



## ***SDS SOLUTION***

**SDS Solution– Entrusted Par Excellence**  
***(An ISO 9001:2000 Firm)***

**Global Delivery Centre**

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## SDS Solution – Capability Document

### Corporate Overview:

**SDS Solution's** genesis goes back over 9 years when a group of professionals destined to embrace the future of their work as their business with an aspiration to deliver 'Technology' solutions, offering 'Value' to client's enterprise with impeccable competence. The global delivery centre is based in Kolkata, India.

**SDS Solution**, an **ISO 9001:2000** firm and **in the Eastern India** headquartered at Kolkata, is an IT consulting, Software development and System integration firm involves in delivering high quality **IT services and solutions with low ownership cost** to organizations in government, business and industry, globally - as partners to conceptualize and realize technology driven business transformation initiatives.

Since our inception we have firmly believed in ensuring the highest quality and security for the IT solutions that we deliver to the clients. Harnessing its software engineering knowledge, deep industry expertise and an integrated services portfolio, SDS Solution has been leveraging business solutions conforming to global standard and enabled several Government Institutions and Companies make optimal use of their IT investments. SDS offers cost effective and intelligent business enhancement solutions to the client across several industry verticals.

**We make it our business to understand the enterprise and its direction, the complexities of the trade, the processes and operating philosophy and the priorities.** *Our quality and security processes and certifications are a testament to this commitment. SDS Solution has been the trusted Software vendor of organizations of the rank and file of **BSNL (Public Sector undertaking under Government of India)**, **VECC (a unit of Bhaba Atomic Research Centre, Govt., of India)**, **IUC (an autonomous body under UGC, Govt. of India)**, **Energy & Power Department, Govt. of Sikkim**, **CMARC India Pvt. Ltd.**, **Celex Technologies Pvt. Ltd.**, **SPEQ Ltd.**, **Propello Innovations Pvt. Ltd.**, **Utkram Chemicals Pvt. Ltd.**, to name a few, by helping them in translating their IT vision into solid and measurable value that had received accolades across all the segment of the IT industry and the Industry leaders.*

*SDS Solution has been prominently placed themselves among the emerging IT SMEs of the Indian publication and is basking in the share glory of accomplishment amidst the competitive and vibrant market place.*

- SDS Solution is **Registered Partner** of **Microsoft**. SDS Solution has expertise in implementation of solutions across various industry verticals and has proven expertise in having successful success stories.
- SDS Solution is the '**Implementation Partner**' of Tata Consultancy Service (TCS) for RAPDRP Project & is a 'Registered Vendor' of Tata Consultancy Services (TCS)
- SDS Solution is a **Registered Vendor** of **WEBEL TECHNOLOGIES, Govt. of West Bengal**.



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### MAJOR OFFERINGS:

- Data Warehousing
- Business Analytic Solution
- Customized Application Development;
- Enterprise Portal Designing & Development;
- e-Commerce & oS-Commerce Solution;
- Mobile Application (IOS, Android & Microsoft platforms);
- Legacy Application, Migration & Re-engineering;
- Offshore Development & Outsourcing;

### TECHNOLOGY OFFERINGS & SKILL SET:

#### ✓ **Programming Languages:**

- Microsoft .NET
- Java & Java Servlet
- JSP, JSON
- PHP
- HTML, XML

#### ✓ **Technologies:**

- Windows Dot Net
- COM/DCOM, ActiveX, OLE
- ODBC, DAO, OLE DB
- J2ME, J2SE, J2EE
- TCP/IP, sockets

#### ✓ **Databases / RDBMS:**

- Oracle
- MS SQL Server
- My SQL
- Microsoft Access

#### ✓ **Operating Systems / Platforms:**

- MS Windows
- SUN Solaris
- Unix
- Linux
- Magento, Joomla!, Drupal

#### ✓ **Design Tools**

- CSS



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### **SDS Advantage:**

At SDS Solution, we have embedded quality in the way that we do our business and hence our Quality Management System is referred to as the Business Management System. It ensures that the processes across the organization are consistent and person independent. It has lots of benefits for the customer. A transparent quality management system is a person independent and process centric system that promotes consistency. The process compliance to our Business Management System at the organization level is confirmed through periodic surveillance audits by renowned external accredited agencies. We follow the eight management principles:

