

COMPANY PROFILE &
CAPABILITIES



EMPOWERING LIVES GLOBALLY

WITH TECHNOLOGY-ENABLED
BUSINESS SOLUTIONS



Cygnet **Infotech**
IT is about you

CYGNET OVERVIEW

Founded in 2000 Currently with
Offices in 6 countries



800+ Employees
Delivered 2000+ Projects



17 Years of Experience Serving
250+ clients in 29 countries



80% Client Retention



TECHNOLOGY PARTNERS



MATURITY LEVELS FOR QUALITY, RELIABILITY & SECURITY



ISO 9001 : 2008



CMMi LEVEL 3



ISO 27001 : 2013

MEMBERSHIPS



TECHNOLOGY CAPABILITIES

MICROSOFT



JAVA



TESTING



PHP



MOBILE



CMS



CLOUD



AR/VR



UI/UX



SERVICE OFFERINGS

PRODUCT ENGINEERING



- Product Development
- Prototyping and Ideation
- Product Re-engineering and Migration

WEB CONTENT MANAGEMENT



- Consulting & Strategy
- Customization & Implementation
- Integration & Migration
- Upgrade & Maintenance

ENTERPRISE MOBILITY



- Mobile Consulting & Strategy
- Mobile App Development
- App Integration

APPLICATION QUALITY ASSURANCE



- Test Automation
- Agile Testing

CONSULTATIVE SERVICES



- Cloud Enablement
- IoT
- Big Data

ENTERPRISE APP DEVELOPMENT & MODERNIZATION



- Application Development
- Application Enhancement
- Cloud Enablement

BPO SERVICES



- Data Processing
- Prepress & ePub Services
- Managed Services

GLOBAL DELIVERY MODEL

On-site Coordination

Scoping and elicitation, knowledge acquisition, project coordination and support



Water-tight Processes



Realtime end-to-end Monitoring



Monitoring tools & Dashboards



Integration with client processes



Solution-level & preventive support



SLA driven engagements

REMOTE MONITORING

Pro-active performance monitoring, threshold alerts, dashboard reporting

LEVEL 1 SUPPORT

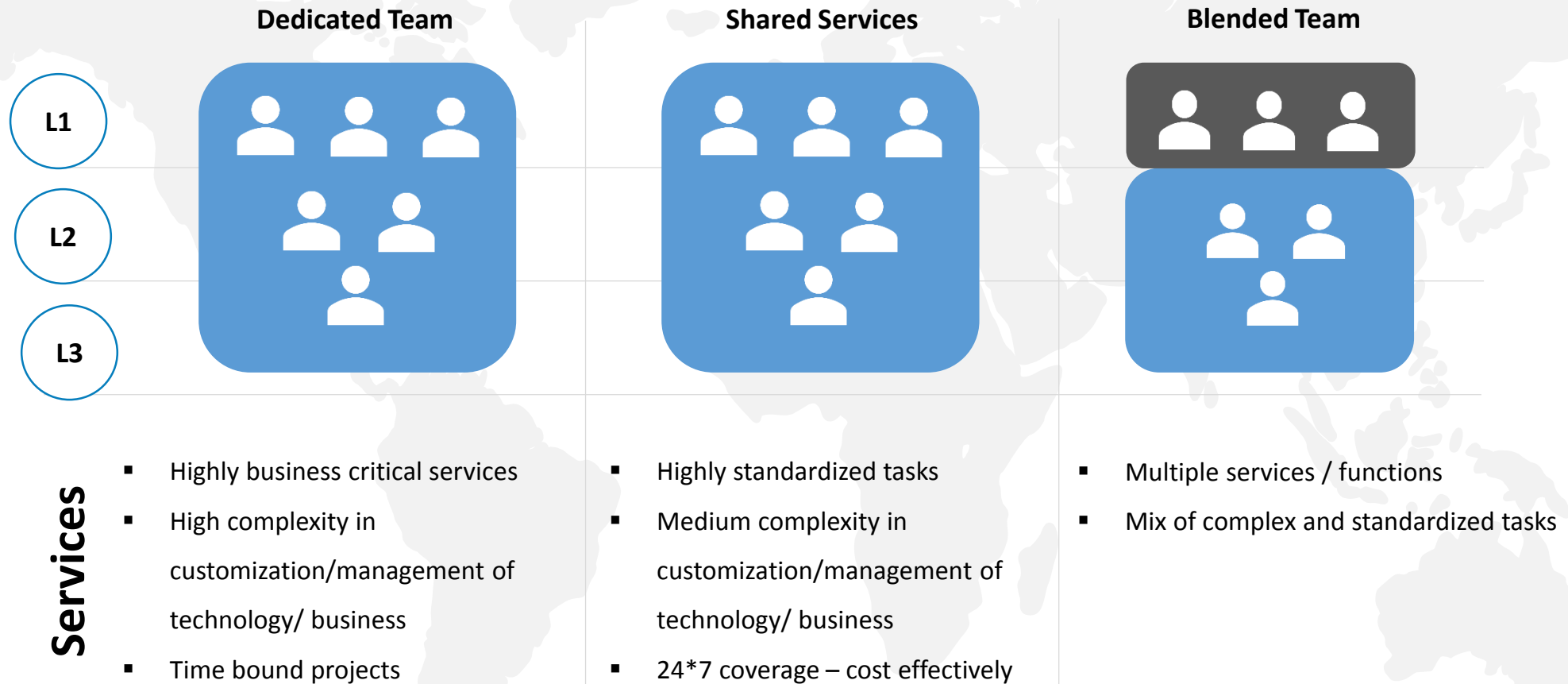
Incident management, service desk for escalations, knowledge repository

