

Bizalom Software



Who we are ?



Established in 2016



**Headquartered in Chennai,
and Offices in USA & UK**



Current Headcount of 156



**Provider of High-Quality Cost Effective
Enterprise Solutions which includes**

- **Business Solutions**
- **Technology Solutions**
- **Information Management Solutions**
- **Mobility Solutions**
- **Software Quality Assurance Practice**
- **Infrastructure Services**

Viable and Sustainable

What We Do ?

- [Microsoft Dynamics Services](#)
- [Core Microsoft Technology Services](#)
- [Quality Assurance Services](#)
- [Digital Innovation Solutions](#)
- [Infrastructure Services](#)
- [Industry Vertical Solutions](#)

Microsoft Dynamics Expertise



Competency	Dynamics 365 FO	Business Central	Dynamics GP	Dynamics SL	Dynamics CRM
Overall	Certified Solutions Architects, Technical and Functional Consultants	Certified Solutions Architects, Technical and Functional Consultants	Certified Solutions Architects, Technical and Functional Consultants	Certified Solutions Architects, Technical and Functional Consultants	Certified Solutions Architect, Technical and Functional Consultants
Functional	<ul style="list-style-type: none"> ✓ Financials ✓ Trade and Logistics ✓ Manufacturing ✓ Project Management & Project Accounting ✓ Service Management ✓ HR & Payroll ✓ Customer Relationship Management ✓ Business Intelligence 	<ul style="list-style-type: none"> ✓ Financials ✓ Supply Chain Management ✓ Manufacturing ✓ Project Management ✓ HR and Payroll ✓ Customer Relationship Management ✓ Business Intelligence 	<ul style="list-style-type: none"> ✓ Financials ✓ Supply Chain Management ✓ Project Management ✓ HR and Payroll ✓ Customer Relationship Management ✓ Business Intelligence 	<ul style="list-style-type: none"> ✓ Financials ✓ HR and Payroll ✓ Business Intelligence 	<ul style="list-style-type: none"> ✓ Sales ✓ Marketing ✓ Customer Service
Technical	<ul style="list-style-type: none"> ✓ X++, .NET , Morphx ✓ MSBI SSIS, SSRS, SSAS ✓ Enterprise Portal ✓ Management Reporter ✓ AX Version- 3.0, 4.0, 2009, 2012 R3, Retail POS,D365 FO 	<ul style="list-style-type: none"> ✓ C/SIDE Development ✓ SSIS, SSRS, SSAS ✓ LS Retail NAV ✓ NAV Version- 3.0, 4.0, 5.0, NAV 2009 R2, 2013, 2015,2018,Business central 	<ul style="list-style-type: none"> ✓ FRx ✓ Dexterity development, Dexterity Report Writer, Modifier, Crystal Reports ✓ Enterprise Portal ✓ GP Version- 7.5, 8.0, 9.0 & 10.0, 2010, 2013 	<ul style="list-style-type: none"> ✓ VB/VBA ✓ Enterprise Portal ✓ SL Version- 7.0 (2011) ✓ Business Analytics 	<ul style="list-style-type: none"> ✓ .NET ✓ Version- 4.0 ,2011, 2013, D365sales
Hosting	Azure, Private Cloud and On premise	Azure, Private Cloud and On premise	Azure, Private Cloud and On premise	Azure, Private Cloud and On premise	Azure, Private Cloud and On premise
Integration	Web Services, Microsoft SharePoint, CRM and any 3rd Party software	Web Services, Microsoft SharePoint, CRM and any 3 rd Party software	Web Services, Microsoft SharePoint, CRM and any 3 rd Party software	Web Services, Microsoft SharePoint, CRM and any 3 rd Party software	Web Services, Microsoft SharePoint, CRM and any 3 rd Party software

Bizalom offers end to end services surrounding your AX Ecosystem



Consulting/Advisory

- ❖ Enterprise Architecture Consulting
 - Assessments
 - ERP/CRM
 - Third Party Add-ons
 - BI & Integration
- ❖ Complex Business Scenarios Handling
 - With or Without Add-ons
- ❖ Advanced Technology Incorporation
- ❖ Continuous Improvement Measures



Solution Design & Delivery

- ❖ Implementation/Upgrade
 - AX, BI/Reporting, Integration, Third Party Add-ons, Collaboration, Web & Mobile Apps
 - Infrastructure
- ❖ Development
 - Core AX, BI/Reporting, Integration, Third Party Add-on
- ❖ Quality Assurance
- ❖ Training



