



**Colossal**  
TECHNOLOGIES

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**Colossal**



[www.colossaltechnologies.com](http://www.colossaltechnologies.com)

## **About Colossal**

We are an Indian company and have been serving customers since 1998. Starting with just a few people, we have grown dramatically in size and maturity. We are based in Bangalore, one of the most technologically savvy cities in the world and home to multinational companies like GE, IBM, Dell, Microsoft, HP, Google, Reuters and many more. We have access to some of the best global talent and expertise. At Colossal, we are not just another vendor, but function as a part of your team in enhancing your goals. We facilitate your growth by helping your business succeed.

## **Our Strength**

Our core strength is knowledge about a vast range of outsourcing services and getting those outsourced projects executed excellently. We have a team with domain expertise in a variety of domains. Our location in Bangalore which is the center of outsourcing action keeps us in contact with the ground realities of outsourcing and compounds our knowledge. Bangalore is to outsourcing what Hollywood is to film making.

## **Our Team**

Our team comprises a talented mix of dedicated professionals- management graduates, business analysts, customer service representatives, sales and marketing professionals, graphic designers and writers. With people who have extensive experience in the IT segment and who have worked in Operations and Business Development in Senior Management capacities, there is a keen understanding of the BPO domain. This is vital in helping today's businesses to remain focused on core competencies.

Our management team is a melting pot of talent and experience, drawn from a variety of fields. Our team has exposure to the workings of international markets and clearly understands customers with a global perspective.

## **Our Philosophy**

We believe that our responsibility should not end in mere execution of our customers' project, but extend to contributing our knowledge and expertise in returning value to their company and to the society within which they live. Our vision is to be a world class outsourcing company and at the heart of this vision lays the core concept of responsibility: To our customers, to our employees, and to society. Sharing our knowledge and expertise to return value is our ultimate goal.

## **We Care**

We at Colossal are sensitive to customer concerns and ensure absolute confidentiality and privacy of any information that is given to us. Customers can specify their preferred method of contact with us and we will not disclose their identity without expressed or written consent from them. We strive to make customers comfortable with outsourcing to India by making the process seamless and hassle free.

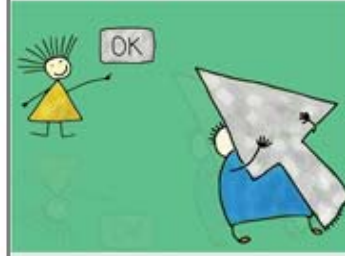
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**Colossal Application Management for portfolios** provide a full range of application development, management, maintenance, support and related services for your portfolio of applications -- packaged software, custom or legacy applications. We assume responsibility for enhancing, continuously improving and maintaining a customer's application portfolio according to contractually specified service level agreements. Optionally, we can provide application development services including the development and evolution of new e-business applications and traditional applications.

**Custom-built software applications** present a wide range of challenges for businesses as they work to balance the requirement to support existing applications with the need to invest in new and strategic core business initiatives. Many businesses find that cuts in information technology (IT) budgets and staff are making it impossible to maintain the necessary levels of support. Others want to contain or reduce the high costs associated with ongoing maintenance, enhancement and support of their applications, and some struggle to find skilled resources to support newly installed technologies.

**Colossal Application Management Services for e-business and traditional applications** provide offerings for the ongoing management, maintenance and support of all your custom-developed applications. Our services are designed to increase the overall value of your custom applications while reducing the cost of maintaining them.

## Industrial Expertise and Domains

### verticals

- *Retail/Manufacturing*
- *Automotive Industry*
- *Analytical Solution*
- *Healthcare and Pharmacy*
- *Education*
- *Hospitality and Leisure*
- *Auto ID Solution*
- *E-Governance*
- *ERP*
- *Office Automation Solution*

### horizontal

- *Finance*
- *Operations*
- *Sales*
- *HR*

# APPLICATION DEVELOPMENT SERVICES



Our Application Development practice is a premier services provider for clients in all industries, and provides best-of-breed custom solutions enabling clients to achieve competitive advantage and cost savings. AD leverages innovative technologies, techniques and assets for outstanding solution design and delivery.

