

# Corporate Profile

**CITeS**

Cosmic Softech Ltd.

B1/D1,  
Mohan Co-Operative Industrial Estate,  
Mathura Road,  
New Delhi-110044, INDIA

Tel: 91-11-41676960/61/62/63  
Fax: 91-11-41676964

Email : [info@citesindia.com](mailto:info@citesindia.com)

# An Overview



**Cosmic Softech Ltd. (CITeS)**, an ISO 9001:2000 Certified, is an **IT Education, IT Training, IT Solutions and IT Enabled** services organisation. A public limited company with an equity base exceeding 1 Million USD, CITeS has its state of the art 20,000 Sq. ft. development and delivery facility in New Delhi, India. With a team of more than 150 professionals, a core Sr. management team with more than 100 man-years of IT experience manages CITeS. CITeS reaches its customers across the globe through its marketing offices and business alliances in USA, Australia, France, Germany, UK and Japan.

The solutions and services domains at CITeS include Turnkey IT solutions involving Software development & systems Integration and IT enabled Services involving Call Center Operations and Business Process outsourcing Jobs.

We, at CITeS, have committed ourselves to Zero Deviation Discipline™ (ZDD) while delivering products and services in order to meet customer's expectation. The Zero Deviation Discipline™ implies zero defects plus zero time slippage plus zero cost overruns.

CITeS has invested more than 2.5 Million USD in capability building and perfecting its Technical solutions and Delivery processes.

# Solutions & Services



## IT Solutions & Services

### Enterprise Solutions Practice

CITeS has a number of success stories around Consult - Design - Build - Operate - Maintain service chain of Enterprise Solutions catering to very large organizations to small and medium businesses. CITeS has matured software development processes working well On/Off site, Off-Shore or hybrid environments, besides Implementations of Packaged solutions.

As a Solution Center for Microsoft Business Solutions Navision, CITeS has the experience and expertise of Navision ERP package implementation in varied businesses including Discrete, Process, Trading & Retail industries.

Ramco, Implementation Partners for the Ready to use business solutions to mid size enterprises across 15 industries in Manufacturing, EAM (Enterprise Asset Management), Human Resources Management and E-commerce.

C.Orp, a custom built ERP solution by CITeS finds great acceptance where customers are looking for fast to implement, affordable value for money preposition. In addition CITeS has ERP specifically for the Gems and Jewelers and Herbal Medicines industry verticals.

Besides, CITeS has demonstrated success stories in varied fields of Mobile Solutions (built on Palm, Pocket PC, Symbian etc.); Smart Cards, re-engineering of legacy systems etc.

# Solutions & Services



## Security & Storage Practice

With IT becoming indispensable for organizations, there is a much larger need for organizations to adhere to stringent disciplines while managing their critical data against theft and loss. CITEs has partnered with the industry majors including Computer Associates, Veritas, Legato, Tandberg, Fortinet to help organizations manage their IT resources efficiently. CITEs offerings include consulting, network audit, planning and implementation, onsite and remote management services.

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## Open Source (Linux) Practice

CITEs in association with Red Hat provides Enterprise Infrastructure Solutions for Emailing, Security, VPN and Network Management, based on Open Source Linux. The open source solutions are cost effective and robust alternatives to other prevalent technologies.

## System Integration Practice

CITEs has experience in integrating Hardware and software solutions over voice and data networks. Experience in the domain include setting up VoIP based Call centers and VPN connectivity for enterprise wide computing.

# Solutions & Services



## Resource Management Services

The RMG at CITEs offers Staffing services to corporates and institutional clients in the areas of staff augmentation, direct placement, and delivery programs.

## IT Enabled Services

CITEs is a full spectrum and end-to-end provider of Business Process outsourcing (BPO) and Customer Interaction Services. The range of services include:

## Data Based Transaction Processing Services

- Medical / Insurance claims processing
- Purchase / Logistics order processing
- Credit / Housing loan processing
- Data migration
- Payroll & Accounting Operations

## Data Base Transaction Pro

- Customer acquisition and retention
- Web-enabled customer service
- Technical support
- Market Research and Knowledge Management Services
- Database marketing services

# Solutions & Services



## Education

Cosmic's latest diversification is the entry into the training and education market with industry and university partnerships to cater to the needs of the industry by providing trained manpower and to meet the growing demand for quality education in India

## Cosmic Academy offer the following programs to the Students & Corporate

**Formal Educational Programs:-** for undergraduates and postgraduate students. Cosmic Academy is offering UGC recognised degree programs like- MBA, BBA, MCA, BCA, Mass Communication & Journalism.

**Soft Skill programs:-** For individual & Corporate houses. Programs like Selling Skills, Communication Skills, Personality Development, Time & Stress Management, etc.

**Language Programs:-** For individual & Corporate houses. Cosmic Academy is currently offering language training for English, German, French, Spanish and Italian.

