

ETPL (INDIA)

ABOUT US

ETPL (INDIA) IS A DIVERSIFIED SERVICES GROUP DELIVERING BEST IN CLASS SERVICES IN THE INFORMATION TECHNOLOGY SERVICE, EDUCATION SERVICE, AND HOSPITALITY SERVICE & CLEAN ENERGY SERVICE.

WE ARE IN A JOURNEY TO DELIVER EXCELLENCE TO LEADING ORGANIZATIONS TO BE ABLE TO KEEP UP COMPETITIVE ADVANTAGE. WE STARTED AS IT CONSULTANT IN THE NORTH EAST OF INDIA; WE OFFER CUTTING EDGE IT CONSULTANCY SERVICES THAT ARE DESIGNED AT HELPING ORGANIZATIONS IN VARIED BUSINESS AND TECHNICAL AREAS.

OUR THOROUGH UNDERSTANDING OF THE IT INDUSTRY HELPS US DELIVER SOLUTIONS THAT SUIT ALL THE CONSTRAINTS OF EXCELLENCE, USABILITY, AND EXPENDITURE. OVER THE YEARS, ETPL HAS SUCCESSFULLY EXECUTED PROJECTS IN WIDE-RANGING AREAS BASED ON MULTIPLE PLATFORMS.

A FEW OF THE WORLD'S PRESTIGIOUS MULTI-NATIONAL COMPANIES HAVE PROUDLY CHOSEN ETPL FOR SOFTWARE SOLUTIONS, SYSTEMS INTEGRATION, IT SECURITY, STORAGE, IT TRAINING AND SYSTEMS MANAGEMENT SOLUTION. OUR FOCUS HAS BEEN CONSISTENT IN ADOPTING A SOLUTION-ORIENTED APPROACH AND STATE OF THE ART TOOLS AND TECHNIQUES, TO IMPLEMENT HIGH QUALITY, COST EFFECTIVE MECHANIZED SOLUTIONS.

TODAY OUR TEAM CONSISTS OF SELF-MOTIVATED PROFESSIONALS WITH CROSS-FUNCTIONAL SKILLS AND DIVERSE EXPERIENCE IN THEIR FIELD SO AS TO PROVIDE SOLUTIONS IN TIME WITHOUT COMPROMISING ON EXCELLENCE. TODAY ETPL PROVIDES AFFORDABLE SERVICES AND SOLUTIONS NOT JUST FOR YOUR CURRENT NEEDS, BUT ALSO FOR HELPING YOUR BUSINESS GROW. ETPL : TAKING EXCELLENCE IN SERVICE.

OUR ACHIEVEMENTS:

- ✓ FIRST LOCAL COMPANY IN SHILLONG TO FOCUS ONLY ON SOFTWARE PRODUCTS AND SERVICES.
- ✓ FIRST LOCAL COMPANY TO PARTNER DIRECTLY WITH GLOBAL LEADERS IN SOFTWARE PRODUCTS AND DELIVER TO THE LOCAL MARKET.
- ✓ FIRST COMPANY TO PROVIDE ONSITE SUPPORT SERVICES, ONSITE TRAININGS AND SKILLS.
- ✓ FIRST LOCAL COMPANY TO DELIVER EMPLOYABLE SKILL TRAINING FOR MORE THAN 2000+ STUDENTS

