



PROFESSIONAL SERVICES

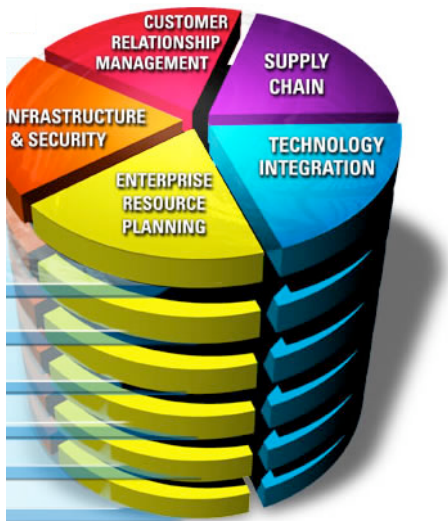


About Us

TASSER was founded for providing Consulting Services to Data Centers and Network Operations. The Tasser team has made its mark in the the Messaging and Alert Systems niche, with over 60 satisfied clients including many Fortune 100 companies. The Group has carved out a space in the Data Center operations of many large clients, and now extends Consulting and Manpower support to the IT Management in Data Centers.

Professional Services

Signature Professional Services is Tasser's flagship offering. Our certified, experienced and trained IT professionals are available to assist clients for IT consulting requirements. Our professionals are proficient in a wide range of technologies including e-Business, Data Warehousing, Customer Relationship Management, Enterprise Resource Planning, Network Security and Systems Integration. Tasser caters to both onshore and offshore markets. Our consultants have worked with many leading companies and organizations including, such as Rolls Royce, Sun Microsystems, Applied Materials, Department of Defense, HP, Lockheed Martin and Akamai.



Tasser "Signature Services" Model

"TASSER Managers know the Network Operations, Security Issues, and Onsite Management very well. We have benefited from our engagement with them"

Rick Hubbard
Manager, Materials Management & IT
TYCO Valves



Key Differentiators

- Direct Relationship with Data Centers and Network Operations
- Over 60 satisfied corporate customers
- Team of IT Managers who have been in your shoes
- Non-conventional approach*
- High degree of Transparency
- Accountability
- Risk Mitigation by Shared Responsibility

Technology Skill Sets...

Every IT Department needs technology staff. The difference lies in the commitment of the people who make it work. Though varied skills are important, only highly qualified and experienced people are truly effective. This talented consultant pool is Tasser's forte. Built by attracting and retaining the best technology talent in the industry, our diverse pool is readily available to our esteemed clientele.

Our Certified and Qualified Consultants are:

- Integration Specialists
- System Administrators
- Networking Architects & Engineers
- Project Managers/Leads
- Security Specialists
- Developers (Microsoft, Sun Technologies)
- ERP Implementers
- DBAs (Oracle, Sybase, DB2)
- CRM Consultants
- Wireless specialists
- QA / Test Engineers

Tasser Professional Services:

Every Client's requirements vary from project to project. Your requirement may be for one engineer for 6 weeks or for five engineers for 24 months. Or you may need an experienced Project Manager to manage a team of developers. Whatever your need, Tasser listens, comprehends, and then delivers the talent you are looking for.

Our professional services are customizable and help you execute any technology plan. At Tasser, we own the projects we undertake and hold accountability and responsibility. Our engineers are constantly trained in our labs and have excellent field experience. We also believe in the constant certification process. Our key alliances with leading technology vendors help us keep abreast with the latest in technology.

We meet your varied needs:

- Contract: Delivers technology talent on a contract basis.
- Contract to Hire: Delivers technology professionals, with option to hire full-time.
- Pay-roll Administration: Weekly/Fortnightly/Monthly payroll management, tax and retirement deduction services, and direct deposit for employers.

Tasser manages time consuming issues such as H1B visas, and payroll and allow you to focus on your IT needs. Talk to us today for more details.

