshore staff but leave us to hire all team leader and associate

level positions. In the end, it is up to our client to decide how involved they will be with the screening and selection of their offshore staff.

Infrastructure Acquisition

Our IT department will work with our facilities and acquisition team in getting all the IT and infrastructure assets in place. Typically, our IT department will have to work with our client's IT department to establish and test all systems and workflow processes.

Management Framework

Part of the documentation we create in Step 1 will explain how the offshore operation will be managed. The management framework establishes the organizational chart of the offshore operation, the reporting structure, KPIs, metrics, and the means through which performance will be measured and reported.

Go Live, Yeah!

With all the infrastructure resources, talent resources, and management framework in place, your offshore operation can now go live and start operations. The go live is typically celebrated with our client's management and stakeholders present on location in the Philippines.

Daily Operations

After the go live, your offshore operation will roll into normal daily operations. The management framework that was identified in Step 1 and setup in Step 8 will kick into action and assure that your offshore operation is performing well. CIS' Operations group and support departments will be there to make sure that any operational issue will be addressed immediately. In the end, it is very much in our interest that your offshore operation is a great success.

Pricing

Virtual Enterprises can vary greatly in scope and complexity and there are a number of pricing models we can apply to our services. For smaller scale Virtual Enterprises, we will use the pricing model of our Offshore Staff Leasing services. For more complex operations, we will create a transparent pricing model based on:

Direct Personnel Costs - These are the total costs of the base salaries, taxes, and benefits of your staff. These costs will be openly shared with you and you can directly budget and control all these personnel-related costs.

Infrastructure Fees - These are the fees we charge for providing all necessary infrastructure and tools including office space, workstation hardware and software, servers and networking equipment, telecommunications, and other facilities.

Services Fees - These are the fees we charge for providing management and support services. These operations typically include management, IT and technical support, manpower acquisition, human resources management, finance and accounting, legal support, facility management, security, etc.

Naturally, all these costs will depend on your exact requirements and the resources we will provide your Virtual Enterprise with. In general, you can expect to save at least 70% on manpower and shared service/overhead costs. Infrastructure fees will generally be 40% lower except for telecommunications which is typically more expensive in the India than in most Western countries.

Joint venture with CIS

There can be a number of limitations for you in outsourcing like:

- Your clients may furthermore not allow you to subcontract or outsource their work to a third party
- Your company may need your offshore component to be in your ownership or to maximize the company value for an IPO or M&A.

A joint venture with CIS is the perfect way to effectively address the challenges described above. The basic premises are quite simple: your company and CIS will start a joint venture in India which effectively creates a corporate entity in India that services your company exclusively and is largely in your ownership. Within the joint venture, your company can leverage all the local resources and expertise that CIS has built up to start operations swiftly and effectively and without any of the growing pains Offshore Subsidiary Company typically face. Naturally, joint ventures are pretty complicated deal structures and your company should have decided that they want to operate in India indefinitely. Should your company first want to test the waters then you can still use our Project Outsourcing, Staff Leasing or Virtual Enterprise services first before you make a long-term commitment in a joint venture.

Build-Operate-Transfer agreement

Our Offshore Staff Leasing and Virtual Enterprise services enable you to leverage CIS' existing capabilities and resources to set up an offshore operation in India. Both delivery models are a highly effective way of starting operations offshore without the due diligence, costs, and long-term commitments required to start your own India-based corporation. Your end goal might still be to one day fully own and control the entire offshore operation. In those cases, CIS can offer a Build-Operate-Transfer (BOT) arrangement in which we will run through two main phases: CIS will build and operate your offshore operation for a certain period of time, after which we can transfer the entire operation to your own India-based corporation.

Last Notes

We are here for you from start to finish

Businesses are more and more seeking services from a single provider rather than multiple entities. Unlike most companies that provide a single purpose service offering, CIS covers all major aspects of your IT, Application Development & ITeS needs. Through a combination of our professional team's skills, our IT engineering processes, and our comprehensive proactive support offering, CIS is a complete, one-stop, end-to-end, quality services provider, Strategic partner for a small, mid and large-size businesses.

Relationship based on Mutual Success

We know that submitting your business DNA to a third party brings concerns about trust and reliability. Rest assured. CIS, with 400+ professional members, over 1250 man years of experience, has a turnover of over 10 million USD, with most of our revenue coming from recurring revenue. After years of experience and engineering efforts CIS possesses valuable human assets that are valuable and rare in the Indian market and we are continuously growing with over 100% annually with 200s of our client businesses, relying on us as their own offshore team.



INDIA OFFICE:

CIS-Plex, 10 South Tukogang, Indore M.P. India - 452001

UNITED STATES OFFICE:

#1159 Sonora Court, Sunnyvale, CA – 94086, USA

SINGAPORE OFFICE:

#111, NORTH BRIDGE ROAD, PENINSULA PLAZA, SINGAPORE 179098

Web: <http://www.cisin.com>

SALES CONTACT:

For Sales Enquiries please email at : sales@cisin.com

Call Us:

U.S./CA	+1-(888)572-3991	(Toll-Free)
U.S./CA	+1-(408)757-0839	
U.K./EU	+44-020-3318-0351	
AU/NZ	+61-2-8015-5256	
SG/MY	+65-3158-0888	
INDIA	+91-(731)-406-1154/ 301-3279	
FAX	+1-(408)649-5290	