

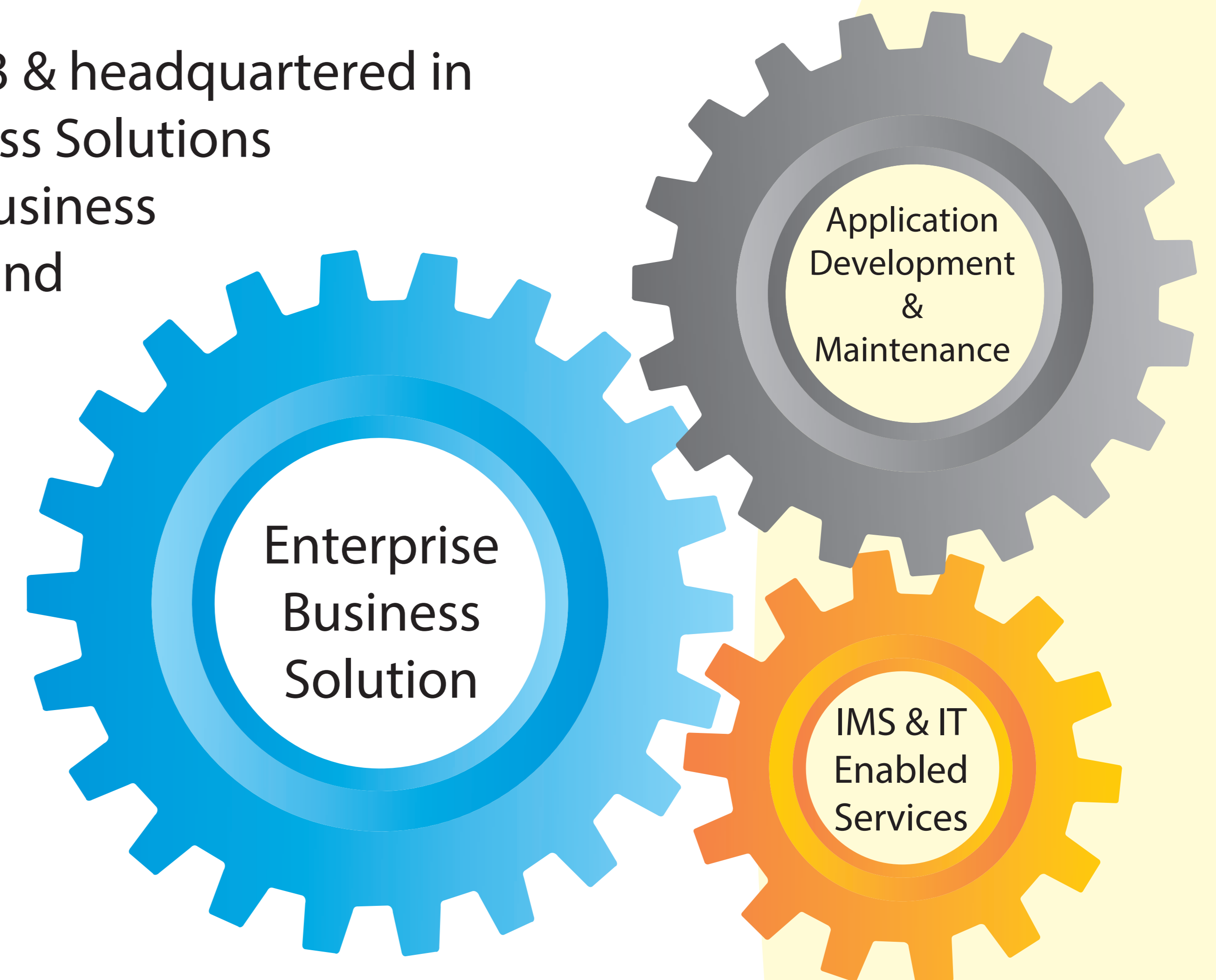


IT Consulting & Software Services

About Us

ITTI is an IT consulting & software services company incorporated in 1993 & headquartered in Bangalore, India. With core competence in the areas of Enterprise Business Solutions (ERP Implementation and Support, Business Intelligence solutions and Business Integration projects) Application Development & Maintenance services and Infrastructure Management services. Its having Global Delivery Centers (GDCs) in Bangalore, Mumbai & business centers in USA, UK & Dubai.