**Tasser Signature Services Model*

"Tasser encourages and insists on certification for all employees. I was able to achieve the distinction of being ranked as one among the top twelve ASP.NET developers in the U.S., by BrainBench, because of the strong hands on environment that Tasser R&D Center provides in Fremont. My client TYCO Valves is very pleased with the skill sets that I have brought to the table."

S. John
ASP. NET Developer
Tasser Consultant



Business Process Outsourcing & Call Center Division

TASSER offers through partnerships, cost effective Call Center capabilities, with educated and well trained staff to support your business needs round the clock. Facilities are available full time or after hours, or as overflow call center service. Whether you need messaging or answering service, inbound call center services, outbound call center services, email support and online chat, for needs as diverse as Product/Technical Support (Level 1-3) or Order Taking and Up-selling/Cross-selling, we can help you make the most of every contact.

We offer custom-tailored solutions for outsourced Business Process Management (BPM). Call Center infrastructure services like Co-location, Management of hardware and software and voice termination services are also offered. Voice traffic origination and termination over a TDM based Tier-1 Network through strategic agreements with long distance service providers, result in high-quality cost-conscious solutions which includes call delivery to and from customer equipment. Fully automated Call Center solutions are offered through rent or leasing of following: Predictive Dialer, ACD, IVR, CTI Applications, and Switch Sharing Services.

Remote Monitoring Services

TASSER offers Remote Monitoring Services and Dedicated Data Center Services with round the clock support, through dedicated partnerships with offshore partners, providing world-class infrastructure to make your business run effectively and economically. TASSER's Managed Services are offered through our enterprise-class data centers or remotely at client facilities. Clients can pick and chose the Managed Services Model that best complements their specific IT requirements.

We provide the infrastructure for your needs through dependable and secured networks that are strategically engineered to fully support your critical business applications at affordable cost. Our state-of-the-art Internet Data Center provides the necessary environment ensuring the highest levels of network performance, reliability and security.

SALIENT FEATURES :

- Redundant Internet backbone connections from multiple gateways, which includes a dedicated satellite gateway with burs table bandwidth which eliminates all single point of failure and ensures all infrastructure up and running 24X7X365.
- State-of-art fire detection gas suppression system Raised anti-static flooring.
- Three level electronic access control system with physical access control at entry points.
- Web enabled video camera surveillance and security breach alarms.
- Racks with locking facilities for further additional protection.
- 24x7 basis server farm administration and network Monitoring services." CISCO POWERED NETWORK" with secured firewall protection.
- State-of-art Network management tools, Instruction Detection System, vulnerability scanning mechanisms etc.
- Anti-virus wall to prevent data loss.
- Remote Hosting of Applications
- Remote Management of Applications, Servers and Networks

Remote Management Solutions include:

- Patch Management
- Network Monitoring / Alerts
- Windows Event Monitoring / Alerts
- Security Monitoring
- Flexible Administration
- Software Installation / Update
- PC Inventory / Computer Audit
- PC Remote Control / Remote Support
- Help Desk / Trouble Ticketing
- Network Policy Enforcement
- Integrated Reports
- Fast and Easy Deployment

"The Tasser team gave us exceptional consultancy services, and that's the kind of quality we believe in."

Rich Bowley
Director IT
ROLLS ROYCE



Clients

Tasser has inherited a wide range of clientele through its product offerings in the alert systems, and messaging space, especially through its wide reach into data center operations of many multinational companies. The following clients have benefited from our association with them.

And Counting...

Applied Materials

Integration of embedded devices with workflow management software for microchip manufacturing operations

G.E.

Several group companies including GE Medical, GEIS & GE Consumer Finance.