## Highlights

*Our goal is to satisfy our clients by helping them rapidly gain competitive advantage through proven solutions, process transformation and/or cost savings.*

*We provide custom development and legacy enablement; application conversions, migrations, and platform consolidation.*

*We also offer help with the adoption of new technologies and products; and a broad range of testing services covering applications, infrastructure and performance, user experience, and security and privacy.*

*Maintains and enhances the effectiveness of custom legacy applications*

*Provides leading-edge and scarce resources on an as-needed basis*

*Through intensive research and involvement in developing Business Enhancement Software Solutions & Tools for diversified industries, Colossal Software Technologies Pvt. Ltd. has acquired expertise to create solutions that can help transform your organization. Our Business Enhancement Software Solutions & Tools can integrate hardware, software, IT services and Training.*

## Our focus

Delivering to clients the most effective blend of onsite, offsite, and offshore activities.

Leveraging our existing assets, development frameworks and reference architectures.

Partnering with Rational for outstanding tools and delivery excellence.

Factoring Web Services standards into our solution design expertise and delivery models.



## CONSULTING SERVICES

At Colossal we take great pride in offering our clients quality technology consulting, integration, and ongoing support services that hold to the top standards of consulting ethics. Beyond the basics of the top 5 we feel that listening to and understanding our clients needs is imperative to our success. We strive to make sure our clients understand the strategic thinking that goes into all of our technology projects. Because we do not resell technology products such as computers, software, and the like, we sit on your side of the table providing you with an un-biased solution recommendation guiding you to the best technology buying decisions for you and your business. Finally, we feel strongly that a good tech consultant must be well rounded and cover a broad range of technology solutions to truly be effective.

### **Why Should You Hire a Technology Consultant?**

*Hiring a technology consultant will save you time, frustration, money, and help you better leverage your technology investments. Technology is a complex thing, but continues to become a crucial aspect of remaining competitive and profitable for small to mid-sized businesses. Small to mid-sized business owners and managers need to realize that having a trusted technology consulting partner is a strategic business decision. The technology consultant is to technology investments as your accountant is to financial and tax matters, as your attorney is to legal issues, as your business consultant is to the success of your business. Having a technology consulting partner frees you from having to focus on the technology your business runs on and allows you to focus on running your business. Due to the ever evolving technology landscape, choosing the right technology for your business can be critical to its ongoing success.*

#### Consulting Ethics

1. Trust
2. Integrity
3. Expertise
4. Experience
5. Solid Track Record
6. Business Savvy
7. Good Listening Skills
8. Un-biased solution recommendations

The technology consulting team at Colossal improves the alignment of business and technology through improved process efficiency, reduced cost and enhanced business value of IT. Our consultants combine extensive technical experience with strong strategic and business focused leadership.

### Enterprise Architecture Consulting

Companies today require a unified, synchronized approach based on a formal IT strategy that is in line with the organization's mission, stated business goals and key processes. This calls for constructing the enterprise frameworks, applications and solutions based on a framework that is adaptive to any changes – flexible, scalable and inter-operable; while ensuring that the existing IT infrastructure is rationalized to deliver maximum value.

### Web Services Consulting

Web services technology, by reducing integration complexity, will allow enterprises to build stronger and faster relationships with customers and partners. This in turn will mean fast turn around time for services and reduced time to market for products for our customers.

We believe that Web Services technology allows it to offer to their customers the ability to leverage their existing IT applications by moving them from the core of the enterprise to the edge by externalizing and thus making them accessible beyond their usual problem space. Through these major consulting initiatives we help our customer achieve this vision and derive value from their investments.

#### *What makes us different ?*

We have the know-how to improve business performance across organizational silos, across business processes and across technology platforms. For each engagement, whatever its scale, we mobilize selected resources from our network. And while our culture of thought leadership encourages us to explore new concepts and solutions, our strategic focus never varies: delivering competitive advantage for your business success.

## CUSTOMER & TECHNICAL SUPPORT SERVICES



At Colossal, we make sure that we offer our clients the best standards of quality. The customer has complete control over the quality of the call center agents. Our agents are short listed by the client before they start their training process. After training, they are subjected to regular appraisals of quality, both internally and externally by the client.

This quality appraisal processes continues throughout the life cycle of the outsourced project, through the stages of recruitment, training and process implementation.

The client is given detailed reports of agents' performance on the floor. These reports are customized according to the client's requirements. They can be given on a daily, weekly or monthly basis, depending on requirements.

We have structured processes for training and evaluation of performance. All our agents have a minimum educational qualification of an undergraduate degree. They are also made to undergo country specific training on parameters such as accent, etiquette and cultural norms, depending on the client's requirements.

### **Quality Assurance Process**

We have a focused quality group that evaluates processes internally based on a checklist of requirements, defined by the customer.