- ✓ Customer Focus
- ✓ Leadership
- ✓ Involvement of People
- ✓ Process Approach
- ✓ System Approach to Management
- ✓ Continual Improvement
- ✓ Factual Approach to Decision Making
- ✓ Mutually beneficial Relationship

### **Differentiators:**

Our differentiator arises from an ability to leverage the best of technical capability, customer intimacy and history of successfully developing best breed of products and solutions configurations and customization. We bring superior advantages to the customers' business by leveraging our unique strengths which includes value based leadership, total customer partnership, close to customer presence of senior management, industry and domain expertise, best in class methodologies, industry standard products and continual innovation. We leverage these strengths to enable our customer gain in

- Sustainable and Superior Value
- Tremendous Cost Advantages
- Brand Awareness to the Market and High Quality Maintenance
- Maximizing the satisfaction level
- Focusing on Core Competency
- Minimizing the total cost of relationship

### **Why at SDS Solution:**

- ✓ **Total Customer Partnership:** SDS Solution believes in providing continuous value generation through trusted relationship during boom or burst by following a customer philosophy. This has ensured a very high customer loyalty. Our unique process management support methodology facilitates improved outsourcing performance.
- ✓ **Flexibility in Approach :** Since the customer expect their outsourcing partner to quickly adapt to the changing business environment and continue to provide value, SDS Solution's experience over the years have helped us better appreciate this and our



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processes are adaptable to dynamic business scenarios. This being coupled to the commitment assured to the customer from multiple levels and customizable deal structures ensures the customer is sure of the lower total cost of relationship

- ✓ **Senior Management Nears to Customer:** All our customer interactions work on a partnership approach with senior management getting involved at a fairly early phase of a customer engagement. Executive attention and commitment shown to customers guarantees zero latency in decision-making and hence faster results. This also ensures that any issues are resolved faster and the customer is assured of a higher level of satisfaction from the relationship
- ✓ **Solid Financial Viability:** The relationship between a customer and an outsourcing partner has assumed a strategic role in recent times. Within this context, customers should be looking at a long-term relationship with its partner. Our customers is promised sustainable long-term value and a zero viability risk, thanks to our history of financial discipline in operations and continuing positive trends in revenues, profits and cash flows.
- ✓ **Domain, Industry and Outsourcing Leadership:** experience in outsourcing best practices guarantees customers a lower TCO and best-in-class solution. All our customer contracts are supported with business continuity and disaster recovery plans to mitigate any risks to critical operations of the customer.
- ✓ **Best in class Methodologies and Processes:** We pride ourselves in standard based methodologies and establish process driven execution which translates to scalable future proof solutions which reduces execution risk for the customer.
- ✓ **Consulting and Systems Integration Experiences :** Value proposition for its customers is always backed by a compelling business case ensuring that the customers derives enhanced focus on its core competencies and results in line with its vision.

### Partners not Vendors – The *Relationship* Mantra:

Business today looks more for the partners than the vendors. Among most of the leading business present today, technology solutions impact almost all the areas of the business and in some cases alter the very way business is conducted. At SDS Solution, we always strive to be a business partner for our customers rather than just another IT vendor. Why it is best to choose a partner than a vendor?

- **Domain & Process Expertise:** As partners to our clients, we are expected to have more understanding of the customers business and process than even their own employees. *We consider it an honor first and commitment later.*
- **Value Delivery:** Customers need to constantly justify their investments and be sensitive to the cost element in IT. In a narrower sense people call it “**value for money**” while we



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prefer to call it “**Value**”. We constantly monitor and report the “**value delivered**” to our clients to prove our worth.

- **Risk/Reward Sharing:** While vendors could afford to minimize their risk and maximize their returns, partner cannot afford the same luxury.
- **One size doesn’t fit all:** Different companies have distinctly different needs and constraints. We offer significant flexibility in customizing and configuring the solution offerings to the requirements of the customer.
- **Global “Know” and Local “How”:** Our people, processes and knowledge follow global standards and match up to the best and the biggest while our execution and support are localized to each client’s preferences.
- **Sourcing Options:** Though many customer start in the form of pilots, yet they would demand nearly the same breadth of the sourcing options from their service providers if the pilot turns out to be a success.

