



Best-of-breed combination of Integration Software and Services

Quinnox has proven expertise in Software AG (webMethods) and TIBCO for providing end-to-end implementation and support services on a Global Delivery Model. We have extensive experience in enterprise integrations for large organizations.

Our approach to webMethods Support Services is three-phased, supported by our technology expertise in EDI, RosettaNet PIP and ETL among others.

- **Development and Implementation** of integrations across various geographies
- **Support** including application monitoring and performing recovery procedures, root cause analysis, identifying areas of improvement and planning for executing changes accordingly
- **Value Add Initiatives / Execution to Strategy** including auto-monitoring tools, knowledge repositories, best practices, standards and processes.

webMethods Services
Architecture Analysis and Audit
Business Planning, Continuity Management and Implementation
Integration Design and Implementation
Business Process Consulting
Knowledge Management
Migration and Upgrades
Maintenance and Support
Integration Infrastructure Support

Q-Story

Quinnox helped and supported a leading supplier of office products upgrade its **Integration platform (webMethods)** to impart stability for its increasing transaction volumes without impacting business continuity. The solution helped cut maintenance costs, and migrated all end-users to the new environment without any business impact either to the client or any of its customers.

Maintenance and Integration Infrastructure Support

Our Global Support Model ensures pre-set service levels for smooth functioning of the activities. The integration model works on a global scale with pre-defined specific goals and objectives:

- Reduce Total Cost of Ownership (TCO) of support services up to 30%
- Divert existing core team to more strategic initiatives
- Ensure Smooth Transition without impacting end-users
- Provide Single-window for all integration support services
- Adopt existing framework and fine-tune framework for support
- Focus on code reusability and collaborative development of common (generic) components
- Establish gate-keeping to ensure integrity of production environment.



Advantage Quinnox

Quinnox's repository of Standard Operating Procedures, Best Practices and Support Tools enable an increase in business uptime and provide an improving service level model. We focus on building integration competence, development of re-usable integration development frameworks and enable prototype development for proof-of-concept demonstrations.

Our deep knowledge and experience in Integration include various patterns such as:

- Enterprise Application Integration
- File transfers – with or without data transformations
- Data transfers
- Format translations – EDI, XML, etc.
- Business to Business document interchange and tracking
- Business Process Modeling
- Business Activity Monitoring
- Compliance Monitoring
- Workflow management
- Service Oriented Architecture – Guideline Definition, Architecture, Implementation and Governance.

Quinnox provides the following services in the B2B integrations space:

- Analyzing trading partner(s) practices to identify which eBusiness standards to adopt
- Analyzing business requirements to understand which of the currently available products are better suited to match business needs
- Establishing the IT infrastructure architecture required for hosting B2B integrations
- Setting up and configuring on-boarding trading partners
- B2B solution architecture, designing and implementation

USA
2056 Westings Avenue, Suite
190, Naperville IL - 60563
Tel: +1 630 548 4800
Fax: +1 630 548 4500

UK
Boundary House, Boston Road,
Hanwell, W7 2QE
Tel: +44 0 20 8434 3505
Fax: +44 0 20 8434 3739

INDIA
Unit 170, SDF 6, SEEPZ,
Andheri East, Mumbai 400096
Tel : +91 22 3081 2300
Fax : +91 22 2829 1131

JAPAN
6F, Nakamura Building, 2-7-14 Shibuya,
Shibuya-ku, Tokyo 150-0002
Tel: +81 3 5464 5808
Fax: +81 3 5464 5818

Email: solutions@quinnox.com

www.quinnox.com

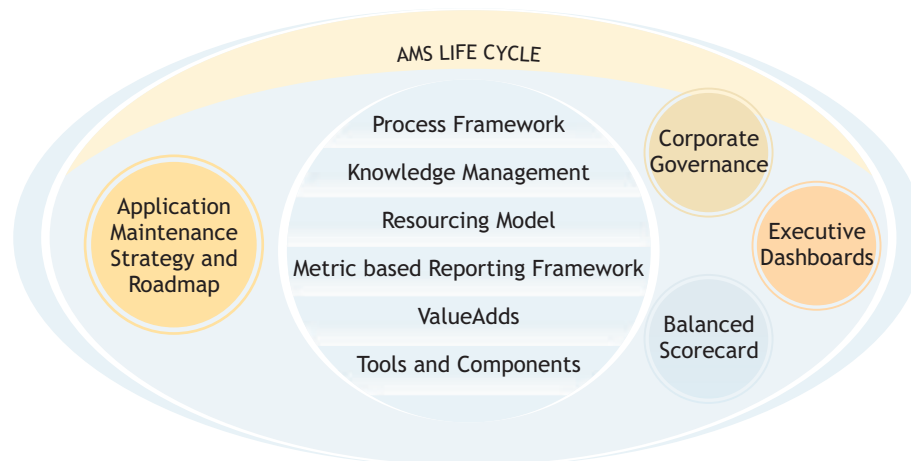


Optimize your IT portfolio with our AMS offerings

Quinnox's Application Maintenance Services (AMS) enables enterprises to maximize the life of their existing IT portfolio while maintaining existing applications that address current business requirements. We provide cost-effective, high-value solutions leveraging an early offshore strategy and a tool-based knowledge management system with online dashboards for transparency and easy measurability. Our services are comprehensive and affordable and allow your organization to focus on strategic new development initiatives.