LEVEL 2 & 3 SUPPORT

Problem management, change management, capacity management, performance management



SERVICE ENGAGEMENT MODEL



PROJECT ENGAGEMENT MODELS



FIXED TIME & COST ESTIMATE

Typically suited to customers when the scope and specification of the project is clear with clearly defined needs and timelines.

TIME AND MATERIAL

When the specification and scope of the project is not determined and involves constant variations, we usually offer Time & Material model. This engagement model allows our clients to alter team size, project timelines and resources of the ongoing project as per need.

DEDICATED RESOURCE

We help you set up a development center in Cygnet by handpicking a team of full-time, dedicated and expert developers. The team is assembled according to your needs. The team functions as an extension of your team, completely in line with your business and development goals.

PRODUCTS & SOLUTIONS



Test automation solution for web and cloud application



Cygneto provide apps for sellers, retailers, distributors, wholesalers and field sales teams



HRINNOVA is an intuitive & customizable HR Automation Solution



ePubHub is a Digital Publishing solution to exploit technology to create dynamic digital content.



e-Shabda brings the benefits of digital publishing to Indian language publishers and authors



M1-Order enables retailers to connect with prospects via mobile, social media and print campaigns

A man with short brown hair, a beard, and glasses is sitting in a black office chair at a desk. He is wearing a white button-down shirt and a brown blazer. He is smiling and looking towards the camera. The desk in front of him has a computer monitor, a keyboard, and some papers. The background is a white brick wall with a white door and a window on the left.

Success Stories

Delivering highly customized technology services & solutions which are engaging, adaptable, and scalable. Whether you are an ISV, Enterprise or a startup, we can maximize your potential.

ONSITE, NEAR-SHORE & OFF-SHORE PROJECT ENGAGEMENT



Cygnnet is successfully working with an International service company which operates through its subsidiaries and its Joint Ventures to improve services by managing people, processes, technology and assets.

BUSINESS CHALLENGES

- Client's internal IT team were under resourced to support the unplanned level of project and change activity.
- Reliance on the UK based IT team resource meant that the cost of the team was higher than originally planned.
- Existing IT team overstretched and therefore impact assessment, solution design, estimates and testing were not always up to the required standard.

- **ON-SITE CAPABILITY IN THE UK**
- **NEAR-SHORE RESOURCE IN SPAIN**
- **OFF-SHORE IN ARGENTINA**

OUTCOMES AND VALUE DELIVERED BY CYGNET

- Delivered projects and changes against agreed timescales
- Reduced overall cost of delivering projects and change requests
- Proactive focus on the balance of onsite, near-shore and off-shore activities, reduced the overall cost of delivering projects
- Cygnnet has been able to increase and decrease supply of resource supporting the client effectively with minimal impact
- Cygnnet has been able to plan and meet the demand



HUNTSMAN

Our client is a leading manufacturer and distributor of differentiated chemicals to various manufacturing companies.