### Aspect for choosing SDS Solution:

- Company Profile and Flexibility Offered
- Reference Checks and Case Studies
- Business Knowledge
- Process Methodologies and Best Practices
- Risk Mitigation and Business Continuity Plans

### Implementation Capabilities

The Team at SDS Solution System is well versed with Industry Best Practices formulated conforming to global standard. After a thorough study of existing business processes of the client, SDS would suggest the globally available best practices and the necessary process re-engineering for achieving the desired business goals, thereby facilitating the organization to increase productivity, optimize resource utilization and cut down overheads with a better control over expenditure.

SDS offers process consulting to enhance the reach and visibility of the client organization, which would help not only in strengthening its operational efficiency but also in building up a better image of the organization among potential customers, employees and stake holders.

### Solution Differentiators:

SDS Solution thrusts upon building up awareness and changing the mindset of every stakeholder, right from the day one of engagement. The consultants become a part of the organization and facilitate building up conviction on benefits and provide hand holding support till the desired results are visible to the Management.



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### **SDS Solution's Project Development Capabilities -**

At SDS Solution, we have fine-tuned the science of viewing innovation through the lens of practicality to design unique solutions. The solutions that we develop are based on the industry best practice requirement across industry verticals and organizations. Quality focused frameworks and methodologies of software development have helped the company to create a reputation and implementation of high quality business solutions. Process oriented delivery management has helped to expedite project meet aggressive project deadlines that enable the customers to eliminate risk of overhead cost and time overruns. Over the years, SDS Solution has built on this expertise, enhancing its presence in markets by working collaboratively with clients for cost take-outs, speed to market and new business opportunities helping them achieve specific next-generation objectives.

### **Team**

SDS Solution has also enriched in an increased pool of professionals in functional and technical domain and the resources has been utilized to the optimal level in designing configured solution specific to various industry verticals which provides an extra edge in addressing the business complexity of various organization.

SDS Solution's Development team is experienced with domain knowledge and practicing high level coding standards, the solutions developed by SDS Solution are less resource hungry and is optimized to the infrastructure standards or best practice standards of small and mid size enterprises.

### **Quality Assurance**

The quality engineers staffed on a project are responsible for implementing, tracking and adjusting the quality assurance plan to make sure that it is completed successfully by the delivery date. They often use test automation tools to help them in conducting the required testing and establishing a complete regression test suite for the product that is as automated as possible.



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### SDS Solution's Project Management

#### SDS Solution's Development & Implementation Methodology

Design, Development, Implementation and Training are the most important aspects in making a Customized Software Application successful for a business. If the tailor made application is successfully designed, developed and implemented then it would derive the Return on Investment automatically for the business. With due research and analysis of the industry, SDS Solution has defined a specific methodology for the process specifically tweaked to address the requirement of small and mid size business organization.

The methodology carries the following steps:

- Project Kick Off Meeting – To understand the schedule for the customer and mutually agree on the involvement matrix from both customer and vendor aspect in defining the project plan.
- The very next task of the project is to appoint a 'Project Manager' who shall develop a comprehensive Project Management Plan (PMP) that establishes the following:
  - Project Team Allocation - A Project team is highly essential to define the ownership at various process levels. Escalation Matrix is also defined for sorting out all levels of issues which might come up in the implementation schedule. If the project implementation happens in offshore-onshore model coordination the project team allocation plays an important role for a smooth functioning of the project movement.
  - Communication Plan - How will the team communicate across geographic locations, daily and weekly status reporting mechanisms, use of instant messaging, e-mail, web conferencing, telephone and other communications tools.
  - Roles and Responsibilities - Who does what on the project team; reporting and escalation mechanisms.
  - Process Customization - How will the project checkpoints be audited to ensure that they have been followed consistently. Any deviation or tailoring from SDS Solution's standard 'Delivery Process' and the reasons for such a deviation (budget, time pressure, etc.) should be addressed.