Support

24X7 Operations, Maintenance and Production Support

- ❖ Infrastructure
 - H/W, S/W, Network, Database
- ❖ Applications
 - Core AX, BI/Reporting, Integration, Third Party Add-ons, Collaboration, Web and Mobile Apps
- ❖ End Users
 - Technical, Functional

- Post Go-Live Stabilization and Stable State Support
- Proactive and Reactive Support



Our Service Offerings



Bizalom offers end to end services surrounding your NAV Ecosystem



Consulting/Advisory

- ❖ Enterprise Architecture Consulting
 - Assessments
 - ERP/CRM
 - Third Party Add-ons
 - BI & Integration
- ❖ Complex Business Scenarios Handling
 - With or Without Add-ons
- ❖ Advanced Technology Incorporation
- ❖ Continuous Improvement Measures



Solution Design & Delivery

- ❖ Implementation/Upgrade
 - NAV, BI/Reporting , Integration, Third Party Add-ons, Collaboration, Web & Mobile Apps
 - Infrastructure
- ❖ Development
 - Core NAV, BI/Reporting, Integration, Third Party Add-on
- ❖ Quality Assurance
- ❖ Training



Support

24X7 Operations, Maintenance and Production Support

- ❖ Infrastructure
 - H/W, S/W, Network, Database
- ❖ Applications
 - Core NAV, BI/Reporting, Integration, Third Party Add-ons, Collaboration, Web and Mobile Apps
- ❖ End Users
 - Technical, Functional

- Post Go-Live Stabilization and Stable State Support
- Proactive and Reactive Support



Our Service Offerings



Bizalom offers end to end services surrounding your GP Ecosystem



Consulting/Advisory

- ❖ Enterprise Architecture Consulting
 - Assessments
 - ERP/CRM
 - Third Party Add-ons
 - BI & Integration
- ❖ Complex Business Scenarios Handling
 - With or Without Add-ons
- ❖ Advanced Technology Incorporation
- ❖ Continuous Improvement Measures



Solution Delivery

- ❖ Implementation/Upgrade
 - GP, BI/Reporting, Integration, Third Party Add-ons, Collaboration, Web & Mobile Apps
 - Infrastructure
- ❖ Development
 - Core GP, BI/Reporting, Integration, Third Party Add-on
- ❖ Quality Assurance
- ❖ Training



Support

24X7 Operations, Maintenance and Production Support

- ❖ Infrastructure
 - H/W, S/W, Network, Database
- ❖ Applications
 - Core GP, BI/Reporting, Integration, Third Party Add-ons, Collaboration, Web and Mobile Apps
- ❖ End Users
 - Technical, Functional

- Post Go-Live Stabilization and Stable State Support
- Proactive and Reactive Support



Bizalom offers end to end services surrounding your CRM Ecosystem



Consulting/Advisory

- ❖ **Enterprise Architecture Consulting**
 - Assessments
 - CRM
 - CRM Analytics
 - ERP Integration
 - Third Party Add-ons
- ❖ **Complex Business Scenarios Handling**
 - Industry Vertical Features
 - With or Without Add-ons
- ❖ **Advanced Technology Incorporation**
 - CRM on Mobile
- ❖ **Continuous Improvement Measures**



Solution Design & Delivery

- ❖ **Implementation/Upgrade**
 - CRM, Analytics, Integration, Third Party Add-ons Collaboration, Web and Mobile Apps
 - Infrastructure – On Premise and Cloud
- ❖ **Development**
 - Core CRM, Analytics, Integration, Third Party Add-on
- ❖ **Quality Assurance**
- ❖ **Training**



Support

24X7 Operations, Maintenance and Production Support

- ❖ **Infrastructure**
 - H/W, S/W, Network, Database, Cloud
- ❖ **Applications**
 - CRM, Analytics, Integration, Third Party Add-ons, Collaboration, Web and Mobile Apps
- ❖ **End Users**
 - Technical, Functional

- Post Go-Live Stabilization and Stable State Support
- Proactive and Reactive Support



ISVs

- ❖ Pre Sales Support (RFP, POC, Documentation)
- ❖ Product/Add-on Development
 - Core Functionality
 - BI
 - Integration
 - Adv. Tech features – Mobility , RFID, Bar Code
- ❖ White Labelled Implementation Services
- ❖ Resell

VARs

- ❖ White Labelled services
 - Pre Sales Support (RFP, POC, Documentation)
 - Implementation and Upgrade
 - Development
 - Integration
 - Business Intelligence
 - Consulting and Training
 - 24*7 Operations, Maintenance and Production Support
 - Add-ons
 - Infrastructure with Cloud
 - Hosting Services

