

OPUSING - IT Consulting Services

Turning information into insightful impacts



Opusing LLC

101 Federal Street | Suite 1900 | Boston | MA - 02110 | USA

www.opusingtech.com

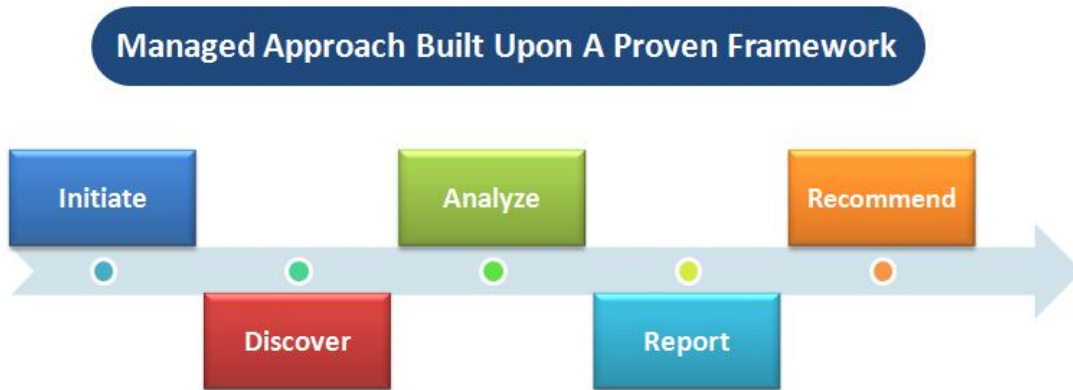
A holistic, system approach to making long term decisions about managing information can be critical to your business success. As a premier international technology consulting group, Opusing LLC delivers consulting and advisory services spanning business, technical, strategic management, financial planning & reporting. We help our clients create value and architect change through our unique spectrum of IT and management consulting services experience in the following areas:

- Product Development
- Infrastructure Management System
- Business and Operating Model Strategy
- Finance and Enterprise Performance
- Mergers, Acquisitions and Alliances
- IT Operations
- Risk Management & Disaster Planning
- Corporate Strategy
- IT & Non-IT Staff Augmentation
- HR Outsourcing



Our Approach

It is critical to note that IT development not depends on a single technology or component but Opusing’s Technology Consulting within Software Development & Implementation consist critical phases such as “Analysis”, “Development”, “Go Live” & “Support”. Opusing follows best industry process, flexible yet clearly defined software engineering process that is based on an interactive consulting & development methodology to execute the project with following activities and milestones:



Initiate- Capture the vision statement & the core Business Objectives.

Discover- Interview the IT team & key stakeholders to determine current Capabilities, access the current & target state, and identify core practices and gaps.

Analyze- Requirement understanding and gathering facts on the supporting technology (applications, infrastructure, data, costs, and vendor agreements).

Report- Synthesize findings into Factbook.

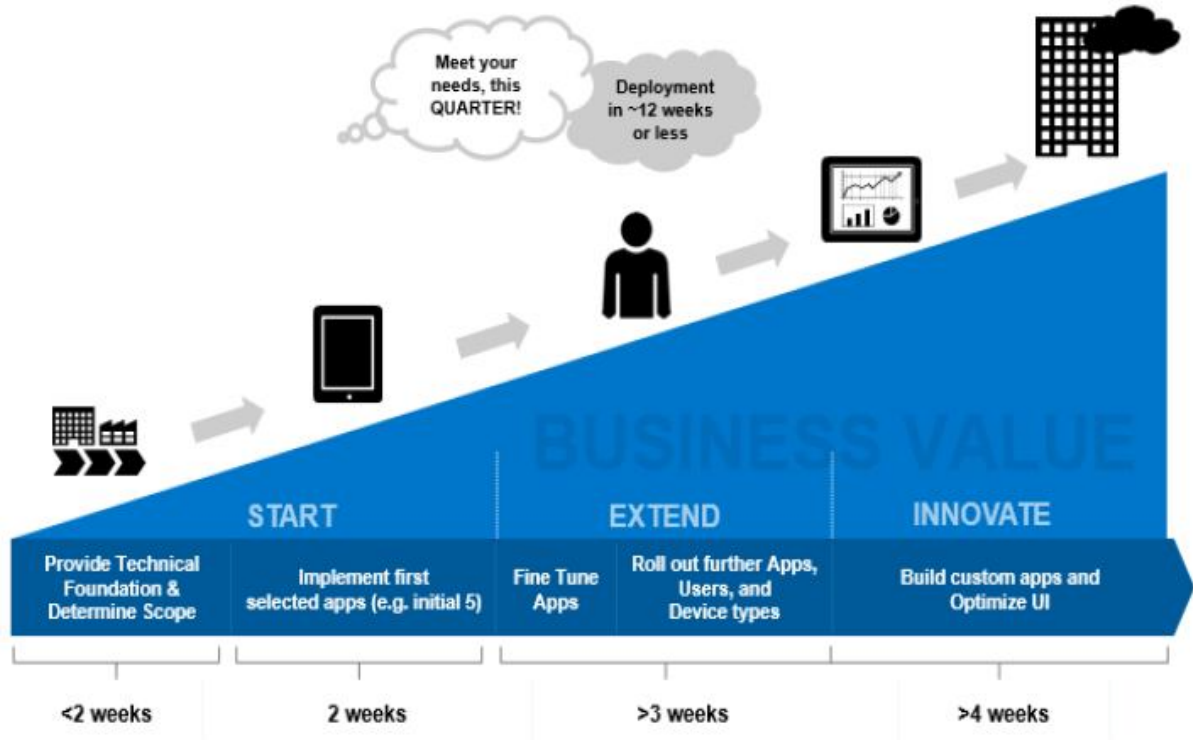
Recommend- Team workshop to jointly develop the Technology Roadmap.

