

**SAMPLE CUSTOMERS**



**SERVICES PROVIDED**

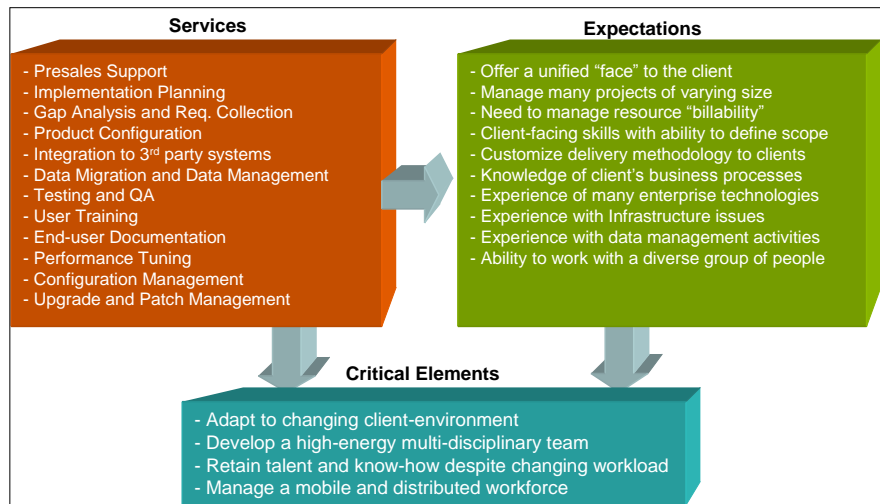
- Professional Services
- Data Management Services
- Testing and QA Services
- Performance Tuning/
- Maintenance/Support Services

## Encora's offering to PS Organizations

### Overview

As a leader of a Professional Services group for a fast growing ISV organization, you recognize that your challenges are quite different from that of your Product Engineering counterpart. While the Product Engineering group focuses on architecting and delivering products faster and better, you are faced with managing a continuously changing client environment, an unpredictable workload and a mobile workforce. As part of the PS group, you not only need resources that are client-facing and entrepreneurial, but you also need people who possess skills in a cross-section of enterprise technologies.

At Encora, we bring together a team that has experience of delivering professional services solutions for over 15 years in a number of verticals and technical environments. Our understanding of the ISV marketplace, experience of all stages of product engineering process and diverse technology experience has enabled us to take a "big-picture" view of the structure, systems and processes required to run a successful PS organization. Following picture depicts our understanding of the critical elements of a PS organization.



Leveraging our past experience and a razor sharp focus on the ISV segment, we have created a suite of solutions for almost all needs of the PS group of an ISV organization. This paper provides more details on our solutions for the ISV PS industry.

#### ENGAGEMENT OPTIONS

Professional Services  
Project Outsourcing  
Distributed Delivery Model

#### METHODOLOGY

Adaptable to specific client environments  
Tool-centric and best-practices driven  
Emphasis on data collection and metrics analysis  
“Near-shore” or “distributed-delivery”  
Visualization, simulation and modeling techniques  
Development of reusable components

#### TECHNICAL SKILLS

Web-development Technologies  
Web 2.0 Technologies/Concepts  
Click-stream/Web Analysis  
SaaS Technologies/Concepts  
Enterprise Systems  
ETL & Integration Systems  
DW/Reporting

## Our Services

As a part of our ISV Services Group (ISG), we offer following services to the PS industry:

**Professional Services Staffing:** As part of this offering, we provide resources skilled in several different technologies. This would include custom application technologies such as C/C++/Java and Oracle/PLSQL/Progress or 3rd party enterprise tools such as SAP, Oracle Apps, Siebel and Peoplesoft. In addition to specific technology experience, these resources would have experience working with ISVs and their PS organizations.

**Data Management Services:** A critical component of projects that require migration from legacy systems is the management of data. This includes data quality assessment, data migration strategy development, mapping and planning, data scrubbing and data staging. With our experience of working for large enterprise clients, we recognize how complex and unpredictable above activities can be. This added with our experience of many heterogeneous environments (Mainframe, Unix, Windows, Linux) and data formats (flat files, structured RDBMS, XML, binary) has enabled us to serve our clients in all the above areas.

**Testing and QA Services:** This service is usually offered to clients who deliver highly customized solutions to its customers. These customizations could be delivered through a combination of custom programming or onsite product configuration. We assist clients in developing acceptance test plans, building test cases, setup of test data and performing functional or technical testing.

**Performance Tuning/Maintenance/Support Services:** For systems that are already in production, this service involves documenting, fine-tuning, maintenance and continuous enhancement of the architecture and functionality.

## Our Philosophy

We believe in solving our client's business problems – and not just deliver IT systems. This philosophy is embedded in everything we do. For example, in addition to measuring usual IT centric metrics such on-time, on-budget delivery of our assignments, we measure the satisfaction level of our customers and ROI of our projects.

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## Why Encora

We are exclusively focused in the ISV space, which means you are engaging a firm who clearly understands your priorities and challenges.

We follow a metrics-driven "Rapid Response" resourcing model that leverages a distributed team of resource managers who have a national focus.

We provide a flexible engagement model – this includes different contract structures, different levels of management involvement and different delivery options.

Our resources are 100% mobile and available for shorter assignments.

We offer a unique "resource retention" program where you can retain a resource for your next project.

We follow a "service maturity model" where we work hard to win your trust.

## Technologies

**Enterprise Systems:** SAP, Peoplesoft, JD Edwards, Lawson, Siebel, Clarify and many custom/legacy enterprise systems.

**Custom Applications:** C/C++/Java/VC++/.Net, Linux/Eclipse, Open Source tools/technologies, VB/PB/Progress, RPG/COBOL/CICS/CL/JCL.

**Reporting:** Brio's Query Enterprise, Business Objects (InfoView, Business Miner, Business Objects and WebIntelligence), Cognos Impromptu, Actuate Enterprise Server, and Crystal Reports, Advantage Reporting Server, SAS eDiscovery, Oracle Discoverer, Oracle Reports.

**Data Warehousing/DSS Tools:** Hyperion's EssBase, Oracle (Express/Data mining Suite), SAS, Cognos (Scenario, Powerhouse, Powerplay), Microstrategy DSS suite, Data view DVI Knowledge Suite.

**ETL & Integration Systems:** Data Junction, Informatica, WebMethods, MQ Series, MQSI, Biztalk and SeeBeyond.

**Process Modeling:** JFlow, Rational Rose, Vitria and WebLogic Process Integrator.

**Click-stream/Web Analysis:** Sagest's Web Analysis Solutions, Web Trends Enterprise Suite, SAS Web Hounds, Microsoft Site Server, Net.Genesis.