ITTI's strength is its people, processes and partner alliances with global product vendors. ITTI's Project teams provide world-class consulting and software services with the objective of building enduring relationships with our Customers. Based on the leading edge Software Maturity Model, and ISO 9001:2015 standards, our Multi-Shore delivery capabilities have further enhanced the 'value-add', that our Customer's experience, in their engagements with ITTI.



We offer services in Enterprise Business Solutions (ERP Implementation, Support, Business Intelligence solutions and Business Integration projects), CRM services, Enterprise Digital Strategy services, Application Development & Maintenance services and Infrastructure Management

ITTI has been recognized by CIO Review magazine as "CIO Microsoft 100 Solution Providers"

Enterprise Business Solution

ITTI has implemented ERP Solutions across a wide range of industry verticals. We combine an integrated solutions approach, adopt proven & vendor recommended implementation methodology, experienced project teams, Project Management processes and industry 'best practices' to implement and support ERP solutions from leading packaged solution vendors.

QAD's MFG/PRO

Microsoft's D365 Finance & Operations/AX

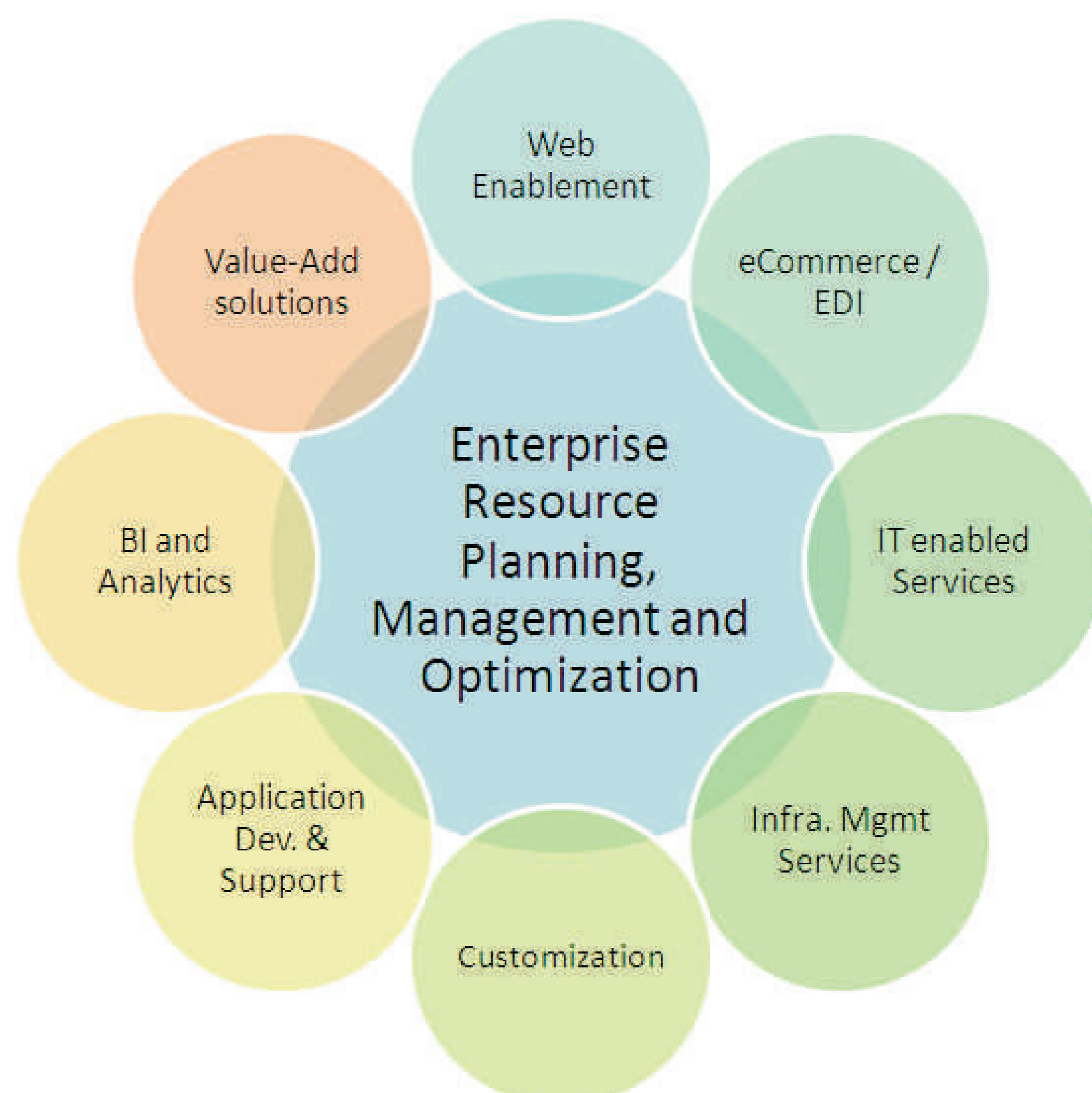
Microsoft's D365 Business Central/NAV

Oracle's JD Edwards

Infor LX (BPCS)

SAP

LS Retail & Hospitality



Alliances:



QAD (MFG/Pro)

QAD practice is the oldest ERP practice at ITTI and have successfully executed implementation, interfaces, support and customization/localization projects across various versions of QAD up to the latest Standard and Enterprise Editions. We are one of the few consulting companies who has successfully implemented the QAD Enterprise Edition in the APAC region. Our experiences with various business models has enriched us not only with deep understanding of the manufacturing and distribution domain but also of the capabilities of the ERP. We also have a skilful group of programmers who works on Progress 4GL and lending the technical skills for this practice.

I appreciate the excellent professional approach by you and your team during this project. Keep the good work

*Nilesh Karande
IT Manager,
