

COMPANY PROFILE

A company professionally managed by team of well- trained and qualified consultants in
WEBSITE AND SOFTWARE DEVELOPMENT

INTRODUCTION

Z-Index Technologies Pvt. Ltd. established in Mumbai with the commitment to serve the hardware/ (software and website development) solution and maintenance and service to the above products. We possess valid license from the ministry of _____
With license no: _____

Though we are the new kid on the block having founded in the new millennium, our consultants have an average of 10 years working experience in the website and software development, maintenance and services to the same.

Z-Index Technologies Pvt. Ltd. is a global provider of sophisticated, on-demand solutions that are secure, scalable and upgradeable. Z-Index Technologies Pvt. Ltd. is an organization with strong principles, commitment and focus led by a team of well-seasoned entrepreneurs backed by solid ethos.

We provide services to a wide spectrum of customers across verticals such as Banking, Financial Services, Healthcare, Human Resources, Telecom, Multimedia, Insurance, Hospitality, Retail and Distribution and Manufacturing.

ABOUT US

Z-Index Technologies Pvt. Ltd is a value-driven IT organization specializing in application development, Web development, search engine optimization, web promotion and complete solution on e-commerce domain.

We maintain the highest standards of quality by implementing ethical practices and making optimum use of the latest tools and technologies to equip our customers with every possible advantage over their competitors.

Our business solutions are innovative, modeled for best fit, effective and efficient.

We are especially sensitive to customer requirement and customer satisfaction.

Our customers often form long-term partnerships with us.
We do not compromise on quality or ethics.
Our services can be availed at competitive prices.

We deliver application engineering services and software development in the following areas:

- **Website & Designing**
- **Web and Client Server Technology**
- **Website Optimization**
- **E-Commerce Solution**
- **Web Application**
- **SEO services**
- **Product Promotion**
- **Internet Marketing or Web Marketing**
- **Software Consultancy**
- **Database Designing**
- **Systems Integration**
- **Software Testing**
- **Application Maintenance**
- **Inventory Management Tool**
- **Customized Software Development**
- **Programming in .NET**

BUSINESS SOLUTIONS

BPO software development

Applying technology for business improvement -

Most businesses are under intense pressure to cut costs, cut resources, cut headcount and improve their use of capital. Although these short-term goals can be achieved through offshore outsourcing, they should not be pursued in isolation. Economic theory and history both show that when an industry embark on this kind of cost reduction, individual firm always end up in the same place: The market eventually equalize, but with a lower price for everyone.

Long-term competitive advantage is more affected by now systemic and aggressive reduction in what economist call transaction costs. From the 1960s to the 1990s, organizations drove down production cost to the extent that blue-collar productivity increased 40-fold in Western economies. However, over same period, transaction cost, and therefore white-collar cost, varied by only two percent. This massive difference was partly because technology was focused on automation and basic accountancy; and partly because we had a lot to learn about how to apply the technology to business improvement.

Today's technology — pervasive computing, Internet, mobile technologies and business process management — is geared to driving down transaction cost. Two things will emerge. One is same

Kind of 40-fold improvement in white-collar productivity that we saw in blue-collar productivity; the other is that businesses will disaggregate where it cost less to perform an activity outside organization than inside it. Therefore, if 40- to 50-fold improvements in transaction cost occur, we should expect to see new kinds of organization, and all the assumptions that we make currently about industry configuration, company organization and achievable levels of productivity will change radically.

We are already beginning to see a move toward looser, more disaggregated organizational structure. As transaction cost fall further, more companies are becoming capability-based organization. This new form of desegregation suggests that as transaction costs become sufficiently low, organizations can afford to be excellent at everything.

For activities at which it is world-class but not profitable, a business should look for partner; and for activities at which it cannot be world-class, it should devise a sourcing strategy. The choice is no longer a stark one between in sourcing and outsourcing, but involves weaving a much smarter strategy about what should be done internally, and what should be sold — outsourcing, collaborating, and in some case, monetizing asset.

The skills that are required to manage disaggregated organizations go way beyond today's concepts of vendor and partner management. Aggregation and orchestration must be undertaken at process level, and management must cover process collaboration and process synergies, which is a much more sophisticated requirement than simple vendor management.

To buyers, it would appear there is a wide choice of solution. However, there are two considerations to take into accounts. The first is that, even if this market grows as fast as predicted, it is not the single, monolithic, distinguishable market like ITO. BPO, for all the processes on offer, represents probably 20 to 30 immature markets.

The second consideration has to do with critical employees. In ITO the service provider can replace just about any employee without affecting service. This is not case in BPO because processes are never fully documented or fully automated. They consist of a mish-mash of automated, semi-automated and manual processes with workaround and fixes, because nobody knows how to do them any other way. The people who know how the processes really work are important. Their knowledge cannot be uncovered by due diligence as it can be Potential BPO clients must not undersell their knowledge of their process.

