

Bootstrap Technologies Presentation

September 2007

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Executive Summary

- Bootstrap Technologies, Fastest Growing Global Total Outsourcing services Provider with a string domain expertise in various Business Verticals and Horizontals.
- Bootstrap Technologies is one of the First of It's Kind in the world which offers services on Business Technology , Not only Implements Software Packages it also runs the Business and takes care of overall Business Returns.
- This presentation will provide detailed Information on Various Capabilities and service offerings of Bootstrap Technologies

Total OutSourcing Practice

Building Competency – through the COE Model

Established Technology COE:

Oracle SQL/PL-SQL/D2K

Java/XML/.Net

BIW Tools

ABAP/XI/Netweaver

- Industry knowledge
- Functional / Technical support for projects
- Problem resolution

- Capture Experiences
- Whitepapers
- Best Practice sharing
- Re-usable Components

Automation

- Upgrade Tool
- Process Change Management Tool
- Global Interface Engine

Solution
Centre

**Bootstrap's
of
Excellence for
Total OutSourcing
Services**

Knowledge
Management

Competency Building

- Development of Reusable Assets
- Web Services
- ERP Centre of Technology

Established ERP Practice COE:

- SAP, Oracle Apps, Peoplesoft
- J D Edwards, Siebel
- iFlex, Clarify
- Microsoft Business Solutions

Expertise
Building

- External and Internal Training
- Internal Projects
- Prototypes

Process
Definition

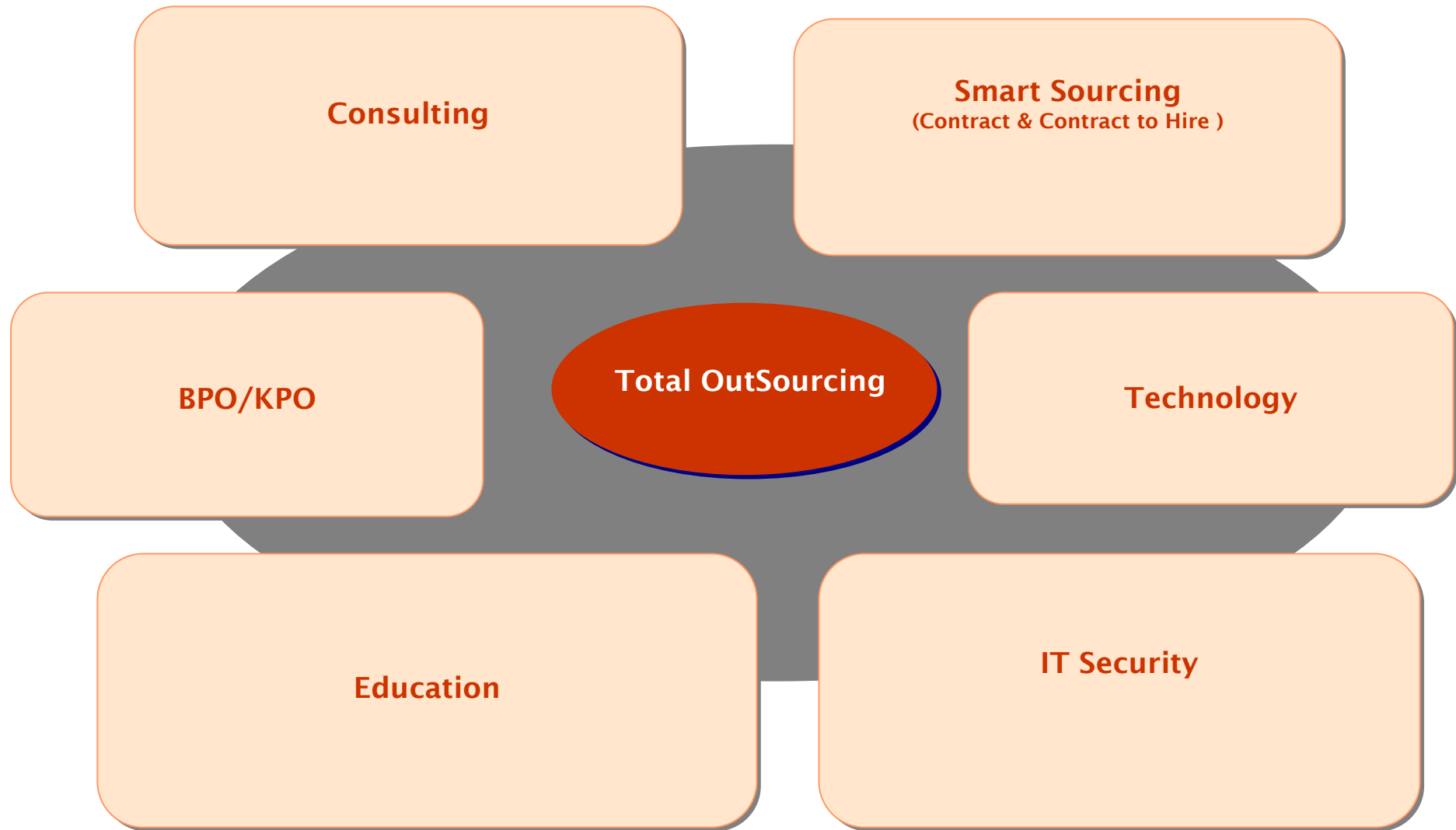
- Methodologies
- Tools
- Templates

Framework Development

- Consolidation Model
- Global Template Definition
- Rollout
- Integration Framework

What we offer

Our Service Offerings – Total Outsourcing



Bootstrap's India practice delivers Knowledge, business, Transaction and IT value across a broad spectrum of services

Key-Value Consulting

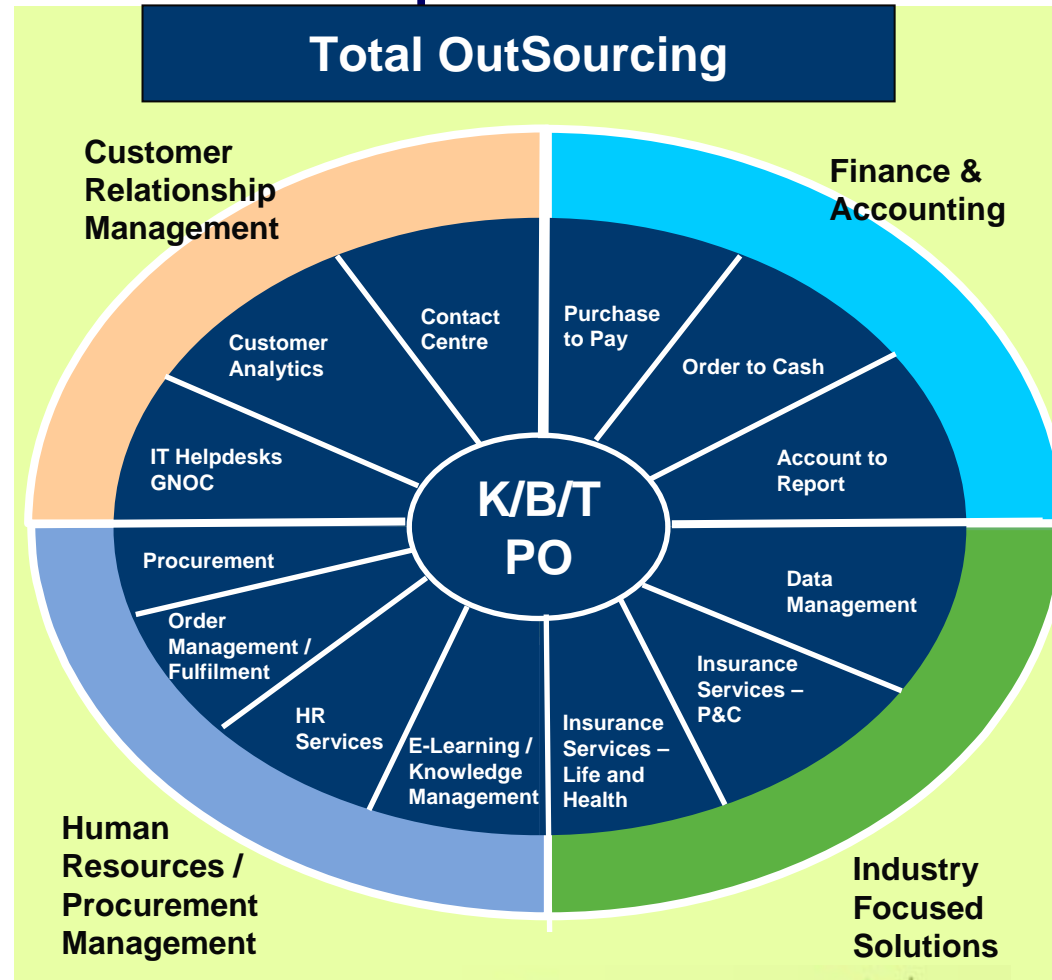
Systems Integration

Application Management

IT Infrastructure Management

Integrated Knowledge, Business and Transaction Management

- Design, build, run
- SmartSourcing
- ERP / CRM package implementation /maintenance/Support
- Legacy application maintenance
- Testing
- Infrastructure management



Total Outsourcing Services Company

What We Offer – Total Outsourcing

- Technology, Product & Package Evaluation & Road Map Creation.
- Implementation
- Upgrade
- Customization & Development
- Application Support
- Training
- Package Consolidation
- Remote DBA Support
- Infrastructure Management services
- Platform Migrations



ORACLE/SAP/
People soft/J D Edwards
Technologies

Fusion
Middle ware
& Oracle 10g

- Oracle e-Business partner
- Member of Oracle Partner program
- Resources skilled in Core Manufacturing , Purchasing and i-Procurement , Financials, HRMS, CRM
- Cutting edge skills in latest Technologies like OA Framework, 10g and Fusion Middleware
- Dedicated Oracle Center of Excellence
- Oracle Apps DBAs and DBAs
- Oracle Applications Developers and Technical Consultants
- Oracle Apps Functional consultants

- Experience in Oracle /SAP/Peoplesoft/J D Edwards
- Experience in tools for custom development of ERP Technologies based applications
- Experience in Discoverer and Business Intelligence
- Remote DBA and Architecture support for Applications Development and Support

- Fusion Middle ware, Oracle 10g and Oracle 10g AS
- Resources skilled in integration with leading ERPs like Oracle Applications & also custom applications based on Oracle Technologies.
- We offer solutions on Latest and greatest of Oracle

Mitigate risk, shorten the schedule, manage the cost



Total Outsourcing Services Company



Various Engagement Models

Engagement Models

	Ownership for Delivery	Project Management	Delivery Location & Infrastructure
Staff Augmentation	Client/Partner	Client/Partner	Client/Partner
Joint Delivery	Bootstrap & Client	Client/Partner	Client/Partner
Project ODC	Bootstrap	Bootstrap	Bootstrap
Client Dedicated ODC	Bootstrap	Bootstrap	Bootstrap

1. For all four models above Staff (People) are from Bootstrap.
2. Lead time for ramping up and Mobilizing the Resources varies based on the model
3. For Staff Augmentation It will take 4 to 8 weeks Lead time for resource Mobilization once MSA & SOW Contacts signed between client and Bootstrap





Case Studies

Case Study: One of the Middle East's Leading Cargo Firms

Customer Requirements:

- To Standardize Business Processes across the companies with in US\$ 2 Billion Holding company
- To Re Implement the new version of Oracle eBusiness Applications 11i (11.5.9) legacy system to the new client / server technology

Bootstrap Technologies's Solution:

- Implemented Oracle Finance Suite at various locations
- Designed and Developed various Interface, Conversion and Extension programs
- Specifically developed Custom Programs to compare the Bill's across various locations
- Trained users for steady go live & subsequent support

Oracle Products:

- Oracle General Ledger
- Oracle Payables
- Oracle Receivables
- Oracle Fixed Assets
- Oracle Cash Management

Client Benefits:

- Uniform platform across locations moving away from homegrown packages
- Common Data repository
- Integrated Data, ease of support, maintenance and upgrade
- Minimal deviation from envisaged processes with deployed Custom solutions



Case Study: A Major Pharmaceutical Industry Company in India

Customer Requirements:

- To design, develop & implement a Web-services framework
- To extend varied technical platforms & backoffice operations to the Customers, partners and third parties in a controlled way

Oracle Products:

- Oracle Telesales
- Oracle 9i Application Server using Oracle Internet Directory
- Oracle 10g

Client Benefits:

- 40% lower cost leveraging offshore resources
- Reduced the implementation time by over 30%

Bootstrap Technologies's Solution:

Web Services Framework built with following components:

- Authentication Manager: To provide authentication and authorization for accessing a specific Web Service.
- Session Manager: To allow a user to perform all the transactions without frequently having to log out.
- Persistence Manager: To make use of the connection pool mechanism whereby it can continuously pick the connection from the pool and perform multiple transactions with the same pool.
- Log Manager: To keep log for all the user calls to the Web service.
- Application Manager: To store the environment settings and session details.
- Servlet: This is the central component that drives all the other components.

Created specific Web Services for the following activities:

- Registering a Customer,
- Validating the address for the customer,
- Credit Validations
- Booking Orders.



Case Study: A leading Asbestos Manufacturing Firm

Customer Requirements:

- To monitor usage of leaves by employees
- Business Development Reports
- Intelligence Reports Development

Bootstrap Technologies's Solution:

- Build a custom Reports to the top management
- Build Framework for automated reports generation
- Build Procedures and documentation for Automation of reports for top management

Oracle Products:

- Discoverer
- Oracle 9i Database
- Internet Developer Suite
- Oracle BIS
- Oracle Daily Business Intelligence

Client Benefits:

- Identification of employee location based on the automatic employee number.
- Increased productivity at work thereby enabling regular shift rotations.
- Good Management visibility on several facts on business



Bootstrap Technologies Oracle Clients



Total Outsourcing Services Company

Bootstrap Value added services

Change Management

Project Requirement

In Remote Development , Change Management is very much essential.

Our Approach

- **Bootstrap Technologies partners with Various Management Groups for**
 - ✓ Consulting
 - ✓ Change Management
- **Our Approach**
 - Delivers fast-cycle answers to specific challenges in business, technology and people management.
 - Brings together senior consultants, leading experts and member companies in the proven process that led to business reengineering and other breakthroughs in management practice.
 - Produces a combination of emerging best practices, pragmatic action plans and innovative management techniques that together enable member companies to make rapid headway with pressing business issues.

Bootstrap Technologies Advantage

- ✓ Only IT offshore company with partnership with leader in Change Management



Total Outsourcing Services Company

Knowledge Management

Project Requirement

- In larger development projects , there is a focus on the 'economy of scale' by re-using the knowledge internally.
- In larger projects the cost reductions are significant, while a central group with the required competence and knowledge executes the implementation

Our Approach

- Bootstrap Technologies's vFactory KM framework is well suited to capture explicit knowledge
- The solution is web delivered thus providing global access for enriching the content and using the codified knowledge
- Helps coordinate the knowledge of global implementation teams
- Bootstrap Technologies will maintain KM application
- IMA,USA will need to provide Software & Hardware required for this KM application

Bootstrap Technologies Advantage

- ✓ Ready to deploy Knowledge Management framework at no additional investment
- ✓ Ready content available for transitioning & production support

Long Term Benefit

- ✓ Competency Development through Knowledge retention
- ✓ Significant Cost Savings

Knowledge Bank Features

- Technical Repository
- Discussion Forum
- Opinion Polls
- Project Summaries
- Appreciation
- vSQA
- News/Events
- Profiles
- Experts

- **Knowledge Pool for all Members**
- **Common Forum to address any Technical issue**
- **Enables Reuse of Components & Knowledge Assets**

vFactory

Project Requirement

Content Preparation using UPK as per IMA,USA business needs Train project team and end users across globe

Our Approach

▪ Content Preparation

User Productivity Kit (UPK) will be used for the content preparation and customization to suit KOAC Group business requirements.

▪ Training Delivery to Target audience

✓ End Users

Solution : Web-based Training. Lessons available on Learning Management System (LMS), Offshore Training Helpdesk - support for first two weeks.

Approach : Use of UPK content, LMS.

✓ Power Users

Solution: Instructor-led Training

Approach : Use of UPK content, Class Room Training

✓ IT Staff

Solution: Instructor-led Training

Approach : Use of UPK content, Class Room Training

Bootstrap Technologies Advantage

- ✓ Bootstrap Technologies Virtual University expertise in web- delivered trainings
- ✓ Offshore support through dedicated Helpdesk

Long Term Benefit

- ✓ Repository building for training materials which will handle any new users

Training Capability

IMA,USA Training Needs	Bootstrap Technologies Experience in Internal
Training the project team in the KOAC Group /client context	Conducted several trainings customized to the needs of the many customers
Train the trainer approach	Key user training for non- power users:
Repeated trainings customized to the KOAC Group /client business needs	Oracle Competency Center well- equipped to handle repeated trainings (new employees, new phases implementation) – Infrastructure, Training Collateral, Trained Instructors, Business Specialists, CBT (Computer Based Trainings) through pre- recorded sessions
Geographical spread (worldwide user locations)	Bootstrap Technologies Virtual University delivers complete virtual training experience- audio/ video, real- time, web-delivered:



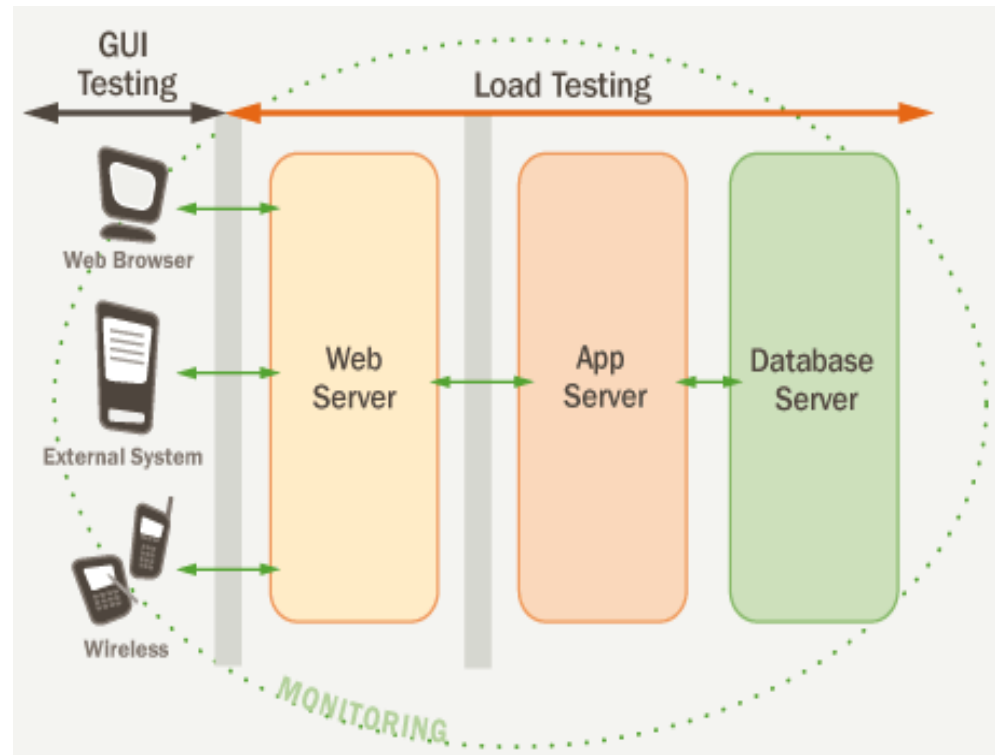
Performance Management

Project Requirement

- Optimize the availability, performance and accuracy of mission-critical applications
- Performance Manager monitors the end-user experience on three dimensions: availability, accuracy and performance.

Our Approach

- Bootstrap Technologies will use its one user license of this tool during implementation.



Bootstrap Technologies Advantage

- ✓ Tested in similar situation (single instance, users across the globe)
- ✓ Huge Savings on license cost

Long Term Benefit

- ✓ Better performance

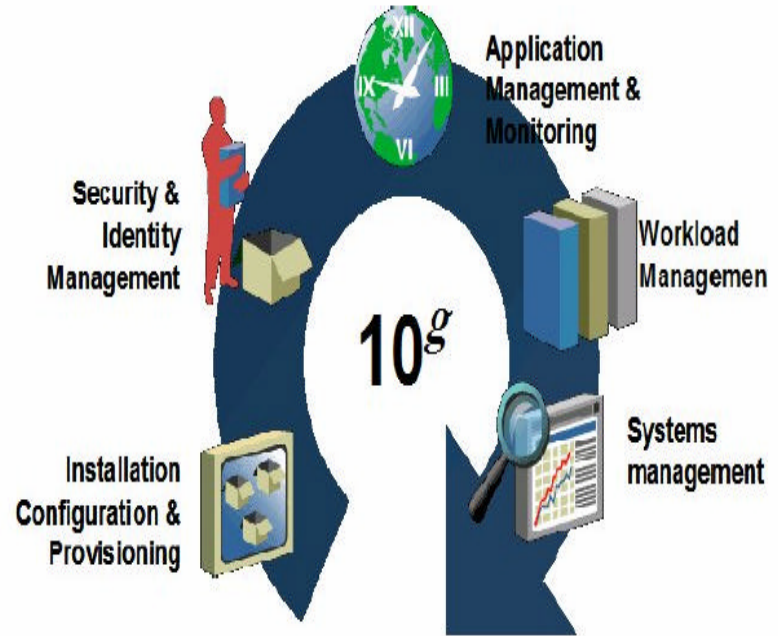
Complimentary Technology Consulting Solutions

Requirement

- Provide a single centralized cost effective platform for central administration and management of Databases and Oracle custom Business Applications
- Excellent solution for Powerful computing and scalability

Our Approach

- Bootstrap Technologies will provide a consulting solution on Implementing 10g OEM for centralized Administration of Databases and Oracle custom Business applications
- Bootstrap Technologies will provide a 10g Based solution to build a Grid across Oracle India & Europe



Bootstrap Technologies Advantage

- Tested in similar situation (single 10g OEM Server on Intel Linux, users across the globe and several DBs and Apps)
- Huge Savings on Overall TCO and administration costs