Daily quality results are communicated and shared with the customer. Customer Critical Performance Measures (CPMs) are parameters defined by the customers based on their measures of success. CPMs are identified upfront at the transition stage in conjunction with the customer and data available from the existing process or expectation set by the customer. There are also regular reviews of the process conducted by the process owner either daily, weekly or monthly based on requirements. Review parameters could be:

- Productivity
- Critical Performance Measures
- Overall process capability / Improvements
- Hiring
- Training

## Call Center Outsourcing Process



Channels used to deliver technical support services:

Telephone  
Remote Diagnostic and Collaborative browsing tools  
Chat  
Email  
Self-help resources

We offer a range of technical support services which include:

Technical Product Support  
Outsourced Technical Helpdesk  
Knowledge Management Solutions

What other additional features do they provide?

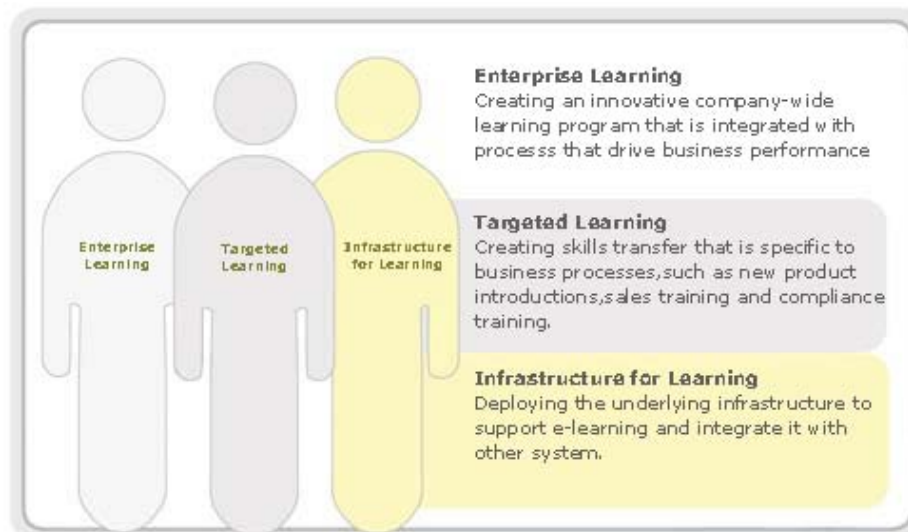
Complete Support (7x24x365)  
After office hours / overflow support  
Flexible support options.  
Independent support infrastructure with dedicated servers and databases.  
Seamless extension with existing support delivery mechanisms  
Standard and customized reporting  
Integration with existing processes for call management, incident management, reporting



## LEARNING SERVICES

Colossal Technical skills training offers IT executives and their employees curricula that effectively develop and hone the IT skills necessary to enhance workforce performance and contribute to the ROI of mission-critical projects. Colossal's comprehensive curricula provide technical, professional and in depth certification training solutions through a variety of flexible delivery alternatives designed to fit customers' budget, timing, needs and learning preferences.

Colossal is helping organizations use three primary methods to increase the effectiveness of learning: enterprise learning, targeted learning, and infrastructure for learning.



### Main benefits

*Reduce training costs by training more people in more subjects for less.  
Increase employee productivity as students remain on the job while training.  
Reduce project delays from waiting for needed training.  
Increase accessibility to training at the employees own pace and needs.*

## **Instructor-led training**

*A publically scheduled class or a custom instructor-led course can be an important element in your training solution. As part of your custom training package, you will be directed to enroll in classroom based training at the appropriate place for your unique training solution.*

## **Colossal video based learning**

*Colossal Video Library brings expert instructors and world-class Colossal training right to your desktop. Delivered in an easy-to-use CD-ROM format, these video CDs are convenient, portable, and enable many students to be trained for a fraction of the cost of sending them to class.*

## **Mentoring**

*Many students find mentor support to be very helpful during their training experience. Mentors may assign daily or weekly assignments to assist with skill building. Conference calls will also be scheduled as needed to answer questions or to reinforce skills. Mentors are available to checkpoint with you during training to ensure that you are receiving the help that you need to complete your classes.*

## **Assessments**

*Assessment tests are an important tool to help determine your current skill level. Our individual courses contain assessment tests to help you start your training at the right point for your current skill level. If your organization chooses a custom on-line blended solution you can get more. You can enable a group of individuals doing the same job role to collectively select the best place to start in their training path. In this way, valuable time is saved by taking only the topics or modules of training that are really needed.*