## Technology Programs Software & Hardware

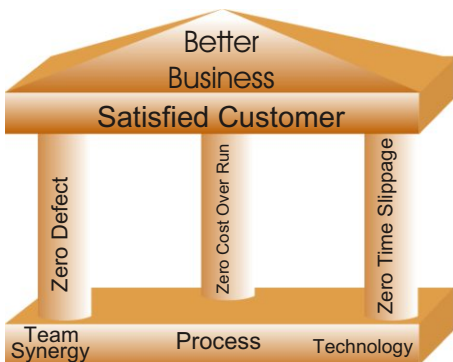
# Quality Policy



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# Quality Policy

Zero Deviation Discipline™ is a proprietary framework for optimally managing Processes, Technology and Teams. A comprehensive focus through the ZDD™ framework allows CITEs to identify the influences that may lead to missed goals in Product/Service quality, delivery date and cost. Importantly, ZDD™ builds client review and approval into every stage of the Project. In short, the Zero Deviation Discipline™ provides both the structure to ensure efficiency and an advance warning system that allows remedial steps before a potential problem.



## ZDD™

We, at CITEs, are committed to Zero Deviation Discipline™ while delivering products and services to our customers.

The Zero Deviation Discipline™ implies

**Zero Defect**

plus

**Zero Cost-Overruns**

plus

**Zero Time-Slippage.**

# Our Customers



The list of our customers spreads over North America, Europe, Middle East, South East Asia and Asia Pacific, besides a long list of Domestic clients.

## A partial list of our significant customers includes -

- |                                                |                      |
|------------------------------------------------|----------------------|
| ▪ <b>CompUSA</b>                               | <b>North America</b> |
| ▪ <b>Richa Creations</b>                       | <b>North America</b> |
| ▪ <b>Virtual Advanced Solutions</b>            | <b>North America</b> |
| ▪ <b>Computer Solutions International, Inc</b> | <b>North America</b> |
| ▪ <b>Business Solutions Group Consulting</b>   | <b>North America</b> |
| ▪ <b>Dev Methods</b>                           | <b>North America</b> |
| ▪ <b>Neopost, Inc</b>                          | <b>North America</b> |
| ▪ <b>Best Systems, Inc.</b>                    | <b>North America</b> |
| ▪ <b>MAPI, Inc.</b>                            | <b>North America</b> |
| ▪ <b>Golx Global On Line</b>                   | <b>North America</b> |
| ▪ <b>GreenField On Line</b>                    | <b>North America</b> |
| ▪ <b>Trade Dreams International</b>            | <b>Hong Kong</b>     |
| ▪ <b>Butani Jewelers</b>                       | <b>Hong Kong</b>     |
| ▪ <b>KL Soft</b>                               | <b>Israel</b>        |
| ▪ <b>Portum</b>                                | <b>Germany</b>       |
| ▪ <b>Amiga Germany</b>                         | <b>Germany</b>       |
| ▪ <b>Power Services Gmbh</b>                   | <b>Germany</b>       |
| ▪ <b>Galaxy Informatique Services</b>          | <b>France</b>        |
| ▪ <b>Emirates Computers</b>                    | <b>UAE</b>           |
| ▪ <b>Age Media</b>                             | <b>Australia</b>     |

# Our Customers



## The domestic customers include

- **Ministry Of Railways**
- **Ministry Of Defence**
- **South Eastern Coal Fields Ltd.**
- **Central Building Research Ltd.**
- **Thomson Press**
- **Tech Books**
- **Survey Of India**
- **Bikanervala Food Products Pvt. Ltd.**
- **Mitutoyo South Asia Pvt. Ltd.**
- **Groz Net Industries**
- **Ranbaxy Laboratories Ltd.**
- **E-First Learning Quest Pvt. Ltd.**
- **VXL Technologies Ltd.**
- **Global Automotive Pvt. Ltd.**
- **Eastman Cast & forge Ltd.**
- **Eastman India Ltd.**
- **H One India Pvt. Ltd.**
- **GEI-Hamon**
- **Indication Instruments**
- **Haldiram's Foods**
- **Bhikaji Foods**
- **Itpreneurs India Pvt. Ltd.**
- **Rockwell Automation**

# Infrastructure



CITeS has created a state of the art delivery and development facility equipped with a state of the art communication network for delivering solutions and services for its global customers. The physical infrastructure includes

- **20,000 Sq.Ft. of development and delivery space which can house up to 600 professionals**
- **Technical Infrastructure equipped with IBM and HP hardware including. High and Mid Range servers**
- **2MBPS leased line connectivity for Voice and Data**
- **ISDN connectivity and Video Conferencing facility**
- **Managed Network to US with Nortel switches and & Cisco High end Routers**
- **Internal process based on ERP**
- **Security network to prevent intrusion and confidentiality of customers data.**

# Contact

## INDIA

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Mathura Road, New Delhi-110044.INDIA

**Tel :** +91-11-41676960/61/62/63

**Fax:** +91-11-41676964

## USA

### **Cosmic Softech INC.**

1571, Poplar Creek,  
Hoffman Estate, IL - 60169

**Ph:** 1 224 659 2843

**Fax:** 1 847 628 0999

## UAE

### **Cosmo Tech F.Z.C.**

P.O.Box : 8505  
Sharjah Airport International Free Zone  
Sharjah UAE

## UK

### **Cosmic Software**

31, King Fisher Drive, Ham.  
Richmond, Surrey.  
TW107UF  
United Kingdom