

### ABOUT US

JK Technosoft (JKT) is a global software & solutions company that is driven by the simple yet powerful tenet of providing 'total customer satisfaction'. A valuable asset of the JK Organization, one of India's largest industrial groups with an annual turnover exceeding US\$ 4 billion, JKT is at the leading edge of comprehensive IT services & solutions.

Since its inception in 1994, JKT has achieved exceptional growth. Over 650 top rung professionals, ISO 9001 certification, development centers in Noida (Delhi/NCR) and Bangalore, a sales office in Mumbai, and 100% subsidiary companies based in UK and US - are testimony to this. We have nurtured an exclusive client roster spread across Europe, US, Australia and Asia-Pacific.

### SERVICES

- Enterprise Solutions
- Progress Consulting
- Application Management
- Product Management
- Independent Testing
- Professional Services
- Training

### ENTERPRISE SOLUTIONS

In today's global landscape, enterprise resource planning (ERP) systems are becoming a vital backbone of all business transactions and communications. We are at the forefront of ERP solutions, providing exceptional services aligned to the IT needs and business goals of clients. We have extensive experience in successfully deploying and managing offshore and domestic ERP projects. JKT offers a unique and powerful competitive edge in the areas of manufacturing, retail, supply chain etc.

### ERP CONSULTANCY

We have a proven track record of offerings ERP Consulting services to clients in India & abroad. The consulting team has a very strong product as well as business processes knowledge & can provide the range of services in the areas of:

#### Business process study and mapping

For an ERP to be successfully implemented, a systems study will have to be conducted to map the current business processes & recommend processes changes & improvements.

#### Implementation effectiveness study

A team of consultants will conduct a due-diligence study & document the existing implementation procedures /methodology & ascertain the effective usage & performance of the current applications.

#### System usage audit

Our consultants can conduct System Audit services by recommending the Best Practices & norms, which can enhance application performance efficiency.

#### Standard Operating Practices (SOP)

Our Consultants conduct a study of the existing procedures followed during the Software development Life Cycle at the client's site & define standard documents to be followed through out the Software application process.

### MFG/PRO Services

Ranging from versions 7.x to eB 2.1 we offer clients the entire suite of MFG/PRO services in various types of user interface such as graphic user, character user and browser based. Cost effective solutions based on the onsite, offshore and mixed models of delivery, has translated into

long lasting relationship with clients. Our services in MFG/PRO include:

#### Full Cycle Implementation

We provide end-to-end full-cycle implementation that is consistently delivered within time and cost estimates. With structured and time-tested implementation methodologies, we offer to conduct preliminary study to ascertain preparedness for ERP, carry out business process study and gap analysis. Our services also include preparing the to-be model, user training, pilot implementation, "go-live" preparation etc.

#### Customization and Interface Development

Our strong pool of techno-functional consultants has successfully built custom modules (and in some cases custom databases) based on client requirements. Functional, reporting and interfacing requirements effectively converge around MFG/PRO solutions ensuring 100% data integrity between MFG/PRO and the customized module. Timely delivery and stringent quality are the guiding tenets based on which development as per the SDLC process is carried out.

#### Version Migrations

JKT has a structured and a proven methodology for the version migration process, and has successfully migrated to eB and eB 2.1 from lower versions of MFG/PRO for various clients. We offer expertise in as-is and features upgrade migrations, irrespective of the availability of historical data.

#### Independent Testing

The JKT Testing Practice provides independent validation and verification services for MFG/PRO versions ranging from 7.x to eB 2.1 on all user interfaces including GUI, CUI and Browser-based.

#### Application Roll Out

Apart from cutting - edge technical expertise, JKT's meticulous planning and execution competence have led to application roll out projects for multi-locational operations of clients. Application Rollout projects are successfully deployed using JKT's proven methodology, which consists of Rollout Preparatory, Rollout Execution and Post Rollout phases.