True process outsourcing and true process transformations demand a level of industry knowledge and domain skill that make it extraordinarily unlikely that, at least under current model, the equivalent of IBM, CSC or EDS in the ITO market is going to materialize in BPO. Desegregation and BPO are going to mean managing 30, 40 or even 50 providers of business process services, and processes will span many organization.

The issue is not one of the management, because no organization can manage 40 of anything, but is about aggregation and orchestration. Outsourcing to different vendors complicates the realization of synergy. Once organizations have outsourced six processes to six companies, how do they exploit the synergies?

A potential solution is emerging in form of an Enterprise Process Repository. This enables both customer and vendor to understand the current state and the planned future state of all processes, so that they can identify synergies, collaboration opportunities and consequential opportunities. Once customers have that plan, they can source more intelligently and vendors can understand potential for the future.

Because continuous fundamental change and innovation are crucial to successful BPO, BPO deals cannot be handled in the same way as ITO deal. The approach is different, the outcomes are different and value drivers are different — so don't treat them the same. Every ITO deal that we have witnessed has featured heated debate about who controls architecture, who controls strategy and who decides if vendor should buy from Dell or HP; but none of this actually affects the success of deal.

BPM as the enabler of BPO

If vendors are to offer BPO at anything approaching world-class level, they need outsourcing "science". Vendors should be more interested in the business process management (BPM), which gives them a method for managing collaborative processes and a method for managing processes across multiple clients and multiple enterprises. BPO is impossible without a method for intelligently aggregating, orchestrating and controlling processes. Thus BPM is enabler of BPO.

BPM enables process outsourcer and process aggregator to discover, design, deploy, execute and redesign business processes. Running processes that were designed for the single company operation and getting economies of scale and scope across multiple clients is a

Nontrivial task, BPO vendors need to demonstrate mastery of complex program managements, including the ability to manage people, behavioral and cultural issues. If vendor does not understand change management and behavioral management, they should not be offering BPO.

BPM and BPO should be key parts of every business' sourcing strategy. The strategy should recognize that a successful BPO requires a very different approach to ITO and facilities management. BPO is about the continuous innovation, collaboration, iteration and co-creation. It needs a process aggregator. Smart vendors should be working on exactly how they will fulfill that role.

CRM - customer relationship management

CRM helps in determining the efficiency and market strength of a business organization. Website programming development assists business organizations in driving their sales performance by providing cost effective CRM development solutions. By capturing intelligence from customer interaction across sales, marketing and service activities, our CRM software applications assist you in your varying business needs.

E-marketing campaigns or case management, opportunity and contact management, tracking of leads, dashboard charting or RSS syndication no matter your CRM development needs our professionals with expertise in competing technologies such as Cold Fusion, ASP.Net, PHP, Java, JSP C#, Vb.net, ASP, and Visual Basic helps business organizations in developing fruitful, long lasting relationships with their clients.

Website programming development has achieved great experience in this domain by successfully completing various CRM development tasks such as incorporating advanced features and integrating with other systems such as accounting and ERP. Outsourcing your CRM development tasks to us brings you great benefits. Your investments on sophisticated tools and skilled workforce with expertise in advanced technologies can be effectively diverted to some other areas of your business.

The complexity of the processes involved in your field of operation doesn't matter, the CRM solutions provided by website programming development are easy to install. By synchronizing with varied customers our solutions help to automate your business processes, and communication channels with the clients. Our success to date stems from our commitment to quality. We undertake CRM development tasks on a turnkey or consultancy basis.

Website programming development assists global organizations in adding value to their business by improving efficiency and accuracy. Working in a shared environment is highly risky. Our CRM service provides you the tools that enhance the security of shared working environment. We also have expertise in customization and implementation of open source CRM packages like Sugar CRM.

Enterprise portal solution

Enterprise Portals is an independent Delivery Unit (DU) within Z-Index Technologies business units. The Unit excels in the

collaborative space - a key capability category from the Matrix capability frameworks; its components represent the communication channels that provide interoperability between any telecom organization, its customers, partners and suppliers.

Enterprise Portals Practice encompasses all functions related with the inter-working between partners, suppliers, customers and employees through various e-channels. Using the portal framework, CMS and B2B systems, the Delivery Unit provides a transaction platform by which the various stakeholders/partners can interact or transact amongst themselves.

The Delivery Unit provides end-to-end delivery, managed support and service management capabilities for portal's content management applications and B2B gateways. Such systems will prove extremely useful for both large and small organizations, typically across their retail, wholesale or international divisions.

