

We do I.T. better!

Managed, Enterprise-grade: Outsourcing Solutions



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

HELP YOUR BUSINESS GROW!



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 **One-Stop IT & ITeS offshore outsourcing services** for your Small, Mid and Large-size businesses.*

INTRODUCTION

We at "CIS" (**MS Gold Partner, Drupal & Joomla Spencer**) provides quality services of: **Custom Application Development** (PHP, .Net, Java, iOS), **Outsourced Help-Desk** and **Offshore/ Onsite Staffing**. Delivery Models: **Dedicated Staff, Build-Operate-Transfer, Project Basis/ Managed Outsourcing**. With 450+ Pros, grown as an Indian Company with Western work ethics. 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.





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.

SERVICE OFFERINGS

Our clients love us for our Speed of Delivery, Flexibility, Reliability and Honesty:

- **Software development** using Microsoft Tech. & Open-source Packages
- **Web Development** using HTML5, MS Tech & Open-source packages
- **Cloud & Mobile Apps Development** for iOS, Android, Win & BB
- **Online Marketing:** i.e. SEO, SMO, PPC et. Internet Marketing services
- **ITeS Services:** Contact Center/ BPO/ KPO/ RPO/ 24x7 help-desk solutions
- **Custom Application Development** on Turnkey basis
- **Contract Staffing:** Get Onsite & Offshore Top Programmers and other staff

CIS Advantages ?

-  **Lots of Experience**
360507.78 Man days...
-  **Always Connected**
Reliable, Friendly Team
-  **Security Packaged**
By PCI, ISO 9001 & CMM 3
-  **Amazing Clientele**
100s of Clients, 45+ Countries

OUR INFRASTRUCTURE

- **Zero Downtime:** World class infrastructure equipped with the latest technology.
- **Plenty of Space to Grow:** 42000+ Sq.ft. office at Indore home of up-to 24x7 services even for critical businesses.
- **Strong Team:** 400+ dedicated professional's team. Growing annually at a rate of over 100%.
- **Solid Experience of 1250+ Man Years:** All professionals having an avg. of 3-4 years of relevant experience.
- **Strong Capabilities:** Solution Partner for 50+ emerging technology companies at Silicon Valley, USA and global.
- **Right-Sourcing Approach:** Alliances with Google, Microsoft, Amazon, Paypal, Drupal etc. for providing Right Solutions.
- **Happy Employees:** Our treatment and work environment has resulted in over a 95% retention rate of our staff.
- **Happy Clients:** 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



Operation Monitoring



Electronic Motion sensors



INDUSTRY EXPERTISE

We create success stories

Technology has transformed the way businesses operate today. Many companies span the nation, have multiple office locations, their employees use highly advanced business tools, communicate with colleagues, clients, suppliers and vendors, or work from home. For those companies, the way their IT resources function on a daily basis is a key to their collaboration and success. The information – and work – needs to flow continuously, effortlessly, without disruptions or congestion.



Information Technology

CIS is an IT company with a wide array of products and services that provides complete support, integrated solutions, Onsite & offshore contact staffing, outstanding technical expertise and local and national coverage for the most demanding clients in the IT industry.

Tourism

The importance of information technology in tourism, especially on the Internet, has greatly increased over the past years and this trend will certainly continue. The integration of IT, web, mobile & cloud tools into the organizational fabric of the destination is an important key to success.

Manufacturing & Distribution

CIS's clients from the manufacturing industry are using our multifaceted approach to software development, infrastructural and IT management that significantly reduces their operational costs and enhances productivity.

Architecture & Design

Technology has transformed architects' work methods and design tools. CIS's offers architectural staffs to project management firms to have major productivity gains and communication advantages over traditional technologies and resources.

Professional Services

Legal and financial firms, regardless of their size, need IT solutions that allow them to easily exchange large and confidential files with clients and colleagues. With CIS's professional application development services' clients benefit by operating in a highly reliable and secure environment that enables them to focus on strategic issues.