In addition to the PMP, the project manager and technical team leader are responsible for developing, tracking, and adjusting Project Plan (PP) / Work Breakdown Structure (WBS) that details all the tasks to be carried out, who is assigned to work on each task, milestones and deadlines for deliverables, and overall phasing of the project.





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Project manager takes up following responsibilities to organize the management of the project from beginning to end:

- **Project Scope Matrix (PSM) and 'As-is-Study' Documentation** - Limitations of the scope, the major milestones and timelines that must be achieved, and the overall business objectives of the project. Herein we understand the business process flow of each and every department and understanding the requirement which the company wants to adopt with the new system being in place. Documentation is prepared accordingly which depicts the entire requirement and the process flow across all the departments.
- **Risk Management** - S.D.S. Solution emphasizes on project risk management. The main objective is to identify risk conditions, prioritize them based on their impact on project goals, identify plan and execute project goals, identify plan and execute project steps and track risk during entire project life. The process-oriented approach, a well-defined method to review system guidelines and a watchdog to monitor each stage of project almost eliminates the risk of project failure, infra-structural problems and cost or time overruns.
- **Software Configuration Management Plan (SCMP)** - What tools to use for version control, build and releases.
- **GAP Fit Analysis** – Here we analyze the gaps between the required process and the product scope functionality and depicts the work around solution which addresses that gap. It helps the customer to understand the newly incorporated process and how it would be useful for the organization.
- **Functional Requirement Description** – This is a document which is made on thorough understanding and mutual agreement on the processes defined in the As-Is Study and the GAP Analysis. This document is treated as the Final Scope of the Work. This is most critical document and it is to be signed and authorized by the client as an acceptance. Based on this document the design and deployment would work out. No additional development would be done which is not present in the FRD.
- **Change Control Process** - The objectives process of requesting a change to the scope or requirements of a project and how to reach sign off by both the client and our team on each change request.
- **Solution Development** - Based on the FRD, module development then the design and development of the add-on is carried out in this phase. The Application development is carried through ALM solution in a Waterfall model of SDLC. The activities that are performed during these phase are-
- ✓ **Traceability Matrix** - During the software lifecycle we trace the requirements to the design components, to the code modules, and to the test cases. This enables us to track changes to the requirements and to validate the test plan covers all requirements and all design elements.



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- ✓ **Peer reviews of designs and code** - Depending on the size and duration of a project, we conduct design and code reviews with architects and engineers from outside the project. These reviews provide an opportunity for valuable feedback and independent perspective.
- ✓ **Product Configuration** - Based on the FRD and the development of the solution, the total product is configured in terms of the authorization, alert management, user defined field, formatted searches, flow tweaking to meet the requirements as specified in the FRD.
- ✓ **Test Plan and Test Cases** - We develop a complete testing plan based on the requirements. The test plan includes unit, integration and system testing. The test plan includes all the test cases that typically cover functionality, error handling, performance, scalability, and fail over, among other required tests. The test plan and test cases are validated with the client during the early stages of a project, and are refined and enhanced during the downstream activities (detailed design and coding).
- ✓ **Acceptance Plan** - At the beginning of each iteration of a project, we develop a detailed acceptance plan that describes all the expected deliverables during or at the end of the iteration. The client signs off on the acceptance plan to indicate agreement on the expected results.
- **Initial Level of Training** – Initial Level of training is imparted to the business process owners at the primary stage so that the users are aware of the features and functionalities that are available in the base product. It helps the organization to analyze how best they can tweak their own process as per industry standards.
- **Deployment of Test Database** – Once the product configuration is confirmed, the test database is prepared which is deployed at the customer end. This test database is deployed for users to test in parallel with their existing system to verify that all the requirements are mapped as per mentioned in the Functional Scope document.
- **Final Level Training** – Final End user Training is imparted by Train the trainer concept. The training is imparted on the usage of the final configured product. Based on this training a final test script would be provided to the customer based on which they would conduct the testing.
- **User Acceptance Testing** – In this phase the user would do a testing of their entire process of their organization with live data entry and confirm the functionality of the system as well as the end user acceptability. It is the critical phase of the change management process.
- **Final Database Preparation & Handover** – Once the UAT is signed up, the Final database would be prepared which would be ready for live data entry.