#### Application Support

We offer exceptionally strong application support, which requires sustained excellence and reliability. Highly skilled and competent in



## TECHNOLOGIES

- Progress DB and Application Development Environment
- Java (J2EE, Servlets, Swings, EJB, Beans etc.)
- Microsoft Technologies (.Net, C++, Visual Basic etc.)
- Oracle Development Suite

## INDUSTRIES

- Healthcare
- Retail
- Consumer Goods
- Cement

## PRODUCTS

- Hospital Management System
- Human Resource Management System

designing, setting up and operating SLA based support mechanism, JKT has been providing application support services to small and big customers (including a few fortune 100 companies).

### SAP Services

JKT's SAP Practice provides post implementation services & is in the first year of offerings services to clients in India & abroad. The range of services offered is:

#### 'As-is' Study & Business Modeling

Our Consultants can conduct a Study on current interfaces across functions, identified gaps & recommend a "To be Model", which will enable us to enforce system control across business.

#### ABAP Services

We can offer customization & maintenance services using ABAP tool. The service can comprise of writing new reports, modifying reports & codes, data conversion & loading.

#### BASIS Services

We can offer System administration & database support services, which is mission critical to any business covering areas like, performance tuning, database backup/recovery, and database monitoring & security management.

#### Migration Services

We have core competencies in migrating applications comprising of version & platform migration. We conduct a study to ascertain migration needs, identify scope, impact analysis & recommend successful roadmap for migration & also provide post migration support.

#### Independent Testing

We follow a well-defined methodology for testing SAP products. Our Testing services best fit the business requirements of our clients and our testing practice ensures that all the relevant inputs have been properly gathered to execute the testing process effectively and efficiently, as per our client's requirements.

#### Professional Services

Based on the client's requirements, we can staff SAP consultants in a very short notice on a Time & Material basis for both domestic & onsite opportunities.

#### Application Help Desk

We have competencies in managing Application Help Desk Support, Onsite and Offshore. A team

with cross-functional knowledge on business process and functional expertise's man the support center. We have developed a proven roadmap & methodology in setting up support center.

## PROGRESS CONSULTING

By being the sole distributor of Progress Software Corporation, USA for over 12 years and currently an ISV (Independent Software Vendor), we have matured over all these years in Progress technology. We have not only written applications for an extensive range of businesses, but have also authored development products, training curricula, and various migration tools. We have proven methodologies and a robust infrastructure for offering our customers a full range of flexible Progress Consulting services.

#### Application/ Product Development

JKT offers mature application development services, which comprise complete life cycle from business need analysis to design, development, implementation and warranty support of the application. Our development process supports multiple development methodologies and caters to distributed development environment.

#### Application Maintenance

We work with our clients to take full responsibility of ensuring application enhancements to address their need to changing business environment. We also provide bug fixing through our support services based on pre-defined Service Level Agreements (SLAs) or T&M support. With a range of these services, we facilitate long-term relationships with our clients by maximizing their business value and minimizing their total cost of maintenance & support.

#### Version Upgrade

We have expertise in handling migration projects from/to any version of Progress applications. While migrating to a latest version, we assist in maintenance of current version of the application and take care to move the changes to newer versions making Progress applications as Oracle / MS-SQL compliant.

#### Progress Support

We provide technical support for all Progress products and Progress-based applications. We offer both Basic Support (enquiries, installation etc.) and Enterprise Support (undertaking DBA activities, database tuning, training on various versions of Progress products etc.).



## METHODOLOGIES

We have woven a robust framework of methods and practical skills into a family of methodologies, which allow for innovation and creativity, borne by the combined talents of our people. We believe in a development process that heavily involves the customer in a rapidly iterative environment which provides continuous feedback between the software engineer and the customer. Our methodologies allow for quick completion of projects with a higher degree of assurance that the completed project conforms to the original design specification. We excel at the delivery of a high ROI, maximally effective software solutions with surprisingly low cycle times.

