



HELPING CLIENTS WIN AND GROW

Strategic Staffing

IT Consulting

Business Process Outsourcing

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



## WHO WE ARE



Established in 1999, Software Folks offers the complete spectrum of Strategic Staffing, IT Consulting and Business Process Outsourcing (BPO) services to its clients to help them focus on their core processes and help them meet their evolving business

- Our business locations in US, UK, Canada and India are fully functional and there are plans to start operations in Europe in the near future.
- Our team has a proven track record having worked for companies like IBM, Wipro, D&B, HP, SGI and E&Y.
- Software Folks has had a demonstrated revenue growth and the projected outlook is exciting.

Our India office recently became ISO 9001:2000 certified and this is recognized as the base for realization of quality processes in our company.



## OUR MISSION

Our vision is to be a world-class Strategic Staffing, IT Consulting and BPO leader helping clients Win and Grow.





## OUR GUIDING PRINCIPLES

In order to encourage commitment to and energize all employees toward fulfilling our vision, we abide by our Guiding Principles.



## OUR CLIENTS

Some of the clients we have been engaged with:

- Telcordia
- Marsh Financial Services
- Goldman Sachs
- Cardinal Health
- Genpact
- General Motors
- Wipro Technologies
- Tata Consultancy Services



## OUR TEAM

### Greater Success through People and Processes

Our Management Team combines cross-functional leadership skills with a deep understanding, unique perspective and hands-on experience of the business landscape in US, UK, Canada and India.

Our collective experience plays a pivotal role in developing targeted industry-specific solutions and implementing them through a global network of highly skilled professionals and vertical practices.

We have a long-term outlook, client-focused culture and management depth that ensures our services effectively support our clients' businesses.

## SERVICE BUSINESS MODEL

We provide logistical efficiency in planning, acquiring and optimizing talent in every employment opportunity in which we participate.

### STRATEGIC STAFFING SERVICES

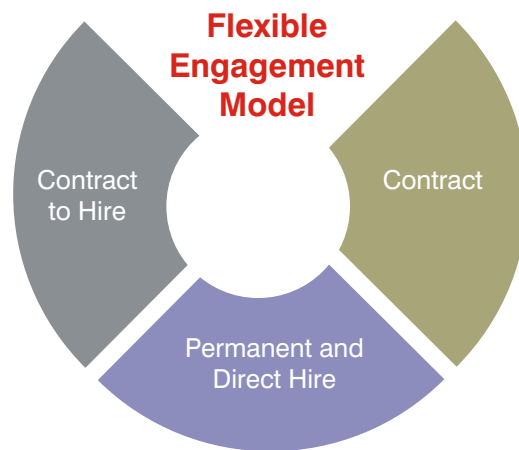
Software Folks has a cost-effective, scalable and innovative business model, which provides flexibility for 24x7 operations.

Our **SelectStaff and VirtualRecruiter** service model attracts an impressive pool of talent and enables our clients to find suitable and talented people and reduce risks. Clients are able to manage their growth, evaluate quality candidates and increase overall productivity.

**Temporary Staffing** solutions are customized to meet specific client needs and find the fastest route to the best resources available. Short-term projects require highly specialized skills and benefit from an infusion of the latest technical abilities. We draw on our research and profiling instruments to recruit and retain top-level contractors.

**Contract to Hire** employees go through regular interviews, reference checks and testing. At the end of the contract, our clients have the option to hire the assigned employee. This allows the client to try out a key resource before making a full-time hire.

**Permanent and Direct Hire** services leverage the breadth of our experience to assess, attract and appoint the best talent. Our presence in multiple locations enables our recruiters to act effectively in resource mobilization and deployment.



### VENDOR CONSOLIDATION PROGRAM

This is a comprehensive, scalable program to acquire, manage and streamline contingent staffing services.

For Wipro we engage in the PAS-THRU Model. Based on a review of the client's current business environment, the Software Folks team drafts a road map for an optimal long-term human resource strategy for clients.

This enables clients to work out favorable long-term deals with fewer vendors and thereby drive volume discounts and better partnerships for consistent business.

## BUSINESS PROCESS OUTSOURCING (BPO)

Our BPO Services help clients transfer some of their repeated non-core and core business processes to achieve cost reductions while improving service quality. An effective BPO encompasses much more than just changing who is responsible for performing the process. As a service provider, we not only take on the responsibility to manage the function, but also re-engineer the way the process has been traditionally done and look at options to IT enable it.