Avery Dennison (India) Pvt Ltd..*

Microsoft Dynamics 365



D365 Finance & Operations/AX

ITTI's Microsoft D365 Finance & Operations/AX team has delivered complex projects across India, Middle East, Europe and Far East. The team comprises of strong technical and functional consultants. Our solutions help customers increase operational efficiencies of their businesses. ITTI with Enterprise Application deployment experience can support all aspects of design and implementation from Business Analysis, Configuration, Integration, testing & Server Administration on Microsoft D365 Finance & Operations/AX in industry verticals, like Manufacturing, Retail, Construction, Food & Beverages, IT – ITES.

D365 Business Central/NAV

ITTI's MS Dynamics practice offers a wide range of functional, technical & process related services on D365 Business Central/NAV & LS Nav to customers within India Sub-Continent. Our Consultants combine their deep domain expertise in industry verticals like Manufacturing, Retail, Quick Service Restaurant (QSR), Process and Discrete manufacturing, with excellent product knowledge, to offer our customers, value-added IT consulting & support services.

ITTI is a Microsoft Dynamics Gold Certified Partner for the APAC region and our Team of Certified D365 Business Central/NAV Consultants (Functional & Technical) ensure that their domain expertise in the Manufacturing and Services verticals together with several man-years of successful ERP implementation & support projects, delivers optimum value to our D365 Business Central/NAV & LS Nav Customers.

I would like to thank team ITTI and also place on record my sincere appreciation of the way its been implemented and hoping the same standards and quality for phase 2 as well .

It would be our pleasure to do business with ITTI in the future and looking forward for a long lasting business relationship.

*Niyas
Chief Information Officer,
MK RETAIL CO.*



Microsoft Dynamics 365 CRM

ITTI offers a range of Microsoft Dynamics 365 CRM implementation services to ensure that your CRM software is implemented and installed correctly. ITTI's functional and technical expertise will make sure that Microsoft Dynamics 365 CRM is installed to the correct specification when rolling out to your users.