We adopt varied development methodologies for project development based on client specific needs and requirements. Our development methodologies in practice:

1. Agile
2. Waterfall
3. Iterative

### Independent Testing

Our Testing Practice provides independent validation and verification services for Progress technology on virtually every version including Version 5/6/7/8/9. With a well-defined methodology that best fits the business requirements of our clients; our testing group is focused on delivering highest "Return on Quality" (ROQ).

## APPLICATION MANAGEMENT

Empowering all our clients to single-mindedly focus on their core competencies is the overall objective of JKT's Application Management services. An array of specialized services and skills are leveraged to optimize clients' business processes and improve their overall business performance. JKT meets business-critical challenges head on with in-depth domain knowledge and expertise.

### Full Cycle Implementation

We offer full cycle implementation services optimized through customer collaborative methodology, domain expertise, quality systems and superior project management. Our mature application development services comprise complete life cycle from business need analysis to design, development, implementation and warranty support of the application. The development process supports multiple development methodologies and caters to distributed development environment.

### Maintenance & Support

Minimizing the total cost of maintenance and support has a direct impact on the clients' business value. We aim to maximize this business value through a slew of highly effective and focused maintenance and support services. Recognizing the challenges associated with maintaining and managing applications, JKT combines critical business understanding with cutting edge technical skills to provide seamless and integrated application maintenance and support services including iterative application enhancements, real time performance enhancement of critical applications, comprehensive bug fixing etc.

### Migration

For organizations to stay ahead in today's fast evolving business environment, migration of applications and data to newer platforms often becomes essential. We ensure that such challenges are effectively met through well defined methodologies powered by utilities and a robust framework. JKT Data Migration services

encompass all aspects of data and schema translations and transitions, while for applications; we provide language migration, OS migration, user-interface and database migration.

### Help Desk

While pre-defined SLAs enable clients to measure the performance of helpdesk delivery, we strive to provide a support environment that optimally utilizes our ICT (Information Communication and Technology) infrastructure and maximizes return on IT investment for clients. Our exceptional ICT infrastructure is a key component of our Helpdesk services. The ICT facilitates onsite and remote support through teleconferencing, videoconferencing, email, fax and the web. The Helpdesk services encompass incident, problem, release and document management as well as end-user training for users and administrators both at the technical and business levels.

### User Interface Design Services

Our dedicated Usability Engineering Practice constantly creates and designs user interface solutions that are intuitive and easy to use. A talented creative and technical team infuses cutting edge design and enriches and enhances user experience for every user interface solution. We provide various technology options for integrating the UI design with the application, both for client-server & web-based applications. The entire gamut of UI solutions utilizes web-enabling technologies such as HTML, DHTML, XML, and CSS & Scripting, to name a few.

### Independent Testing

Defect free business applications directly enhance productivity and efficiency in operations. Our Testing Practice is geared to provide clients defect free business applications through a suite of services ranging from functionality, usability, performance, compatibility and white box testing, along with test automation & test consultancy services. We also provide independent validation and verification services for software products, web applications and IT systems built on a variety of technology platforms including .NET, Java/J2EE, Progress, ERP etc.

### Process Consulting

Our Process Consulting services provide clients with a roadmap to a low risk IT transformation with optimal utilization of resources. It aims to optimize clients' business performance by leveraging in-depth business and domain understanding to identify gaps in client business processes. Utilizing proven project management skills and effective methodologies, our services



## GLOBAL DELIVERY

Our Global Delivery Model is an outstanding example of a delivery system that seamlessly leverages technical skills and domain expertise from a vast knowledge pool. It offers 'local experience & global value' to customers through a network of global centers and continuously improve the quality, cost-effectiveness and delivery times of solutions and services. We have carefully designed; successfully tested; and optimally integrated the following engagements in our GDM:

1. Onsite
2. Offsite
3. Offshore

Our model provides greater control over the project at every stage in a number of engagements; thereby facilitating our customers to 'think local & act global'. This, combined with our innovative and successful ideas to apply technology, enables businesses to compete effectively in the global environment.

help clients to track, manage and report these gaps.