Road Map

Start- Provide technical foundation & determine scope and implement first selected product /application.

Extend – Fine tune product/application and rollout further applications, users and product types.

Innovate – Build custom applications and optimize user interphase.

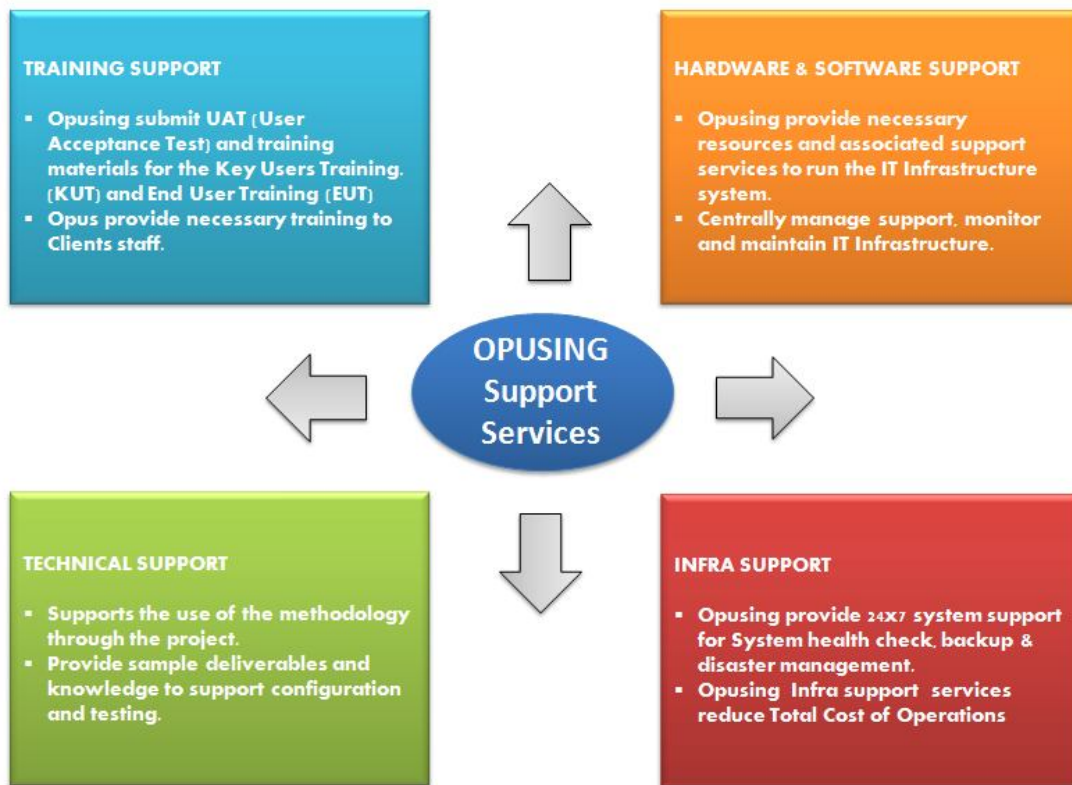


Support Service Model

Opusing implement an integrated IT support service model ensures your business applications are managed and operated seamlessly to provide secure and high performance platform. Our comprehensive set of frameworks, proven methodologies and processes and domain expertise help enable our clients to transform their service operations to and beyond their expectations, while achieving business goals related to cost and profitability.