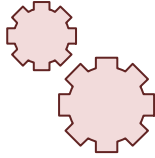
OUR CUSTOMERS

CUSTOMER NAME	TYPE OF PROJECT UNDERTAKEN
DEPARTMENT OF INFORMATION TECHNOLOGY ,MEGHALAYA	<ol style="list-style-type: none"> 1. E-GOVERNANCE PROJECT CONSULTING SERVICES 2. HUMAN CAPITAL DEVELOPMENT PROGRAM IN PARTNERSHIP SYMANTEC CORP. 3. INVESTMENT CENTRIC PROJECT DELIVERY
NESAC, HILLONG	<ol style="list-style-type: none"> 1. SUPPLY ,INSTALLATION AND TRAINING OF REMOTE SENSING GIS SOLUTION
NATIONAL SAVING CERTIFICATE SHILLONG	<ol style="list-style-type: none"> 1. BUSINESS CONSULTING FOR WEB PORTAL
SHILLONG POLYTECHNIC, SHILLONG	<ol style="list-style-type: none"> 1. PRODUCT SOLUTIONS FOR VARIOUS ENGINEERING DEPARTMENTS. 2. ONSITE SUPPORT SERVICES AND CUSTOMISED END USER TRAININGS.
JOWAI POLYTECHNIC,JOWAI	<ol style="list-style-type: none"> 1. PRODUCT SOLUTIONS FOR VARIOUS ENGINEERING DEPARTMENTS. 2. ONSITE SUPPORT SERVICES AND END USER TRAININGS.
NORTH EASTERN HILL UNIVERSITY	<ol style="list-style-type: none"> 1. SUPPLY AND IMPLEMENTATION OF DESKTOP SECURITY, GIS AUTOMATION AND ONSITE SUPPORT
AGRICULTURE DEPARTMENT, SHILLONG	<ol style="list-style-type: none"> 1. SUPPLY ,INSTALLATION AND TRAINING OF REMOTE SENSING GIS SOLUTION
SERICULTURE, SHILLONG	<ol style="list-style-type: none"> 1.SYSTEM UPGRADE AND SUPPORT SERVICES 2. SYSTEM SUPPORT PLAN & FACILITIES IMPROVEMENT PLAN
TURA POLYTECHNIC	<ol style="list-style-type: none"> 1. PRODUCT SOLUTIONS FOR VARIOUS ENGINEERING DEPARTMENTS 2. ONSITE SUPPORT SERVICES AND END USER TRAININGS. 3. STUDENT ENABLEMENT PROGRAM

OUR SERVICES

THE ETPL TEAM OF DYNAMIC PROFESSIONALS POOL THEIR CROSS-FUNCTIONAL SKILLS & VAST EXPERIENCE IN DIVERSE SOFTWARE ENVIRONMENTS, TO CREATE FULLY INTEGRATED SOLUTIONS. OUR AREAS OF EXPERTISE ARE :

TURNKEY SOFTWARE SOLUTIONS :



ETPL UNDERTAKES FULL SOFTWARE LIFECYCLE PROJECTS AT FIXED COST. A TYPICAL TURNKEY ASSIGNMENT WOULD INVOLVE FOLLOWING STAGES OF SOFTWARE DEVELOPMENT.

- REQUIREMENTS STUDY & ANALYSIS
- HARDWARE/ SOFTWARE SIZING
- SYSTEM DESIGN & DEVELOPMENT
- USER TRAINING
- SOFTWARE ROLL OUT
- POST IMPLEMENTATION SUPPORT

CONSULTING SERVICES :



WITH MATURING TECHNOLOGY LANDSCAPE, RE-ENGINEERING AND CONSULTING OPPORTUNITIES ARE ON THE INCREASE. THESE OFTEN INVOLVE SPECIALIZED SERVICES, WHICH ARE A SUBSET OF ACTIVITIES INVOLVED IN FULL SOFTWARE DEVELOPMENT LIFE CYCLE. SOME OF

- SYSTEM INTEGRATION
- SECURITY AUDITS & PERFORMANCE TUNING
- PROCESS / PLATFORM MIGRATION
- PROTOTYPING
- DEVELOPMENT SUPPORT
- BUSINESS CONTINGENCY PLANNING
- NETWORK DESIGNING

INTERNET/ WEB SERVICES



- PORTAL DEVELOPMENT SERVICES
- ELECTRONIC WORKFLOW AUTOMATION
- INTRANET APPLICATIONS DEVELOPMENT
- CLIENT SERVER TO INTRANET CONVERSION
- EMAIL MANAGEMENT
- NETWORK DESIGNING

SERVICE DELIVERY



@SPEED

THERE'S NO TIME TO WAIT TO ADOPT IT. EARLY ADOPTERS PUT DOWN ROOTS QUICKLY, BUILDING CUSTOMER RELATIONSHIPS AND DIGITAL BRANDS. IN ORDER TO GAIN A FIRST-MOVER ADVANTAGE AND CITIZEN SATISFACTION YOU HAVE TO QUICKLY HARNESS THE REACH AND INTERACTIVITY OF THE INTERNET. THAT'S WHY ETPL PROCESSES ARE ENGINEERED FOR SPEED.

@ACCOUNTABILITY

OUR PACKAGED SOLUTIONS ARE BUILT ON A FIXED-PRICE, FIXED-TIME BASIS. IN ORDER TO SUPPORT OUR PROMISE OF RAPID DELIVERY, ETPL HAS PIONEERED THE SERVICE DELIVERY MODEL. THE MODEL IS DESIGNED TO FULLY LEVERAGE THE COMPANY'S RESOURCES BY PROVIDING RAPID DEVELOPMENT AT LOWER COST AND WITH AN UNPRECEDENTED LEVEL OF CUSTOMIZED SERVICE.