Oracle's JD Edwards

ITTI's JD Edwards Practice is formed on a 'full service' concept. This means that every aspect of service that is required to implement, optimize, support and upgrade the JD Edwards ERP suite has equal focus and emphasis at ITTI. This may concern strategy, scoping, planning, business process re-engineering, design, implementation, change management, training and support. Whether your need a full JD Edwards implementation, or help in optimizing a particular module, or need to customize the Application to better fit your business, or the need is for a structured, ongoing support to your Users, ITTI has proven methodologies, expertise and track record to deliver.

Congratulations to the team! You all did an excellent job! Keep up the good work.

*Ganesh
DCX Cables and Assemblies
Pvt.Ltd*

LX / BPCS & IBM SYSTEM i

ITTI's LX/BPCS (Business Planning & Control System) practice offers a wide range of Functional, Technical & Process-related services to customers around the world. Our consultants combine their deep domain expertise in industry verticals like Pharmaceutical, Speciality Chemicals, Process & Discrete manufacturing, with excellent product knowledge, to offer our customers, value-added IT consulting & support services. We have designed and delivered an interface to address India localization & statutory requirement.

Our team has vast experience in development of new applications, maintenance of legacy applications and migration to new technologies on IBM System i (formerly AS/400 & iSeries). This, coupled with our domain expertise in an array of industry verticals like Manufacturing, FMCG & CPG have put us in a unique position to help our customers get the best out of their System i environment.

The System i team boasts of experts who are adept in technology skills on IBM System i like RPG, ILE, SQL, CL & DB2 to deliver world class solutions. In order to provide our customers full rounded service, we have System i system engineers, who performs installations, upgrades & audits on AS/400 and PC platforms. We can install and apply PTFs/BMRs to your System i and LX installation.

SAP

ITTI's SAP consultants can work with you to achieve the twin goals of reduced costs and increased value on various functional and technical skill sets available with us. We offer a portfolio of SAP services designed to optimize and extend your SAP systems. Our end-to-end SAP services are delivered through either a dedicated or a shared service model which allows customers to leverage our skills and services in implementation, upgrades, rollout and support areas. We have helped our customers achieve their internal goal well within very restricted budgets through our 'pay as you use' model of service.

iTAX (India Localization Module)

ITTI "Designs & Develops Interfaces" for ERP's that are then integrated with iTAX to generate the required Reports & Registers that meet the compliance requirements of the Central, State & Local authorities statutory requirements

Business Intelligence / Analytics

In the area of Business Intelligence, ITTI has the capability and the expertise to Architect, develop and implement solutions that provide our Customers with valuable information on opportunities, trends, forecasts, and, 'what-if' analysis.

Our services are aimed at collection, consolidation, analysis and dissemination of information that allows key Business Users, across the business, to take well-informed decisions, quicker and with assurance.

Technology platforms / Tools

ETL (Extraction, Transformation & Loading of Data from various sources)

 COGNOS DecisionStream, Ascential, DataStage, Informatica

Database (Data Warehouse / Data Mart)

 Oracle, SQL Server, Hyperion Essbase

Reporting / Analytical Tools

 COGNOS, Oracle Reporting Suite, Hyperion

Commendable dedicated efforts resulted in a successful implementation of the ERP system across RSS Group of companies.

*Sandeep Sawhney
Group Financial Controller
Rental Solutions and Services LLC
Dubai*

Thanks for the dedication, ownership and support provided for making this a huge success. Your late sittings and sleepless nights have paid off.

Appreciate the efforts put in by you all, for the task well executed.

