

Chennai, India

# Triad Infotech – Profile

IT Solutions

HR  
Consulting

Training

BPO  
Services



#24, Rani Arcade 3rd Floor, 1st Avenue  
Ashok Nagar, Chennai – 600 083  
Chennai, India

+91 44 4204 3773/4

[www.triadinfotech.com](http://www.triadinfotech.com)

# Triad Infotech Pvt. Ltd.

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Experience the Advantage...

Triad Infotech Pvt. Ltd., specializes in providing Software Development, HR Consulting, Specialized Training for IT companies and Business Process Outsourcing services for companies worldwide.

Triad is not just a service provider but also a committed partner who makes valuable difference to your business. With a customer-focused approach, desire to understand customer business & identify the right solutions, we act as a one-stop shop for business process outsourcing from India. We promise you significant cost savings, and improve and maintain the quality of service delivery.

## Line of Businesses

- IT Solutions
- HR Consulting
- Corporate Training
- Business Process Outsourcing
  - Tele Marketing/ Tele sales
  - Business Development Support
  - Recruitment Process Outsourcing

## IT Solutions

### Vision

"A recognised player in IT Consulting and Training Services, providing intelligent and cost effective solutions and Services with an unquestionable commitment to provide long term value for clients"

### Mission

"To Develop

- intensify, expand and to focus on learning and continuous improvement with commitment to provide quality services through establishing strategic alliances.
- ready-made, intelligent, tested and cost effective packaged solutions to business problems in various business areas covering wide variety of Industries

- intelligent and tested methodologies to approach problems, for providing quick and lasting solutions
- a team of highly talented and committed software professionals”

## **Software Solutions**

### Areas :

- Professional Services
- System / Feasibility Studies
- Customized Software Development
- System Integration
- System Implementation
- Application Maintenance / Enhancement Support

### Technologies :

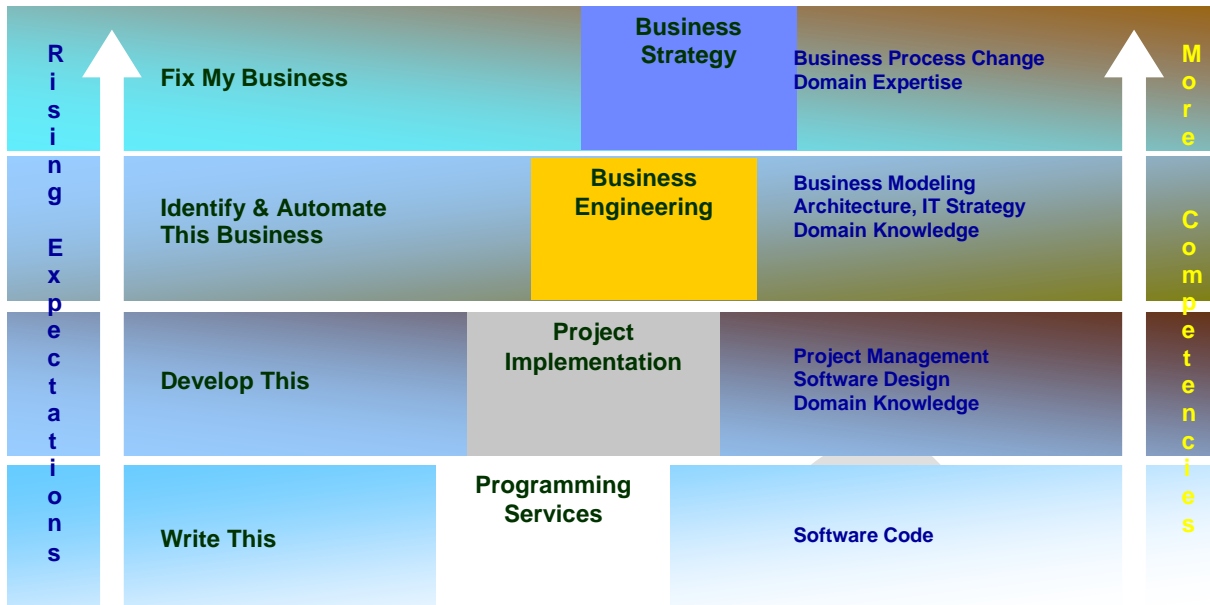
- Operating Systems: Windows Server and Client Editions, Linux, Unix
- Languages: C, C++, C#, Java
- Front-end Tools: Visual Basic, VB.NET, Visual C++, C++
- Databases: SQL Server, Oracle, MySQL
- Document Automation Tools : Adobe Pagemaker, Microsoft Word
- Imaging Tools: Adobe Photoshop, Adobe Image Ready
- Graphic Design Tools: Macromedia Director, Macromedia Flash, 3D Studio Max
- Internet related: DHTML, ASP, ASP.NET, XML, PHP, Java, Java Script, VB Script
- Java Technologies: Java, JSP, Servlets, EJB, RMI
- Middle ware: COM, DCOM, Microsoft IIS, MTS (Microsoft Transaction Services)
- Wireless Applications: WAP, WML
- Project Tools: Microsoft Project, Microsoft EPM, Primavera
- Oracle Applications : Oracle Financials
- Reporting and Analytical Tools: Data Reports, Crystal Reports, SQL Reporting Services

