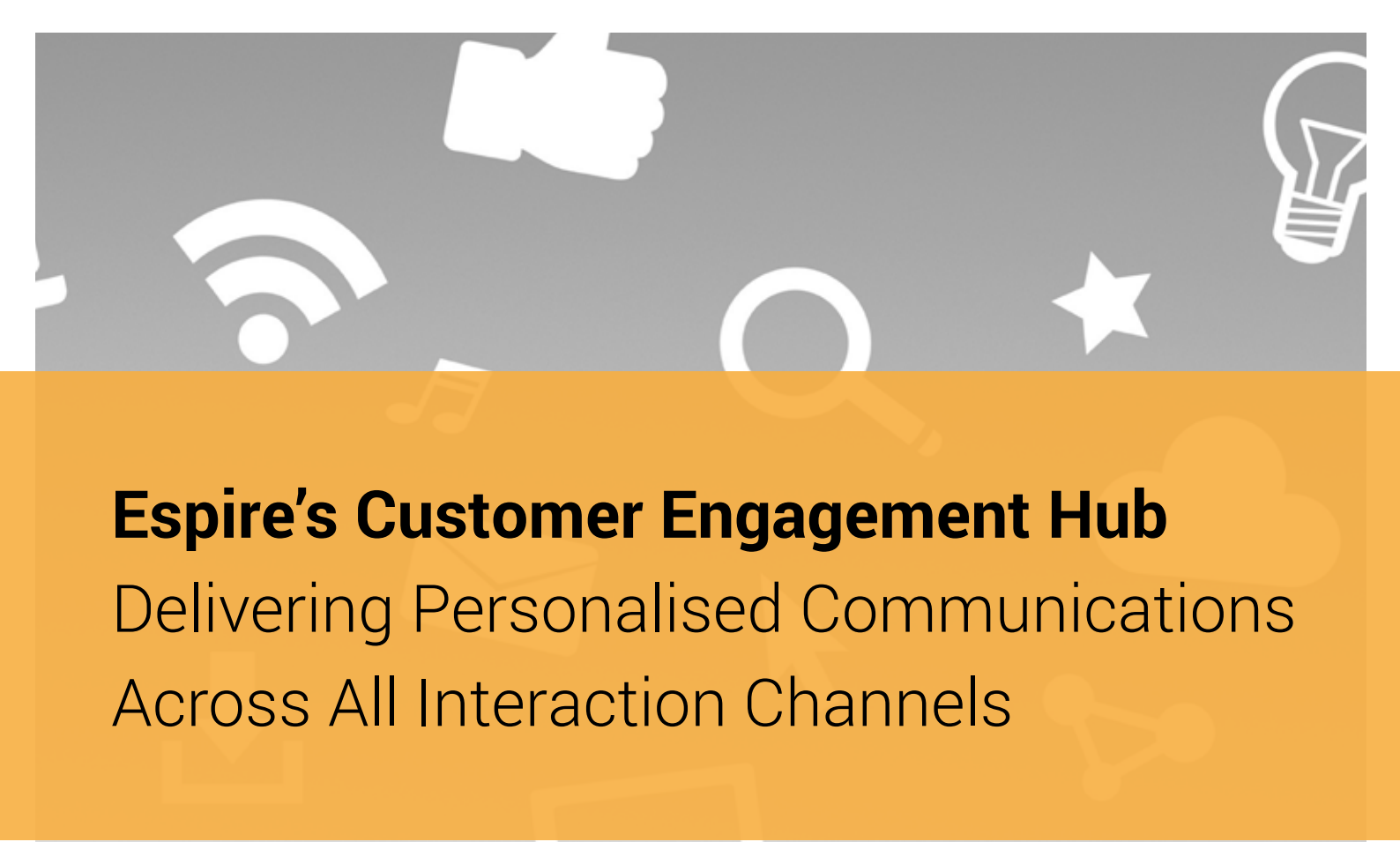




# Espire Infolabs

DELIVERING CUSTOMER  
CENTRIC DIGITAL  
BUSINESS SOLUTIONS

[www.espire.com](http://www.espire.com)



# **Espire's Customer Engagement Hub**

Delivering Personalised Communications  
Across All Interaction Channels



“

A number of considerations made us choose Espire as our Technology partner, key among them being their diversified capabilities in Digital Experience Management, Infrastructure Projects, Fleet Management, Industry experience and Managed services. We are extremely happy with the results delivered by Espire in managing various applications, IT infrastructure and projects at TFS.”

**Frank Ruscio**  
Chief Information Officer  
**Toyota Financial  
Services  
Australia**

## Powering Your Business For **Digital Customer Experience & Cloud Transformation**

Global enterprises partner with Espire to create compelling customer experiences with integrated and personalised digital content. Our services help clients reach out to their internal and external customers in an engaging and lasting manner. Quite often digital transition go in tandem with a move to cloud, as both these initiatives help businesses respond rapidly to customer needs with flexibility and innovation at optimised costs.