Key Benefits

- ❖ Resources
 - Scalability of Resources – Demand Based
 - Dedicated if required
- ❖ White Labelling
- ❖ Cloud and Hosting Services
- ❖ Confidentiality of IP
- ❖ Favourable Pricing

Core Microsoft Technology Services



Bizalom offers end to end services surrounding your SharePoint Ecosystem



Consulting/Advisory

- ❖ Enterprise Architecture Consulting
 - Collaboration - Portals
 - Content Management System
 - Document Management System
- ❖ Complex Business Scenarios Handling
 - BPM and Workflow
- ❖ Advanced Technology Incorporation
- ❖ Continuous Improvement Measures



Solution Design & Delivery

- ❖ SharePoint Architecture
- ❖ Infrastructure – Planning and Implementation
- ❖ Administration
- ❖ Development
 - Core SharePoint, Integration
- ❖ Quality Assurance
- ❖ Training



Support

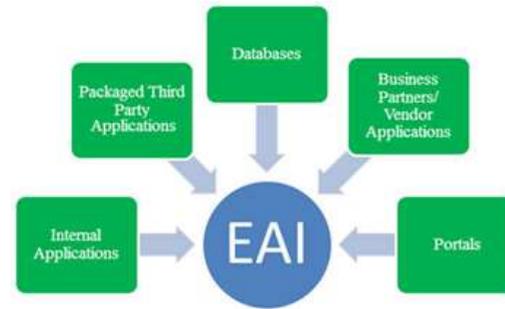
24X7 Operations, Maintenance and Production Support

- ❖ Infrastructure
 - H/W, S/W, Network, Database
- ❖ Applications
 - SharePoint and Integration Components
- ❖ End Users
 - Technical, Functional

- Post Go-Live Stabilization and Stable State Support
- Proactive and Reactive Support



Focus Areas



Services

Consulting/Advisory

- ❖ Strategy, Blueprints
- ❖ Business Fit Analysis
- ❖ Technology Decisions
 - Infrastructure and Capacity
 - Tools Evaluation
- ❖ Implementation Plan

Solution Design & Delivery

- ❖ Analysis & Design
- ❖ Infrastructure set up
- ❖ Core Development
- ❖ Performance Tuning & Optimization
- ❖ Training

24/7 Operations, Maintenance and Production Support

- ❖ Infrastructure Support
- ❖ Application Support

Quality Assurance Services

Bizalom Technologies offer comprehensive **Software Quality Assurance Services** for your IT ecosystem



Consulting/Advisory

- ❖ Assessments and Evaluations
- ❖ Recommend, Plan and Strategize
 - Testing Framework and Tools
 - Testing Policies and Procedures
 - Infrastructure
- ❖ QA for Special Events – Merges and Amalgamations, Spin-offs



Solution Design & Delivery

- ❖ Managed Testing Services
- ❖ Ad Hoc Testing Services
 - Various Products/Application Types
 - Web Application, Client/Server Apps, Distributed Systems, ERP/CRM, Mobile Apps
 - Manual and Automated Testing
 - Functional, UI/UX, Load/Performance/Stress, Security, Usability, Compatibility, Infrastructure Planning
 - For All SDLC
 - Agile, Waterfall, Spiral...



Digital Innovation Solution



Our Service Offerings – Web Applications



Bizalom offers end to end services related to Web Application Development



Consulting/Advisory

- ❖ Web Application Architecture
- ❖ Evaluations and Assessments – Technology, Platform and Framework
- ❖ Road Map and Implementation Plan



Solution Design & Delivery

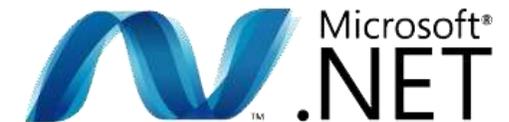
- ❖ Design
 - Architecture, Infrastructure and UX
 - UI/UX
- ❖ Development
 - Infrastructure
 - Web Application Development
 - Platform Porting
 - Application Integration
- ❖ Testing



Support

24X7 Operations, Maintenance and Production Support

- ❖ Level1, Level 2 and Level 3 Support
- ❖ High Availability and High Performance



Our Service Offerings – Mobile Applications



Bizalom offers end to end services surrounding your Mobile Enterprise Ecosystem



Consulting/Advisory

- ❖ Assessments and Evaluations
- ❖ Recommend, Plan and Strategize
- ❖ Infrastructure
- ❖ Mobile Frameworks and Tools



Solution Delivery

- ❖ Mobile Application Development
- ❖ Native, Hybrid and Application Porting
- ❖ Mobile Enabling legacy enterprise application
- ❖ Integrating Mobile Applications with other LOB Systems
- ❖ Mobile UI/UX Design
- ❖ Mobile Testing