@CUSTOMER SERVICE

IT'S THE BEDROCK OF GOOD BUSINESS, IN THE OLD SCHOOL AND IN INFOSPACE. OUR SUCCESS DEPENDS ENTIRELY ON OUR CUSTOMERS. THAT'S WHY WE TREAT EVERY CUSTOMER LIKE THEY ARE OUR ONLY CUSTOMER.

@INNOVATION

NEW BUSINESS PRACTICES EMERGE ON THE INTERNET EVERY DAY AND NEW TECHNOLOGIES CONTINUALLY RESHAPE FUTURE. OUR INTERNAL KNOWLEDGE REPOSITORY, ALLOWS US TO SHARE WINNING STRATEGIES AND BEST PRACTICES ACROSS OUR ENTIRE ORGANIZATION. WITH ACCESS TO CUTTING-EDGE TECHNICAL SOLUTIONS AND UP-TO-THE-MINUTE RESEARCH, WE CAN CUSTOMIZE AN IT SOLUTION FOR YOUR ENTERPRISE QUICKLY AND RELIABLY.

SUPPORT SERVICES

THROUGH OUR FACILITIES MANAGEMENT SOLUTION, WE OFFER A RANGE OF SERVICE OPTIONS, CUSTOMIZED TO THE SPECIFIC REQUIREMENTS OF YOURS. THESE INCLUDE:

1. ON-SITE SUPPORT FOR MISSION CRITICAL SITES
2. VALUE ADDED SUPPORT SERVICES
3. SYSTEM ADMINISTRATION
4. HELPDESK SERVICES
5. NETWORK CONSULTING
6. NETWORK IMPLEMENTATION AND MANAGEMENT
7. ASSET MANAGEMENT ETC.



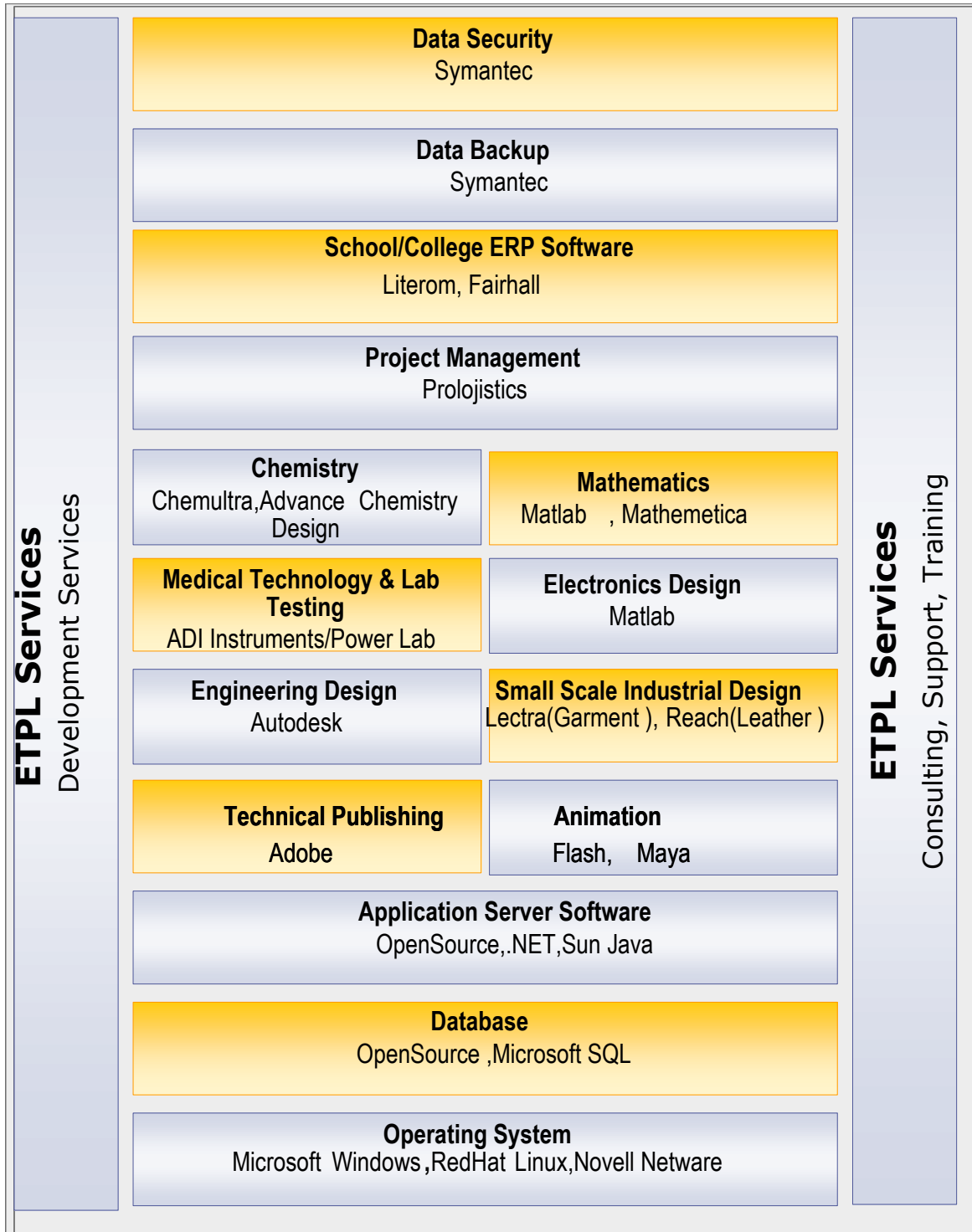
ALL THIS HELPS CUSTOMER IN DERIVING MAXIMUM VALUE FROM THE INVESTMENT IN IT HARDWARE AND SOFTWARE.