**10** Global  
Locations



**INFRASTRUCTURE**  
**Global Delivery Centres**  
Gurgaon, New Delhi & Pune, India  
Fully Equipped Disaster Recovery Centre

Consistently Contributing  
to Your **Business Growth**  
**And Customer Experience**



**SEI CMMI Level 5 Ver 1.3 (Dev + SVC) Appraised**  
**ISO 27001:2013 & ISO 9001:2015 Certified**  
**ITIL & ISO 20000-1:2011, ISO 22301:2012 Certified Processes**





# OUR SERVICES

A **Customer Engagement Hub** That Delivers Exceptionally Designed Digital Experience Solutions, Combined With Business Critical **Enterprise Applications** And Full **Managed Services**

## Digital Experience Management

### Digital Content Management

Espire has developed deep expertise in Web Content and Campaign Management by employing solutions from leading products such as Sitecore, SDL, Hippo and SharePoint. Customers looking to reduce their TCO benefit from solutions that we build in open source tools such as Drupal & Umbraco. We focus on building and fulfilling customer experiences by incorporating best practices in Experience Design. Our specialisation in Responsive Web Design (RWD) ensures a device and platform agnostic experience for customers.

### Multi-Channel Customer Communications Management

Espire has extensive capabilities in Customer Communications Management (CCM), providing solutions to the print and customer communications industry across the globe by helping many of its customers overcome challenges in Pre-Processing, Document Composition, Post-Processing, Production Set-Up & Post-Production, and Communication Delivery.

Our CCM solutions address operational efficiency in transactional printing and customer expectations of on-demand and interactive communication services with multi-channel support and personalisation.

Espire has strategic tie-ups with leading CCM product vendors such as GMC, Pitney Bowes, OpenText & Prinova. For customers who intend to transition to the cloud environment we offer solutions from Doxee.

### Enterprise Content Management

Our ECM services ensure content centric workflow and operational efficiency for the back office, by managing the entire life cycle of information, starting with digitisation, all the way to archival and delivery of data, for both structured and unstructured data.

## Application Development & Managed Support Services

Espire has been successfully designing, developing, modernising and supporting software applications across various technologies for its customers worldwide. We have also collaborated with leading vendors to provide Application Performance Management (APM) solutions and Migration services.

Tailored to fit the unique business needs of our customers, we adopt various development methodologies such as Agile/Scrum, Kanban and Waterfall, which significantly trim down development costs and reduce risks. Espire has also developed rapid development frameworks on technologies such as .NET and Java. For quick development and deployment in a cloud environment we use Force.com and domains which significantly reduce turnaround time and costs. Our partnership with Microsoft, Oracle and IBM ensure that we are always providing high quality value added services to our customers.

An integral part of our application development services include offerings in the mobility space. We help our customers integrate their broader IT and business applications with mobile enabled solutions. Our device agnostic mobile services include consulting, and design & development on multiple mobile platforms.

## Application Testing & QA

T'ESpire, Espire's dedicated software testing lab delivers end-to-end software testing services starting from gap analysis, strategy and test execution. We specialise in functional, automated and manual testing for numerous verticals. Espire's repository of industry specific test cases and re-usable frameworks considerably reduce the time to release business critical applications for our customers. Supported by knowledge harvested in our Centre of Excellence (CoE), T'ESpire's software testing services help our clients achieve predictable and improved quality levels for their applications and systems, while minimising time and costs associated with testing activities.

## Enterprise Solutions

We provide consulting, implementation, migration and support services for ERP & CRM applications on technology product suites such as Oracle E-business and Salesforce, as well as on vertical specific applications for some key industries. We also provide Enterprise Integration Services using SOA architecture on a variety of platforms such as MS Biztalk, Mulesoft & JBoss Fuse Serviceworks. Our services also include module enhancements and integration services with other applications.

## Business Intelligence & Analytics

With the rapid adoption of SMAC technologies, in addition to the data from web platforms and existing traditional channels, the velocity and volumes of data distributed within an enterprise is enormous. Espire has the capability to extract meaningful analytics from such data. Our BI & Analytics offerings include strategy, consulting, development and implementation. We use advanced BI & visual analytics tools such as Microsoft Business Intelligence & Analytics platform, Qlik and Tableau to help our clients implement insightful and timely decisions.

## Digital Managed Services

The imperatives of digital transformation sweeping all businesses, has added a whole new dimension to the effective management of its applications and surrounding infrastructure. Espire's combined expertise in application managed services and digital solutions offers us a unique perspective on such requirements. Leveraging on ITIL standards, we offer complete end-to-end managed support services for digital environments - applications, platforms and supporting infrastructure. Our in-house developed digital managed services framework is modeled on outcome based results, with emphasis on creating value and cost savings for our clients while meeting their service level agreements.