Support

24X7 Operations, Maintenance and Production Support

- ❖ Applying Patches, Fixes and Version Upgrade
- ❖ Performance Enhancement
- ❖ Security Reinforcements
- ❖ Failure Recovery
- ❖ Housekeeping and Maintenance





Consulting/Advisory

- ❖ Market Analysis
- ❖ IoT Strategy and Architecture
- ❖ Evaluate and Assess
 - Devices, Platforms and Frameworks
- ❖ IoT Roadmap and Implementation Plan
- ❖ Rapid Prototyping/POCs



Engineering Services

- ❖ IoT Infrastructure Implementation
 - Devices, Platform and Framework
 - Cloud
- ❖ UI/UX Design
- ❖ Core Development - Application, Integration
- ❖ Business Intelligence and Analytics using Big Data
 - BI Portals
 - Predictive Analytics



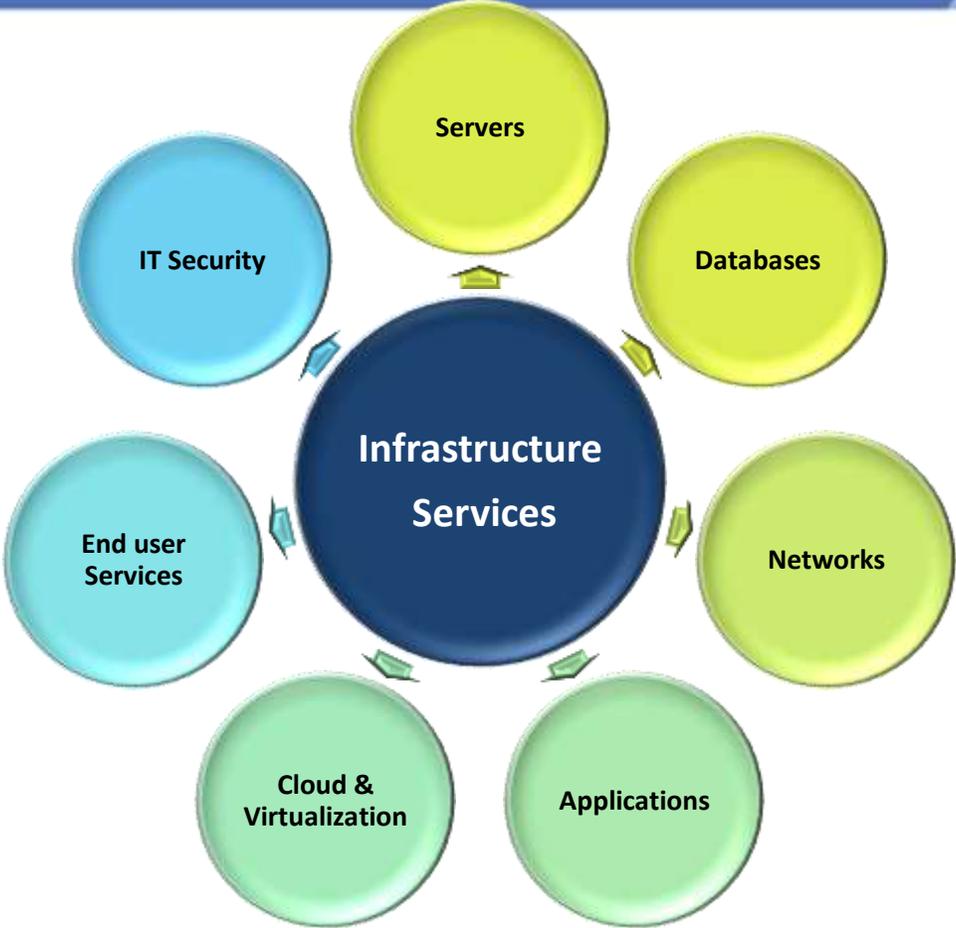
Support

24X7 Operations, Maintenance and Production Support

- ❖ Infrastructure Support
- ❖ IoT Application Support
- ❖ Business Intelligence/ Analytics System Support



Infrastructure Services



Our Offerings



Industry Vertical Solutions

Technology Add-ons

- ❖ Automation – BPA, BPM, WFM, Replication
- ❖ Collaboration – Portals, e-Mailers, SMS, Document Management System
- ❖ Integration – Mobility, EDI, e-commerce
- ❖ Can be Horizontal or Vertical