Long Term Benefit

- Better performance

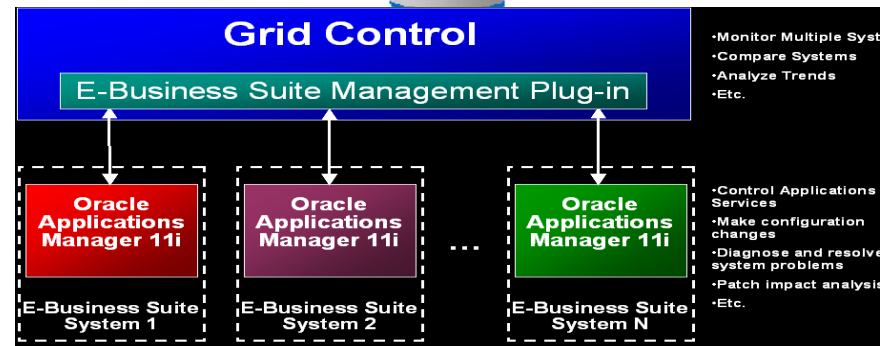
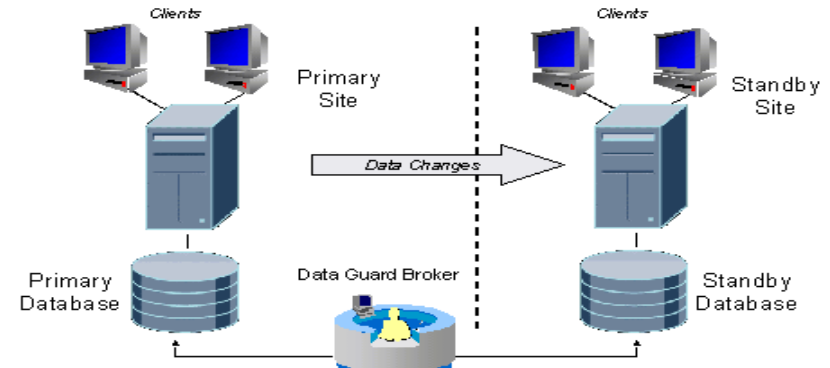
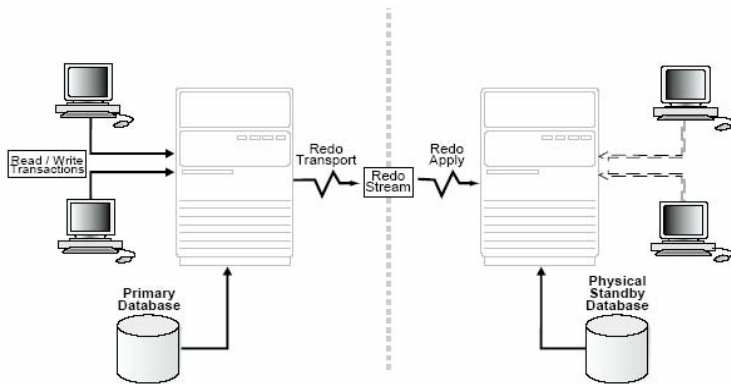
Complimentary Technology Consulting Solutions (contd.)

Requirement

- Providing a High Available solution to Critical Business Databases to KOAC Group /Europe

Our Approach

- Bootstrap Technologies will provide a 10g Dataguard Based solution to build a standby database as a high available solutions across IMA,USA



Bootstrap Technologies Advantage

- Implemented 10g Dataguard for high availability in Intel Linux for similar situation
- Huge Savings on HA Solution compared expensive RAC Solutions

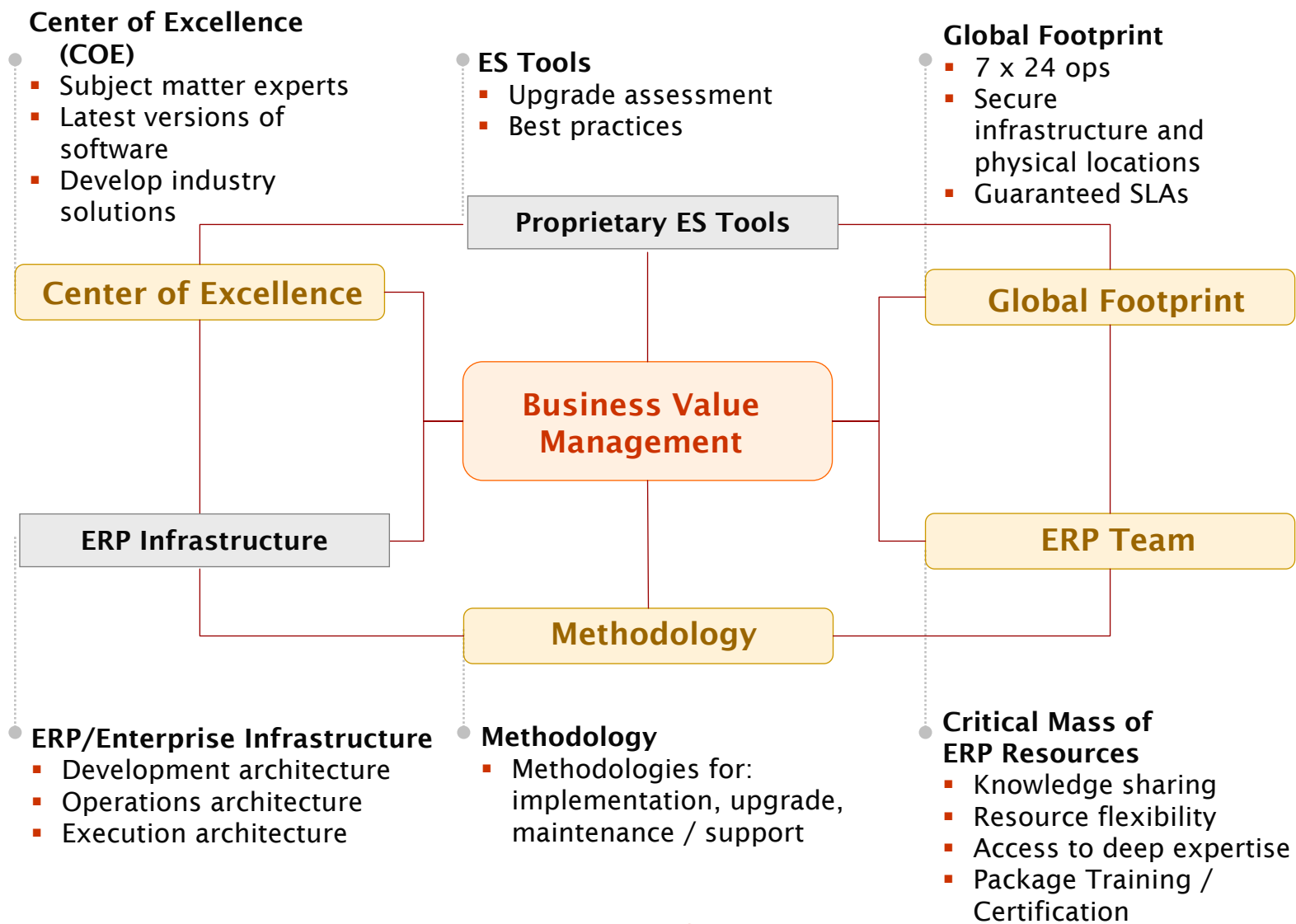
Long Term Benefit

- Better productivity and cost savings

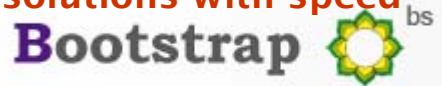
Application Support

Appendix

Right ingredients for Success

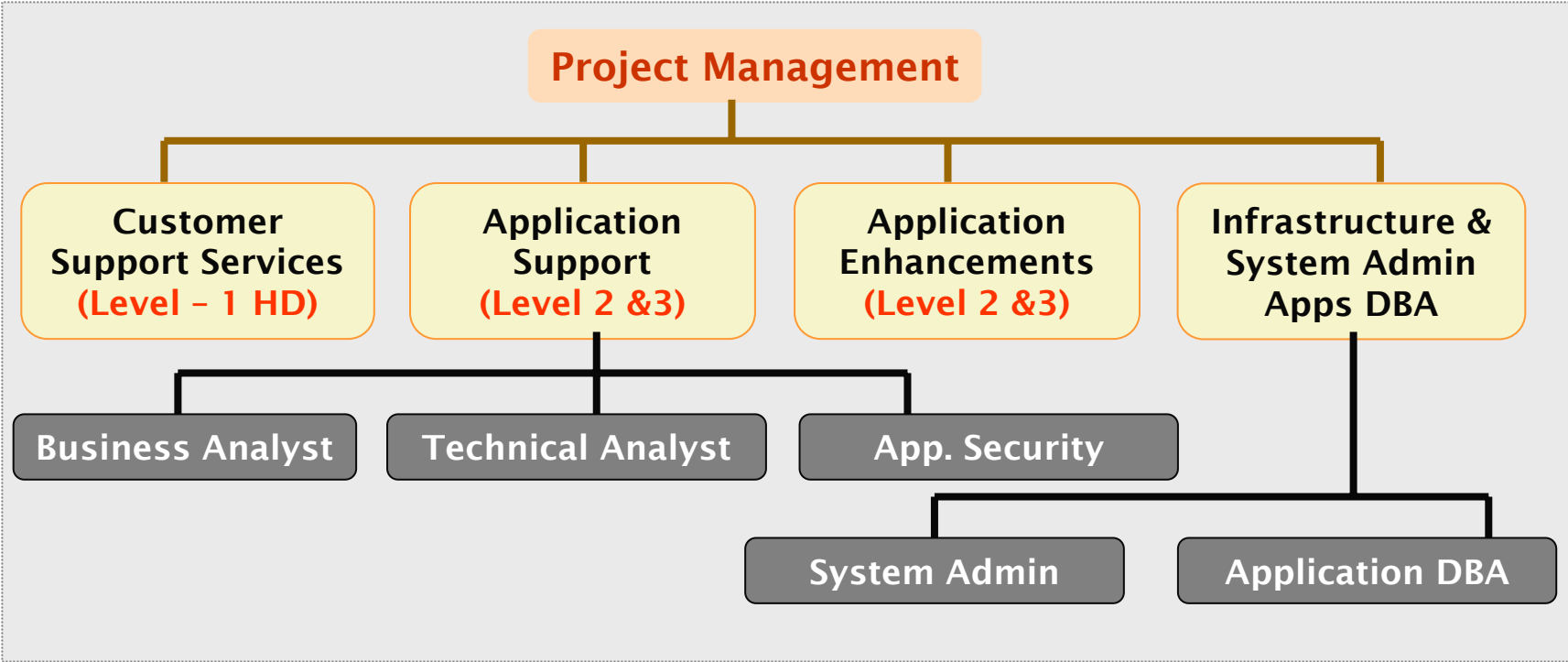


Bootstrap Technologies uses many facets to deploy ERP solutions with speed and consistency