## PRODUCT MANAGEMENT

Building great products collaboratively is the core offering of JKT's Product Management services. Through a broad range of services tailored to all stages of product life cycle, cross functional unification and efficient management of product development processes, highly dependable products are developed for clients. Working as an extended arm of Independent Software Vendors (ISVs) the world over, JKT leverages a vast knowledge pool of technical and domain expertise.

### Collaborative Development

We partner with global ISVs as an experienced player with in-depth understanding of their business goals. We work with our clients to build long-term relationships with us and serve them as an extension to their product development teams. Proven and well-defined methodologies are rigorously followed for customizing and implementing packages of software product manufacturers and assisting end-users in product implementations.

### Product Sustainance

We provide long-term benefits to clients and enable them to focus on new product development. Our offshore team manages non-core aspects like bug-fixing, minor feature enhancements, maintenance testing and release management needs, allowing core client teams to focus on product innovation and development.

### QA Services

We have the capacity of offering our clients with reliable QA services in a wide variety of testing environments at our Independent Testing center. We understand the clients' need to have a superior quality product, for which we offer extensive testing services in the areas of Functionality, Usability, Compatibility, and Performance testing. We also offer Test Automation and Test Consultancy services for products built on a variety of technology platforms including .Net, Java etc..

### Professional Services (Customizations & Implementation Support)

We provide Professional Services in the areas of product customization and implementation support through gap analysis, end-to-end customization and end-user training. Our services effectively address the need of clients to reduce engineering and maintenance costs through

optimal deployment of their internal resources.

### User Interface Design

We have a dedicated Usability Engineering Practice for designing and enhancing user interface (UI) solutions for clients. UI solutions for client products take into consideration user experience, information architecture and design principles, and are based on comprehensive usability analysis.

### Reverse Engineering

We provide Reverse Engineering services to our clients to extract the business logic & process flow from an existing product. This is essential in developing the specification document, which can be used for subsequent product enhancements.

## INDEPENDENT TESTING

We offer a wide spectrum of testing services that leverage a profound understanding and experience of testing applications and products in various domains. Efficient and best-of-breed testing methodologies and an effective framework of best practices in testing take on the challenges of launching new technologies and products in today's global business scenario, where speed and quality are critical. Dedicated Test Labs using onsite and onsite/offshore engagements are a key component of JKT's Independent Testing services.

### Software Testing

- Functionality**  
 This black-box type of testing performed to validate the functional requirements of the software, is based on the behavior of the system as evidenced by its output. The functionality test services comprise Manual & Automated, Functional and Regression testing.
- White Box**  
 White box testing is conducted based on the knowledge of the internal logic of the code. Tests are based on the coverage of code statements, branches, paths and conditions. We offer White Box testing for Java, Microsoft, Oracle and Progress development environments.
- Usability**  
 Usability testing is aimed to test the system for user-friendliness and is a principal means of finding out if the system meets its intended purpose. We offer User Profiling & Target-audience Behavior Analysis through



## JKT OFFICES

### INDIA

Delhi (Head Office)  
JK Technosoft Ltd.  
F-3, Sector-III, Noida,  
U.P - 201301  
Tel: +91 120 2539133-37  
Fax: +91 120 2539132

Bangalore  
JK Technosoft Ltd.  
63-B, 13th Cross, 2nd Main,  
J.P. Nagar, 3rd Phase,  
Bangalore - 560078  
Tel: +91 80 26586324  
26586094  
Fax: +91 80 26581449

Mumbai  
JK Technosoft Ltd.  
B/306-310, 3rd Floor,  
Navkar Chambers,  
Andheri- Kurla Road,  
Andheri (East),  
Mumbai- 400059  
Tel: +91 22 40058445-46  
Fax: +91 22 40058447