Enterprise Portals Objectives:

Improve customer experience

Increase online sales, as customers become increasingly sophisticated and comfortable with buying on the web

Reduce sales costs, taking advantage of the lower costs of interaction via the web as compared to other sales channels

Improve time to market for launching new products and services

Improve system flexibility to accommodate product and service bundles

Improve operational efficiency, drive reuse of existing estate and reduce cost of change by developing common components

Provide technology and product independence

Content Management System

If you are intending to build up web application with a sophisticated content management system to manage contents of your website, Please contact us and request a quote. We will get back to you to understand your needs.

A content management system (CMS) is an application used to manage the content of a website. A CMS allows the content manager or author of the website, who may not know HTML the programming language used for the web, to create, modify, remove and organize the information and pictures on their website. A content management system (CMS) is used to collect, manage and publish content, storing the content either as components or whole documents, while maintaining dynamic links between components. A CMS typically separates page design from content, facilitating content maintenance and design changes.

We create customized Content management systems, which used for organizing, categorizing and structuring of information resources (text, images, documents etc.) so that they can be stored, published and edited with ease and flexibility.

We create customized CMS applications that can kept up to date by editors and other contributors who do not have to have special knowledge about HTML or other Web technologies. We can provide caching (along with a no-cache option for parts of your site that must remain dynamic) your content is delivered to your visitors in the most efficient method.

Building CSS editing features into our content management systems allows us to make style changes as easily as we make content changes. In the future, managing the design of a Web site at the tactical level will be as easy and efficient as managing content. Apart from them Image manipulation, resizing image, cropping image, admin control panel can be added advantage to your business. We take due care for the pages generated by CMS are

search engine friendly and the Meta tags etc can also be manageable.

Enterprise resource planning (ERP)

Z-Index Technologies defines ERP as an enterprise re-engineering solution that uses new business computing paradigms to integrate IT processes across company divisions and departments. Some of the key ERP solution modules can be listed as follows.

Sales Management

Staff Management

Stock and Inventory Management

Supply-chain management

Production planning

Project Management

Customer Relationship Management (CRM)

Financial Accounting and Bookkeeping

Data analysis and workflow management

Business Intelligence and Reporting (MIS)

Document and Workflow Management

Currently ERP market is experiencing a transformation from vertical product-centric architectures into horizontal customer-centric architectures. Generally, traditional product centric approach is tightly inter-coupled and ends up being inflexible and insular. On the other-hand the horizontal approach is more loosely coupled and adaptive. It is built for an era of specialization. We recommend this enterprise SOA approach to ERP application development.

Following trends are reshaping ERP development and delivery approaches to great extent:

Adaptability to the Internet: Need for internet enabling ERP solutions which provide anytime, anywhere access is a growing trend

Improvement on integration and flexibility: Integrating two applications from the same vendor is generally a challenge, but integrating applications from a variety of vendors is further difficult, which is major requirement for current ERP solutions. E-Zest uses its expertise in XML, Web Services and other integration standards for development and integration of current ERP solutions with other applications in organizations.

Embracing E-business: Increasing demand for integration of e-business services such as CRM, Business Intelligence. e-Procurement and supply chain management solutions within ERP platform

Reaching out to new users: Need for using ERP data by multi-enterprise users, mobile users

E-Zest excels at enterprise IT solutions. From your software platform, optimized for the ERP environment, to your support and services infrastructure, we support you every step of the way in your re-engineering journey. E-Zest focuses on the vision for the application and not simply the current technology.

This vision determines the appropriate architecture, customization features, installation procedures, and level of complexity. E-Zest works with software vendors to ensure that you have the correct suite of integration applications integral to a successful ERP solution. These applications are used to identify and plan the enterprise-wide resources you need to best serve your customers. e-Zest has partnered with these experts to skillfully ally applications with our strong team, technology, service, and support to provide the best, next generation IT solutions.

Need of ERP

The role of ERP applications in business today is radically different from just A few years ago. It's no longer sufficient to focus on optimizing processes and transactions within your own company....

A modern ERP solution is more than just manufacturing, transaction processing and control. It's about managing collaborative production-to-delivery in a competitive global environment.

Objective

To integrate various enterprise functions like Purchase/Sales, Production & Materials Management, Marketing, Finance, Services and Payroll. The system was expected to be online providing functionalities of Purchase/Sales, Production & Materials Management, marketing, finance, payroll & personnel to all its branches.

