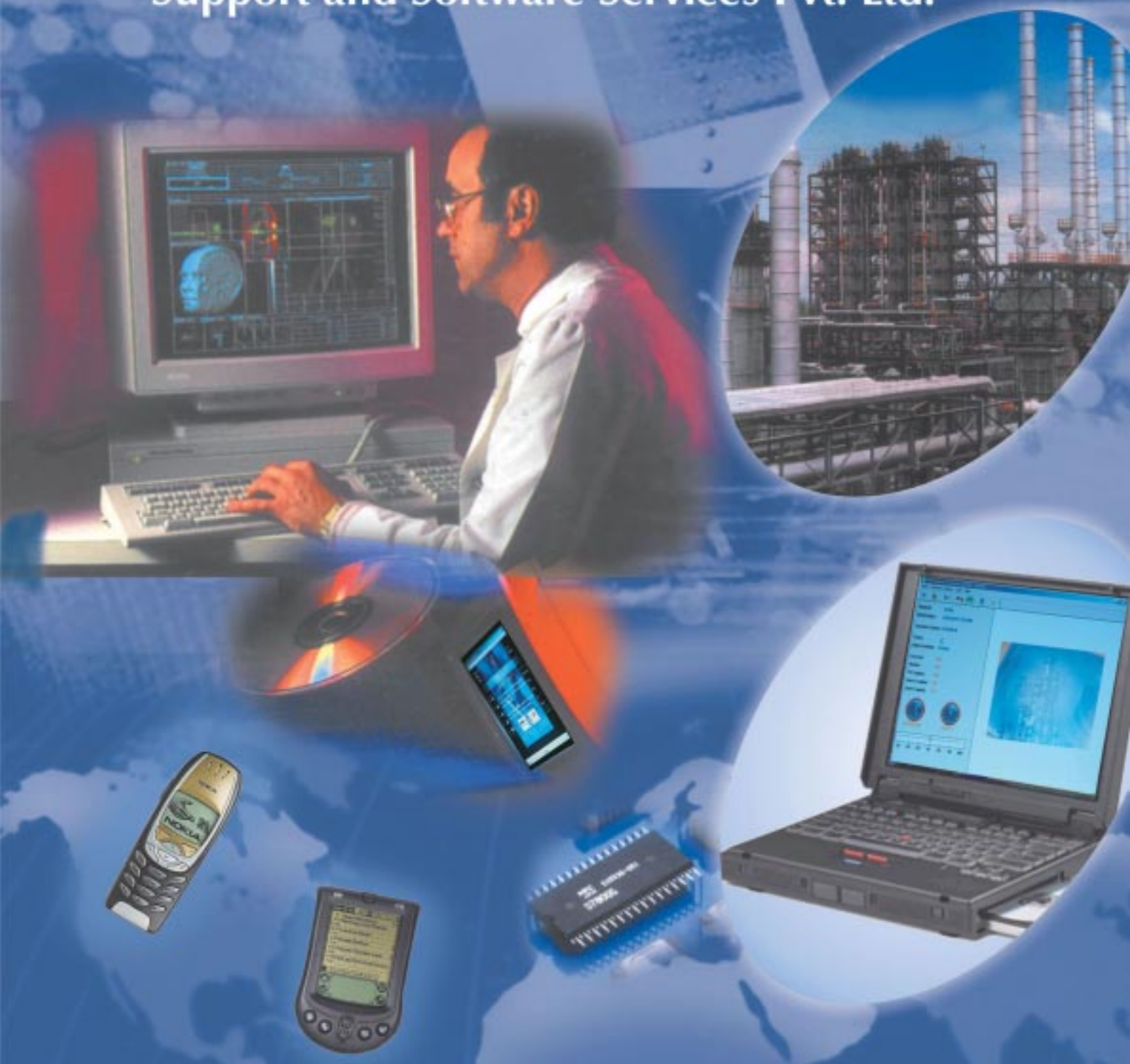# ESDOTCOM

## Support and Software Services Pvt. Ltd.

# ENGINEERED TO PERFECTION

*An amalgamation of precision and innovation*

## CORPORATE OVERVIEW

Established in June 199, ESDOTCOM, based in Chennai - India is a 100% Export Oriented Unit engaged in providing a wide range of information technology services and engineering solutions to a global clientele.