Total Outsourcing Services Company

General Support Structure



How-to

Scheduled Process

Application Error

User Training

Data Fix

DBA Support

Adhoc Queries

System Enhancements

Root Cause Analysis



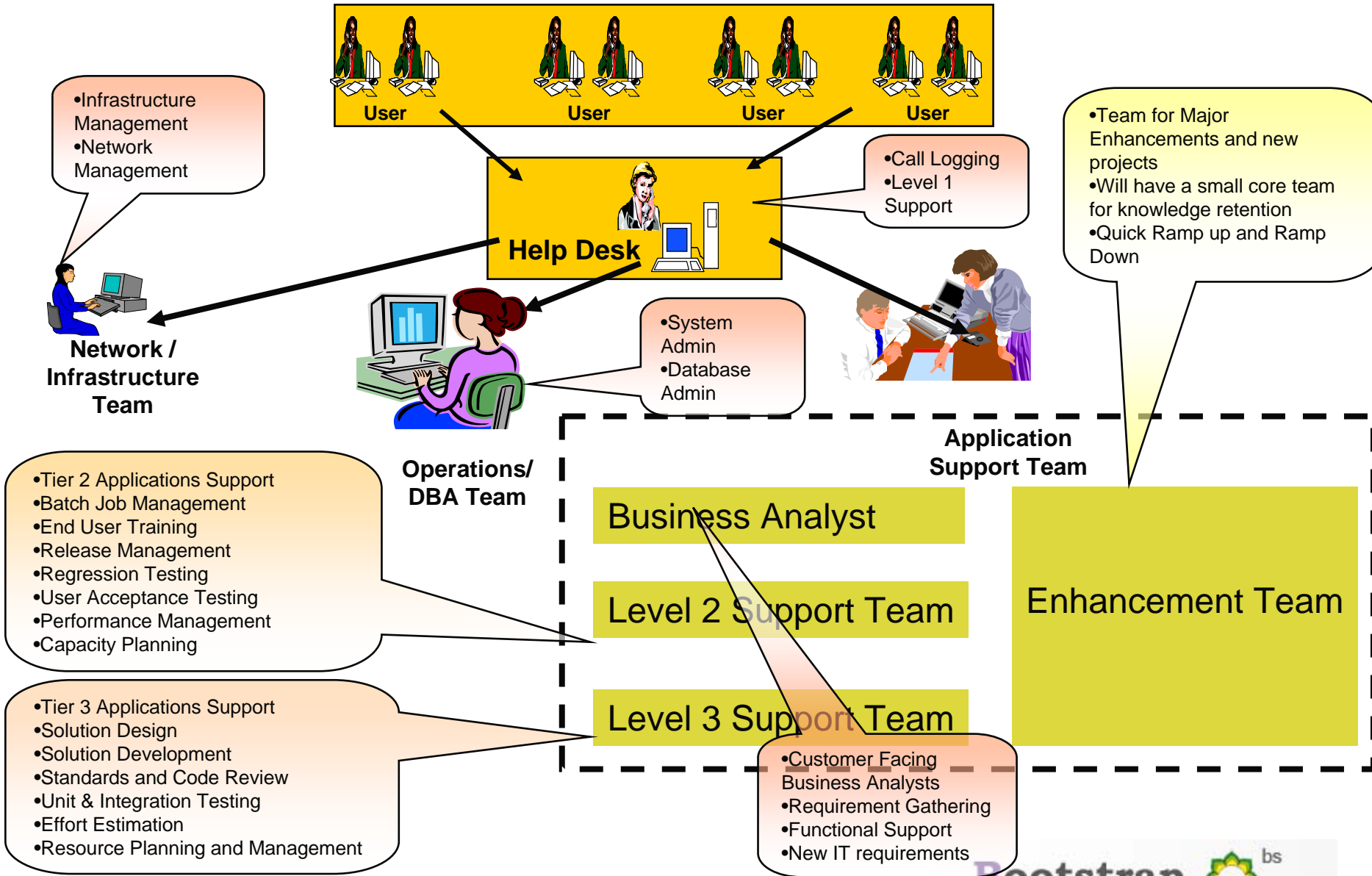
Execution Model

	Offshore	Onsite
Project Management	90%	10%
Customer Support Services	100%	0%
Application Support	90%	10%
Application Enhancements	90%	10%
Infrastructure and Admin	70%	30%



Total Outsourcing Services Company

Team Structure



Team Structure - Roles

Help Desk

- First Point of Contact for Users
- Call Logging in Call Tracking System
- Call Categorization and Forwarding to Appropriate group for Resolution
- Level 1 Call Resolution (How To Calls etc.)
- Call Escalation to Level 2 and 3 for Resolution

Bootstrap Technologies Offering

- Define Process framework for Help Desk Operations
- Manage the Help Desk with Oracle Apps skilled and trained resources
- The Help Desk can be Setup at Offshore Development Center
- Voice Links set up to connect users with the Level 1 Help Desk
- 24X7 Operations

Benefits

- Reduction in Total Cost of Ownership due to Labor Arbitrage
- Guaranteed Performance Level with SLA
- Flexibility in Staffing to manage Peak Loads



Team Structure - Roles

Network and Infrastructure Team

- Monitor the Infrastructure (Servers etc.) and Network (LAN, WAN)
- Resolve Network and Infrastructure related Issues
- System Backup and Restore
- Server and Storage Sizing and Capacity Planning

Bootstrap Technologies Offering

- Identification and Implementation of Tools required for Monitoring
- Implementation of Processes for Monitoring and Resolution
- Monitoring of Network and Infrastructure from Offshore
- Resolution of Issues escalated with onsite offshore model
- Capacity Planning

Benefits

- Access to Best Practices
- Reduction in Total Cost by leveraging onsite offshore model

Team Structure - Roles

Operation and DBA Team

- System Administration – Unix / NT / Windows 200 etc.
- Monitor System Usage Pattern
- Database Administration Support.
- Oracle Apps Admin Support

Bootstrap Technologies Offering

- Identification and Implementation of key measures to monitor the health of the system
- Operations and DBA support with a team of experienced consultants
- 24X7 offering
- Onsite Offshore Model of execution

Benefits

- Productivity gains due to implementation of Best Practices
- Reduced Cost due to onsite offshore model of execution.

Team Structure - Roles

Application Support Level 2 and Level 3

- Resolve Issues escalated by Level 1 Help Desk.
- Minor Application Enhancements

Bootstrap Technologies Offering

- Experienced Team of Consultants
- Similar Experience with multiple clients in providing this service
- Onsite Offshore Model of Execution
- Project Delivery with guaranteed SLAs

Benefits

- Benefits of Labor Cost Arbitrage
- Improved Service Level due to CMM Level 5 processes
- Guaranteed Productivity Gains over a period of time

IT Shared Services - Process Definition

- **Call Categorization Process**- Create the Call Categorization Framework and identify business conditions that will help categorization of the calls into Urgent, High, Medium and Low
- **Call Flow Process**- Create the framework on
 - How users will log the call
 - How the Level 1 Desk will trouble shoot the call and forward it to appropriate group for resolution
 - How Level 2 and Level 3 groups will resolve and communicate to users
- **Call Severity Process**- Create the process for
 - Categorization of calls based on severity
 - Process for communicating High Severity calls to appropriate groups for resolution
 - Constant Monitoring and escalation of Red Alert Calls.
- **Call Escalation Process** - Create the process for Call escalation.
 - Process for escalation of calls which are past resolution time
 - Automated Escalation procedure
- **SLA Framework and Management Process** – Finalization of SLA framework
 - Identify Key Metrics that need to be tracked
 - Finalize Metrics Collection process
 - Finalize Risk Reward Mechanism

IT Shared Services - Process Definition

- **Scope Management Process** - Finalize Software Scope Management Process
 - Scope Change Management Process
 - Change Control Board Composition
 - Framework to aid Calls that will be taken up by support team and what will be treated as separate projects.

- **Project Communication and Reporting Process** – Finalize the Stakeholder Management Process
 - Identify the Stakeholder
 - Finalize Reporting Formats , Templates and Frequency

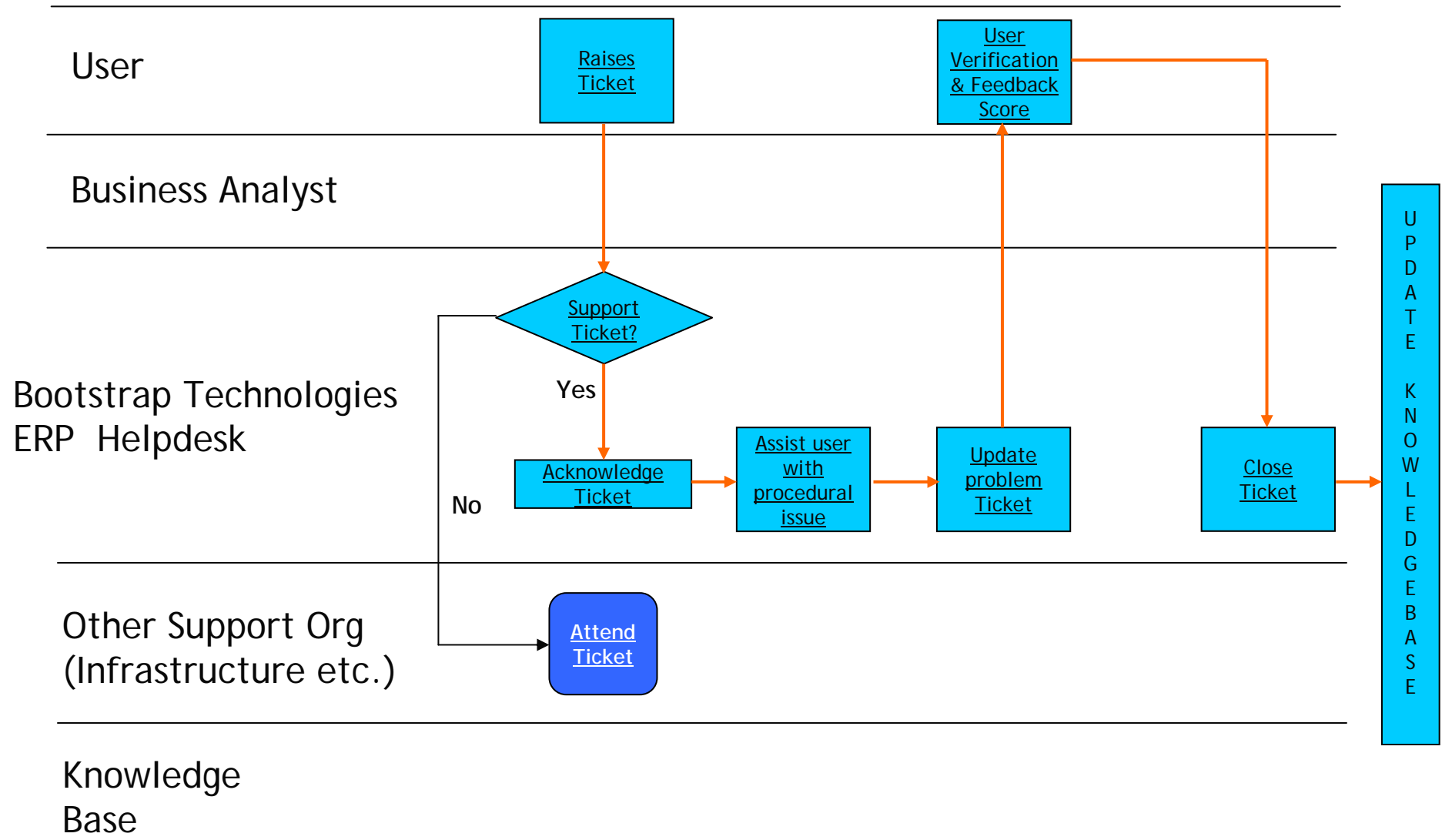
- **Software Configuration Management Process** – Finalize Software Change Tracking Process
 - Document process for Software Configuration Management – Check in / Checkout process
 - Finalize Software Release and Version Management Process