ERP Modules

Purchase Module (With foreign Import)

Inventory and store Module

Excise Module

Production Planning and Control

Export Module & Documentation

Maintenance

Quality Control Module

Contractors Module.(optional)

Human Resource Management Module (Biometric Payroll)

Asset Management

Common Module, Taxation Module, TDS Module

Admin Module (M.I.S Reporting)

Sales Module (Pre Shipping and Post Shipping)

BENIFITS

- Increased operational efficiency
- Improved customer satisfaction
- Enables better decision making and forecasting
- Provides support for business growth
- Scalable and flexible solutions providing for future changes
- Better tracking of inventory
- Provides a centralized framework for all business processes

Business workflow application

The success of workflow projects to a large extent depends on how workflow application development processes are planned, organized, and conducted. Based on lessons learned from problems encountered during real-world workflow application development projects, this paper presents a reference model for workflow application development processes, which guides project managers and developers through the complex structure of these processes, with the aim of developing more adequate, usable, and reliable workflow applications.

Software Development

We are fluent in all the latest software development and software programming tools and technology. These include: C#, Visual C++ (VC++), VB, MFC, ATL, STL, WIN32, GDI+, Win Form, SQL Server, ADO.NET, ASP.NET, OpenGL, DirectX, DirectShow, Windows, Windows Multimedia SDK, WPF, WCF. In addition to building applications, we are also experts in building components - such as COM, DCOM, OCX, ActiveX, Custom Controls, Windows Forms Custom Controls, ASP.NET Server Controls, User Controls and Windows Installer Packages (MSI).

Database Administration System

The duties in database administration can depend on the type of database, the technical features of the database system and the capabilities. Disaster recovery, performance analysis and tuning and database design are some of the most common roles and functions in database administration.

In addition, there are other functions that are necessary in order to manage a database successfully. If there is imminent need of finding a professional for database administration, then here are some of the key factors:

Installation of software - this is one of the key roles in database administration. It consists of installing new versions of software,

installing application software, and testing of the software to make sure it is working properly.

Configuration of hardware and software - this includes work with configuring, performing software installations and making sure that the hardware and software are configured so that they will function with the database.

Security Administration - it is important to monitor and administer the database security. This involves removing users, adding users, auditing and checking for potential problems in security. This also means limiting access to certain users and monitoring the security levels of other users.

Data analysis - there is the need to be able to analyze the data that is stored in the databases and to also make recommendations for the performance and efficiency of data storage.

Database design - this is usually done in the design stages of database administration. There are problems that can be detected during this stage that can be fixed before the new software updates are used.

Data modeling and optimization - it is possible to optimize the system layout of the database in order to get the most advantages out of the subsystems of the database.

Database administration also includes the maintenance of the current database and the possible design, creation and management of new databases as the need arrives. It is important to use quality and professional database administration in order to keep database running properly and keeping the data that is stored safe and secure.

The performance of database is also an important factor because you need to have your database programs running at good online response times; and the best part is that there should not be any lags in response time or time outs.

There is utmost need for the database security in the entire database administration module. This is extremely important for the commercial gravity and it allows access to certain users and keeping the accessibility of those user accounts at a minimum. This also ensures that only certain individuals have access to secure data and place as many restrictions as possible on other account users to protect your data.

Desktop application development

Experts in Building Applications & Components

We are fluent in all the latest software development and software programming tools and technology. These include: C#, Visual C++ (VC++), VB, MFC, ATL, STL, WIN32, GDI+, Win Form, SQL Server, ADO.NET, ASP.NET, OpenGL, DirectX, DirectShow, Windows, Windows Multimedia SDK, WPF, WCF. In addition to building applications, we are also experts in building components - such as COM, DCOM, OCX, ActiveX, Custom Controls, Windows Forms Custom Controls, ASP.NET Server Controls, User Controls and Windows Installer Packages (MSI). You are Proven Software Development Resource

You can count on Dynamic Ventures for top-quality Desktop and Web applications with fast development cycles at very competitive rates. Our development approach uses agile methodology which enables us to produce superior software that addresses real issues -- while being reliable and easy to use, maintain, and evolve. Most of the software products we develop are used by our client's customers and marketed under our clients' company names. Successful Solutions for your Organization's Unique Challenges

Our strong software engineering background makes us uniquely qualified to create a successful solution for virtually any type of application development project. Now, we're ready to apply our

knowledge and expertise to the unique challenges and requirements of your operation

Software Support and Maintenance

Software support and maintenance is a critical area often overlooked by companies investing in IT. Not paying adequate attention to support contracts and agreements before starting development can lead to severe issues after implementation as proper procedures and service level agreements are not clearly defined. However, having the right production support infrastructure can ensure that issues are resolved in a timely and efficient manner with minimum downtime for critical applications.