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- Go Live – When the live data entry would start SDS declares 'Go Live' of the system.
- Free Support – After Go live 90 days of free support are provided to the customer on the new system.

### Offshore Model of Implementation & Support

For international based clients the model of implementation that is followed is the offshore delivery model (ODM). This model of operation is based on mutually agreed terms and condition which reduces the cost of ownership of the total project implementation. This methodology is a proven and tested methodology wherein the project investment is on a lower side and the after sales support is in the lower side as well.

In this model the entire Project Management, Account Management, Development, Deployment, Training and Support are carried out from SDS Global Delivery Centre. SDS has extremely qualified individuals and defined support structures which analyzes and sort out issues and concerns of the organization without hampering the business flow.

The salient features of our support infrastructures are:

- Online helpdesk to attend to calls and email.
- Remote support through Remote Desktop/VPN/Teamviewer.
- Disaster and Recovery Management.
- Remote Infrastructure Management (Options available depending on the services rendered).
- Weekly reporting on the system health check and performance monitoring.

### SDS Solution – An Edge over Others:

- Experience
- Preferred Partner
- Value for Money
- One Stop IT Solution
- Globally Focused

With the right combination of Industry Expertise and domain experience of the functional and technical consultants through the implementation of any software, SDS Solution Systems Limited offers small and medium business enterprises the right configured solution at an affordable price implemented in a short amount of time with zero risk adherence.



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### Significant Projects

The Team at SDS Solution had delivered and has been delivering solutions with Industry Best Practices formulated conforming to global standard.

The list of significant projects includes:

- Project: 'DATA WAREHOUSING' and Development & Implementation of 'Terminal Server Architecture' based 'Business Analytical Software' on Healthcare Management & Consultancy Organization;  
Client: C Marc (India) Pvt. Ltd.
- Project: 'Data Warehousing' and 'Business Analytics' for Energy Auditing for Energy & Power Department, Government of Sikkim under R-APDRP Project.  
Client : [Energy & Power Department, Government of Sikkim](#)
- Project : Development and Implementation of 'On-line Application' for capturing relevant data from the different Telephone Exchange under the West Bengal Telecom Circle to 'ANALYSE' the call performance ratio and generation of corresponding MIS ;  
Client : [Eastern Zone Billing Centre, BSNL, Kolkata](#)
- Project (\*\*[Resource Outsourcing](#)):
  - a. 'DATA WAREHOUSING' and Development of software, application or otherwise, for data collection, data entry data capturing, scrutiny of data through android based tablets
  - b. Development & Implementation of a 'WEB' based Software for Online Authentication & Processing (OLAP) in a synchronous or semi-synchronous mannerClient: [Department of Economics, Statistics, Monitoring & Evaluation \(DESM&E\), Govt. of Sikkim](#)
- Project (\*\*[Resource Outsourcing](#)): 'DATA WAREHOUSING' and Development & Implementation of 'ANALYTIC' tool for ascertaining the fiscal expenditure on account of Salary & Pension.  
Client: [Finance, Revenue & Expenditure Department, Govt. of Sikkim](#)
- Project : Development, Implementation and Maintenance of 'BAR CODE 'enabled Electricity Billing Software for the Energy & Power Department, Government of Sikkim at Gangtok, East Sikkim as a Pilot Project;  
Supplementary Module: Integration with SAP MBC;  
Client : [Energy & Power Department, Government of Sikkim](#)