## **Workshops**

*We keep track of changes happening in the Technology front, assesses the impact of such changes and then disseminates knowledge on these changes through Public Workshops. The topics are well researched, the agenda is drafted keeping in mind the learning objective and validated by industry experts and the speakers are drawn with relevant experience. Each workshop provides hands-on training that includes practice exercises to help reinforce concepts. The focus of all the programs is to provide a head start to companies by highlighting newer business opportunities and newer methods to improve productivity and performance. The company has conducted more than 200 workshops sharing knowledge with more than 6000 corporate professionals.*

# TESTING



Software Testing Services are expensive, but essential. We provide software testing services at very low costs. Our Quality Assurance Process assures the quality of our software products. Our software services include Quality Assurance Partnership, Test plan creation, Manual Testing, Automated Testing, Debugging and Environment testing.

## **Quality Assurance Partnership**

A partnership can be worked on with your software development team to plan, execute and manage your application testing. The united effort will produce high quality software.

## **Shaping the Software Test Plan**

We bring into being a complete software test plan plus other documentation for your software applications on the basis of IEEE standards on software development. Some of the components of software test plan are mentioned below.

- *Generic Software Test Plan and Schedule*
- *Details of Software Test cases*
- *Specification of Software Test Procedures*
- *Regression Software Test Plan and cases*
- *Acceptance Testing Guidelines*
- *Test Log and Defect Report Templates*

### Testing core practices

*Find and document defects in software quality.  
Advise on the perceived software quality.  
Validate and prove the assumptions made in design and requirement specifications through concrete demonstration.  
Validate that the software product works as designed.  
Validate that the requirements are implemented appropriately.*

## Manual Testing

Both clients and our programmers carry out unit testing and code checking during coding. We aid you in this by providing your software development group with the necessary guidelines, test cases and procedures. You can completely rely on us to outsource the following types of tests.

- *Integration Tests:* Testing of interfaces between the units are completed. Arrange test conditions to validate interfaces of the application.
- *System Tests:* The product show conform system specifications and business needs.
- *Regression Tests:* If an error occurs, it is corrected and all the tests are conducted once more.
- *Modification Test:* Modification of whole testing process or new factor is added to the system.
- *Performance Test:* Verify that the software application contains acceptable values of response time and device utilization.
- *Stress Tests:* Observe the systems behavior in different conditions
- *Usability Tests:* The systems must fulfill the ergonomic requirements, standards.
- *Documentation Tests:* Documentation tests consist of testing manuals and online help.
- *Release Tests:* Testing of the version control and completeness of the software application.
- *Special Tests:* Any specific systems tests like data synchronization, security etc.
- *Acceptance Tests:* Next is to check that the system meets the expected performance and functionality standards.

## Automated Testing

It reduces the expenses of regression testing and also speeds up test turn around time. It provides ground for Environment Testing. Through automated testing we assist you to create test scripts, generate test data and analyze test logs.

## Web Testing

We are also experts in testing static web pages of website, which involves testing the contents, communication interfaces and backend server process.

**Online testing** is yet another service we provide. We conduct this test on the customer specified networking equipment and environment.

Our software testing services are carefully planned in each phase and is monitored at each testing level. Our software testing services are a great success, thanks to our cautious planning and united effort. Through this we certainly can provide the high quality software applications that will suit your system and requirements.

ABB  
Anz  
Apco Soft  
Asset  
Bells Softech  
BHEL  
Bristol Technologies  
Celstream  
CG-Smith  
C-DAC  
Demler & Benz  
Deneb  
Digital  
Encompass  
GE capitol  
Honey Well  
Huawei  
HCL  
IBM  
Iflex  
Ivega  
Infosys  
Nous  
Philips  
Raffles  
Sanyo  
SAP labs  
Sathyam  
Siemens  
Tata Elxsi  
Tata Infotech  
Textronics  
Wintech  
Wipro

Pharmac  
Standard Chartered Bank  
Silver Soft  
Logica CMG  
CTS  
Hennes and Mauritz  
Jubilant Biosys  
Otto Bilz  
Yahoo  
Tesco  
Microsoft  
Nokia  
HP  
Delphi  
RelQ  
US Technologies  
Ariba  
H & M  
Sapient  
Perot  
Mindtree  
LG Soft  
Symphony  
Ocwen



clientele



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