## **Clients**

We work with clients in the United States, UAE, Singapore, Malaysia and Australia.

## **Software Consulting Methodology**

In Triad, we have understood the rising expectations of customers from IT companies. Triad meets the current level of customer expectations by offering complete solutions keeping their business vision and strategies in mind and not just providing them mere programming services. It’s a completely strategic approach. We have also thus raised our technological competencies and domain expertise to meet with such high expectations. This approach has taken us a long way in satisfying our clients.



## HR Consulting

### Triad's HR Consulting Services

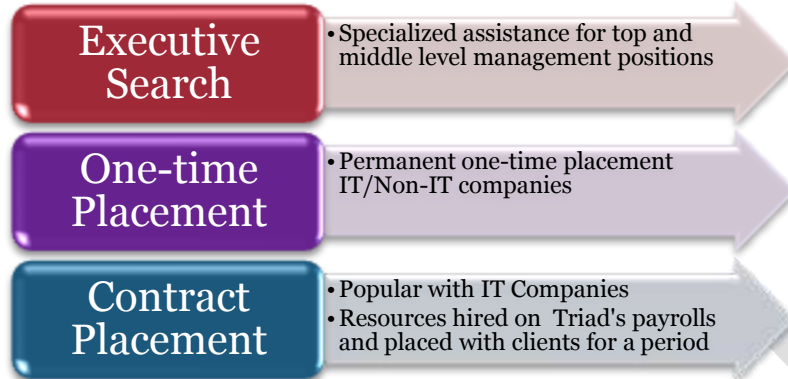
- Introduction
- HR Services
- HR Practice

#### Introduction

One of Triad's business areas includes HR consulting and its practices are over three years old. We have a team of professionals who are committed to provide high quality and most fitting resources for the client's requirements. We understand that hiring is an art by itself. We believe that strong, capable and sincere workforce is the life blood of any organization. Our ability to assist you to hire right candidates helps your organization concentrate on core functions and eliminate the hassles in recruitment. We at Triad have developed a third eye to locate the right resource for the right job in the quickest time possible.

With the support from our IT Solutions wing, we have made the best use of technology to meet the high expectations from customers. We have developed a Recruitment Management Software (RMS), which manages our recruitment database and allow easy access of right CV's, thus serving clients swiftly and efficiently.

## HR Services



### a. Executive Search:

Triad offers specialized assistance to IT companies who are looking to fill up its top and middle management positions. We know that middle and senior level positions have to be filled prudently, and therefore we use our Triad Recruitment Management Software to extract CV's that fit exactly to clients' specifications. Various referrals checking are carried out to ensure the quality and integrity of the candidates.

### b. One – Time Placement:

Triad offers recruitment services in sourcing quality professionals to fill in vacancies in IT/ Non – IT. We source professionals through our huge internal databank, network of contacts and online job postings. Our highly skilled technical recruiters take the applicant CVs through a meticulous check and ensure they are a 100% fit to the client's requirement.

