





COMPANY PROFILE

Avani RTech Solutions Pvt Ltd is an ISO 9001:2008 CERTIFIED company providing technology and management services built on four basic fundamentals of business management.

Our Four Basic Fundamentals “Quality - Performance - Innovation - Partnership”

Avani offers integrated services with a partnership based approach to the needs of the clients and their customers in India and overseas. We provide services in Knowledge Process Outsourcing (KPO), Business Process Outsourcing (BPO), Training, Consulting on Engineering Management Services and Software development. Our stringent quality standards help develop solutions that give your business the cutting edge over your competitors.

ABOUT US:

The company was founded by some of the world’s best IT professionals with international credentials and backed by a strong technical team to exceed the expectations of the clients. This team consists of professionals who have significant experience in designing, developing and managing projects and operations across the globe.

VISION	MISSION	VALUES
To be the “Most Preferred Brand Service Provider” for our clients in the chosen areas of business	To deliver value to our <u>clients and partners</u> through high <u>quality</u> -focus, best-in-class <u>performance</u> culture and <u>innovative</u> practices	<ul style="list-style-type: none">➤ Quality➤ Performance➤ Innovation➤ Partnership

The following are the major services we offer worldwide:

- **Managed services including BPO / KPO**
- **Training and Consulting**
- **Software Development**
- **Engineering Management Services**

MANAGED SERVICES INCLUDING BPO / KPO

Avani operates on a multi shift basis, 24x7, state-of-the-art, multi-channel integrated call & contact center and transaction processing centre located in Chennai, India. We are a group of dedicated people who are committed to exceeding customer expectations and deliver on Quality, Cost and Delivery metrics. We take pride in our ability to deliver efficient and effective services at affordable prices.

Avani is a leading Business Process Outsourcing company that provides turnkey BPO solutions to various industries including Banking, Financial services, Insurance, Telecom, Healthcare, Retail, Manufacturing, and Technology. Avani's solutions and services are designed to provide its' clients: Enhanced productivity and reduced turnaround time at lower costs with the highest standards in quality and security.

Avani focuses on integrated solutions that allow us to support the complete customer lifecycle in our chosen market segments. With a long list of satisfied clients, Avani is committed to guard your brand and maintain your corporate goals-offering you the best value for your outsourcing investment and delight your customers.



Avani caters to the differing needs of the clients in both the Voice and Non-voice processing. We specialize in the following areas:



VOICE	NON-VOICE
Customer Care	Data Entry Processing
Telemarketing	Data Conversion
Technical Helpdesk	Scanning, OCR with Editing and Indexing
Back Office Operation	Insurance Claim Processing
Email & Chat Support	Check Processing / Credit Card Processing

DATA PROCESSING / CONVERSION

This involves extracting data from printed and hand written documents using electronic system. Converting data from one format to another for e.g., PDF to Word.

Converting data on paper into desired electronic format: This involves manual data punching from printed and handwritten documents. It could be on web or local database. Collecting/slicing data and storing it in a predefined format {database} which can be used to produce useful reports using a Business Intelligence tool.

Chat & Email Support: Providing customer support through chat and Email, and also Non-voice support being provided using chat tools.

Inbound/Outbound Sales: Corporate advertise their product in various mediums [print, air, internet etc]. Prospective customers respond to that advertisement and call centers try to fulfill the order Document Scanning, Document and Information Retrieval, Document Archiving, Electronic Document Management, Categorization, Full Text Indexing and Data Conversion

Document Indexing Services: We provide you with the best solutions to your document management and information retrieval at a very competitive price. Our Indexing services deal with different documents like Library Book indexing, Manuals, Journals, Catalogs, Medical records, Legal document indexing etc. We adopt proven methods in indexing, categorization, information retrieval, archiving, and document conversion with our team of experienced professionals.



Documents are digitized and stored. However, the retrieval of documents, based upon key information, is of prime importance to complete the entire Digital Document Management Cycle. It can be in the form of images and cannot be searched in the form of keywords. Then, the big question is about information retrieval.

We have the answer - Indexing. Indexing is a technique by which vital information in these documents is captured and entered into a Document Management System or a database of any sort.

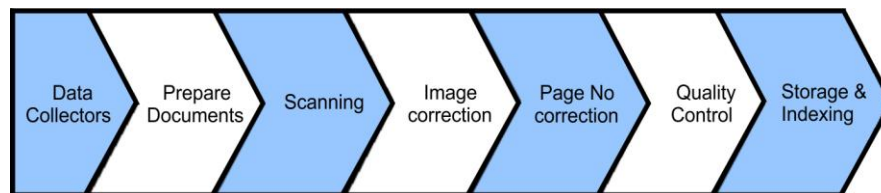
Telemarketing: Inbound/Outbound Sales, Lead Generation, Mortgage Leads, Campaign Planning, Database Cleaning, Market Research and Seminar Booking. AVANI provides telemarketing services to some of the best-known companies in the world. These companies trust AVANI telemarketing services to help them manage their most important relationships- the ones they have with their customers.