Companies with substantial IT infrastructure and considerable dependence on IT for daily operations realize the importance of adequate support services. However, support and maintenance contracts are relatively long term commitments. Therefore, a large number of organizations worldwide are opting for offshore outsourcing of support services to obtain quality services with significant cost savings over an extended period of time. Z-Index Technologies Pvt. Ltd can serve as the perfect long-term partner for meeting your application support and maintenance requirements.

The advantages of this service offering from Z-Index Technologies Pvt. Ltd are:

We have well defined procedures and methodologies for providing quality Support and maintenance in an efficient and timely manner.

We have partner companies in key markets for providing on-site support to the customer in instances when remote support is not sufficient for Resolving the issue at hand.

There is significant value proposition for the customer in terms of cost

Benefits over an extended period

Application testing

Z-Index Technologies Pvt. Ltd specializes in providing outsourced Systems & Network Test Solutions to: Telecom Service Providers, Enterprises, Independent Software Vendors, Telecom Equipment Manufacturers and Professional Service Companies alike.

Z-Index Technologies Pvt. Ltd helps clients achieve success on some of the most critical challenges within their organization as they relate to testing of: software products, product components, systems, systems integration, communications hardware, enterprise networks and communication network infrastructures.

Testing Services Portfolio

Applications Testing

E2E Testing

Acceptance into Service

Security Testing

Performance Testing

Portal/Web Testing

Usability Testing

Development and testing are essential functions of database administration and you should always do adequate testing of new software programs or upgrades to the database before the changes go live and people begin using them. This is important for having the database run properly and not compromises the security and performance of the database programs.

Offerings

Our Key Service lines in testing space are as below:

Application Testing

Test Automation

Test Factory/Central Test Office (CTO)

Test Management and Consultancy

Network Testing

CRM Testing

OSS Testing

BSS Testing

Website services

Z-Index Technologies Pvt. Ltd a well-established web designing & development company offers effective, stylish and affordable web designing services to business or corporate.

CSS design

The tremendous growth of the Internet has seen thousands of businesses adopt new IT technologies, one of the most popular being a web site.

CSS provide a web design service from conception to implementation. CSS can help to get your business/club online, providing impartial advice and assistance.

CSS works closely with you to develop a website which not only reflects, but enhances your current brand image and material. The flexibility of the Web means that information such as product updates and company news can be instantly available to a global audience at the fraction of the cost of traditional marketing methods.

Your options include packages that you completely manage yourself, solutions where you update some information and other parts are changed by CSS, and fully managed web sites where you have complete peace of mind with CSS doing all the work for you.

CSS is not restricted to dealing with local companies, and has successfully created sites remotely with complete consultation from the clients.

CSS appreciates that having a web site often seems impossible for the small businessman because of financial restraints.

Whether it's a one-page 'shop window', or a full e-commerce site, CSS can tailor-make sites to suit all budgets. See our portfolio for some example sites created by CSS Web Design >>

A web site can cost as little as a colour advertisement in a reputable journal. However unlike a print advertisement, a web site is available globally 24/7 and can be altered easily at minimal cost.

CSS ensures that sites are designed to the client's specifications, and that the site is registered with the major search engines and any other relevant engines/gateway sites. Thus ensuring that the site is found with ease by potential customers.

SITE REDESIGNS

Is your existing web site looking tired?

Does it need a change of image?

Do you want to update your branding?

The CSS redesign service can improve your business profile on the web. We can take your existing web design and either completely revamp it, or just give it a little 'facelift'. These changes could take the simple form of redesigning your logo, or altering the colour scheme of your site, and therefore needn't be expensive.

If you are interested in our redesign service, then please email with your requirements for a no-obligation quote.

Website design and development

We provide best website designing services according to the requirement of customers and market. Each website we design speaks itself that it is a one-of-a-kind site. We design it from a mere scratch and not from templates. We care additional on effective and useful navigation and the usability testing from our end insures that your visitors will never get lost on www. Your visitors will be able to easily find your important content and/or products. Moreover, the website we design offers cross browser compatibility. This ensures that your website appears perfect regardless of the browser the target audience uses.

Z-Index Technologies Pvt. Ltd a well-established web designing & development company offers effective, stylish and affordable web designing services to business or corporate.

We have built a strong reputation as a website designing & development company by consistently building web pages and producing sites that are good looking, technically excellent and affordable for business and individuals needs.

We provide clients Custom website design, Custom Software development, and e-commerce development and database solutions to fit their every need. Besides, clients also receive a Custom website design, Custom Software or a custom e-commerce solution that's purely professional and affordable.