### c. Contract Placement:

Triad understands the need for temporary staff at your organization and we have a proven track record of filling in such contract positions. Once selected by you, we will take them on our payrolls. Technical interviews will be conducted by us before profiles are forwarded to you thus ensuring the expertise of the candidate.

## Training

### Technology Training

With our experience in software development and consulting, we offer high end technology training programs to our clients. We have expert trainers in areas like Microsoft .NET, J2EE, Oracle, Project Management, Data Warehousing etc. Our trainers have a great combination of real time experience and passion towards training. Our training methodology is as follows.

- Identify and understand the specific technology training needs of an organization

- Provide a proposal with a customized curriculum and trainer's profile
- Pre evaluate the trainees
- Conduct the training program
- Mid evaluation using written tests, interactive quizzes and mock projects
- Post evaluation and analysis

### **Other Specialized Training Programs**

Triad Infotech has formulated specialized training programs that cater fresh and experienced job seekers. Our courses are on ERP, SAP, Microsoft .NET, Software Testing and personality enhancement courses "Stride to Success!", "Win your placement". At the end of these programs, the candidates are well equipped to face the corporate world as concepts are taught with real time experiences.

We are also associated with engineering colleges and other academic institutions where we offer workshops on technical subjects. We have undertaken training sessions on ERP (Enterprise Resource Planning) systems and related Business Concepts for Management Students, apart from technology training programs on .NET and J2EE.

We also do call center training where we train participants on tele-marketing, phone etiquettes and English accent.

## **BPO Services**

### **Executive Briefing**

#### **Why Outsource?**

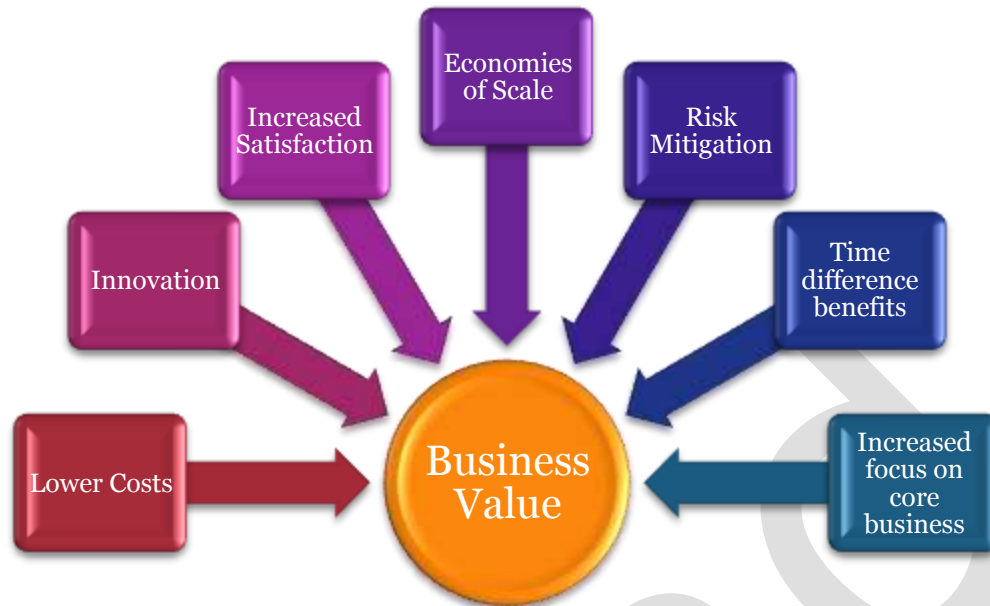
All Outsourcing activities can be classified into three types. Basic/Traditional outsourcing services, which curb direct costs, such as hardware/software maintenance and operation costs. The second type of outsourcing helps lower "indirect" costs and achieve efficiencies in areas related to business processes. This is termed Business Process Outsourcing. At the highest level, is the Business Transformation Outsourcing.

Simply put, BPO is the delegation of one or more business processes to an external provider who in turn provides services for the selected process based on certain defined and measurable performance criteria specified by your organization. This generally involves an organization's non-core processes.

