

About Nirvana

We are a Customer Knowledge Company develops and delivers Customer Asset Strategies to increase tactical and strategic decision-making capabilities to enterprises and small to medium-sized businesses. Nirvana turns customer data into strategic knowledge that positively affects the bottom line. Nirvana has a long-standing commitment to global delivery and is uniquely qualified to deliver end-to-end business technology solutions through valuable strategy consulting services and highly skilled engineering execution.

How We Do

Our consistent and strategic investment in assets, tools, frameworks, and methodologies translates into our current and future customers with a global approach to service.

Responding to the clients' complex business challenges with services that span industry sectors.

Extensive domain expertise and technology specialization, to a global clientele in the areas of Manufacturing, Public Sector, Utilities & Government, and our expertise lies in the open, flexible and scalable solutions driven by leading-edge technology.

The value that drive us: C-LIFE

Customer Delight: A commitment to surpassing our customer expectations.

Leadership by Example: A commitment to set standards in our business and transactions and be an exemplar for the industry and our own teams.

Fairness: A Integrity and Transparency: A commitment to be ethical, sincere and open in our dealings.

Commitment to be objective and transaction-oriented, thereby earning trust and respect.

Pursuit of Excellence: A commitment to strive relentlessly, to constantly improve ourselves, our teams, our services and products so as to become the best

Requirements

Business Analysis Process, Requirements Gathering and Project Planning are done onsite, in collaboration with the customer.

Design

The High Level Design is done onsite. Based on this, the offshore team produces the Detailed Design, Data Model and the UI Design.

Development

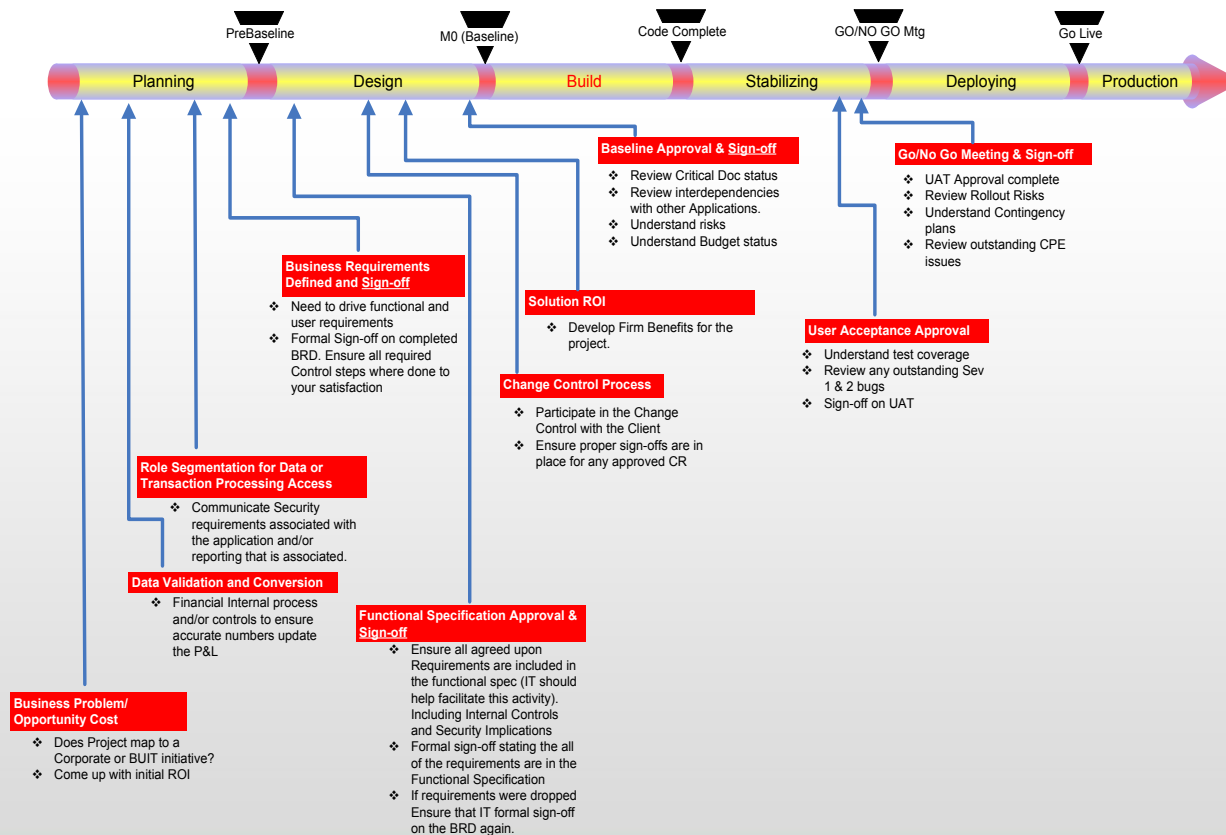
The development is done offshore but the change control from onsite. There is a permanent coordination between the 2 teams in this phase.