### OVERSEAS

United Kingdom  
JK Technosoft (UK) Ltd.  
Highfield House,  
1562 Stratford Road,  
Hall Green, B28 9HA,  
Birmingham, U.K.  
Tel: +44 121 733 6600  
Fax: +44 121 733 3366

United States  
Proserve Consulting Inc.  
75 Essex Street,  
Hackensack, NJ 07601  
Tel: 201-525-0970  
Fax: 201-525-0973

Email: [info@jktech.com](mailto:info@jktech.com)

user interviews, surveys, video recording of user sessions and other techniques.

- **Performance**  
Extremely important for web-based solutions, Performance testing validates the behavior of product/applications under given parameters of load, volume, stress, and response time etc.
- **Compatibility**  
Compatibility services test the behavior of the software under different platforms, servers, databases and browsers.

#### Test Automation

Aimed at minimizing the time-to-market for clients, test automation reduces efforts for continued regression tests by automating the test cases for large products and applications. The manual test cases are converted to machine executable scripts using industry-leading functional automation tools like WinRunner, Rational Robot, Silk Test, Purify, Test Director, Bugzilla, LoadRunner and QTP etc. Our Test Automation services include Functional and Non-functional automation.

#### Testing Consultancy

Whether clients need supplementary resources for existing projects or want to build complete Test Teams, JKT's Testing Consultancy is a single window service for defining test strategies, test approaches, test automation consultancy and writing test scenarios. This team of highly specialized professionals also provides Test Strategy Consultancy which reduces the effort required in establishing a framework for testing for each new project by providing a dynamic and widely adaptable generic testing approach.

We provide consultancy in the areas of:

- Test Strategy & Planning
- Test Automation Strategies & selection of Automation Tools
- Test Case Scenarios for specific business domains

#### Dedicated Test Labs

Dedicated Test Labs are set up for product companies, large ISVs and large applications, for long-term assignments. Seamlessly integrated into client facilities or operating from offshore locations, the compact test labs, composed of highly skilled professionals, can ramp up at, short notice to meet burst requirements.

Our low-risk, high-quality and cost-effective dedicated test facilities can be set up as an

Outsourced Test Center, Extended Test Center or as BOT Test Centers.

#### BOT Management Services

We can set up the offshore test lab in built, operate & transfer (BOT) mode in India either at JKT's premises or at an independent site. Post achieving the minimum size or operating for a minimum duration, the client can choose to own the complete facility with transfer of staff at an agreed upon transfer price.

#### Professional Services

For short-term requirements or for specific skill requirement, JKT can deploy experienced Testing Professionals, both onsite and offshore.

## PROFESSIONAL SERVICES

Responding to the daily challenges of dynamic workloads and ever-evolving technical requirements can be overwhelming. Most customers face the challenge of augmenting their service delivery capacity and changing technology bandwidth adaptation. With our large pool of technically proficient employees and access to vastly experienced consultants, we can help our clients meet these challenges both in the domestic and international market.

The strength of any company is largely determined by the strength of its individuals. This is certainly true for our Business Partners, Customers and Prospects. Your bold ideas, inspiring leadership, and unparalleled commitment to achieve the desired goal, with constant shifts in business conditions results in IT departments facing the challenges of variable workloads and ever emerging needs for contract staffing needs.

We assist you in meeting these challenges by providing experienced, knowledgeable and high quality consultants on contract from a highly skilled pool of software professionals. Clients have the benefit of greater flexibility and easier access to skills and manpower on demand without any associated cost.

Furthermore, being a software services organization, our employees are always working on the most current technologies. We have a competency center for every emerging technology whose primary responsibility is to understand and disseminate the knowledge to the other technical employees. This enables us to assist our clients in responding to the challenges of the ever-changing technology landscape.