BPO is growing because companies want to focus on their core businesses. Companies worldwide feel the need to shed their ancillary processes, free up internal resources to focus on their core business competencies.

BPO is a strategic management tool that can help organizations to improve process level efficiency and effectiveness, as well as reduce costs.

## Business Value of Outsourcing



**Cost Advantages-** BPO provides an accounting advantage - financial engineering with regard to assets, staff and infrastructure

**Innovation and speed to market-** Ability of the outsourcer to do things which an organization cannot do on its own or does not have the domain expertise.

**Increased customer satisfaction,** more efficient operations by focused effort on customer service by the outsourcer

**Economy of scale** - BPO provides the flexibility to respond to a rapidly changing marketplace and scale operations up or down as conditions dictate

**Business risk Mitigation** by capitalizing on the outsourcer's knowledge of local laws, infrastructure, processes and expertise.

**Rapid access to high quality practices** at the outsourcer's end.

**Availability to skilled personnel** also increases the quality of service. Outsourcing a process also means the buyer no longer has to manage the head count. Recruiting and retaining talent in a tight market is difficult. The level of difficulty increases with the specialized knowledge required. The outsourcer, on the other hand, is adept at attracting the best and the brightest in its field.

**Shorter project delivery times** due to the expertise of the outsourcer with regard to transition of business processes to the offshore site.

**Using the time difference** to your favor, especially where the offshore company provides support or maintenance

**Better control over operations.** Internal resources can now focus on core customer service processes.

## **Outsourcing to India**

India's technological advances are noteworthy. Several Fortune 500 companies have opened centers here, to benefit from the technologically skilled, highly educated, motivated workforce. Companies like GE, and American Express, have successfully demonstrated the benefits with total annual savings of few hundred million dollars between them alone.

Also India leads the world in quality adherence, which is stated, from the fact that India has the highest number of Maturity Level 5 organization in the world. A major reason why Global Corporations are outsourcing to India today is Productivity Improvement and Quality Improvement. A study by a leading research organization shows that when processes are off shored to India, companies not only get the advantage of low cost but also experience improvement in productivity and quality.

### **India's advantage as the BPO destination**

A booming IT industry, with IT strengths recognized all over the world

The largest English-speaking population after the USA

A vast workforce of educated, English-speaking, tech-savvy personnel: A boon in a high-growth industry faced with a shortage of skilled workers

Cost-effective manpower: In a call center operation, manpower typically accounts for 55 to 60 percent of the total cost. In India, manpower is available at a fraction of the cost overseas. However, some people get deterred by the fact that cost savings are not seen immediately. Initial investment in infrastructure and training can be expensive and make one believe that the promise of cost reduction is false. However, there will be savings and the fact that several global giants continue to set up call centers in India is proof of this.

The Government of India has recognized the potential of IT-enabled services and has taken positive steps by providing numerous incentives.

The presence of most international technology vendors and solutions would enable creation of most advanced set-ups in this technology- intensive segment.

## **Triad's BPO Services**

- Introduction
- Operational Procedure

### **Introduction**

Triad Infotech's 3 year old BPO services are successfully providing business development, tele marketing and recruitment process outsourcing to international clients. Fundamentally being an IT company, we exactly know how to design, use



and exploit information technology capabilities to run the BPO services successfully. Our BPO wing comprises of Team Leaders, Domain Experts, BPO Executives, Technology trainers, Soft skill/Personality development trainers and accent trainers.

### **Operational procedure**

We at Triad follow a robustly defined operational procedure to ensure process integrity and minimize inherent outsourcing risks. We help clients establish the right outsourcing strategy, and help them in devising a plan to implement the strategy and de-risking the plan to ensure success.

1. Pre Analysis: At this stage, we try and understand clients' business, identify outsource opportunities, assess requirements, review environment and confirm validity.
2. Analysis: For analyzing, we gather documentation, identify solution and costing, confirm and validate with client and prepare the process implementation plan.
3. Transition Management:- At this juncture, we adapt process plan, emulate client process, document operating plan, and confirm performance requirements.