Horizontal Add-ons

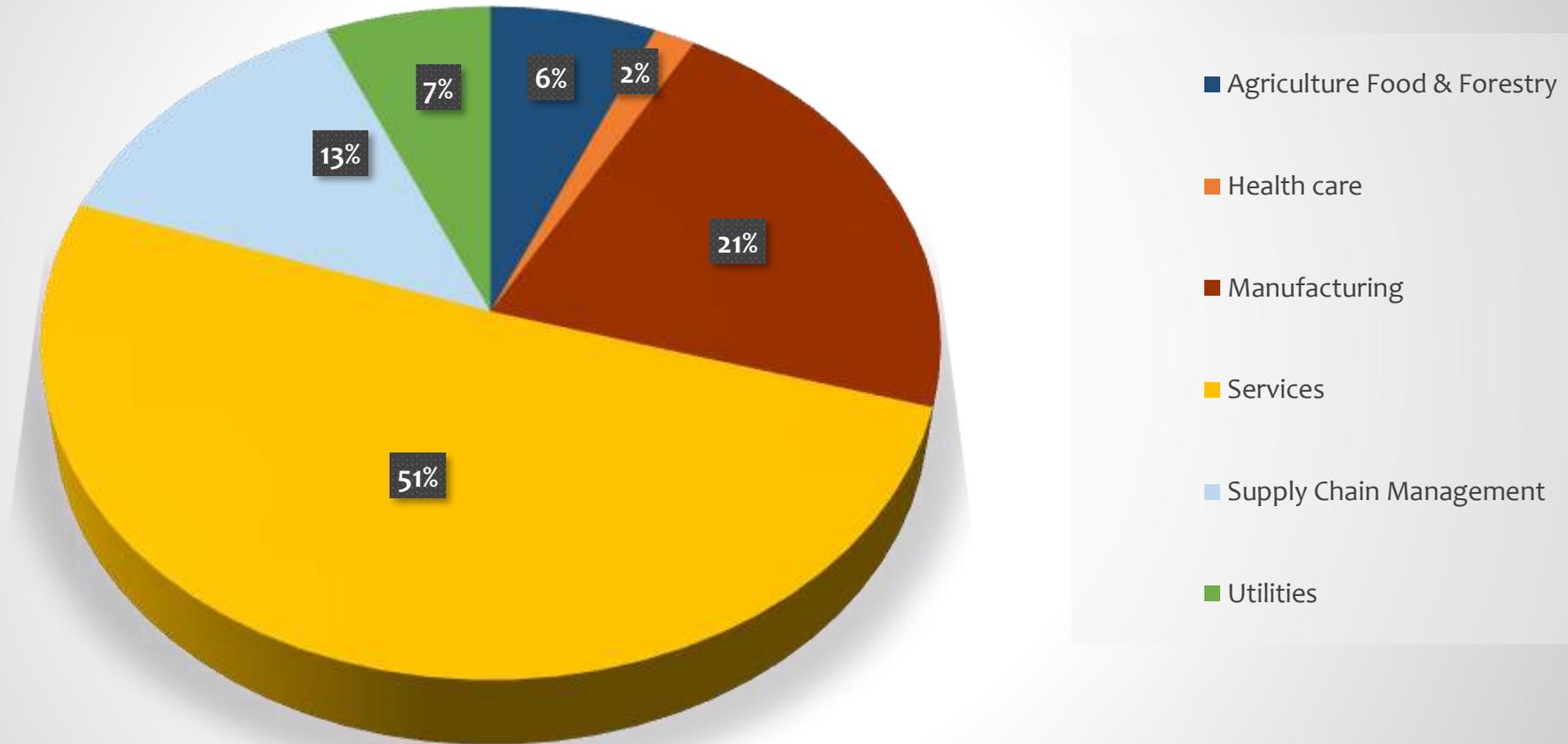
- ❖ Administration/Facilities
- ❖ Corporate Finance
- ❖ Enterprise Asset Management
- ❖ General
- ❖ Human Capital Management (HCM) – Staffing
- ❖ Supply Chain Management (SCM)

Vertical Add-ons

- ❖ Agriculture
- ❖ BFSI
- ❖ Education
- ❖ Food and Beverage
- ❖ Fashion
- ❖ Hospitality
- ❖ Healthcare and Pharmaceuticals
- ❖ Manufacturing – Discrete
- ❖ Manufacturing – Process
- ❖ Media and Entertainment
- ❖ Services
- ❖ Retail



Industries We Serve





Agriculture Food & Forestry

- ❖ Dairy Products
- ❖ Food & Beverage
- ❖ Poultry
- ❖ Wood Processing Ship Building



Supply Chain Management

- ❖ Logistics/Distribution/Transportation
- ❖ Retail
- ❖ Trading / Export/Import
- ❖ Trading Apparel
- ❖ Warehouse and Inventory Management
- ❖ Whole Sale