Features:-

Website designing

Initial Consultation (includes discussion about servers)

Website designing

Home page plus required additional pages

Website designing

Creative Web Site Design (under your recommendations we shall find all necessary images and shall process them - this includes

on site time, editing and prep, rendering in .jpg and/or .gif., image enhancement and optimization)

Website designing

An on-line form with up to no. of fields to capture orders or information about people visiting your site (Please note that the package price includes a form of your design with a formatted e-mail response)

Background Image or Color of your choice

Up to no. of images (except catalogs) with no charge for conversion (can be diagram or photographs)

Required text content about your organization

Customized title header, navigation bars & buttons

E-mail link on all pages

Installation of your pages on your web hosting server

We check to make sure your site looks good in Microsoft® Internet Explorer® and Netscape® Navigator

Site submission to more than twenty Web index systems like Yahoo, Google, MSN, Alltheweb, Hotbot, Looksmart, Overture, Lycos, AltaVista, Inktomi, and Web-Crawler, so prospective customers can find you

Web application maintenance

Our web site maintenance team works on enhancing existing applications, adding new content, search engine optimization, bug fixing and technical support. Read more in our web site maintenance portfolio here.

Need for a website maintenance team

Any transaction-oriented web site like one that helps passengers make flight or hotel reservations online would need to ensure that it does not stop functioning accurately. If it does, the problem must be

solved immediately. Doesn't it make sense to have a dedicated web site maintenance team?

Website Maintenance Process

Once a service request is directed to our Customer Care team, they are logged in according to the call priority as decided by our customers.

Content Management Software

Content types today have multiplied and it is the user who dictates what goes into a page on a website. Content is not just restricted to content on a web page but also involve the host of applications that come from various sources and are driven to a number of destinations.

Web site Redesign 101

It is obvious that web sites need continuous improvement, both at overt levels and in terms of its core ideas. This website redesign guide is for anyone involved with websites. It will help you concentrate on core ideas as well as more practical issues. It must capture attention, have new information, and engage the visitor.

We are committed to long term relationships in Stylus and are interested in building web applications and managing them. Our Web Site Maintenance team works during international working hours servicing client applications.

SEO-search engine optimization

In search of the Holy the 21st Century quest to make it to the top of the search engines.

Search Engine Optimization (SEO) Companies to offer your website guaranteed Top 10 Google rankings for your desired keywords in the natural listings. High Google natural rankings will provide high levels of 'ready to spend' traffic to your website, and unlike the Adwords/sponsored listings, each click is free which means an even greater ROI.

The Search Engine Optimization Service:

Link Building - our partner-owned link building resource builds quality inbound links for any criteria in order to achieve top-level rankings in even the most competitive market sectors.

Onsite Optimization - tried and tested onsite optimization to increase site-wide visibility and rankings.

Keyword & Market Analysis - our Head of Analysis will give your site the competitive edge.

Content Development - original, compelling content from our in-house copy writer to ensure the keyword density that Google loves.

Key Benefits of high rankings in the natural Google listings:

78.3% of Google users will click on the natural listings as opposed to 21.7% who place more importance on Adwords/PPC listings - you will find a much higher return on your spend by investing in SEO work to gain high level natural listings.

73% of new website users will arrive at your site via a search engine (Forrester) - natural listings in Google are the most cost-effective method of driving 'ready to spend' customers to your website.

For further information about our range of SEO services, please contact us.

Benefits

- . Generate More Traffic & Revenue
- . Guaranteed Rankings on Search Engines
- . Affordable Search Engine Optimization

Template and graphic web design

Z-Index Technologies Pvt. Ltd offers professional-grade online store design services at very affordable prices. Whether you need to design or improve a logo, create banner ad, or design a completely customized web storefront, you can rely on our experienced graphic designers to provide a unique visual appeal that is consistent with your business personality and brand image.

Logo Design

A successful logo, along with representing your company and its brand, gives you instant credibility and a lasting recognition. Goal of our logo design service is to create a unique image that rightly represents and introduces your business to a visitor. We can design high quality images and logos for your online business in the required turnaround time and at an affordable price.

Web Site Design

Visually appealing web site increases your brand recall and establishes your corporate identity. We design user-friendly & search engine friendly web site templates having easy to use navigation to give your web site the required visual appeal. Our web site design services will be customized to incorporate all your business requirements.

Banner Ad Design

Banner ads are an important marketing medium to get targeted traffic to your site. Our banner ad design services emphasize on designing professional banner ads to aesthetically convey your

marketing message. While designing these Banner ads, we primarily focus on your business objectives, nature of your target audience and your brand personality.

Template

Affordable Web and Graphic Solutions

Z-Index Technologies Pvt. Ltd offers a variety of services, from creative custom graphics, professional full-featured custom website designs, logos, custom or pre made website template packages to e-commerce solutions.

Although our client listing contains organizations of almost every size, we specialize in working with personal (especially pet related) and small to medium sized businesses.

