

# Ontrack

## Introduction to Products & Services

January 2004

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### Insight

Ontrack continues to hold tremendous profit potential for many companies in the year 2004 as it continues to offer faster response to customer needs, reduced operating costs and increased cooperation among customers and trading partners – breaking down the barriers.

Understanding the global architecture for its clients, Ontrack actively engages with its clients in supporting business strategy and objectives through its Managed Services. Apart from this, we have been uniquely positioned to deliver a world-class set-up on a Build, Operate and Transfer (BOT) basis. The Ontrack BOT model is a flexible combination of application development, outsourced system launch and operations that leverage both specialised labour and methodologies and is specially designed for the SME segment.

The last quarter has witnessed successful launching of e-tendering platform – Secure-T – through our flagship portal tendertimes.com. It has been adopted by the largest rail network in Asia – Indian Railways for hosting their tenders and initiated the process of e-tendering.

Our project in Supply Chain Management is advancing successfully with the integration of SAP System in the second phase. The interface is based on standard SAP integration technologies such as the Business Application Programming Interface (BAPI).

In this quarter we are developing Recruitment Management Applications for our Clients and Job Applicants. These applications are used for entering daily job postings, applications, response to applications, short-listing of candidates, etc. In the Short Messaging Services (SMS) arena, SMS Xprez Enterprise Edition was released which enables SMS between PC to Phone and vice versa.

This document intends to provide additional details of Ontrack's products and offerings this quarter.

*“Ontrack is an ISO 9001:2000 certified company with total Customer Satisfaction as its quality policy objective. Ontrack offers a range of IT and consulting services to customers all over the world. Ontrack development centres in Kolkata, India and in Fujairah UAE, specialize in product development for companies in niche areas and Managed Service Centre in Maidenhead (UK) offer integrated cost-effective IT management solutions.”*

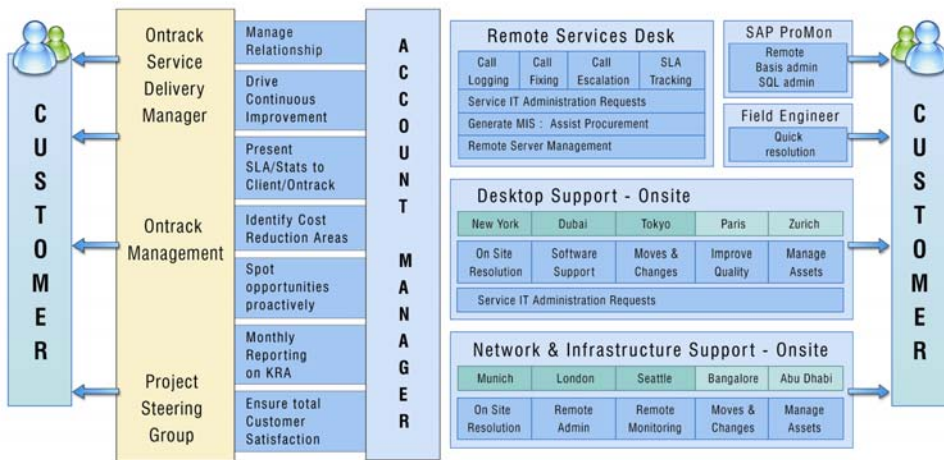
## Winning Business Strategies



**Ontrack Systems Limited**

An ISO 9001: 2000 Company

# Managed Services



## HIGHLIGHTS

- ❖ Improve reliability of servers and applications
- ❖ Problem isolation and resolution at 2nd line of support and higher
- ❖ Secure access to performance metrics through the Remote Services Desk
- ❖ Expert 24x7 customer support
- ❖ Powerful Support Technology
- ❖ Commitment to Excellence

Ontrack's ranges of state-of-the-art Managed Services include a suite of services that help businesses reduce operating costs, refocus on strategic IT initiatives and increase the performance of their systems.