## RECRUITMENT PROCESS OUTSOURCING (RPO)

Our RPO Services enable clients to outsource or contract out select components/processes within the recruitment cycle. Typically, standardized screening, online/database research, resume processing and other non-consultative or non-core competency processes of a company's HR function are outsourced.

Software Folks has developed a proprietary multi-channel sourcing strategy along with structured recruiting tools, quality standards and best practices. Our effective RPO arrangement provides clients with:

- smooth migration of talent acquisition processes
- flexibility and agility to ramp up staff
- improvement in the quality of new hires by providing a large talent pool
- reduced recruiting costs and hiring cycles through better use of technology

## SKILL SETS

Our clients range across several industries and verticals and we deliver a broad and diverse nature of skills allowing them to derive greater strategic value from their internal resources.

Domain	Skills
- BFSI	- Enterprise Applications
- Enterprise	- Technology Infrastructure
- Manufacturing	- Testing
- Telecom	- Product Engineering Services
	- Enabling Technologies
	- Application Development & Maintenance

Other technology areas in which we provide functional and domain consultants:

### Executive and Senior Level

Program Manager, Project Manager, Solution Architect,



Functional and Domain Consultants (Financial Services, ITIL, SOX, Six Sigma)

### Technology Infrastructure

*Systems Administration:* NT, Windows 2000/2003, XP, Linux, Unix ( HP-UX, Solaris, AIX ), OS/400

*Database Administration:* Oracle, Sybase, SQL Server, Teradata

*Network Administration:* SAN, Cisco, Storage and Datacenter Consultants

*Information Security:* CISSP, CCNA, LDAP, Identity Management, TIM/TAM

### HelpDesk and Desktop Support

### Enterprise Applications

Oracle Applications, Peoplesoft, SAP, JDE, Siebel, Clarify,

### Legacy Systems

IBM Mainframe, IBM AS/400, Unisys, VAX VMS

### Application Development and Architecture

C++, Java, J2EE, .NET, Oracle PL SQL, VB, OOAD, Powerbuilder, SQL.

### Application Servers

Websphere, Weblogic, Clearcase

### Data Warehousing and Business Intelligence

Datastage, ETL, Oracle, Data Modeler, Ab Initio, Informatica, Cognos, Microstrategy, Proclarity Microsoft Analysis Services, SQL Server, OLAP, Business Objects

### e-Business

Web applications, Portals, EAI, Webservices

### Testing

QA

### Customer Service

Call Center Executives

## ENTERPRISE APPLICATION INTEGRATION

Enterprise Application Integration reduces the cost of integration by consolidating applications on a cohesive and open standards-based platform that connect all your systems. Our services help clients achieve a more flexible architecture on which software applications – and the business processes they drive – are founded.

Software Folks provides various integration design alternatives to clients that can empower their information workers to use, interact with, and seamlessly participate in business processes like SAP, Oracle Applications, People Soft and JDE.

## TECHNOLOGY INFRASTRUCTURE SERVICES

Software Folks has been steadily adding to its premium IT service capabilities to provide clients technical infrastructure that allows them to concentrate on their core competencies with the assurance that their technical environment is secure, reliable, scalable and readily maintained. Some of our services include:

- technical studies and evaluations of business area requirements and matching technological solutions.
- support and maintenance of production system environments for functional business application systems specifically in the financial services industry.
- High technical level of support regarding the performance of database and application upgrades with application development, scheduling, and user support groups.
- scalable solutions with high recoverability standards to minimize downtime, data loss and manage server environment and backup requirements effectively.
- data center management services that enable clients to enhance capabilities and derive greater strategic value from their internal resources.
- full systems administration in NT, Windows 2000/2003, XP, Unix (HP-UX, Solaris,AIX), OS/400 environment.

## DATA WAREHOUSING

Software Folks' data warehousing services gives organizations a flexible, effective and efficient means of getting critical information that has come to represent one of the organization's most valuable assets.

It gives clients a repository of integrated data, available for queries and analysis.