Supports

Today, customers expect 24/7 access to customer service as well as multiple choice of access channels – either online or by telephone. And once they reach you, they want the information that they are looking for, to be provided to them immediately. Not delivering on any of these expectations could spell disaster for your customer satisfaction ratings.

Z-Index Technologies Pvt. Ltd Helpdesk services integrate Customer care functions to build a multi-channel customer care operation to handle your customer inquiries and provide the level of service they demand. We design and build a customized contact center operation that meets all of your requirements of service objectives.

Z-Index Technologies Pvt. Ltd customer care solution provides telephone, e-mail and chat support. Z-Index Technologies Pvt. Ltd

Our support services include:

Business process out sourcing

Business process outsourcing is the fastest growing segment in the outsourcing market as of now and involves outsourcing back office operations and other business processes like customer relationship management, customer call centers, telemarketing, Payroll

maintenance, finance/accounting management among others to offshore destinations.

These are the reasons that companies no matter how big or small they are prefer to outsource their operations and in a frantic pace they have turned this normal phenomena in to a major hype.

The Business process outsourcing industry is opening up and people are beginning to realize that outsourcing is a win-win situation for everyone and a trend that is as unavoidable as globalization itself.

We can do Business Process Outsourcing, which includes the following areas and a lot more

- . Back office operations
- . Customer Relationship Management
- . Call Centers and telemarketing
- . Tele-servicing and product support
- . Payroll maintenance
- . Finance / Accounting/billing
- . Human Resources
- . Logistics Management
- . Supply Chain Management
- . Medical transcription
- . Insurance Claims Processing
- . Legal database maintenance

Organizations are increasingly adopting Business Process Outsourcing (BPO) as an integral part of the business strategy to ensure precious internal resources are focused on the customer.

We focus on building highly effective business relationships. We construct and Dedicate Source Solutions partnerships to meet our

clients' long term needs and tailor solutions for each client's unique requirements.

We guarantee cost savings, quality and outcomes giving our clients the space to focus on driving their business forward.

The BPO wave has created plenty of job opportunities in developing countries like India and China. With more and more companies jumping in to the BPO pool the BPO jobs seem to be ever increasing. Although there is a backlash in the attitudes of people in developed countries like UK and US towards outsourcing and speculations have increased in the time being due to a sluggish economy and job cuts.

Benefits of BPO

- . Increase productivity
- . Cut operational costs
- . Provide better service
- . Save costs
- . Improved accountability

By outsourcing your business processes with Dedicate Source Solutions you can increase your productivity, cut operational costs, provide better customer service, beat competition and in turn concentrate on your main operations by shifting your back office operations to offshore destinations.

Would you like to have business process outsourcing for your business, contact us and request a quote. We will get back to you to understand your needs.

Hardware and software support services

We provide complete support services for the most common end user problems:

- . Hardware (desktop/notebook/peripheral) diagnosis and desktide team coordination
- . Operating systems
- . Shrink-wrapped applications
- . Departmental/business applications
- . E-mail
- . Network connectivity and navigation
- . Basic network administration (i.e. password resets, account maintenance, etc.)
- . Remote user access
- . Corporate I.T. policy
- . Advantages of Z-Index Technologies Pvt. Ltd Enterprise helpdesk support include:

Level 1 and Level 2 help desk engineers

State of the art contact center technology infrastructure

Multi-channel delivery capabilities that include voice, e-mail, chat

Chat Capability with live collaboration and Remote assistance

- . Natural cost advantage of India location
- . Guaranteed service levels
- . Closed-loop case management
- . Web based Reporting to client on live basis.
- . Process workflow, escalation and onsite dispatch management

. Rapid deployment

Managed Desktop Services (MDS)

Managed Desktop Services (MDS) is a predictable, cost-contained approach to fully managing your complex desktop support requirements without costly IT personnel or infrastructure investments. MDS provides remote problem resolution to your end users via our corporate service desk, diagnostic triage in situations that require it, and onsite support and repair to users in your or your customers' corporate, remote, and home office environments as needed.

For Outsourcers and Resellers

Our Managed Desktop Service approach is an opportunity to provide a total business solution for your small to medium size business customers. Managed Desktop Service (MDS) provides comprehensive support to businesses that do not have or cannot afford an IT department. As a total package or as components, MDS may be sold by resellers and outsourcers to augment direct sales revenue.

For Enterprise

Managed Desktop Service (MDS) provides comprehensive support to businesses that do not have or cannot afford an IT department. Our MDS capability will help you cost effectively maximize the availability and performance of selected third-party equipment and assist in deployments of new or refreshed IT resources - to reduce your capital and infrastructure costs, and simplify your business processes.