Services

- ❖ Automotive
- ❖ Carpentry
- ❖ Education
- ❖ Engineering- Construction/Electrical/Electronics
- ❖ Equipment Rental
- ❖ Financial Services
- ❖ Hotel/ Hospitality
- ❖ Information Technology
- ❖ Management Consultancy
- ❖ Packaging
- ❖ Professional Services
- ❖ Thermal Solutions
- ❖ Travel



Health Care

- ❖ Hospital
- ❖ Pharmaceuticals



Manufacturing

- ❖ Discrete Automotive
- ❖ Discrete Medical devices
- ❖ Process
- ❖ Process - Building Materials
- ❖ Process Cement
- ❖ Process Chemicals
- ❖ Process Metal Finishing
- ❖ Process Paper
- ❖ Process Pharmaceuticals
- ❖ Process Plastics

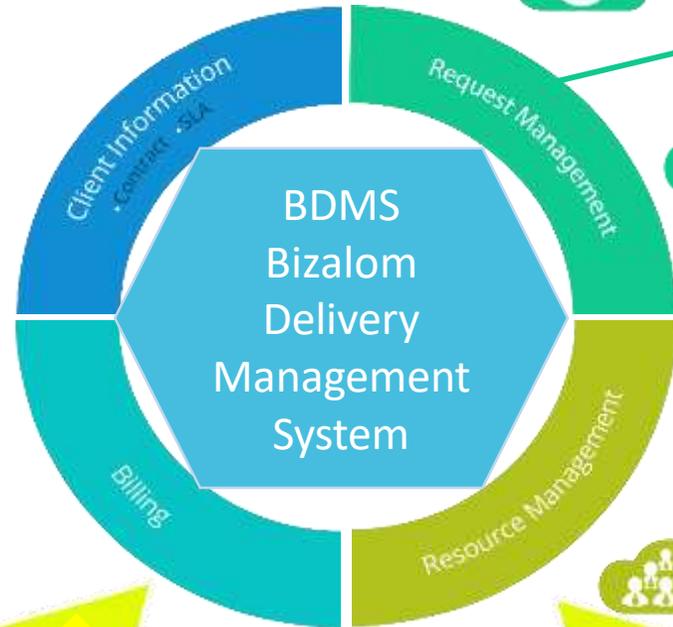


Utilities

- ❖ Oil & Gas
- ❖ Waste water Treatment
- ❖ Water/Energy & Control systems

How We Do It?

- ❖ BDMS
- ❖ Engagement Process
- ❖ Knowledge Transfer Process



Request Management

What is a Request? – One of the Four from the Client

Project Requests (PR) Such as

- Analysis Design - FRD, BRD, FDD, TDD
- Application Development – Core Application, Reporting/BI, Integration
- Implementation, Upgrade
- Consulting and Documentations

Service Requests (SR) Such as

- 24X7 Operations, Maintenance and Prod Support
 - H/W, S/W, Network, DB and Core Application
- Failure Recovery, Break Fix
- Security and Access related
- Infrastructure and Sys Admin Tasks
- How Stuff works

Consulting/Advisory Requests (AR) Such as

- System Architecture and Integration
- ERP/CRM/Add-on - Assessments/Selections
- Business Process Reengineering
- Project Management
- Product and Process Training
- Continuous Improvement

