



Consultancy Capability Document

01. Products:

Utility Planning / Requirement Identification / Spec Short listing / Preparation of RFP / Vendor Short listing / Technical evaluation / Commercial evaluation / Presentation – Demo / Commercial negotiations/ Total Cost of Ownership/ Return on Investment / Market feedback check / Final order / site preparation / Installation / Training / Maintenance / SLA drafting and finalization for the following Product Categories:

- ✚ Key Telephone Systems
- ✚ EPABX / Intercommunication System
- ✚ IP PBX / PBX Networking
- ✚ Telephone Instruments /Operator Headsets
- ✚ Mobile & Wireless Network Products
- ✚ Fax Machines
- ✚ Multifunction Devices
- ✚ Digital Copiers / MFDs / Documentation Products
- ✚ Office Equipment Consumables
- ✚ Voice Recording Systems / Software
- ✚ Voice / DATA / LAN /WAN Networking Products & Services
- ✚ Access Control Automation
- ✚ Power Electronics
 - UPS
 - Stabilizers
 - Earthing
 - Lightening Protection
- ✚ Surveillance Products:
 - CCTV Network
 - Network Cameras
 - Digital Video Recorders /Storage
- ✚ Telecom & Office Automation Software:
 - Call Billing / Management Software
 - Computer Telephone Integration
 - Soft Phones
 - Voice Mail / IVRS /Hotel Management
- ✚ Conference Room Equipment:
 - LCD Projectors
 - Electronic Copy Boards

- Audio / Video Conferencing Systems
- Display Panels
- Public Address Systems

2. Services:

Service requirement Identification / Spec sheet preparation/ Vendor Identification / RFPs/ Short listing/ Proposal valuation – Technical & Commercial / Negotiations / Final Order / Implementation / SLAs for various Services Like:

Telecom Voice Service Providers:

- Fixed Land Line Providers
- Mobile Line Providers
- VOIP Service Providers
- Radio Trunking - Wireless
- Conference Bridge
- Video Conference

Internet / WAN Service Providers:

- Internet
- VPN
- MPLS
- IPLC

Vehicle Tracking

- GPS / GPRS / GSM
- Web based Tracking Hardware / software
- Tracking + Voice
- Auto Routing Software
- Turnkey Customized Projects

Call Centre / BPO / KPO Turnkey Project Services:

- ✚ Customized Software Development Projects
- ✚ Telecom Cost Optimization / reduction : Planning & Implementation

02. Management

- ✚ Sales Management: Manpower Planning / Recruitment / Training / Sales Documentation / Monitoring Systems / Processes
- ✚ Marketing Management: Product Planning / Brand Building / Advertising /Publicity Planning, vendor Identification / Implementation
- ✚ Customer Support: Design & Implementation of Customer Support Systems / Training / Customer Feed Back surveys / Recruitment & Training of Customer Support Staff
- ✚ Training: Sales, Admin, Help Desk, Soft Skills, Communication, Basic PC Skills
- ✚ General : Office Systems & Processes – Design and Implementation

Skill Set of Panel of Advisors / Consultants

- ✚ Telecom / Office Automation / Convergence/ DATA / Voice
- ✚ Access Control / Video Surveillance
- ✚ Power Electronics
- ✚ Electrical
- ✚ IT Hardware / Software
- ✚ ITES Hardware / Software / Turnkey
- ✚ Advertising / Publicity / PR
- ✚ Finance / Accounts / Insurance
- ✚ Architects & Interior Designers / Civil Engineers