- **Software Testing and Migration Process** – Finalize Testing Procedure
 - How testing will be done for bugs/ defects fixed and enhancements carried out
 - Constituents of the Testing Team
 - Migration of changes to Production Environment

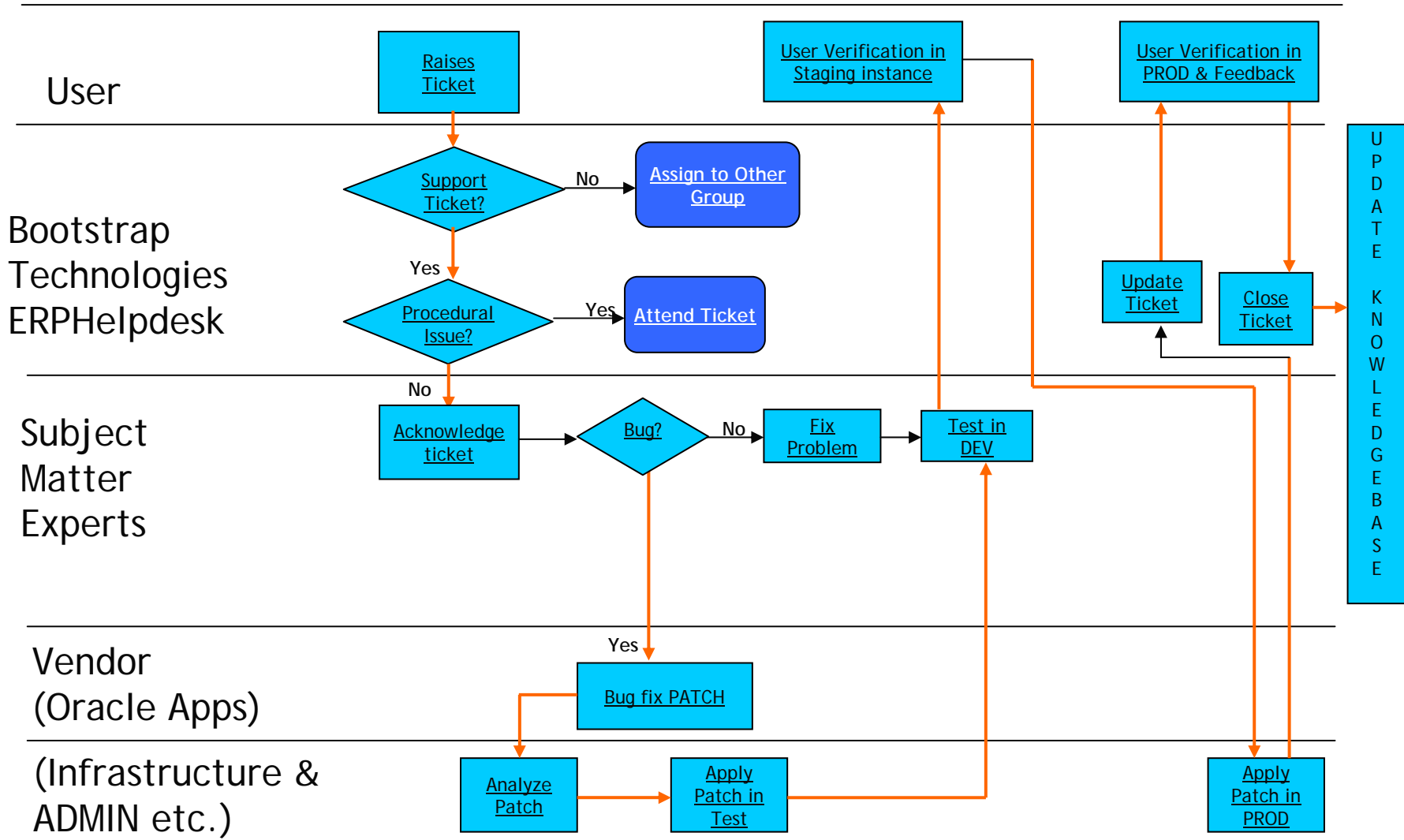
IT Shared Services - Process Definition

- **Application Development Process** : This is the SDLC (Software Development Life Cycle) process which will be applicable for Application Development and Enhancements that are carried out. This will include
 - Estimation Process
 - Definition of Application Phases
 - Process for each of the phases
 - Templates to be used during each phase
 - Documentation Standards
 - Coding Standards
 - Project Management Processes