Construction & Development

CIS's construction industry clients having offshore resources, braving the global economic recession, benefit by having more control over their data, improving their productivity and reducing their CapEx and OpEx costs.

Education

Today's schools need solutions to protect the privacy of student records, school information, enhance physical safety, and meet legal and regulatory requirements. CIS offers an array of offshore services that take the education industry well into the 21st century.

Healthcare

Delivering health care requires providers and patients to integrate complex information from many different sources. Thus, increasing the ability of physicians, nurses, clinical technicians, and others to readily access and use the right information & software solutions about their patients.

10 THINGS YOU SHOULD KNOW ABOUT US/ WHY US?

- I. **SAFE CHOICE:** It feels good to trust your business to the company that is stable and secure. We're financially sound. We have the products, services, solutions, support and expertise that will take care of you now and in the future.
- II. **CUSTOMIZATION:** We provide the best configuration for your business, which may span more than one platform. By mixing-and-matching different products and services, CIS helps you create the optimal IT solution for your business.
- III. **INNOVATION:** CIS provides a smarter model of IT infrastructure delivery that brings more flexibility and mobility to businesses seeking competitive advantage through technology.
- IV. **TECHNOLOGY:** Reliable is our second name. We use best-of-breed technology at all points. Our network's structure, redundancy and reach guarantee 99.99% uptime.
- V. **PEOPLE:** What makes us different than anyone else out there is our people. Ingrained in the CIS's culture is dedication to our customers. We know our stuff; genuinely care about your business.
- VI. **PEACE OF MIND SUPPORT:** We're there for you every step of the way. Our delivery center can provide customer support up-to 24/7, throughout the year, by highly experienced and trained operations staff.
- VII. **EXPERIENCE:** We have 10 years of experience in the IT business. We've grown and changed as the technology and the world around us changed. Our accumulated experience is literally priceless.
- VIII. **KNOWLEDGE:** We're not just smart, we also have the skills. We're real problem solvers and we have the experience to solve any challenge you may face to deliver you the right IT/ Application Development solution.
- IX. **INTEGRITY:** We are men and women who live by our word. We always strive to give our customers more. We believe in transparent billing, no hidden costs and SLA's honored to the last letter.

X. **THE BOTTOM LINE:** We always keep in mind your bottom line. Our services reduce the costs associated with your IT/application development needs. You can choose what services you want us to deliver and keep the others in-house. Whatever you choose, your resources will be more efficiently provisioned, managed and scaled.

SOFTWARE DEVELOPMENT SERVICES



- ❖ Full-scale applications and business solutions
- ❖ Controls and components' libraries
- ❖ System Programming included PC Control & Monitoring
- ❖ Complex websites and web-services
- ❖ Cross-platform solutions
- ❖ Software testing



The company has a solid experience in the following technologies and programming languages (including but not limited to):

Programming languages: C#.NET, VB.NET, Java Script, ASP.NET, Java Script, PHP, PL/SQL, Java, Object C++ (iOS)

Databases: Microsoft® SQL Server™, Oracle, Access, MySQL

Technologies: MVC, COM+, DCOM, XML/XSL/XSLT, (D)HTML, HTC, Microsoft® .NET Frameworks, Windows Presentation Foundation, Sharepoint, Open-Source frameworks & packages

Development frameworks: Visual Studio .NET, Delphi® 7+, Netbeans, PhoneGap

Source control systems: Microsoft® Visual Source Safe, Microsoft® Office Project, SVN, Git.

Test automation tools: IBM Rational Robot, IBM Rational FunctionalTester, HP Mercury QuickTest, HP Mercury WinRunner, NUnit, NUnit Forms, AutomatedQA TestComplete

Load testing: IBM Rational Performance Tester, HP Mercury Load Runner, Apache JMeter

Test management: IBM Rational TestManager, HP Mercury Quality Center



Mobile Application Development



* All brands and trademarks belong to their respective owners.