Working closely with clients at all levels in an organization is the only way to lay the foundation for continuous improvement. We go beyond physical system design to address management infrastructure and intrinsic factors such as employees’ attitudes and behavior, thereby ensuring the client’s ability to lead change independently.

We are expertise in providing Training Support, Hardware & Software Support, Technical Support, Infrastructure Services and Remote System Administration Support, our technically competent team is willing to provide this type of support using an in-house and off shore model.



Technical Support

At Opusing we have support staff which is grouped by areas of expertise such as IMS, IT operations, financial planning & reporting, staff augmentation & HR outsourcing, and customer relations. Many of these individuals have experience working at institutions using Opusing’s business solutions. All issues go through an escalation process beginning with a Level 1 analyst, then to a Level 2 analyst and finally to a Solution Architect. Product managers and developers may get involved when the issue is not resolved and requires product changes or enhancements.

Remote System Administration

We are expertise in providing infrastructure services and remote system administration support, our technically competent team is willing to provide this type of support using an in-house and off shore model.

Maintenance & Technical Support

We offer increase availability and simplify management with integrated support for your multiproduct, multivendor hardware and software environment. Single-source comprehensive hardware maintenance and support services are designed to help keep your multivendor environment operating at peak performance with higher accountability where and when you need it.

Simplify management, cut costs and boost performance with onsite and remote hardware maintenance support services from Opusing.

Help Desk

We have an in-house Support Services team and customers who call speak to a live representative who collects information and either connects them to a support specialist or has a specialist call back within the hour. More than 90% of reported customer cases are resolved between one and three business days. There is no time limit for calls and users may contact our Support team via phone or email as often as needed.

The table below explains the offered services that can be available 24x7 to support your needs for continuous system availability:

Service	Standard Support	Premium Support
Support center, 8am – 8pm EST (Monday – Friday)	✓	✓
Unlimited access to customer support web page	✓	✓
System Upgrades - New feature & regulatory	✓	✓
Off-hours System Upgrades		✓
24/7 by 365 Emergency* Call Availability		✓
Immediate troubleshooting of cases via phone	✓	✓
Quarterly case review with Support Manager	✓	✓
Custom Case Reporting	✓	✓
Named Account Manager	✓	✓

Managed Services

Managed Services is not just about management of networks based service, applications and equipments, but it encapsulates a larger role in the smooth functioning of any organization. Managed Service Provider (MSP) facilitates IT decision making process through the implementation of appropriate sub-systems and applications within an organization. As a MSP, Opusing brings with itself expertise, processes and technology to identify and address IT challenges, thereby enabling an organization to primarily focus on core business initiatives.

As part of our Managed Services we perform the following services:

Product Development - We understand that different businesses have different needs and requirements therefore special solutions might be required to fulfill these requirements. Our custom software development services are aimed to fulfill these requirements of our clients. We try to improvise our custom software development services to create solutions that can best suit the changing requirements of our clients.

At Opusing, we follow a flexible, proven methodology to ensure our deliverables perform to specification and meet client expectations.

We are best suited for efficient client servicing and handling problems of varied complexities. Our team of business analysts and developers work closely with the client with an aim to deliver advance, high quality and innovative solutions.

We offer the following range Services:

- Custom Software Development
- Web Application Development
 - Web Design & Development
 - E-Commerce Solutions
 - Staffing & Payroll Solution
 - VMS Solution
 - Content Management Systems
 - Website Maintenance & Support Services

Cloud Computing - Opusing's cloud computing services involves deploying groups of remote servers and software networks that allow different kinds of data sources be uploaded for real time processing. Opusing will help you assess your business goals and objectives to identify areas where the cloud can be a valuable and appropriate resource.

Mobile Technologies – Opusing help you determine the appropriate technology for your business. As mobility solutions practitioners, we understand most advantageous technical path, business objectives identifying and assessing areas that can be improved by implementing our solutions.

Infrastructure and Network Management - Opusing's unrivalled expertise and experience in Planning, designing & executing small, medium and large projects across a diverse range of industry verticals extend significant value to its customers. Our Infrastructure & Network Management Services deliver end-to-end, effective and reliable solutions that can transform your business operations.