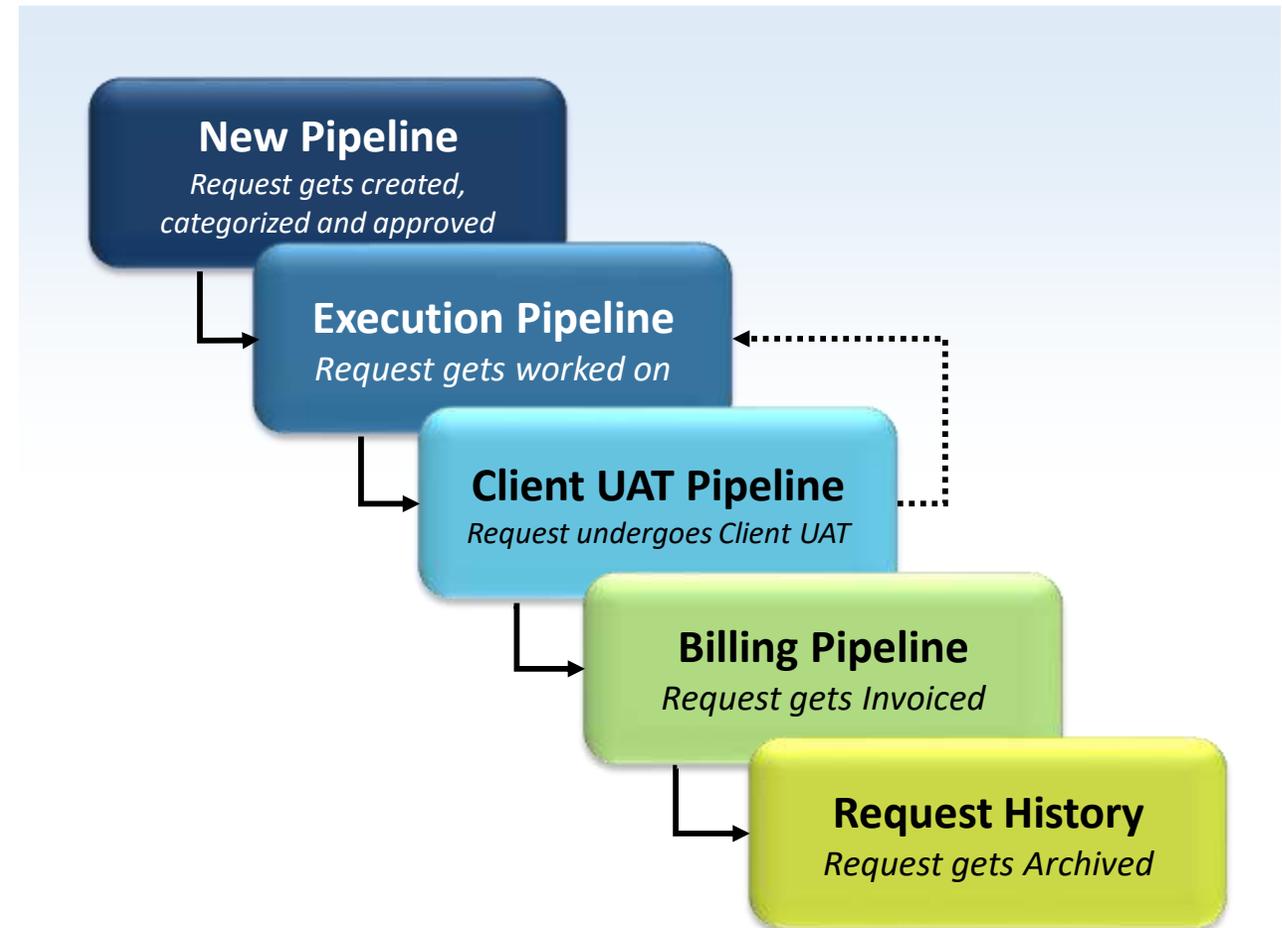
Resource Requests (RR) Such as

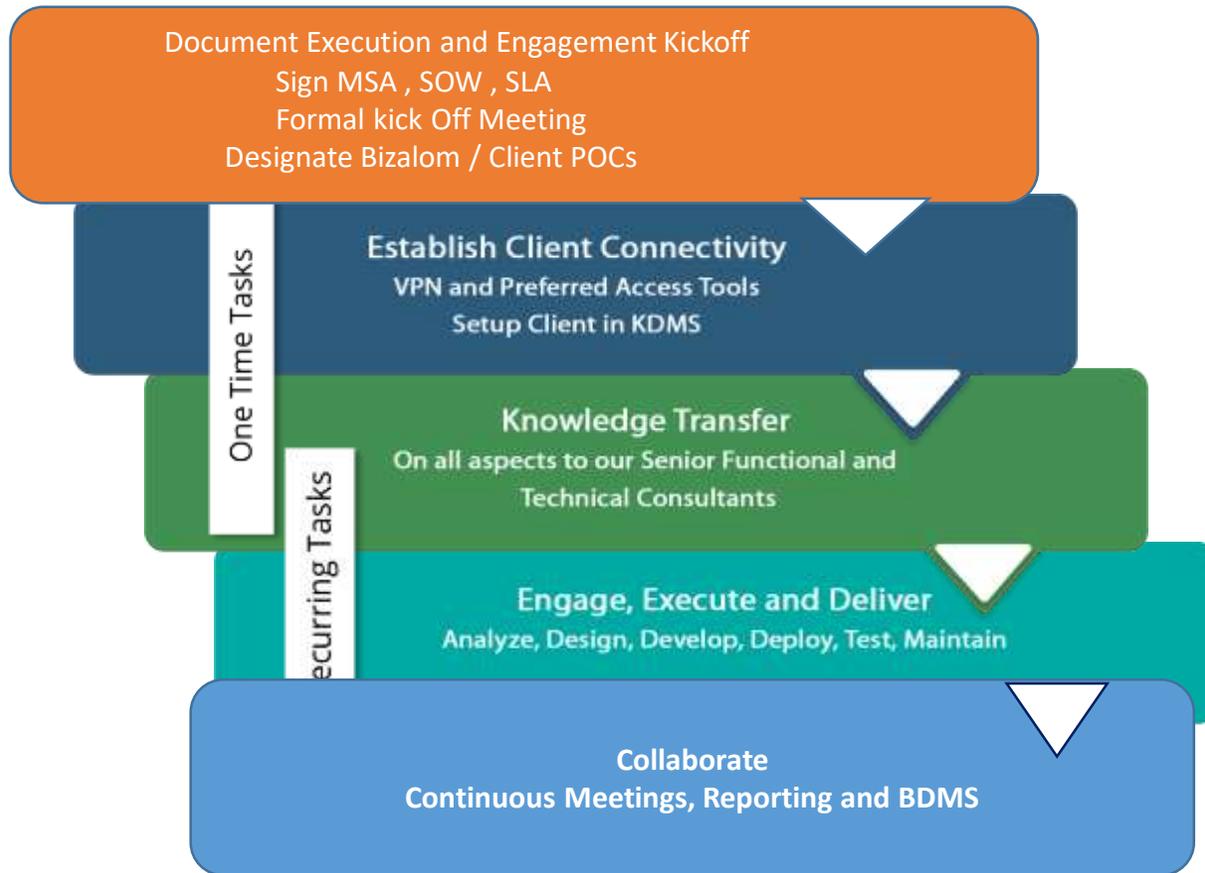
- Solution Architects
- Business Analysts
- Consultants – Technical/Functional
- Developers – Java, .NET and other Open Source PLs
- Quality Engineers