Technical helpdesk support

Provides technical support helpdesk services to some of the worlds leading IT and telecom companies. Z-Index Technologies Pvt. Ltd has a track recorded for consistent delivery on excellent service levels and scoring high customer satisfaction scores. We have the ability to integrate remote Helpdesk with field support to offer an end-to-end solution for the entire customer service and support lifecycle.

Our Helpdesk skills demonstrated by our low abandonment rates, high first call resolution, and low part per event, high accuracy of part prediction, quick response times and high closing rates. All agents are technically qualified engineers with various accreditations. Z-Index Technologies Pvt. Ltd offers integrated voice and web-based support at all customer interaction points. We complement technology support with revenue generating services such as AMC sales, warranty upgrades, cross-sell and up-sell initiatives.

With our contact center located in India we have natural cost advantages. Our experience and expertise in trouble shooting the most intricate problems for the customers of major IT and IT services companies have given us a pool of technically skilled manpower capable of rectifying the most complex of hardware and software problems.

Our technical support experience spans a wide variety of products:

Hardware - Desktop, notebook, server

Software - Operating system, applications, utilities, security

Computer peripherals

Mobile Phones
Networking / telecom equipment
Internet services
Consumer electronics

Technical support helpdesk include:

Dedicated support team for each client
3 Support / High - end Support provided by 'Product Specialists'
Business - to - consumer and business - to - business models
Natural cost advantage of India location
Multi - channel delivery capabilities that include voice, e-mail, chat and remote assistance
Knowledge base creation
Call tracking capability with integration of helpdesk with Service Centers,
Field Support and parts warehouse to provide seamless customer experience

Remote desktop support services

Z-Index Technologies Pvt. Ltd Enterprise Support Group uses Remote Helpdesk services to support end user's requirements and maintenance of entire IT and telecom infrastructure of large corporations. Z-Index Technologies Pvt. Ltd provides a closed loop single point of contact for all service inquiries including hardware, software, operating systems, applications, utilities, peripherals etc. The service also tracks performance of Servers, Networks and Peripherals. The service also features L2 and L3 support in a tiered structure with a cross section of staff trained on different technologies to increase end user efficiency, satisfaction, and remote resolution rates. The technology allows the agent to take control of a

caller's PC through the Internet and run programs, applications, or move files, supporting both software and hardware to increase first call resolution. All agents are technically qualified engineers with various accreditations. The helpdesk maintains a close contact with Deskside Support team to ensure the call closure within service levels.

Enterprise Help Desk Services deliver everything needed to meet complex around-the-clock remote technology support and user contact requirements without costly in-house IT personnel or call center infrastructure investments. The clients can easily provide the levels of remote support their employees or customers require at a predictable, affordable price.

Photocopy of Company Certificate-



प्रारूप 1 पंजीकरण प्रमाण-पत्र

कॉर्पोरेट पहचान संख्या : U74990MH2009PTC190960 2008 - 2009

मैं एतद्वारा सत्यापित करता हूँ कि मैसर्स
Z-Index Technologies Private Limited

का पंजीकरण, कम्पनी अधिनियम 1956 (1956 का 1) के अंतर्गत आज किया जाता है और यह
कम्पनी प्राइवेट लिमिटेड है।

यह निगमन-पत्र आज दिनांक सोलह मार्च दो हजार नौ को मेरे हस्ताक्षर से मुंबई में जारी किया जाता है।

Form 1 Certificate of Incorporation

Corporate Identity Number : U74990MH2009PTC190960 2008 - 2009
I hereby certify that Z-Index Technologies Private Limited is this day incorporated
under the Companies Act, 1956 (No. 1 of 1956) and that the company is private
limited.

Given under my hand at Mumbai this Sixteenth day of March Two Thousand Nine.

(SHRIRAM MOTIRAM SAINDANE)

उप कम्पनी रजिस्ट्रार / Deputy Registrar of Companies
महाराष्ट्र, मुंबई
Maharashtra, Mumbai

कम्पनी रजिस्ट्रार के कार्यालय अभिलेख में उपलब्ध पत्राचार का पता :
Mailing Address as per record available in Registrar of Companies office:
Z-Index Technologies Private Limited
401, MUKTI, JANKALYAN NAGAR,, KHARODI NO.1, MARVE ROAD, MALAD (WEST),
MUMBAI - 400095,
Maharashtra, INDIA

Contact details

Please feel free to contact us at the below mentioned addresses and contact numbers

Company name : Z-Index Technologies Pvt. Ltd

Address : A/104 Hari Krishna Dham co-op.
HSG. Ltd new pleasant park,
Mira-Bhayandar road.
Mira road (east). Thane 401107.

Tel No : 28128163, 9833217965

Email : info@z-index.in, service@z-index.in

Website : <http://www.z-index.in>