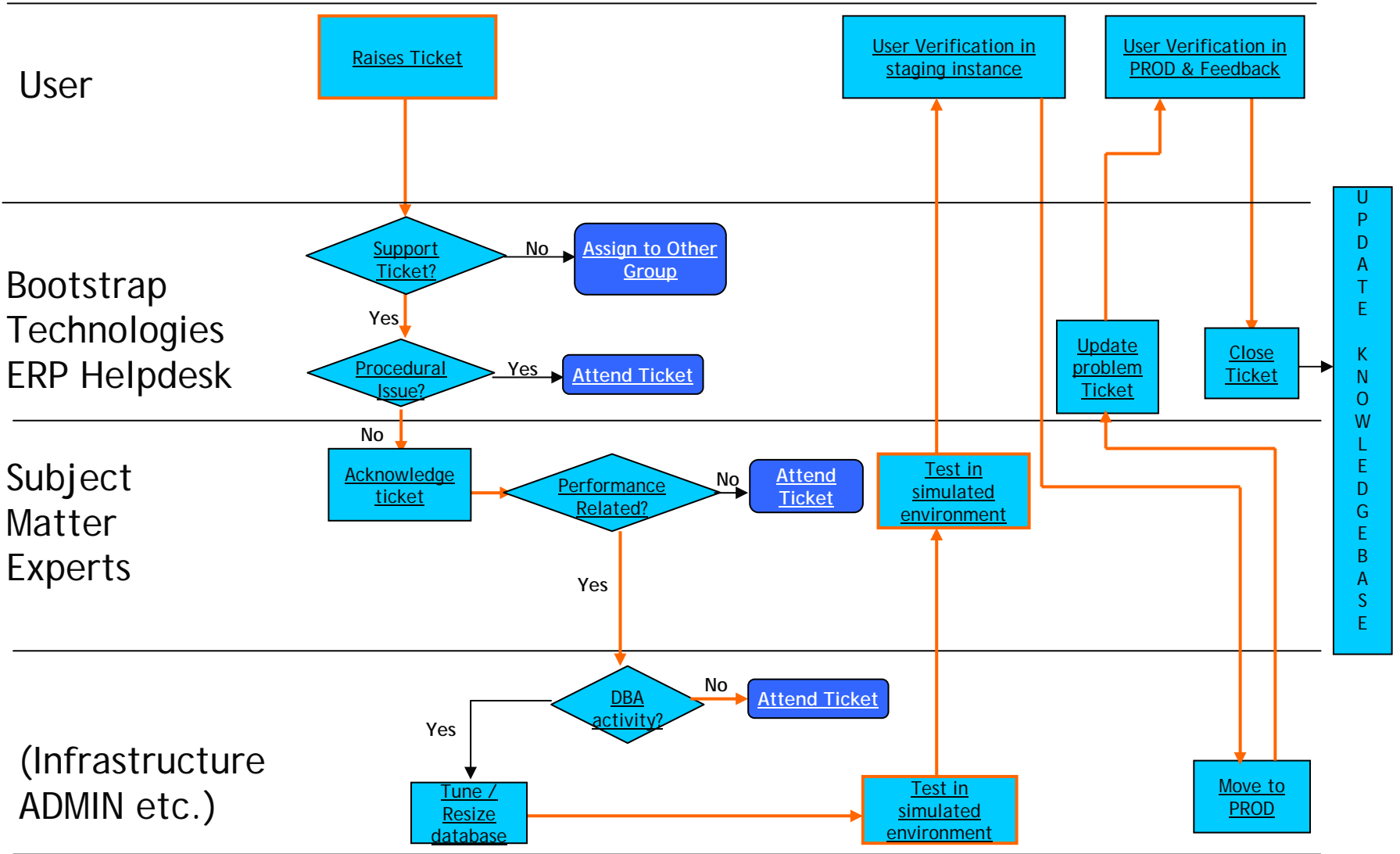
Call Resolution - "How To" Calls



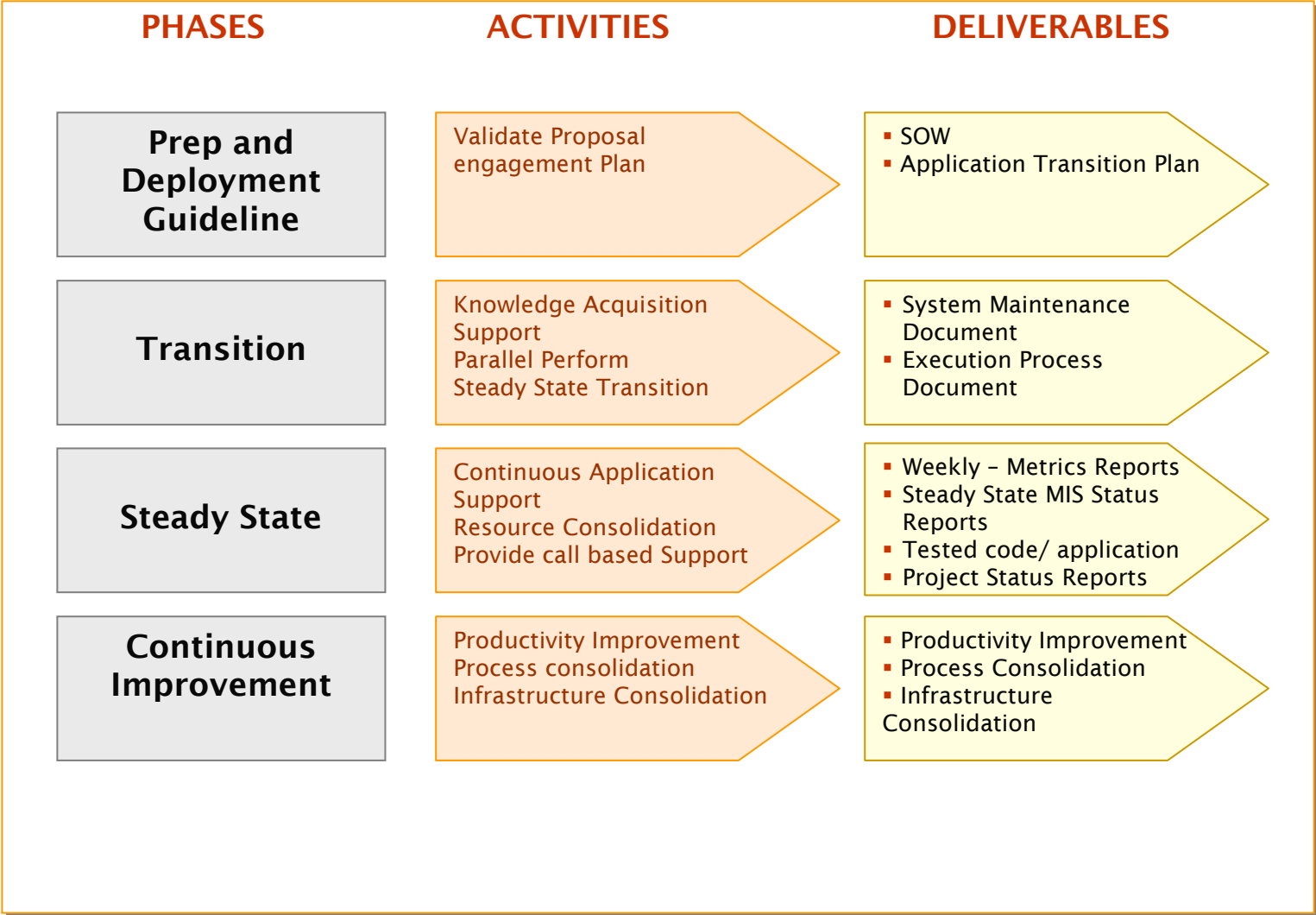
Call Resolution - Application Bug Fix



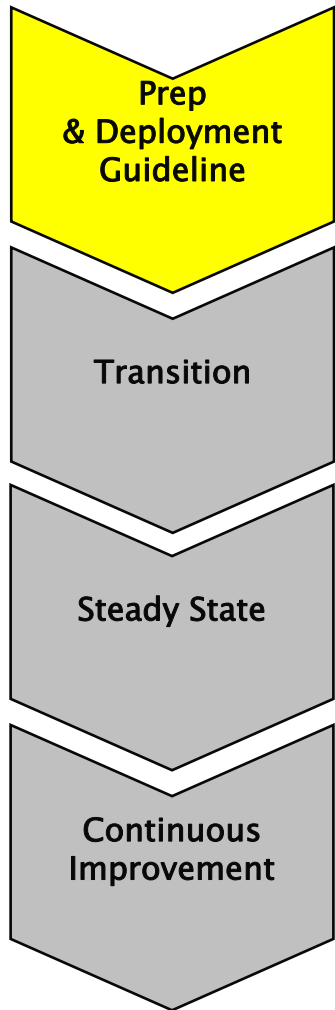
Call Resolution - DBA Calls



Application Support Transition Framework



Prep & Deployment



Input

- Application Profiling Document

Client Team

- Provides application support
- Available for transition activities

Bootstrap Technologies Team

- Project Manager & Track Leads

Client Activities

- Validate the feasibility of proposed transition plan considering Client's resource availability constraints
- Validate the scope of work
- Provide current application and process specific information
- Set up infrastructure for the Bootstrap Technologies onsite team and provide application access

Bootstrap Technologies Activities

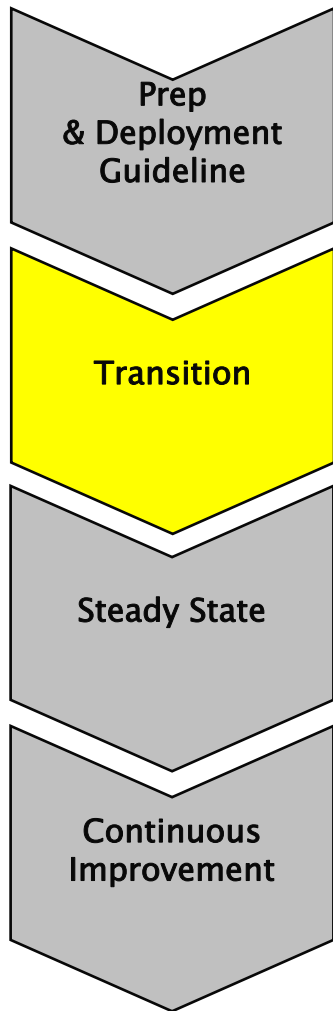
- Verification of Application Inventory.
- Understand problem resolution process.
- Understand current configuration management, change management and release management processes.
- Understand field support and out of hours support process.
- Understand application complexity.

Output

Updated Profiling Documents

Detailed Transition Plan

Transition



Input

- Refined Application specific transition plan

Client Team

- Should provide application support
- Should be available for transition activities

Bootstrap Technologies Team

- Project Manager & Track Leads, Functional Consultants, Technical Consultants & Apps DBAs

Client Activities

- Provide Application overview, demonstration and documentation
- Provide overview of Client standards or setup standard for development /support.
- Provide details on functionality, design, interfaces and support history of the applications

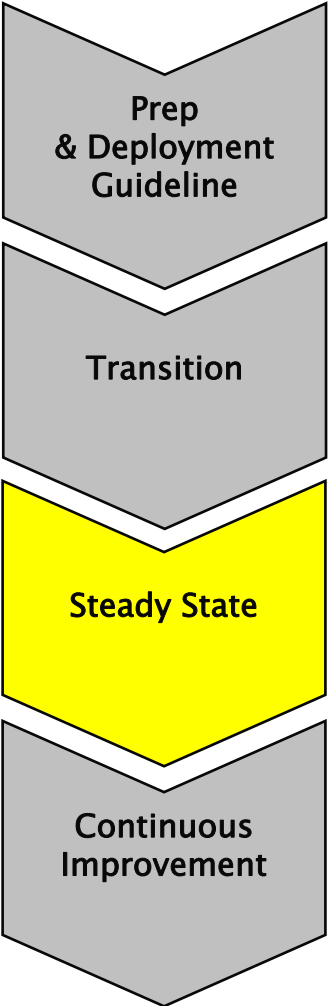
Bootstrap Technologies Activities

- Understand application architecture, functionality and integration touch points
- Perform application hands-on covering Oracle Modules
- Daily processes and month end close processes, ERP Reporting (Daily, Weekly, Monthly)
- Simulate non-critical requests by shadowing existing support team in a test environment
- Collate technical and functional documentation (SMTD)

Output

- Draft system Maintenance technical document (SMTD)
- Draft execution process document

Steady State

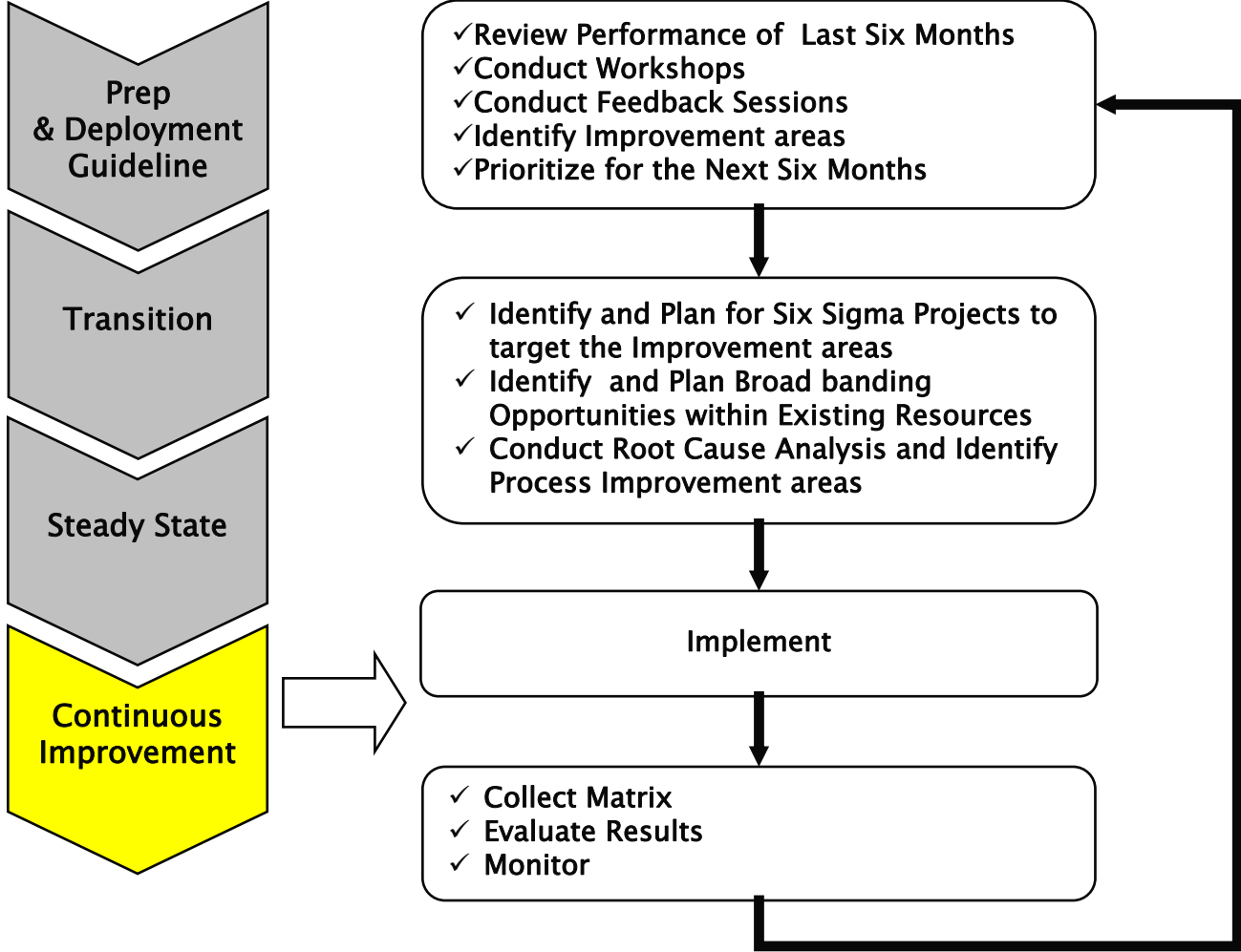


- Input**
 - Execution process document
 - System maintenance technical document
- Retained Client Team**
 - Point Contact and help
- Bootstrap Technologies Team Offshore:**
 - Project Manager & Track Leads, Functional Consultants, Technical Consultants & Apps DBAs
- Client Activities**
 - Assign service request to Bootstrap Technologies
 - Overall prioritization of work between Client retained team and Bootstrap Technologies
 - Review and accept requests serviced by Bootstrap Technologies
- Bootstrap Technologies Activities**
 - Provide support
 - Assist in prioritization of overall baseline work
 - Prioritization of service requests for work allocated to Bootstrap Technologies.
 - Weekly status updates
 - Period-end metric reports
 - Identify areas for Continuous Improvement
- Output**
 - SLA Ownership by Bootstrap Technologies
 - Knowledge Repository
 - Support Metrics



Continuous Improvement Activities

Iterative Continuous Improvement Model



Platform Migration

Migration Service Offerings

Technology Consulting

- Performance Management solutions
- Technology Implementation 10g OEM for DB Mgmt
- Training

Custom Application Migrations

- Custom Applications Migration
- Product Training ,DBA and End User Training

Oracle Applications Migration

- From 10.7 to 11i
- 11.0.3 to 11i
- Point release (11.5.x to 11.5.10)