The business of ESDOTCOM is to provide high quality cost effective information technology and engineering solutions. The Company's IT services include migration from legacy systems, web based applications development and providing CRM solutions.

In the last three years, we have successfully established ourselves as a successful offshore development center providing quality and customized solutions to Child Support & Enforcement Systems of various State Departments in USA through Protech Solutions Inc., a leading Technology Solutions Provided in USA.

The Engineering team at ESDOTCOM has developed on NT-based Operator Training Simulator and is new focused on developing similar products in the areas of Process Control and instrumentation.

Our key focus at ESDOTCOM is to provide high quality and cost-effective solutions to our customers and meet their expectations at all levels. With a work force of around 100 software professionals, endowed with strong technical skills, we continuously strive to upgrade our competency levels to meet the ever-increasing quality needs of the market.

Our business strategy has been built by focusing on efficient management processes, people management and leadership initiatives.

**ESDOTCOM IS A MICROSOFT CERTIFIED PARTNER AND A MEMBER OF ORACLE PARTNER PROGRAM.**

Multiple servers, workstations and International Private Leased Line Connections (IPLC) adequately meet our infrastructure requirements.

Our constant endeavours to maintain maximum quality has enabled us to achieve the ISO 9001-2000 certification. We are now wlrking towards achieving SEI CMM Level 5 standards during this year.

ESDOTCOM specializes in and can offer a cost effective solution in the following areas:

## IT APPLICATIONS

- ❖ Child Support
- ❖ Legacy migration & management
- ❖ Data Conversion
- ❖ Middleware implementation
- ❖ Data warehouse & Data mining
- ❖ Mobile / Palm computing
- ❖ CRM solutions
- ❖ Integrated Quality System

## ENGINEERING APPLICATIONS

- ❖ Operator Training Simulator
- ❖ Process modeling, Simulation and Control
- ❖ DCS Configuration
- ❖ Advanced Control Solutions
- ❖ DCS Emulation software
- ❖ Plant Information system
- ❖ Neural Network based modeling
- ❖ Physical Property Predictions

### TECHNOLOGY SKILLS AT ESDOTCOM

| Operating Systems | Windows 95, 98, NT, 2000 UNIX, VMS |
|---|---|
| Databases | SQL Server 2000, Oracle, DB2, Access |
| Programming Languages | SQL Server 2000, Oracle, DB2, Access |
| Front End | Developer 2000, Power Builder, VC++, VB, Designer 2000 |
| Web Based | Active X, Java, VJ++, JDK, Visual Cafe, Visual Studio, ASP, JSP, EJB, J2EE |
| Data Modeling | E-R Win |
| Object Modeling | UML |
| Testing & CM | Visual Source Safe and AstraQuick |
| Web Servers | Netscape, IIS, IAS |
| Application Servers | .Net, COM+ |
| Middle Ware | COM+, EJB |
| Architecture | Enterprise Architecture using components for the .Net and J2EE |

Projects executed by ESDOTCOM comes along with an experienced, highly skilled and motivated workforce and an advantage of obtaining high-quality products and services

ESDOTCOM provides a wide range of information technology services to various clients. Our consulting and development teams have extensive experience in design, development and implementation of large - scale information systems.

Further Benefits on association with ESDOTCOM include :

❖ ESDOTCOM has a web based Project Monitoring and Tracking tool using which a customer can see the day to day progress of his Project status at any time. Along with our business associates, we have our offices across USA, UK and India, thus offering 24x7 customer support.

❖ Typically because of our presence, our customers have been able to take up projects with aggressive time frames at a competitive price.

❖ Lower your project risk with our top-notch project managers and well laid down Quality Systems, which comes to you at on additional cost.