Opusing help you enhance business performance, improve margins, align technology with business priorities, reduce costs, improve service speed and flexibility, and achieve long-term success. Our complete spectrum of infrastructure outsourcing services help you build and manage a highly available, reliable IT infrastructure that is capable of meeting the dynamic needs of your businesses in a multi-sourcing scenario. We offer the following range of IT Infrastructure Management Services:

- End User Services
 - Desktop Management
 - Remote Desktop Management
 - Service Desk
- Managed Network Services
 - Plan, Design, Engineering
 - Network Monitoring
 - Network performance Management
- Application Services
 - Application Monitoring, Management & Support
 - Tools Integration & Support
 - Database Services
- Data Center Services
 - Plan, Design, & Build
 - Monitoring & Support Services

- Service Desk Transformation Services
- Disaster Recovery Services
- Hosting & Migration
- Storage / Backup Management

Executive Search - Opusing! Right partner, if you are looking for proven approach to top-rung hiring?

IT & Non IT Staff Augmentation - Opusing has an excellent pool of technically skilled IT & non IT professionals to depute them at client site.

Payroll Processing and Compliance - Opusing handles payroll outsourced by its clients which largely involves analysis of organizational data, computation of gross salaries, TDS, Allowances, reimbursements of expenses and filing of TDS.

OPUSING WORDWIDE

USA Head Quarters: Boston 101 Federal Street Suite 1900, Boston MA 02110 Phone: +1-781-207-1427 Fax : 1-781-623-6100 Email : info@opusingllc.com	New Jersey 2500 Plaza 5, 25th floor Harbor side Financial Center Jersey City, NJ 07311	Pennsylvania 630 Freedom Business Center, 3rd Floor King of Prussia, Pennsylvania, 19406	W e're committed to growing to serve more customers – and to constantly making our IT consulting and support services even better. Operating throughout the world enables us to better understand the challenges that our customers face – and to provide even better solutions.
	Illinois 350 S Northwest Highway, Suite 300, Park Ridge IL 60068	Arizona 40 North Central Avenue, Suite 1400 Phoenix, Arizona, 85004	
	Texas 11200 Broadway, Suite 2743 Pearland, TX 77584-9785	Colorado 1600 Broadway, Suite 1600, Denver Colorado, 80202	
	Ohio 600 Superior Ave. East Fifth Third Building Suite 1300 Cleveland OH 44114	Minnesota 100 South Fifth Street, Suite 1900 Minneapolis, Minnesota, 55402	
	Georgia 260 Peachtree Street NW, Suite 2200 Atlanta, Georgia, 30303	Tennessee 5100 Poplar Avenue, 27th Floor Memphis, Tennessee, 38137	
	Michigan 2000 Town Center #1900 Southfield MI 48075	Wisconsin 4321 W. College Avenue, Suite 200, Appleton, Wisconsin, 54915	
Canada Head Quarters : Mississauga 2 Robert Speck Parkway Suite 750, Mississauga ON - L4Z 1H8 Phone: +1-647-622-3355 Fax : +1-781-623-6100 Email : info@opusingllc.com	Toronto 25 Sheppard AVE., West Suite 300 Toronto, ON - M2N 6S6 Phone: +1-647-972-8811 Fax : +1-781-623-6100 Email : info@opusingllc.com	British Columbia 25 4720 Kingsway, Suite 2600 Burnaby, British Columbia, V5H 4N2	UK Kemp House, 152 City Road London EC1V 2NX United Kingdom Phone: +44-2030516810 Email : info@opusingllc.com hr@opusingllc.com
	Alberta: 1816 Crow child Trail NW, Suite 700 Calgary, Alberta, T2M 3Y7	Quebec: 2572 Daniel-Johnson Boulevard, 2nd Floor Laval, Quebec, H7T 2R	India B- 61, Second Floor, Sector 57, Noida - 201301 India Phone: +91-120-6402679 Email : info@opusingllc.com hr@opusingllc.com

About Opusing

A rapidly growing company across globe, Opusing, Headquartered in Boston, USA is growing with a phenomenal pace by acquiring leading companies in competing spaces and keeping a 360 degree presence.

Opusing is the leading provider of the Technology Solution from Technology Leaders. Opusing LLC brings experience as a core value for delivery of the High End Solutions it offers from the Technology leaders. Opusing work with clients in a variety of verticals worldwide & provide multi-platform application solutions.