Bootstrap Technologies Migration Service Offerings

Platform Migrations

- Different Operating Systems
- Different Hardware platforms
- Linux Migrations

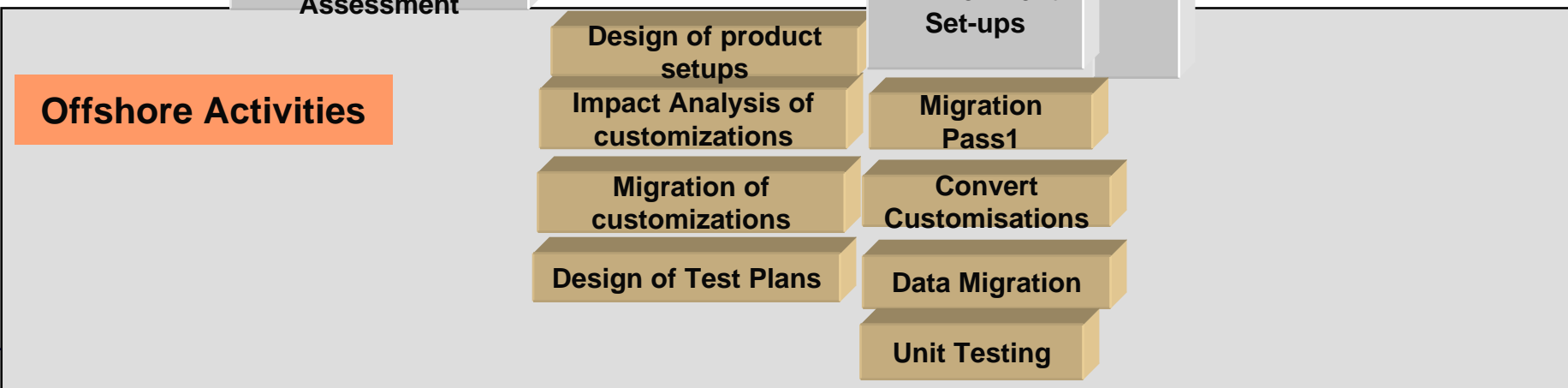
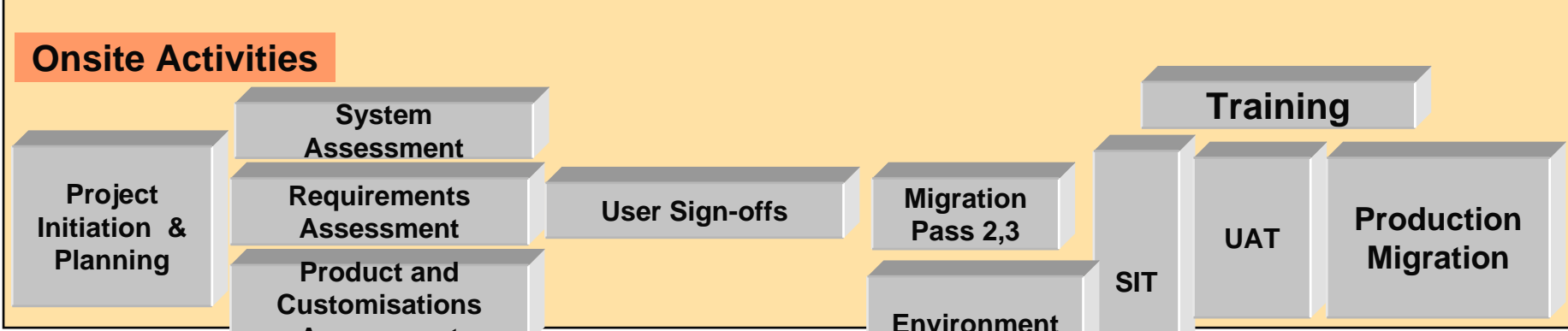
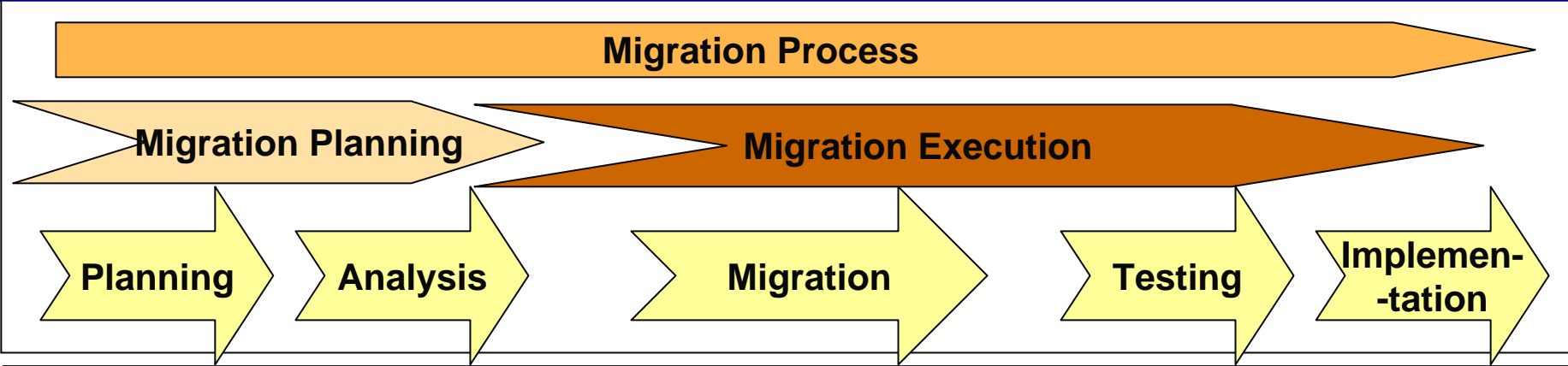
Migrations of Customizations in Oracle Apps

- Forms,Reports,Workflow,Pro*c with out Change in Business Process
- Re engineering of Customizations
- Customizations Retrials and New product Functionality

Technology stack Migrations

- Database (8i to 9i & 9i to 10g)
- Technology Stack (is)
- Tools Migration (Developer, Discover etc)

Platform Migration Approach



Platform Migration Approach

Migration Planning

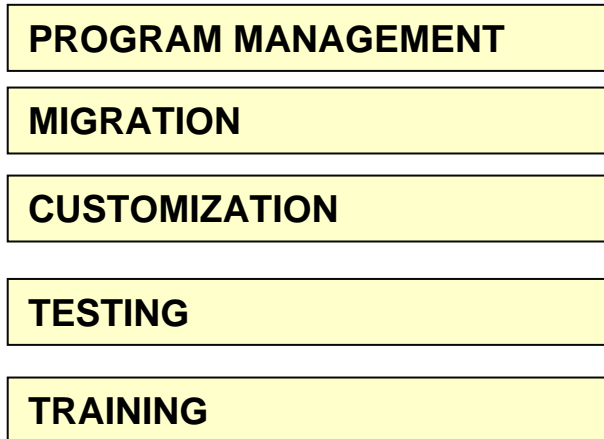
This will include the following activities:

- Completion of pending Assessment activities, if any
- Detailed Project Planning
- Finalize Testing Strategy and Plan
- Finalize Training Plan
- Finalize Cutover Plan

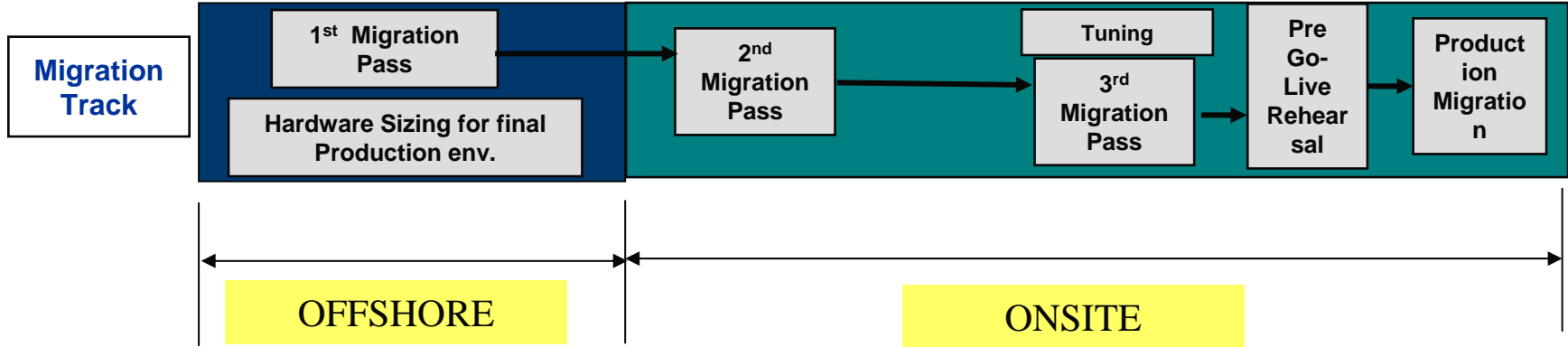
Migration Execution

Bootstrap Technologies approach for the phase will be have the following project tracks. Each track would have a distinct set of activities and deliverables. The **Program Management** Framework would ensure that all the tasks for each individual track progress as per project plan and the interactions between the tracks take place effectively.

Project Tracks:



Migration Track - Activities



- The Migration environment will be created at the offshore development center in India and the **1st Migration Pass** will be carried out there
- The Migrated application will be completely tested and all the requisite Patches will be applied.
- The Output from this activity will be Migration Document which will detail out all the steps for the Migration and have the list of the patches and the sequences in which they need to be applied
- The **2nd Migration Pass** will be carried out onsite. The objective of the 2nd Migration pass is to carry out the Migration on an environment very similar to the production environment. This will form the platform for carrying out the SIT (System Integration Testing) with all the other systems
- The **3rd Migration Pass** will be carried out onsite. The objective of this upgrade is to time and tune the Migration so that it fits within the cut over window and will help in the cutover planning.
- The **Final Migration** Pass will be during production cut over.

Migration Facilitators

Tools

- Migration Assessment Tools (Migration Discovery)
- Rapid Migration Execution tool (Cook Book of Migration)
- Project Management & Monitoring Tool (vRight)

Migration Discovery

Migration Discovery is a Tool which facilitates faster assessment of Oracle Applications Migration related Information. Migration Discovery tool is a set of Documents and Scripts which will enable us to find more Information quickly about Migration Assessment Details

Rapid Migration Execution tool (Cook Book of Migration)

Rapid Migration Execution Tool is basically a Cook Book which will consists of ready made powerful scripts & Step by Step Driven Hand Book to complete most of the steps related to Oracle Applications Pre Migration & Migration Steps.

vRight

Project Management & Monitoring Tool i.e vRight which will facilitates the Tracking of Project Status.