Some salient features of our data-warehousing services:

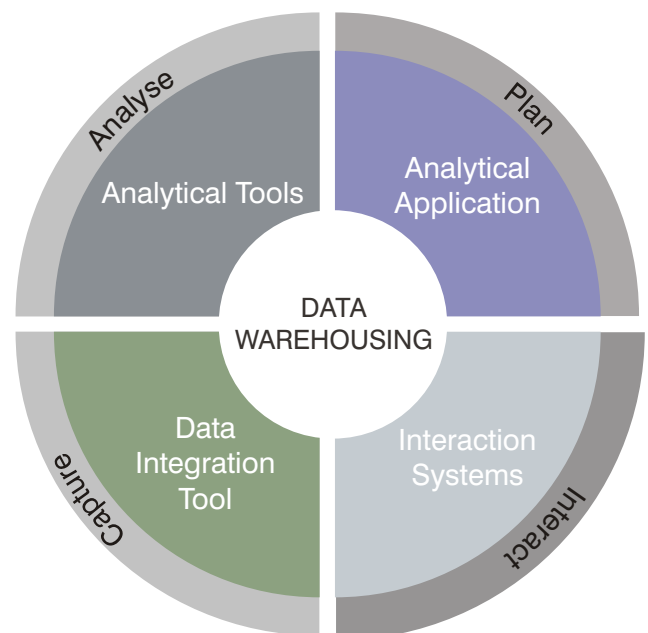
We feed our data warehouse continuously from a variety of data sources and platforms.

Our clients receive a data environment from real-time, multi-platform integration solutions customized to their business needs.

We follow the typical milestones in the data warehousing project cycle:

- Requirement Gathering
- Physical Environment Setup
- Data Modeling
- ETL
- OLAP Cube Design
- Front End Development
- Performance Tuning
- Quality Assurance
- Rolling out to Production
- Production Maintenance
- Incremental Enhancements

We have a closed loop system that supports the continuous processes of :



## SOFTWARE FOLKS EMPLOYMENT BENEFITS

### Fortune 500 Benefits for Today... and Tomorrow

At the core of Software Folks is a powerful premise - the understanding that successful organizations are ones that deeply connect personal aspirations with business. They are also places where learning translates to business performance.

The well-being and growth of our employees to meet a wide range of work/life needs governs all our HR policies and employee benefit programs.

We bring Fortune 500 benefits to our employees and offer these across all 50 States in the US thereby opening the door to more staffing opportunities for our clients.

Some of these benefits include:

- Employee Service Center
- MemberSource Credit Union
- Health Care Flexible Spending Account Plan
- 529 College Savings Plan
- Retirement Savings Plans (401K)
- Employee Assistance Program
- Training and Development

## HEALTH RELATED BENEFITS

We offer a choice of top quality plans for routine preventive dental and vision care.

Low co pays, no referrals, and company paid premiums - up to 50% - to offset high medical premiums improve the overall benefits package for our consultants.

- Basic Term Life Insurance and Personal Accident Insurance
- Basic Disability
- Voluntary Benefits
- Educational Assistance
- Health Insurance including Dental and Vision

## SUPPLIER DIVERSITY

It is no longer just "the right thing" to do business with diversity suppliers. It is a strategic imperative.

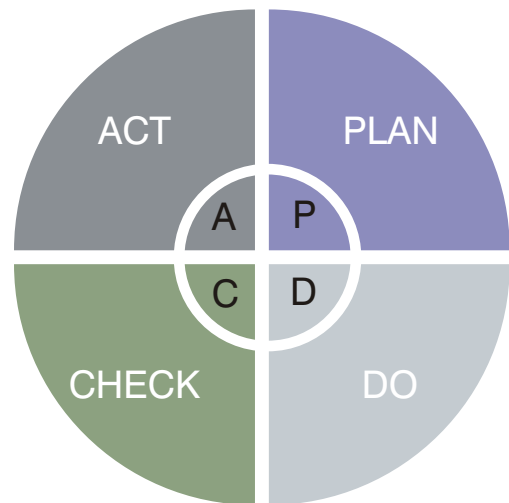
Diversity-owned businesses contribute over \$1.4 trillion in sales to the US economy.

Software Folks is a Certified Minority Business Enterprise. In recognition of the economic power of multicultural businesses, Diversity Business, the nations' leading

## QUALITY PROCESS

Our core quality control and management philosophy is modeled on the Continuous Improvement Cycle of Deming.

Our systems are oriented towards one objective – to be an efficient, competent and ethical organization, which is a reliable and profitable partner to its customers, vendors and stakeholders.



**Our Quality Cycle**

## QUALITY ASSURANCE

QA at Software Folks includes any activity that focuses on ensuring that the needed levels of quality are achieved.

It includes identifying problems, the interdependencies and engineering the processes used by teams to ensure that high quality software products can be developed efficiently. Our QA testing has the following strengths:

- certified engineers
- thorough understanding of the software development cycle
- access to cutting edge technologies
- strict security policy
- well documented QA processes
- proven expertise in manual testing, development of test plans and creation of test scripts to automate testing

Our Quality Assurance services are available onsite, offshore or a combination of both, based on customer's requirements.

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**Software Folks, Inc.**

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