I.T. enabled SERVICE (ITeS)



Contact Center Services

We are a one-stop award winning provider of IT enabled Services (ITeS), Business Process Outsourcing (BPO) solutions. All of which have been recognized and awarded by the outsourcing industry, clients, and partners for quality in customer service. We offer:

- All kind of IT enabled Services
- Contact Center Solutions
- Technical Support / 24x7 Help-Desk Services
- Business Process Outsourcing
- Knowledge Process Outsourcing
- Telemarketing Service
- Virtual/ Business Assistant Services

Internet Marketing, Search Engine Optimization Services

Today, Internet is over populated with both large and small websites and overexposed with marketing messages, popups etc. This has made for a difficult landscape to get a marketing message noticed. Powerful online corporate branding can equip most any new or existing website with instant credibility and value that simply can't be reproduced with any sort of normal online internet marketing campaign. That is why it is vitally important for any serious webmaster that wishes its online offerings to be successful to create and protect a strong online presence. We offer:

- Search Engine Optimization
- PPC Internet Marketing
- Google certified professionals
- Social Media Marketing
- SEO Copywriting Services
- Internet Marketing Project Management

Our Benefits

- ✓ Certified, Experienced, Pre-Screened Staff
- ✓ Dedicated Client Services Representative for your account
- ✓ Up-to 24/7/365 service (after hours, weekends, holiday's incl.)
- ✓ Award winning quality monitoring process
- ✓ Accredited ISO 9001:2008 & PCI Data security standards
- ✓ Company own ACD, IVR, Dialer redundant systems
- ✓ Multi redundant 25 MBPS internet lease line circuits.

IT CONTRACT STAFFING *from* CIS – Offshore & Onsite

What is offshore IT staffing?

Hiring offshore staff does not make much difference than hiring in-house employees. CIS as your offshore staff service provider manages:

- ✓ *The human resources, their Mentorship*
- ✓ *pay rolls, infrastructure & skill needs*
- ✓ *Ongoing day to day operations for you*
- ✓ *Resource's allocation dedicated to you*

Getting Outsourced offshore employees is the best option if

you require full time employees on enduring basis. ***Hiring offshore employees gives you numerous advantages such as great extent flexibility and reduced operational cost even up to 70%.***

CIS as your contract staffing company provides IT staffing services for your offshore & onsite, man power staffing needs. CIS Offshore staff works in our secured, managed offshore development center on full time dedicated basis for you.



Benefits of Offshore IT Staffing

The major benefit these offshore employees provide is the access to **highly skilled human resources**. In the countries like India, skilled work force is available at quite low cost as compared to other countries.

Cost reduction is the another greatest motivation of using offshore staffing especially to reduce effects of recent recession experienced by the global economy and at the same time wages are increasing due to lack of skilled human resources in USA & Europe.

Offshore staffing provides a **great deal of flexibility** as you can increase and decrease the offshore workforce per needs. We help you choose the most suitable offshore staff according to the expertise and your work style needs.

With CIS offshore staffing services you get an end-to-end managed solution, right from recruiting skills:

- ✓ **Choose dedicated offshore staff as per your IT services requirement.**
- ✓ **Dedicated offshore staff works exclusively for you, full time 9 hours per day x 24 days a month.**
- ✓ **Offshore staffing modal is Cost effective, save upto 60%.**
- ✓ **Flexible all inclusive payment models based on hourly, full time monthly & project basis engagements.**

Partner with CIS and experience significant improvements in your business.

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.

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 350+ 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:

307 Vidhyapati, 17 Racecourse Road, Indore India - 452001

UNITED STATES OFFICE:

1159 Sonora Court, Suite 301, Sunnyvale, CA – 94086, USA

SINGAPORE OFFICE:

111, north bridge road, peninsula plaza - 179098



US/CA: +1-(408)757-0839 | **UK/EU:** +44-020-3318-0351

AU/NZ: +61-2-8015-5256 | **SG/MY:** +65-3158-0888

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

For Sales Enquiries please send email to: sales@cisin.com