Production

While the Unit Testing, Documentation and all the support is done offshore, the User Acceptance Testing and Training is done onsite.

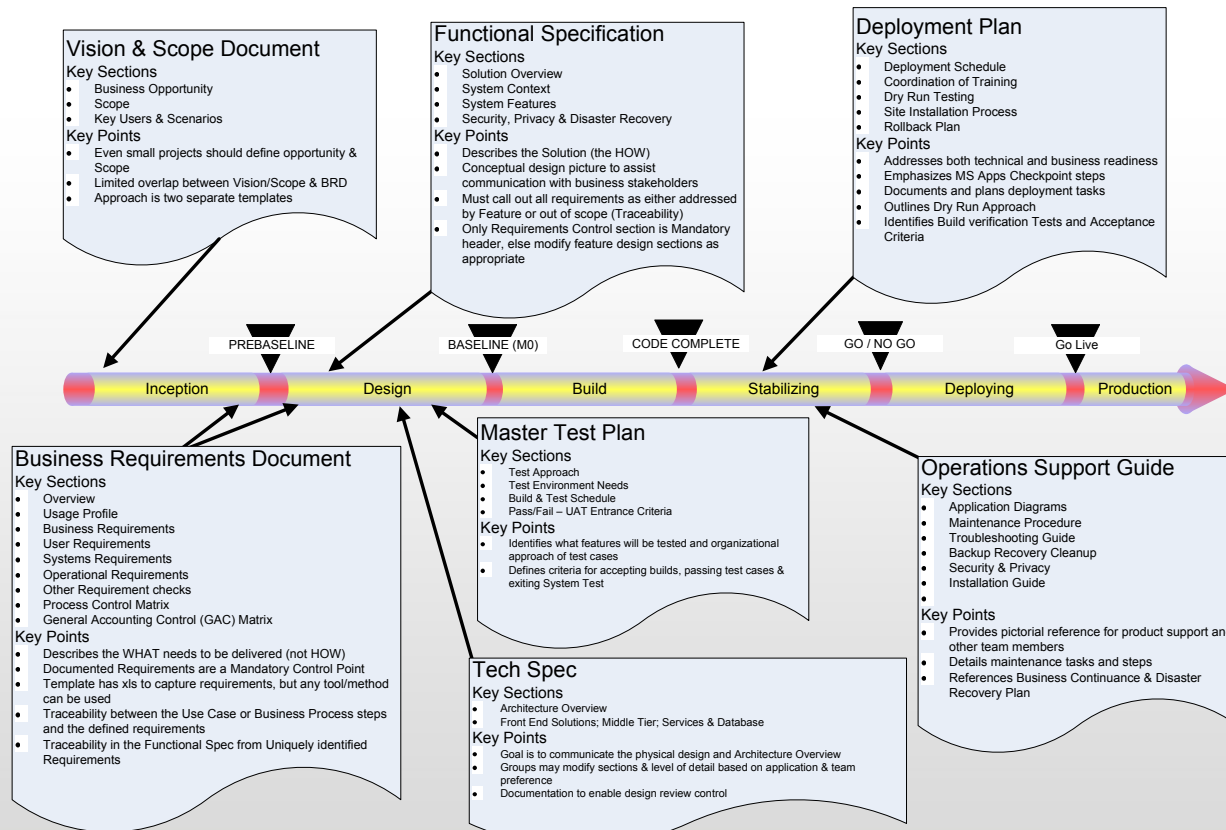
Nirvana Software Development Process

Nirvana SDLC Process



Major milestones and Plans for our Software development lifecycle

Major Software development Plan

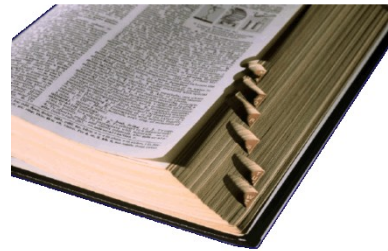


Key Products

- Customer Relationship Management (CRM)
- Enterprise Resource Planning (ERP)
- Car Rental Management System
- School Management
- Hotel My Concierge