Merrill Lynch

Unified Messaging System for multimode message delivery in 5000 user environment from SNMP traps and MIB pollers

Rolls Royce

Web enabled asset manger, help desk and service level agreement monitor for data center

Master Card

Network monitoring and service desk system to provide performance visibility in operations involving multi-location multi-server multi-NMS environment

Akamai

American General

Applied Materials

Banner Healthcare

Best Buy

Browne Business Solutions

Cingular

City of Los Angeles

Ernst & Young

Gambro Healthcare

G.E. Medicals

G.E. Consumer Finance

G.E. Tech Center India

HP Holcim

IBM Global Services

Lockheed Martin

MasterCard

NASA

New York Presbyterian Hospital

PRA International Progeon

Private Healthcare Systems

Safeway

Sempra Energy

Stanford

State of Louisiana

Sterling Commerce

Texas Utilities

TYCO Valves

Union Bank of California

US House of Representatives

T- Timely Delivery

A- Accountable System

S- Service Focused

S- Signature Quality

E- Exceptional Support

R- Result Driven

The TASSER Acronym

Derived from French, the term 'tasser' in the Amer-Indian language loosely translates to "pack" (services).



CUSTOM I.T. SERVICES

PROJECT MANAGEMENT:

TASSER provides Project Management in various critical IT Outsourcing areas, both Onsite and Offshore. These include;

ERP- Mere knowledge of packaged applications cannot alone deliver the desired result in an ERP implementation project. Softer skills such as understanding the disruptive nature of the solutions on the existing environment, providing alternative solutions for smoother transition and above all managing the emotional elements of people involved in the project etc., make a successful recipe for a smoother and faster ERP implementation. TASSER services even extend beyond the implementation to post implementation maintenance.

MIGRATION PROJECTS- Large Migration projects involve painstaking study of current environment, business impact, people impact and technology impact. A typical software or platform migration requires considerable planning, understanding of limitations of standard software, building up custom tools and above all taking the stakeholders' confidence. The whole process needs risk assessment and risk mitigation plans at every stage of implementation. The TASSER team is adept at handling migration issues and handling the processes of shifting from legacy applications to packaged applications and from mainframe to high-end client server environments.

Software Development: IT is going the global way. Software Development Process is undergoing drastic changes. The onsite offshore ratio of 80 : 20 is simply reversing. Global IT Infrastructure offers an ideal opportunity to create disaster recovery plans and meet most of the business requirements even with the shrinking budgets.

CRM/ SCM/SCEM- TASSER finds its strength in providing integration solutions based on standard Customer Relationship Packages with messaging solutions. Many of its current packages involve setting up of a custom-made help desk operation or standard client relationship management. TASSER has created a special niche for CRM, SCM and SCEM integration, and has been able to demonstrate value addition even in very complex environments. We also specialize in RFID based Supply Chain Solutions.

APPLICATION / INFRASTRUCTURE MAINTENANCE- Maintenance of applications can be an onerous task especially for companies focusing on developing product suites. On the one hand these companies need to invest heavily on development teams to enhance product upgradation. On the other hand, products require hand-holding of customers in the initial stages, resolving issues and after sales servicing. As products go global there is a necessity to maintain the support team on a 24-hour basis across the globe. TASSER offers cost effective alternatives to maintain software by providing engineers who can support your product in the most cost effective way.

SOFTWARE DEVELOPMENT:

In order to stay within budget most companies look for outsourcing their software development projects to cost effective offshore centers. However, the benefits of outsourced/offshore development projects are coupled with risks too. Only an ONSHORE partner who can be held accountable and who will take a commitment toward delivery can fulfill such endeavors effectively. TASSER has deep roots in offshore facilities and known abilities in risk-management in uncertain overseas environments, and skills combining onshore and offshore development.

We take up the overall responsibility and liability for the deliverables, including software project management, assessment of capability of overseas service providers, sourcing developers with the right skills, deal structuring, contract monitoring, coordination among various agencies and taking the delivery responsibility. The service areas under this division include CUSTOM APPLICATION DEVELOPMENT and APPLICATION INTEGRATION. (Call us today for a presentation)

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