## Cloud Services

Transition to cloud environment with our services. Modernise your applications by moving them to the cloud and, respond to business with greater speed and agility by migrating your data centers to cloud. We offer complete cloud assessment, implementation & migration services on leading platforms such as Amazon, IBM SoftLayer, Microsoft Azure and Salesforce clouds.



St. Albans required services provider with specialisation in web content management with proven expertise on the SDL Tridion platform. We chose Espire for this project because they successfully demonstrated their domain knowledge in Web Content Management with specialisation in SDL Tridion platform. We appreciate that Espire team contributed with very useful recommendations to enhance the visitor experience of our site ”

**Suzanne Peleg**  
Web and E-Communications  
Development Officer  
St. Albans City Council  
UK

## Specialisation In Solutions Cutting Across Various Industries

We consider associations with our clients as a partnership and work towards bringing business benefits to them.

We invest in domain expertise with a focus on industry specific solutions that add value to our clients. Some of our clients have been associated with us for over a decade, which is a testament to our commitment, customer focus, and their confidence in Espire.

- Banking Financial & Insurance
- Utilities & Retail
- Marketing and Print Services
- Independent Software Vendors
- Sports, Leisure & Travel
- Manufacturing
- Recruitment & Staffing





# EXPERIENCE

## The Espire Advantage

### Customer Centric Engagement

We recognise that every customer is unique with distinct business needs. Our solutions are thus modeled around our client's specific business requirements. Our deep domain expertise, combined with knowledge and assets sourced from our Centre of Excellence give us the advantage of tailoring solutions that best fit your business and technology. With engagement and delivery models that match the size and need of your projects, and by deploying industry best practices, we ensure that all our engagements are designed with a customer 'first' approach.

### Flexible Global Delivery Models

Our flexible engagement models ensure that our clients get to choose from multiple outsourcing options which best suit their business needs. The options include Captive Offshore Development Centre, Build-Operate-Transfer, Time & Materials, Fixed Price, and Joint Venture. The choices we offer are built to deliver quality solutions that also conform to the local country's regulatory compliance, and cultural norms & expectations.

### Core Technology Foundational Strengths

Our expertise in providing a wide range of IT services in custom application development, customer experience & communications management, managed support services, business intelligence and enterprise applications make us your ideal technology services partner. Our combined experience of more than a decade across various domains and technologies gives us the edge to develop offers that will optimise your IT costs and contribute to your business growth.

### Centre of Excellence

To offer our clients a competitive advantage, our Centre of Excellence (CoE) focuses on key technologies and industries to build offerings which ensure that you derive maximum benefit.

Espire's premier relationships with leading IT vendors ensure that we get quick access to latest technologies. Espire's CoE holds a centralised repository of asset base and facilitates sharing of knowledge and internally developed frameworks. This ensures that we create value in delivering solutions which exceed customer expectations.



We have had a long standing strategic partnership with Espire going back to year 1999. And over these years Espire has truly contributed excellent value to Fuji Xerox Asia Pacific and its operations in the region. Being associated with us for all these years also means that Espire has an excellent understanding of our business and have delivered.

Another crucial reason we continue to work with Espire is their deep expertise covering a broad spectrum of services in the Microsoft and Oracle technologies. ”

**Henrietta Yaw**  
General Manager  
Information Management  
Fuji Xerox  
Asia Pacific



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## About Espire Infolabs

Espire Infolabs specialises in assisting companies drive growth and customer engagement with exceptionally designed digital experience solutions. We focus on empowering businesses and digital marketers differentiate themselves across the customer journey with uniquely developed multi-channel digital transformation initiatives (web, mobile, campaigns/promotions, social and analytics). These solutions lead to enhanced customer experiences, brand loyalty, customer retention and drive business expansion.

Global partnerships we have with customer experience product specialists such as Sitecore, SDL and Microsoft (SharePoint), in addition, to our expertise in Opensource CMS such as Drupal (Acquia) ensure our solutions are engineered to best-fit our client's unique needs. We also leverage on global partnerships we have with Pitney Bowes, GMC, OpenText, Doxee & Prinova to help us design innovative multi-channel customer communication solutions.

Another core area Espire specialises in, is the development, execution and management of business critical Enterprise Applications and it's supporting IT Infrastructure - thereby ensuring the entire Operations landscape, within our client's enterprise, is geared to provide strategic support for content, communication, collaboration and enterprise intelligence, that is so critical for customer retention and revenue expansion.

We have well-developed practices in Application Development, Management & Integration Services, Product Engineering, Analytics and Cloud Solutions.

We have a firm customer focused approach, delivering unique solutions that bring measurable benefits and a competitive advantage to the business operations of our customers.


To learn more about us, please visit [www.espire.com](http://www.espire.com)

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