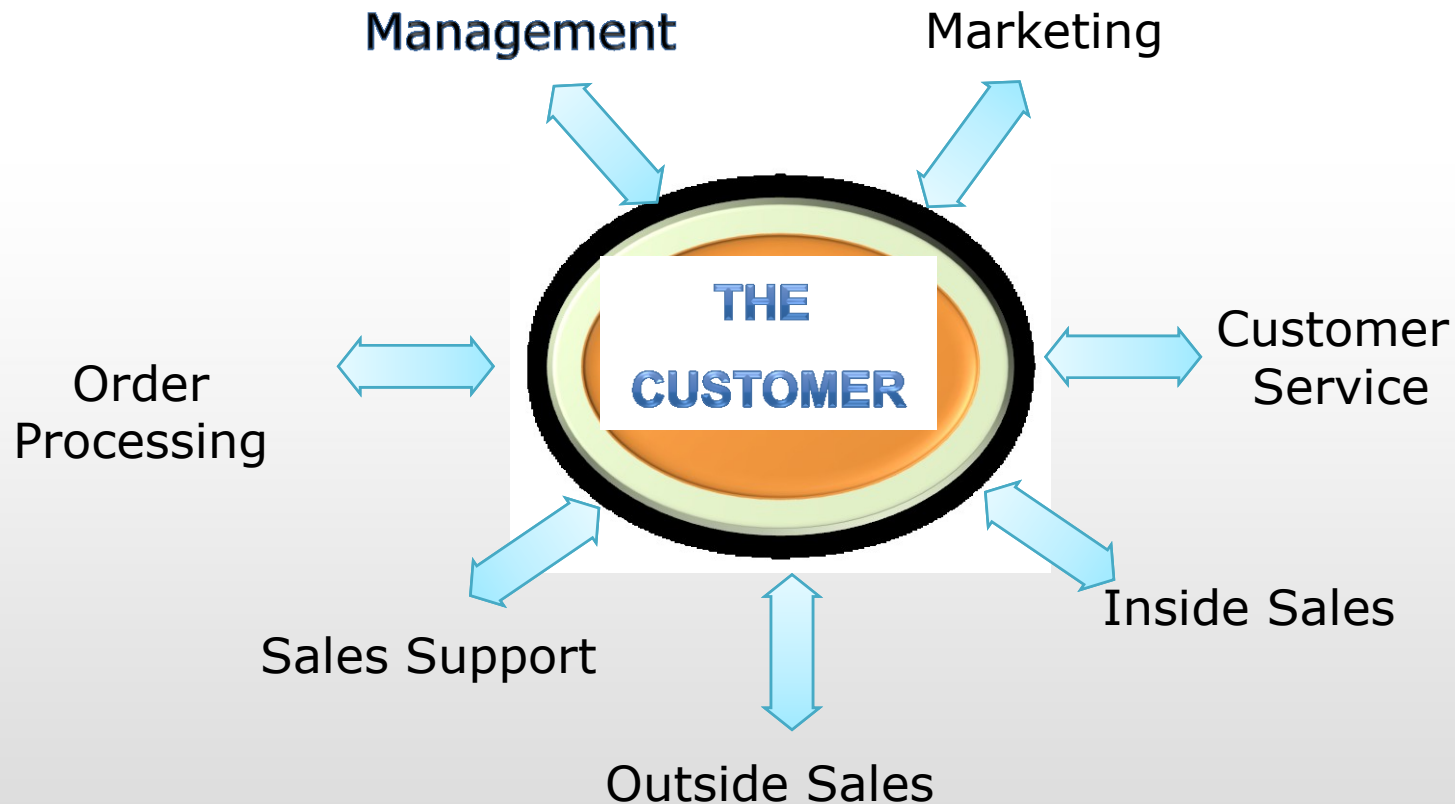
What is CRM ?

CRM is a business strategy combined with technology, business applications, methodology and best practices to:



- Gives you ONE place to store & track customer data
- Helps you align business goals across divisions and groups
- Lets you better plan and execute consistently across the organization
- Minimizes costs thru automation of manual processes
- Provides structure to your customer management system
- Increases sales effectiveness
- More visibility into pipeline & accurate forecasts
- Creates a more responsive organization, making customers happier!
- Automates and streamlines standard business processes
- Helps you protect – and *grow* -- profit margins and market share

Disjointed Customer Management



Nirvana CRM

Core CRM

- Account & contact management
- Lead management
- Activity & task management
- Security management
- User management
- Business management
- Basic reporting
- GP back office integration
- Customization tools & utilities

Sales Force Automation

- Lead routing
- Opportunity management
- Calendar
- Correspondence / mail merge
- Workflow
- Product catalog
- Quotas
- Territory management
- Sales literature
- Bulk email
- Competitor tracking

Customer Service

- Incident management
- Service requests & email auto-response
- Problem resolution (Knowledgebase)
- Chat & chat management
- Workflow
- Contract management
- FAQ generation
- Routing & queuing
- Product catalog

DuPont India Ltd

Merrill Lynch.

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Thank You