## Service Offerings

- ❖ State-of-the-art Networking Consultancy
- ❖ Management of Desktop, Servers, Networks and Applications using onsite, on-call & remote management methodologies
- ❖ Managing IS Infrastructure, SAP ProMon & Administration
- ❖ Remote Service Desk.

## Features

- ❖ Offers a unique, leading edge project management, site and infrastructure design, security policy design and bespoke pro-active application monitoring design
- ❖ Addresses issues in the most complex areas whether they are widely distributed or reside in a local and growing environment
- ❖ Offers flexible suite of services, guaranteed by a robust service level agreement (SLA)
- ❖ Delivers Total Customer Satisfaction

## Ontrack Service Desk

Ontrack Service Desk provides a single point of contact and accountability with guaranteed escalation and proactive call management.

## Remote Support

Ontrack provides Remote Maintenance services to its customers

where the network is monitored remotely with 24-hour network surveillance by utilising advanced remote management facilities.

## Network & Infrastructure Support – Onsite

The maintenance services comprise of a comprehensive range of on-site and telephone based software support delivered by suitable qualified engineers in partnership with software Vendors.

## Desktop Support – Onsite

Ontrack supports the complete lifecycle management of your desktop environments, from assessment and procurement, through to deployment, installation, technology refresh, and standard warranty service and add-on coverage, as well as the managing of software licensing, software packaging, and distribution.

## SAP BASIS

Ontrack's high performance solutions for SAP, guaranteed by a robust service level agreement (SLA), include support in the most complex areas of SAP - providing Basis administration and monitoring, and database monitoring.

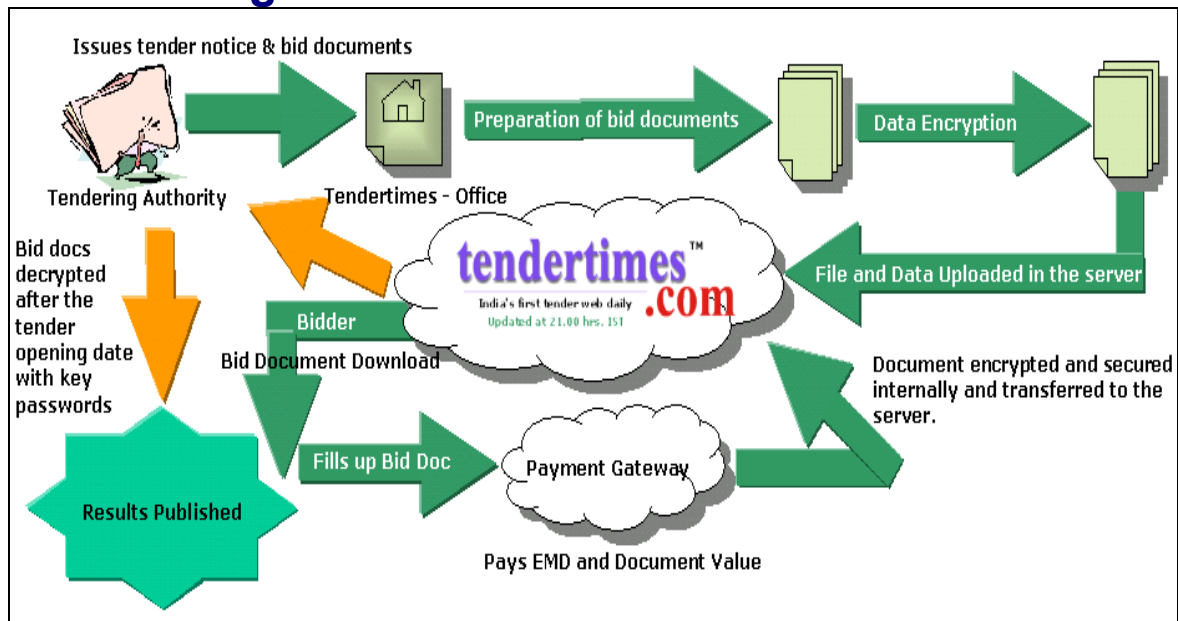
## Field Support

This option provides enhanced support in terms of Response and Fix times covering Desktop, Server and Network Hardware support.