*Jayasudha.
System Manager - HUL*

"The effort put in by the ITTI team was essential to the overall success of the project. Long days & challenging problems were all undertaken! The technical skills demonstrated by ITTI during this project have opened the door for future co-operation"

*Phil Williams
Business Solution Manager –
Europe & Asia
Formica Group*

Application Development

- Business Requirements collection
- Source Systems Analysis
- DW/DM
- Design & Development
- Date Architecting
- ETL
- Application Development
- Report Development
- Dashboard Views
- Data Migration & Go-Live

Application Management

- Level 1
 - Interaction with Business Users
- Level 2
 - Resolution of Minor issues / fixes
- Level 3
 - Detailed Analysis
 - Implimentation Plan
 - Implimentation Testing

Operation Support

- Data Loading
- Data Reconciliation

Application Development & Maintenance (ADM)

We design and develop innovative Business Solutions to make our Customers stand out in the marketplace. Whether it is an Enterprise Business Portal or a Supply-Chain application, we have the domain knowledge and technical expertise to deliver robust, secure & scalable applications that allow you to meet your aggressive time-to-market goals.

ITTI's Application development teams have developed and delivered value added Applications for their customers and transformed their businesses.

Services

- ✍ Design, Development & Maintenance of Web-based application, desktop application/Enterprise Portals
- ✍ Product Development
- ✍ Business integration projects – web-based Applications integrated with backbone ERP Systems

Technology platforms

- ✍ ASP.NET, SQL Server
- ✍ Java/J2EE, Oracle, MySQL
- ✍ Microsoft SharePoint Services (WSS, MOSS, SharePoint 2010 & SharePoint 2013)
- ✍ Microsoft SQL Server Reporting Services (SSRS)
- ✍ Microsoft SQL Server Integration Services (SSIS)
- ✍ Microsoft SQL Server Analysis Services (SSAS)

Programming Languages & Environments

- Microsoft Visual Studio .NET
- J2EE, Java, JSP, Servlets, Struts, JSF
- XML, XSLT, SOAP, Web-services
- HTML, DHTML, Java-scripts
- MS SharePoint Technologies

J2EE Application Servers

- IBM Websphere
- Oracle IAS
- Tomcat
- JBOSS
- iPlanet

Databases

- Microsoft SQL Server
- IBM DB2
- MySQL
- Oracle
- Progress

BI

- Cognos
- Hyperion
- SSAS
- MSBI

Reporting Tools

- MS SQL Server Reporting Services (SSRS)
- MS SQL Server Ad-hoc Reporting
- Crystal Reports

Infrastructure Management Services

ITTI's Infrastructure Services Group provides remote and onsite support to our Customers, for maintenance of their IT Hardware and Infrastructure. Our services are SLA-driven with back back SLA's with ISPs, Data Centers and other third party vendors, whom we Partner with.

Service Offering

- ✍ Design and implementation of Networks and IT Infrastructure solutions
- ✍ Managed services and Hosting solutions
- ✍ Remote / Onsite Administration of IT Infrastructure – Servers, Desktops, Routers, LAN, etc.
- ✍ Data Storage / Data Back-up services
- ✍ Hardware Asset Management
- ✍ Vendor Management

IT Support

- Software Management
- Service Desk
- Server Management
- Network Management
- Storage Services
- Data Center Services
- Security Services
- Migration Services
- Infrastructure-As-A-Service
- Vendor Management

IT Security

- Vulnerability Testing
- IDS Implementation and Maintenance

Facility Mgmt

- On Call & On Premise Support

Consulting

- Firewalls and security devices
- Active Directory Services - Windows & Linux
- Network Monitoring
- Mailing Solution & VOIP
- Backup & System Recovery
- ITIL Process

Networking

- Cisco Networking
- Juniper Networking
- Network Security Solutions
- Firewall and UTM solution

Virtualization

- Server
- Application
- Desktop

ITTI's Product Catalogue

Over the years, ITTI's Application Development teams have designed and developed innovative Web-based solutions that have been productized and offered to our Customers, around the world. Some of these products are:

AssetMan

(Asset Management System)

Asset ICE is a web based Asset management system that would allow a complete tracking of Assets in Outlets with details, placement, withdrawal and movement of Assets and CAPEX allocation & reallocation.

OAMS

(Online Auction Monitoring System)

Online Auction Monitoring System facilitating tea buyers in taking better decisions at auction centres by comparing and optimizing trends of past auction data and current buying requirements.

E-Valuator

(Online Evaluation / Competency testing tool)

Evaluator is an online test application to evaluate a candidate and will give reports on test results.