Scanning Services: Scanning is a process of converting documents, records or any type of paper (hard copy) into electronic format (soft copy) by utilizing the state-of-the-art scanners available with AVANI. The document (hard copy) may be of various sizes ranging from A8 to A0. Constant investment in advanced systems enables us to

perform image enhancements including automatic de-skewing and sizing. Our scanners are capable of scanning bitonal, color, or grayscale or a combination of these up to 1200 dpi. They also scan both sides of a sheet simultaneously. The final output of the scanned documents can be delivered through CD-ROM, DVD, FTP or hosted on the web as per the client Requirement.

AVANI has scanned CFA documents of Major Mobile Services providers covering Tamil Nadu and converted them in to digital Images. Our document conversion process is perfectly designed to provide the utmost safety in handling your original document. Our process Flow:



Quality Control: After the completion of the above process we send our final data to our quality control team to check the data for final output with raw data for a thorough check and the images are added to the file at the right place and sent to the client in the required format (.PDF, .JPEG, .TIFF).

Quality Assurance: We have best in class process improvement experts from various industry domains who work on improving the process efficiency and pass the benefit back to our clients.

TRAINING AND CONSULTING



We specialize in providing training Individuals, Institutions and Industries in India and overseas. We have a complete training solutions tailored to their needs. Training Division functions as the perfect back-up to our other divisions, feeding skilled and trained personnel not only for our own operations, but also for deployment in top corporates, both in India as well as in off-shore locations.

The programs are designed in a manner as to facilitate quick uptake for the learners and to acquire hands-on experience and expertise in core functional areas so as to deliver the value to our clients. We offer skill enhancements in the areas of Process and People.

We offer Technical training Courses in PMP exam preparatory workshop, Lean Six Sigma, Data Analytics, Enterprise wide Materials Management, ASP.NET, SQL Training, PHP Training and SAP End-User Training.

PMP exam preparatory workshop: Our unique program is designed by industry practitioners and purely based on PMI's Project Management Body of Knowledge. The course material has been simplified to help you pass the PMP exam easily. Each knowledge area are covered by Topic Introduction, Case Study or Example, Introduction to the standard industry template(s) and Project work based on live scenarios.

Asp.Net: We provide class room and Real Time Practical Knowledge on ASP.NET technologies training program for students, freshers and working professionals segment with corporate standard.

Materials Management: The basic objective of this course is to provide a steady stream of competent young men & women with the necessary knowledge, skills and foundations for acquiring a wide range of rewarding careers into the rapidly expanding world of Materials Management focusing on core subject of Management of Technical Specification and Standardization.

SAP End-User Training: Any client that is rolling out SAP should have strong end-users to process the transactions with clear understanding on the system with facilitate to the success of SAP implementation post-go-live. For this, the requirement is to train the staff in all modules profile based to the specific needs of the individual end-user. The primary aspect in our Training is to develop and update course content tailor-made to suit industry standards and expectations. In addition, the course is upgraded to cater to specific requirements of clients to suit their work place conditions.

RECRUITMENT AND PLACEMENT



Avani is an IT consulting services organization based in Chennai and are in the IT consulting services industry since 2008. We have a large database of various professionals from varying disciplines under different geographical locations in India. Avani is also specialized in Organizing Campus Interviews at various Educational Institutions on all India bases depending on the requirement of our esteemed clients. We are one of the exclusive consultants to conduct campus Drives in various Educational Graduates / Master Graduates.

Avani is one of the leading search executive recruitment firms with proven ability in staffing candidates across different domains which include IT, ITES and manufacturing industries. Our Goal is to offer wide-ranging experience in crafty & delivering approaches to identifying and measure the knowledge, skills and behavior needed to achieve business objectives.

We screen the candidate's profiles those got through knowledge of the client process (requirements), according to the specific requirements; the prescreening will be done by our experts according to the industry norms, before we forward the profiles to the clients. We apply our own unique screening methodology by means of checking the qualification, prior work experience, fitment and stability.

Recruitment Consulting

- Exclusively focused on Core Areas of Recruitment
- Proven ability in staffing candidates across different domains which includes IT, ITES and Manufacturing
- Recruitment Solutions for Entry, Middle and Senior Management.
- Partners with Industry leaders and emerging companies.

SOFTWARE DEVELOPMENT



Avani has the extensive expertise, experience and resources to develop software applications that best suit your needs, budget, schedule and existing infrastructure. We strive to focus on the customer and deliver solutions designed to meet and exceed their requirements.

Our Software Development team has a unique combination of Technical expertise, Functional knowledge, Result orientation and Experience. Our Custom Software Development process includes Planning, Selection of Technology, GUI Design, Prototype Creation, System Implementation, Testing, Deployment and Maintenance.

We also provide professionally designed websites of any size. Our experienced professionals develop an end-to-end solution for your simple to complex web sites. We have a talent pool of resources and the required business and technical expertise to develop websites of any complexity. We provide complete front-end and back-end development based on the latest technologies and industry trends with ASP.NET. Our designers are proficient in Photoshop, Flash, HTML, CSS, XHTML and Web 2.0 standards.