## Web Reference:

<http://www.ontrackuk.com/Services/ManagedServices.html>

## Online Tendering



Ontrack's Electronic Tendering platform has been adopted by various government departments and public sector undertakings and hosted tenders for electronic bidding for the first time. The tendering platform has been designed to comply with the regulations of the Indian IT act 2000 and the Central IT Ministry guidelines for e-tendering.

The Solution Framework is PKI enabled (Public Key Infrastructure Enabled) and tendertimes.com can now issue Class II digital certificates to bidders, authorities and the general public due to their partnership with SafeScript Limited, who are a certifying authority approved by the Controller of Certifying Authorities, Government of India.

### Features

- ❖ System data is encrypted with 1024 bit RSA and the communication through internet is secured through 128-bit SSL pipe
- ❖ System architecture secured through PKI in conformance to Indian IT Act 2000.
- ❖ The Bid Documents are embedded with watermark of LOGO with unique bar code.
- ❖ Client side software will be installed at Tender Issuing authority office where the authorized person will open the bid documents through this software.
- ❖ An automated comparative chart of all the bids submitted is generated after the tender opening through this software.
- ❖ Saving of valuable time, cost and manpower for printing and distribution of Bid documents by Tender Authority.
- ❖ Enhanced vendor participation through competitive and quality bid due to All India and Global reach of the Internet.
- ❖ More transparency in the Bidding process.

- ❖ Accessible 24 hours from all over the World.
- ❖ Saves valuable time for Bidders in preparation of Bid Documents. Improved vendor relationship.

### Process

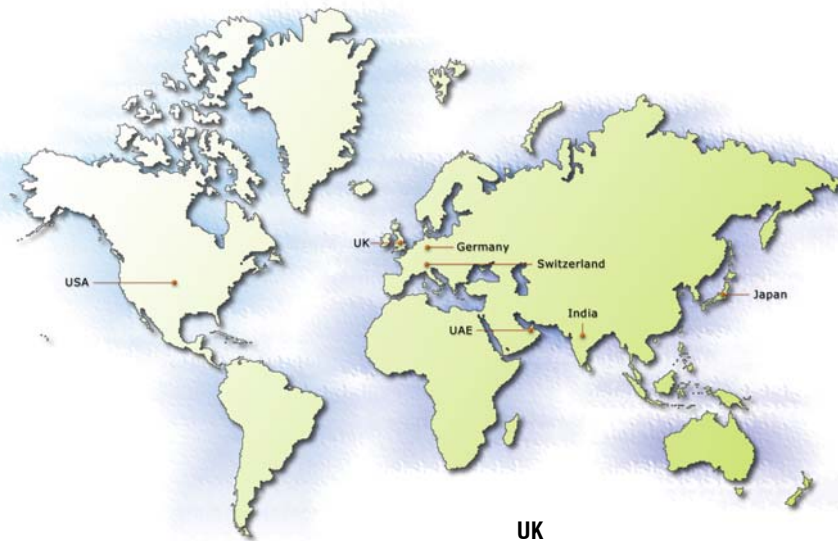
The process involved in online tendering includes the following steps:

1. Sending of tender document and Notice to tendertimes.com
2. Creation of Bid Document and Notice Inviting Tenders
3. Parameter Setting for Date & Time for Tender Document Uploading
4. Confirmation of hosting and request for authentication
5. Authentication of tender documents after verification of date time & other details
6. Issue of Tenders
7. Download of the Bid document by the bidders
8. Permission of posting of corrigendum to tenderers
9. Submission of the Offer
  - i) Filling up of the Bid document
  - ii) Digitally sign the Bid data
  - iii) EMD payment through payment gateway
  - iv) Storing the Bid data:
10. Opening of tender
11. Preparation of comparative statement

### Web References:

<https://www.secure-t.com>

<http://www.ontrackuae.com/Services/Products/Secure-T.html>



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