Some of the Projects, which have enjoyed these benefits are listed below :

ARCSIS - ARKANSAS CHILD SUPPORT INFORMATION SYSTEM

a. Office of Child Support and Enforcement Department. This project is developed entirely on Microsoft technology (ASP, Java Scrip, XML and SQL Server) for the Financial Sub systems.

b. The entire Case Management Sub systems are being developed on Microsoft technology (ASP, Java Scrip, XML and SQL Server). This system consists of Case Initiation, Scheduling, Establishment, Enforcement, Locate, Docketing, Interface, CSENET - Interstate, Forms subsystems and Batch programs.

## STATE OF MAINE

We have developed the review and Adjustment and Distribution rewrite systems on Oracle technology (Oracle 8i and D2K) for Maine state Child Support department.

## STATE OF MICHIGAN
## (Wayne County)

a. The Third Circuit Court in Michigan is the court of general jurisdiction for the judicial district encompassing Michigan's largest County. The Third Circuit Court administers IV-D child support enforcement operations through the Friend of the Court (FOC)

This project covers the Case management systems and is developed on Oracle technology (Oracle 8i and D2K)

b. Work Flow management for automation of office business processes. This project was developed on Oracle technology (Oracle 81 and D2K).

## INTEGRATED QUALITY SYSTEM

We have developed a software which is an integrated platform for implementing the Quality of several sub systems like:

❖ Change management
❖ Risk management
❖ Non-conformance tracking
❖ Bug tracking
❖ Project monitoring and tracking
❖ Hardware/Software tracking systems
❖ Training Information system
❖ Employee Information system
❖ Document Control system
❖ Feed Back system

The software has been designed to satisfy various requirements of ISO and SEI CMM quality standards. This software is available in both Oracle/D2K and SQL/ASP platforms.

ESDOTCOM has established a Software Engineering Process Group (SEPG), which is the focal point and the group responsible for facilitating actions supporting the management commitment.

Keeping pace with the emerging technologies and best business practices, ESDOTCOM has adapted the latest concept in HRM. Knowledge Management, which will tap the relevant tacit knowledge - hidden & inherent skills - In the employees and make it available to all in a structured format and ensure that it reaches the destination.

OUR COMMITMENT TO SOCIETY To mirror its commitment towards the Society, ESDOTCOM has developed complete information Systems for Sri Ramakrishna Math, Chennai Magazine section. Also, ESDOTCOM is providing the IT infrastructure and supporting the Poor Students Education program run by the Math. The philosophy behind this is 'to try' to give back to the society what you got from it in at least a small measure.

ESDOTCOM has became an ISO 9001:2000 certified Company and iis moving towards obtaining the SEI-CMM level 5 certification by the end of this year. Quality at any cost has been the driving force behind ESDOTCOM's success story.

ESDOTCOM has developed and Implemented an Integrated Platform for implementing the Quality system in any Software Industry. The software consists of several sub systems like

Change management, Risk management, Non conformance tracking, Bug tracking, Project monitoring and tracking, Hardware/ Software tracking system, Training information system, Employee Information system, Document Control system, Feed back system, etc.

The software has been designed to satisfy various requirements of ISO and SEI CMM quality standards.

The quality processes are broadly divided into Software Development Life Cycle (SDLC) processes and support processes. The SDLC based processes define how the SDLC phases need to be carried out, outlining the processes, defining the outputs and their formats. The support processes are those that apply across the SDLC stages. These help in managing and monitoring the project.

At ESDOTCOM we always work on the concept of continual improvement. We have designed a tool to collect all the metrics which are needed to monitor the performance. Some of the important parameters which we collect to measure performances are :

❖ Customer Satisfaction

❖ Project Deliverables - Planned Vs. Actual

❖ Defects - Acceptance Testing

❖ Test Efficiency

❖ Effort spent on various activities

❖ Measurement of Software Productivity

❖ Downtime of critical systems

The management is committed to achieve Total Quality Management by initiating and establishing Software Process Improvement programs. The Company desires to maintain and improve the competitive edge through quality and productivity of the software process.