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- Project : Development and Implementation of Printing Command Language Application (SDS PCL Viewer);  
Client : Calcutta Telephones, BSNL; West Bengal Telecom Circle, BSNL; Orissa Telecom Circle, BSNL; Assam Telecom Circle, BSNL; NE-II Telecom Circle, BSNL;
- Project: Development & Implementation of Purchase Management Software in Browser Mode;  
Client: Variable Energy Cyclotron Centre, a unit of Bhaba Atomic Research Centre, Govt. of India
- Project: Development & Implementation of Integrated Administrative Software (SDS\_IAS);  
Client: Inter University Consortium (an autonomous body under Govt. of India)
- Project: Development and Upkeep of the website of Value Added Services ([www.vas.bsnl.co.in](http://www.vas.bsnl.co.in)) offered by BSNL, along with supporting 'Online Applications'.  
Client: BSNL
- Project: Development & Implementation of Purchase Management Software in Browser Mode;  
Client: Variable Energy Cyclotron Centre, a unit of Bhaba Atomic Research Centre, Govt. of India
- Project: Development & Implementation of Integrated Administrative Software (SDS\_IAS);  
Client: Inter University Consortium (an autonomous body under Govt. of India)
- Project : Development and Implementation of Sub Ledger Management Software for BSNL International Roaming;  
Client : Calcutta Telephones, BSNL; Eastern Zone Billing Centre, BSNL;
- Project: Development & Implementation of Terminal Server Architecture based Customized ERP Software for High Security Registration Plate.  
Client: Celex Technologies Solution Pvt. Ltd.
- Project : Development of 'Web' based Customized ERP Software  
Client: SPEQ Pvt. Ltd.
- Project: Development and Upkeep of the website official website of Energy & Power Department ([www.sikkimpower.org](http://www.sikkimpower.org));  
Client: Energy & Power Department, Government of Sikkim
- Project : Development and Upkeep of the website of International Roaming Services ([www.ir.bsnl.co.in](http://www.ir.bsnl.co.in)) of BSNL;  
Client : Eastern Zone Billing Centre, BSNL, Kolkata
- Project: Development and Implementation of SDS Task Manager ([www.vas.bsnl.co.in/stm](http://www.vas.bsnl.co.in/stm));  
Client : Eastern Zone Billing Centre, BSNL



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- Project: SMS based Application for Postpaid Customers of both GSM & CDMA;  
Client: [Eastern Zone Billing Centre, BSNL, Kolkata](#)
  
- Project: Development of Data Migration 'TOOL' for migration of the customer database & billing data of the consumer of Energy & Power Department to new Application;  
Client: [Energy & Power Department, Government of Sikkim](#)
  
- **List of E-Commerce Projects (Third Party Job) -**
  - <http://www.mynesthome.com>
  - <http://www.epoxydistributors.com/store/>
  - <http://www.expresscarpet.co.uk/>
  - <http://www.golfmagazijn.nl/>
  - <http://zomint.com/>

*SDS Solution is a One Stop Solution Provider providing solutions end to end solution for the small and mid enterprises. The above mentioned services encapsulated with Business Consultancy helps organization to find the right solution which would help the organization to grow. SDS Solution has experience in various technologies in the above mentioned domains which enable organizations to get a right configured solution which would address the concerns and needs.*

***"SDS Solution creates a value based IT ecosystem over a cost based IT portfolio by being fair in our dealings and aspiration for high standard of business ethics. SDS Solution also takes pride in building strategic long-term client relationships. 90% of our revenues come from existing customers."***



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### Our Special Clients:

The work code here is "client first," and we breathe it daily. Although, we do work hard, it's worth it. Because our clients truly appreciate what we do. They value the business-technology insights and capabilities we deliver to their organizations, and the success we help enable. The proof: They come back to us again and again, 90+% of the time, and have helped to make us one of the "fastest growing, IT services company."



**Siliguri properties.com**

Online property shop

Utkram Chemicals Pvt Ltd



**Energy & Power Dept.  
Government of Sikkim**



**Real Estate Services**

One Stop Shop for FINANCE and REAL ESTATE



**BHARAT SANCHAR NIGAM LIMITED**

Connecting India

**East Zone Billing Center**



**BHARAT SANCHAR NIGAM LIMITED**

Connecting India

**Kolkata Telephones**



**BHARAT SANCHAR NIGAM LIMITED**

Connecting India

**West Bengal Telecom Circle**

West Bengal & Sikkim



**BHARAT SANCHAR NIGAM LIMITED**

Connecting India

**Orissa Telecom Circle**



**BHARAT SANCHAR NIGAM LIMITED**

Connecting India

**Assam Telecom Circle**



**BHARAT SANCHAR NIGAM LIMITED**

Connecting India

**North-East-II Telecom Circle**



**UGC - DAE Consortium for  
Scientific Research**



**Government of India  
Department of Atomic Energy  
Variable Energy Cyclotron Centre**

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