BUSINESS CHALLENGES

- Keeping track of the field sales information
- Manual maintenance of sales records, credits information, inventory by the sales team
- Re-entering the sales details in the excel sheet so that the top management can review the same
- With increase in the reach, monitoring individual sales executive became difficult manually or through phone call
- Lot of paper work and manual calculations involved for analyzing daily, weekly and monthly sales reports
- While sitting at the office, the managers don't get the actual view of how their executives are performing in the market and also the operational performance of each sales executive

BUSINESS BENEFITS

Cygnnet delivered a field sales management application that:

- Increased accuracy and consistency in punching the orders
- Reduced paper work by 49% with anywhere, anytime access to capture and manage orders
- Increased order fulfillment by 27% with real-time order management
- Improved customer services with user-lifecycle management, complaints management and surveys
- Enhanced transparency in orders with clear visibility of retailers, routes covered by on-field staff, activities performed in a specific location via Google Maps
- Optimized the sales cycle with automated order booking, tracking and reporting feature



Our client is a logistics company whose important task includes integration of information, transportation, inventory management, warehousing and material handling.

BUSINESS CHALLENGES

- Tracking and Managing Inventory
- Managing Orders
- Packing & Shipping
- Reporting

Cygnnet developed an inventory management solution from scratch for desktop and mobile.

BUSINESS BENEFITS

The desktop and mobile inventory management and tracking system helped to:

- Streamline & shorten the Inventory cycle – ordering, labelling, packaging, shipping & receiving
- Centralize warehouse management with an ability to meet requirements and achieve production goals quickly
- Reduce human-errors and decreased operations costs due to electronic order processing
- Enhance value chain – procurement, production, inbound, outbound & marketing
- Improve productivity with an ability to predict future demands
- Maximize efficiency with automated workflows

PUBLIC TRANSPORT & TRAFFIC MANAGEMENT SOLUTION (MOBILE & WEB)



Our client is a UK based entrepreneur leading software systems business focussed on delivering intelligent and deeply integrated Traffic and Public Transport solutions tailored to the requirements of Traffic Managers, Emergency Planners and the Travelling Public. Cygnet delivered traffic management solutions that enable Traffic Managers to model, monitor and control the environmental effects of travel as well as reducing congestion to maximize the use of a limited road network, all using UTMC, RTIG, SIRI and other recognized industry protocols.

SOLUTIONS DELIVERED

- Real time passenger information system
- Strategic transport command and control system
- Adaptive control platform for real time traffic signal
- Travel information portal
- Fault and asset management for highway data

KEY ACHIEVEMENTS

- Deployment of Application suit across 30+ sites. Proving architecture ability to handle versatile set of requirements
- Proven knowledge base on delivery framework & technical management of projects in Traffic Intelligence domain
- 40+ Number of Authorities & Transport Service Operators Sharing Data and Collaborating
- Integration with UTMC, RTIG, SIRI and other recognized industry protocols to identify trends and handle communication
- Design for Mobile, KIOSK, Desktop and TFT
- Development and rebranding of sites in Umbraco MVC 3.0 with Razor View Engine to show
- 500+ buses are tracked round the clock

idox transport
an idox solution



OUR CLIENTS



BIG SMALL COMPANY

- Big in terms of: Wide Coverage of technology, Maturity of processes, Complexity of projects
- Small In terms of: Less Hierarchy, Unmatched attention, Lot of agility

ENSURING SUCCESS

- Full ownership of engagement success
- High, unwavering focus on customer satisfaction Committed to Partner-centric business model building sustainable relationships

BEST OF BOTH WORLDS

- Onsite/Off-site/Offshore/Hybrid flexibility Local Contracts
- Flexible engagement models



CLIENT

SUCCESS



EXPERTISE & QUALITY FOCUSED

- CMMi3 and ISO certified organization
- 16+ years of immaculate service delivery Functional competence and expertise for a broad range of industries and segments

COST ADVANTAGE

- Value for money for our customers arising out of our local account management, global delivery model and optimized operations

IPR PROTECTION

- Intellectual Property Rights protection for the software/applications we develop and support for our clients
- Data security

THANK YOU



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