ASP.NET is used to create Web pages and Web services and is an integral part of Microsoft's ET vision and is web framework for building web sites, apps and services with HTML, CSS and JavaScript.

Look-and-Feel

With the help of modern design tools our designers create appealing, exclusive designs that highlight your uniqueness and let you stand out from the crowd. Our designs combine:

- Appealing and professional style
- Consistent overall layout
- Consistent corporate identity
- Colors compatibility
- Rational space usage Usability

Irrespective of the website's functional complexity we aim at keeping interfaces simple and easy-to-use. We pay attention to various aspects to ensure positive user experience:

- User-friendly interface
- Intuitive navigational schemes
- Task-oriented workflow
- Accessibility standards

ENGINEERING MANAGEMENT SERVICES



The engineering management services can help clients streamline their Enterprise Asset Management activities. Having many years of experienced resources in delivering complex engineering content to clients where our expertise can take up specialized jobs and as well price-competitive. Our strong team possesses abundant domain knowledge and brings with us best of breed practices with expertise in Data cleansing / enrichment, Cataloguing & exposure to ERP's like SAP, Maximo and Oracle. For ready reference we have international standard Templates and reference database over 2 million+ items. We provide professional consultancy and contract services namely: **Materials Management, Asset Maintenance Management, Warehouse Management and Information Technology.**

Materials Management

Our internal resources have decades of international exposure with Oil & Gas, Petroleum, Chemicals and Metallurgy industries covering the activities of Material Management, Equipment Register-Plant Maintenance module, Warehouse services and SAP support services.

Data Cleansing, Structured Cataloguing and Coding web based tool with Shell MESC /CMT, UNSPSC, ECCMA and this can be custom designed.

Data Enrichment / Enhancement

Functional assistance to ERP implementation

Material Master maintenance – on line

Functional Support and Related Services – on / Off Site

Asset Maintenance Management - Equipment Register – PM Module

Identifying functional location	Equipment coding
Identifying equipment	Preparation of equipment specification
Identifying assemblies	Identifying bill of materials
Hierarchy preparation	PM maintenance procedure and Preparation of task list

Movable asset register preparation for the finance department

Warehouse Management

Complete Operation of Warehouse	Physical verification and Reconciliation services.
Review of Warehouse Operations	Identification of Project Surplus materials

Information Technology

- Web based software development on ASP.NET platform for any requirement for the client
- Software integration with any ERP system.

ENGINEERING SERVICES



Tele-Com Tower Installation & Commissioning

Civil Works: Design and execution of foundations and associated Civil Works, we can provide you with the necessary geo-technical report complete with boring log and recommendations to make sure you have the proper foundation design to meet your tower specifications. We have experience in installing foundations for all types of towers; we can also install foundations for shelters.

Site Execution: Tower Foundations, Shelter/Outdoor Cage Foundation, DG Foundation, Compound wall and Security Room.

Tower Erection & Painting: Tower Erection: carried out as per the specified requirement and aviation rules. Painting: carried out as per the specified requirements and aviation rules

Electrical Works: The electrical works are carried out of all types like Internal, External and power connections. Supply & Installation of DG sets Shelters, Insulation Transformers, Stabilizers and Fire Alarm Panels.

Quality Assurance: Customer Service, being the backbone of an industry, we ensure that our clients are satisfied at any cost. We believe in giving our clients good value for their money with an assurance of dedicated & well-executed services. We have stage wise inspections. Our high standards eliminate the faults at every stage, so that only the best pass on to the next. We adhere to certain Quality Norms of Quality work, Good workmanship, Experienced Man Power for Quality Jobs, Inspection at every stage of work and Timely Completion of project.



WORLD-CLASS INFRASTRUCTURE

- Uninterrupted Power Supply and back up.
- Dedicated High Speed internet connectivity.
- Restricted access to the premises
- External drives disabled for data protection
- 50 Client nodes with 150 FTE occupancy capability (3 shifts)
- 3 Application & Database servers.
- 10KVA UPS for uninterrupted power supply.
- Dedicated leased line.
- Conference / Training rooms
- Dedicated VOIP Connection for Audio Conference.
- Scheduled back-ups and data security.

CLIENTELE:

Avani has prestigious clientele ADIA (ABUDHABI), UTI Infrastructure, ELCOT, Civil Supplies TN, LCS Financials, CAMEO, 3iInfotech, Ajuba solutions, Apollo hospitals, E.I.D.Parry, TAFE India, Future Metals, Shasun Chemicals, Technip, Spectrasoft, TTK-LIG, Veeras Infotech, Perlos, Shakti Hospitals, Sankar Netralaya, TVS ICS, QUIPPO, WTTIL, Airtel, Genpact, IHS....

Why Avani

- “Customer first” motto
- Scalable world-class infrastructure at an affordable price
- Reputed and skilled resources to exceed your expectations
- Rich experience in managing large scale operations for multi- national and as well local organizations



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