OUR TECHNICAL KNOWLEDGE ALLOWS US TO OFFER DIRECT SUPPORT TO LARGE INSTALLATION ACROSS DIVERSE PLATFORMS, THROUGH ITS COMMITTED PROFESSIONALS, EVEN IN THE REMOTEST OF LOCATIONS.

IN OUR OBJECTIVE TO PROVIDE COMPLETE SUPPORT WE ENSURE THE FOLLOWING PARAMETERS FOR OUR ANNUAL MAINTENANCE CONTRACT (AMC) ARE MET.

1. **RESPONSE TIME:** COMMITTED RESPONSE TIME WITHIN WHICH THE SERVICE ENGINEER ATTENDS TO YOUR CALL. YOU CAN MENTION THE MAXIMUM AMOUNT OF TIME YOU ARE WILLING TO WAIT AS PART OF YOUR CONTRACT.
2. **THE TIME WITHIN WHICH THE FAULTY COMPONENT/SOFTWARE FIX IS REPAIRED OR REPLACED:** PROVISION FOR A TEMPORARILY SOLUTION/REPLACEMENT TILL FINAL ISSUE IS RESOLVED, SO THAT YOUR WORK DOESN'T STOP.
3. **SCOPE OF MAINTENANCE:** THE AMC CONTRACT DO NOT INCLUDE REPAIRS FOR ANY DAMAGE CAUSED TO THE HARDWARE COMPONENTS BY THE USERS/STUDENTS OR ANY DAMAGE CAUSED BY SOME ELECTRIC FAULTS OR NATURAL CALAMITIES SUCH AS FLOODS, TORNADOES, EARTHQUAKES ETC.. ALL THE TERMS AND CONDITIONS ARE IN LINE WITH INDUSTRY PRACTICE.
4. **MULTIPLE VENDOR POLICY:** IN CASE OF MULTIPLE VENDORS WE WILL CO-ORDINATION TO ENSURE SEAMLESS SERVICES.
5. **AVAILABILITY OF THE SERVICE CENTRE:** IN ORDER TO ENSURE SEAMLESS SERVICE WE WILL OFFER SUPPORT THROUGH OUR LOCAL SUPPORT CENTRE DURING THE WORKING HOURS. IN EVENTS OF EXCEPTION WE WILL STRETCH TO OFFER SUPPORT ON NON-WORKING HOURS AND HOLIDAY'S IN CASES OF SEVERE/EMERGENCY PROBLEMS.

PARTNER PRODUCTS : ETPL PARTNERS WITH SELECT INDUSTRY LEADERS TO PROVIDE COMPREHENSIVE SOFTWARE SOLUTIONS FOR OUR CUSTOMERS. WE INTEGRATE "BEST-IN-CLASS" PARTNER PRODUCTS AND OUR EXPERTISE IN E-BUSINESS STRATEGY, DESIGN, AND IMPLEMENTATION METHODOLOGIES. ETPL PARTNERS WITH MARKET LEADERS IN THE FOLLOWING AREAS:



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