ECMS

(Expense Control and Monitoring System)

This product will cater to integrate the finalized budget with Purchase process for Promotional activities.

IT enabled Services

Extract, Transform and Load (ETL)

- ✍ Managing data movement
 - ✍ Scheduled job monitoring
 - ✍ Manual download and load
 - ✍ Validation post load (if required)
 - ✍ Master Data Management
- ✍ End user access control
- ✍ Master maintenance as per defined process
- ✍ Month, Quarter, Half and Yearly control changes
- ✍ Account Payable
- ✍ As per customer work flow and process

Report Publishing

- ✍ Report extraction and Publishing as scheduled
- ✍ Data cleansing and report formatting
- ✍ Scheduled report publishing

Onsite Product training

- ✍ End user training on the day to day transaction process
- ✍ Periodic / on request training – Online / onsite

Application / Product Rollout / Support

- ✍ Application / Product rollout as per customer defined process
- ✍ Train the end user
- ✍ Post rollout shadowing
- ✍ Hand over to Support / Support the end user

Software Configuration Management /Gate Control Management

- ✍ Customer defined process in line with SOX
- ✍ Internal audit
- ✍ Document checking as per SOX relevance / customer define guidelines

Quality Assurance @ ITTI

ITTI is one among the Software Companies, around the world, with the highest levels of Process Maturity. ITTI is an ISO 9001:2015 certified company and follows world class process standards. This process maturity and standards plays, and contributes significantly, while executing implementation project and also during our consulting assignments.

Application Support

Enterprise applications are the “glue” that holds an organization together.

ITTI's Application Management Services provide the scalability and technical expertise to reliably deliver and manage application availability, security and performance, as an alternative to providing this support using internal resources.

Service Offerings

- ✍ Application Helpdesk
- ✍ Maintenance and production support
- ✍ Health check and optimization
- ✍ Operations / Data Management Support

Helpdesk Management Services

ITTI provides SLA-based Helpdesk services through which we can support multiple business applications. We have set up and run, successfully, for many years, Application Helpdesks for Global Corporations like Unilever, Lafarge, Cypress Semiconductors & Visteon Automotive, amongst others.

Our Helpdesk processes are compliant with ITIL and ISO 9001:2015 standards and leverage on state-of-the-art Tools and Call Management systems to monitor and measure the defined SLAs, provide high levels of User satisfaction and ensure optimal utilization of shared resources.

Snapshot of some of the Application Helpdesks managed by ITTI:

Hindustan Unilever – Application Helpdesk

- Platform : QAD's MFG/PRO & Progress
- Coverage : 80 Factories (Own, 2P & 3P) & 120 Depots - 2000+ Users
- Team size : 30 (Technical & Functional Consultants)
- Providing Application support since 1999

Lafarge India – JDE Application Helpdesk

- Platform : JD Edwards ERP 8.0
- Coverage : 4 Factories, 5 Offices (including Corporate) & 72 CFAs - 200+ Users
- Team Size : 06 (Functional Consultants)
- Providing Application support since 2001

ITTI's Helpdesk Management Services includes:

- ✍ Single Point of Accountability (SPOA) to eliminate multiple calls to the Help desk.
- ✍ Expanded Coverage to ensure 24*7 coverage
- ✍ Effective First Call Close Rate to minimize repeated calls, user downtime, and frustration.
- ✍ Metrics to track and monitor Helpdesk performance
- ✍ Knowledge repositories that enable the HelpDesk personnel to provide FAQs and build Solution databases for quicker resolution of issues.

Some of Our Customers...

FMCG/CPG



FMCG

Manufacturing (Discrete)



Manufacturing (Aerospace)



Manufacturing (Process)



Manufacturing (Automotive)



Retail



Pharma/Biotech/Life Science



Others



Registered Office:

Branches:

Global Offices

ITTI Pvt. Ltd.

ITTI Pvt. Ltd.

ITTI Pvt. Ltd.

ITTI Arabia

ITTI USA

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Bangalore - 560 078.

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