Key Differentiators

Differentiator	Value Added Approach
Past Experience	<ul style="list-style-type: none"> ▪ Several 11i Platform Migration experience ▪ 11i Experience ▪ Dedicated team of Apps DBAs and Functional Consultants
Setup Replicator	<ul style="list-style-type: none"> ▪ Bootstrap Technologies proprietary tool ▪ Quick replication of setups which enables easy rollout
Momentum Implementation Methodology	<ul style="list-style-type: none"> ▪ Implementation Methodology successfully utilized at other sites ▪ Bootstrap Technologies's Platform Migration tools like Migration Discovery and Tools for faster data export/Import ▪ Templates, Checklists, Handbooks
Data Management	<ul style="list-style-type: none"> ▪ Proprietary Data Management tool (ePartner) to help clean master data ▪ Leverage existing Data Conversion routines
Knowledge Management	<ul style="list-style-type: none"> ▪ Bootstrap Technologies proprietary KM system provided to KOAC Group ▪ Specific features like Document Management, discussion forums etc. to facilitate project execution in a Globally distributed Model.
Training	<ul style="list-style-type: none"> ▪ Leverage experience of Bootstrap Technologies Virtual University to provide training to end users. ▪ Access to Training Specialists
Performance Management	<ul style="list-style-type: none"> ▪ Availability of Performance Management Tool from Bootstrap Technologies side ▪ Past experience in identifying "What to Test", "When to Test", "How to Test"

Bootstrap Technologies Migration Services - Benefits

Rapid Deployment	<p>Bootstrap Technologies methodology includes a Global delivery Model and 24X7.</p> <p>Global delivery Model, Automated Tools, Hand Books and Cook Books along with our Extensive Migration Expertise which reduces the time frame for Migration Execution.</p>
Smooth Production Transition	<p>Bootstrap Technologies's Migration methodology enable us to find out most of the possible bugs and issues during our Test Migrations.</p> <p>By the time we execute production Migration we will have handy notes on the Production Issues.</p>
Additional Complimentary Solutions	<p>Bootstrap Technologies Offers Additional Complimentary Solutions like</p> <ul style="list-style-type: none">▪ Data Archiving and Data Purging Solutions,▪ Sizing for Production Servers,▪ Migrations to Low end computing,▪ Load Balancing Solutions,▪ Grid Computing Services.
Reduced Cost of Ongoing Operations	<p>Bootstrap Technologies enhances the Customer Migration Experience with reduced Cost of On going Operations through Additional Complimentary Solutions Like "Eliminations of Customizations" and " Migration to Low cost computing ".</p>
Quality	<p>High focus on Quality and Predictability (CMM Level 5). Quality is ensured through early identification of patches, bug fixes and required solutions</p>

Bootstrap Technologies Migration Services - Benefits

Iterative Approach	<p>Bootstrap Technologies methodology includes a minimum of three Migration runs before the final production Migration.</p> <p>These trail runs ensure that the final production cutover is error free and is completed within the planned production downtime.</p>
Complete end to end solution	<p>Bootstrap Technologies has complete range of services offerings ranging from Installation, Implementation, Support, Customizations Migration, Re engineering, Custom development and New modules Implementation.</p>
Expertise & Skills	<p>Bootstrap Technologies has proven expertise in Migration services.</p> <p>Bootstrap Technologies has a team of Certified professionals from top notch consulting firms in the Migration services line.</p>
Oracle Partner	<p>Bootstrap Technologies is Oracle's Vendor and member of Partner network</p>
Multi Level Testing	<p>A multi-level Testing approach encompassing Unit Testing, System Integration Testing and User Acceptance testing with a well documented Test Strategy, Test Scenarios, Test Scripts, Test Conditions ensures a zero-defect final Migration.</p>
Knowledge Repository & Tools	<p>Hand Books, Cook Books, Migration Guides, testing Scripts and Automated tools/scripts for faster process.</p>



Remote Administration Services

Remote Administration & Monitoring Service Offerings

Application Management Services

- Application System Administration functions
- Applications Technology Stack Management.
- Patch & Mega Patch, Research, Testing, Staging and Implementation in Production
- Proactive mega-patch impact analysis in Production phase
- Configure and Manage Concurrent Manager & AOL
- Configure and Printer Setup
- Configure and Manage Oracle Application Server & Web Server
- Perform User Administration, Security, and Responsibility Management
- Log and Trace Files Management – Auditing

Systems Management Services

Server management and OS sysadmin (Unix / NT/ Linux, etc) Services

Basic Services

- Monitoring of environments for high performance and availability
- Backup and recovery drills
- Analysis & Reporting on OS environments

Advanced Services

- Load Balancing (for multiple servers , environments)
- OS tuning (to an extent of supporting Oracle DB)

Database Management Services

- Database File Management / Relocation
- Database Creation/Refresh/Environment Cloning
- Install Oracle Software
- Instance Management and Monitor Backups
- Performance Monitoring & Space Management
- Monitoring of environments for high performance and availability
- Backup and recovery of the instances
- Cloning
- Patching
- Load Balancing
- Clustering

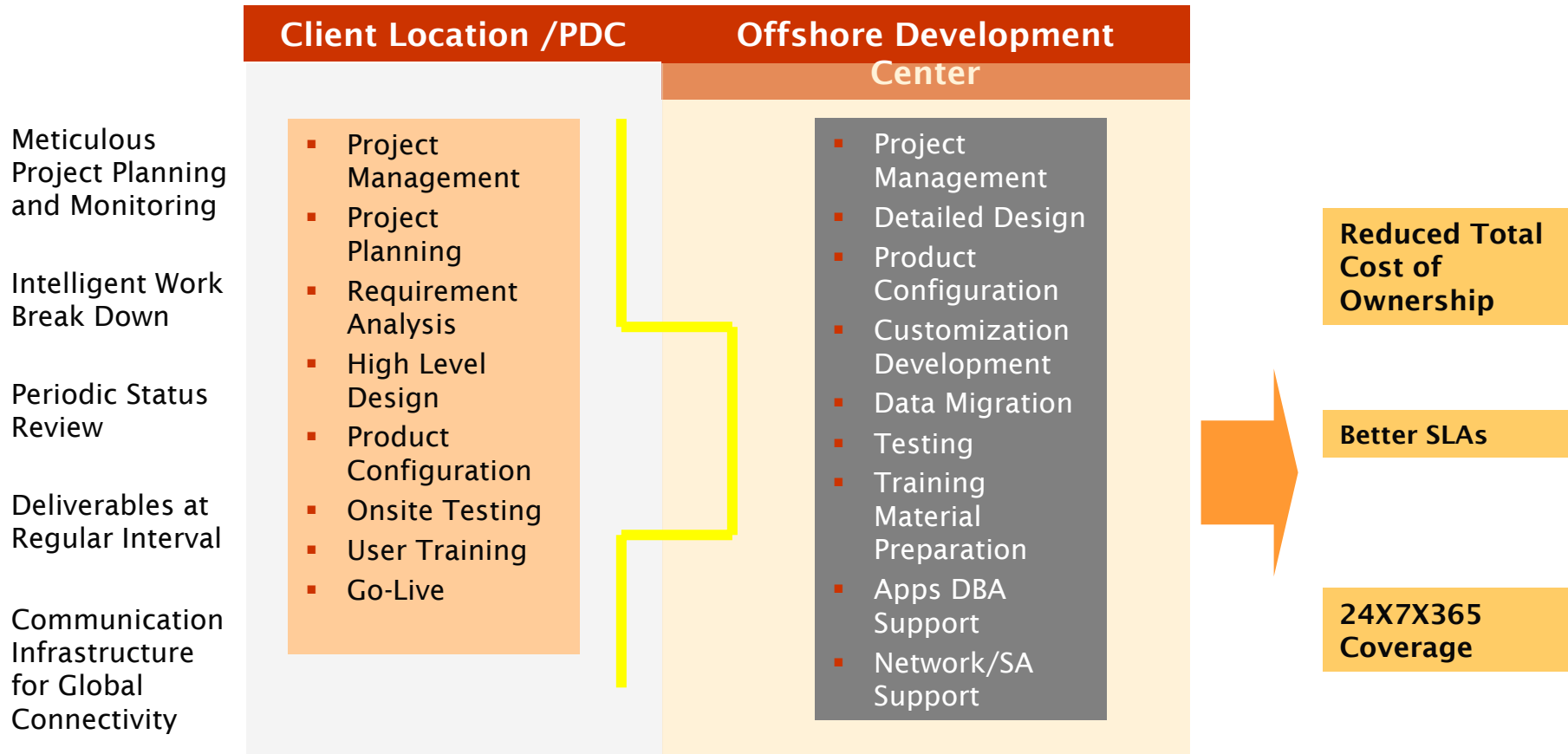
Technology Consulting Services

- Capacity Planning & Proactive Performance Solutions
- Consultation services on Database and Applications Migrations
- Database and Applications Security Planning
- Grid Computing Implementation
- Platform Migrations and Applications Architecture
- Platform Retrials, Application Consolidation & Simplification
- Health Checks for Database and Applications
- BCP and DRP



Global Delivery Model

Bootstrap Technologies Global Delivery Model



Best Practices

- Identify Business Driver for Consolidation and align strategy to achieve the same (if the driver is cost reduction ensure that the consolidation process brings about the same)
- Standardize processes to achieve better information and where necessary undertake Business Process Re-engineering
- Identify and implement best practices across business units / clusters
- Create a Global Team which is appropriately represented across Business Units and staff levels to ensure every activity is covered and sufficiently represented. This will ensure better patronage and buy-in from all divisions / units.
- Enable Knowledge Sharing Sessions to benefit from experience of different members of the Project Team
- The trade-off on IT gains vs. productivity and informational gains is a difficult balance to achieve, but is critical to the overall success of the final outcome
- Ensure that there are sufficient benefits to the Business apart from IT Gains and Cost Advantages. This will ensure eagerness on their side to patronize the project

Critical Success Factors

<p>Know what to outsource</p>	<p>Using its Proprietary tool , Bootstrap Technologies will help you to evaluate your applications for readiness for remote support and come up with a road map for what to outsource, and how to do it.</p>
<p>Knowledge Transition and Project Management</p>	<p>Bootstrap Technologies has time tested and proven methodology for transitioning knowledge and managing support projects. Bootstrap Technologies has highly experienced project managers and deploys tools for real time project monitoring and transparency. Measurable check pointed transition with support for documentation of product, demonstrations, notes and exercises</p>
<p>Quality of Service</p>	<p>Bootstrap Technologies follows CMM Level 5 practices to ensure highest quality of service. Bootstrap Technologies deploys systematic processes to understand business and technical requirements, rigorous development and testing approach and commitment to customer satisfaction. Performance is regularly monitored against the agreed SLA parameters and any deviations found are quickly addressed.</p>
<p>Coordination and Communication</p>	<p>Bootstrap Technologies uses a host of tools for effective communication between client and the remote team. This includes email, phone, IM, web based Issue tracking tools. Bootstrap Technologies team follows rigorous documentation standards. All requirements, designs are captured in documents like Functional Specs, Technical Designs. This ensures that there is no mistake in understanding customers requirements, and serves the purpose of a knowledge repository for future reference.</p> <p>A single point of contact is appointed to coordinate with the remote team. Regular conference calls are held between teams for exchanging status and discussing issues. Weekly and monthly reports are generated to provide progress updates. Periodic customer satisfaction surveys are done to collect feedback on all relevant parameters and for identifying areas of improvement.</p>



Critical Success Factors

Breadth and Depth of Expertise	<p>DBA Team consist of highly trained professionals having on an average of 5+ years of experience. All of them are OCP certified and have extensive experience in supporting some of the largest and complex Oracle Installations.</p> <p>Over the years DBA team has build a large knowledge repository consisting of cook books, scripts and tools to automate the DBA tasks and proactively monitor environments and fixing issues before problems are encountered by business users.</p> <p>Our DBA team has worked on the latest releases of Oracle RDBMS, Middle Tier Technologies including 10g, iAS, Third party Application Performance Management tools and can help you in up-taking new technologies</p>
Infrastructure	Redundant telecommunications link, Disaster recovery and business continuity plan



Critical Success Factors

- Awareness and Change Management Program to ensure optimum participation
- Sponsorship for the program from both Business and IT executives at KOAC Group
- Clear and unambiguous requirements that have buy-in across all location, including on any changes that may be required to ensure standardization and optimisation of processes
- Clear understanding of various business critical requirements and its impact both to the project and the organization.
- Effective Project Management & Co-ordination

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