Advantages of using BDMS

- ❖ Strongly SLA driven
- ❖ Alerts and Workflows at right stages
- ❖ Works well for Project, Service Requests and Consulting/Advisory Requests
- ❖ Handles Traditional and Agile Methodologies
- ❖ Complete Visibility
- ❖ Cloud hosted and web-based solution
- ❖ Accessible anytime anywhere
- ❖ Real-time status updates on Requests
- ❖ Placeholder for relevant SDLC documents
- ❖ Knowledge base that stores/grows – Issues and Solutions

Request Pipeline





Highlights of our Engagement Process

- ❖ High Degree of Resource Scalability
- ❖ Much Faster Resolution
- ❖ All Technical, Functional, Administration and Industry Vertical experts under one roof
- ❖ Judicious combination of people, processes and tools



Facilities

- ❖ State of Art closed IT Facility in Country's Premier IT Park
- ❖ Security Surveillance and Monitoring



Hardware

- ❖ State of the art Employee Laptops (i5 and i7)
- ❖ SAN storage TFS & Git HW
- ❖ Two Data Centers (Development Sandboxes and dedicated production hosting)
- ❖ Dedicated network for Cisco VPN Fortinet(Global Clients) HW & SW



Communication

- ❖ Secured Wi-Fi for Employees
- ❖ Lync enabled Conference Rooms with Video Conferencing Facility
- ❖ Dedicated tunnel line for USA
- ❖ Hi-Speed lines for other regions



Network, Bandwidth & Security

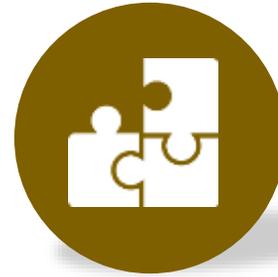
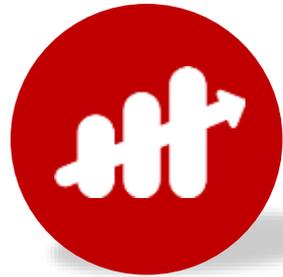
- ❖ 3 Dedicated Communication Lines to USA (Skype Business Conferencing)
- ❖ Recovery time of 5 Minutes or less DR
- ❖ Power Backup for 3 Days
- ❖ Enterprise grade SONIC firewall Security



Resources

- ❖ Highly Experienced/Competent Resources
- ❖ Thoroughly Screened/Background Checked
- ❖ Trainings to improve productivity
- ❖ Motivation and Employee Welfare measures

How We Do it Differently ?



❖ Efficiency and Professionalism the key

- Competent & Experienced Problem Solvers
 - Solution Architects
 - Business Analysts
 - Technical
 - Development
 - Infrastructure, Administration
 - QA/QC Professionals
 - Industry Vertical SMEs
- Highly Responsive and collaborative engagement model

❖ Flexible SLA

❖ Bottomline - We solve your problems (Cost, Time and Quality)





Q&A