Our Application Support methodology is proven and effective and driven by an SLA Model that can support multiple shifts (8x5, 16x5 and 24x7). We have tested tools and templates for

- Planning and Management
- Defect and Issue tracking
- Reporting
- Performance Dashboards.



Scope of our AMS offering

- Production Support
- Corrective Maintenance
- Perfective Maintenance
- Preventive Maintenance
- Adaptive Maintenance
- Application Enhancement



Advantage Quinnox

The advantage of outsourcing AMS services to Quinnox lies in our total ownership of the project, ensuring significant benefits in addition to cost-savings. Our differentiators give us an edge over our competitors at every stage of the engagement:

High Value solutions

- Enhanced customer experience – Adaptive sourcing relationships to meet clients' changing needs
- Total accountability with clients' business interests as the priority
- Quinnox senior executive membership on Steering Committee
- Balanced Scorecard and value-added frameworks for mature engagements

Cost Advantage

- Cost reductions for “over a year” term with continuous productive improvements
- Fixed price, with SLA performance
- Quicker redeployment of SME's
- Risk and reward model to reduce TCO

Early Offshore Leverage

- Best-in-industry Transition Management approach
- Minimum onsite presence

Tool based Knowledge Management

- Faster evaluation, and acquisition of knowledge
- Use of knowledge repository

Online Dashboards

- Web-based metrics
- Management Reporting with Dashboards
- Customizable to meet client requirements.

We use a unique combination of people, process and technology that deliver measurable and sustainable improvements in software maintenance productivity.

Q-Story

Quinnox provided support services for more than 160 applications built on multiple technologies and varied platforms for world's leading beverage marketer and distributor. Quinnox and the client built a Collaborative Outsourcing Model using our unique Accelerated Transition Methodology. This allowed client resources currently supporting Legacy Applications to be reallocated and retooled quickly and efficiently.

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UK
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Tel: +44 0 20 8434 3505
Fax: +44 0 20 8434 3739

INDIA
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Tel : +91 22 3081 2300
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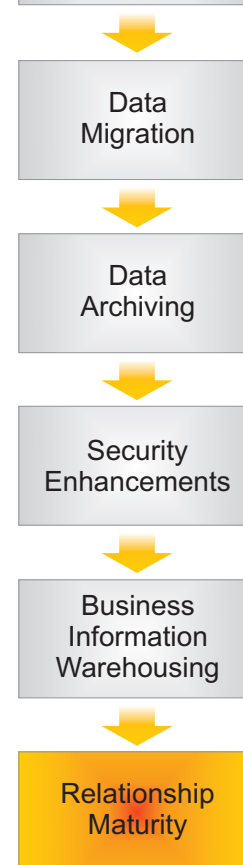
JAPAN
6F, Nakamura Building, 2-7-14 Shibuya,
Shibuya-ku, Tokyo 150-0002
Tel: +81 3 5464 5808
Fax: +81 3 5464 5818

Email: solutions@quinnox.com

www.quinnox.com



Quinnox supports leading branded apparels company through various functional and technical challenges in a partnership since 2002



The Client

A global leader with US \$6 billion revenues involved in the design, manufacture, and marketing of branded apparel and related products globally. The products are distributed through specialty stores, departmental stores, national chains, and mass merchants, as well as through licensees and distributors, and company-operated retail stores.

The Mantra

Quinnox Value-add

Functional Consultancy

Quinnox's domain knowledge and experience in having previously worked with the client on their SAP implementation came in handy, allowing our consultants create the client's Functional Architecture. The new system STRIDE allowed a single interface to work in accordance with systems of 8 coalitions and brands. We provided functional consultancy on SAP modules such as Product Planning, Materials Management, FICO and Logistics. Onsite presence included Order Management and Supply Chain SMEs.

Knowledge Management

Our proprietary Knowledge Transition and Management Process was deployed successfully in the data archiving module.

Technology Consultancy

Our expertise in Java/J2EE allowed faster turn-around time to accommodate an unplanned restructuring of a single interface to meet the needs of 8 acquired brands using different platforms and legacy systems.

Robust Testing Framework

Quinnox's Retail domain expertise allowed Independent Testing to be done fully offshore on various modules and projects within the engagement – saving significant costs on onsite domain expertise.



Quinnox partners with leading global distributor of a wide range of products in its E-Commerce strategy resulting in website availability increase by 95%



The Client

A global leader in multi-level marketing, with revenues over US \$7 billion, spread over 80 countries and territories around the world. Its wide product line ranges from nutritional supplements to water treatment, cosmetics to cleaning products.

The Mantra

Quinnox Value-add

Innovation

Quinnox developed an innovative solution for B2B requirements with A2E (e-Business Application to Enterprise Systems) interfaces.

The client could derive ROI from reuse of the Integration Services to support multiple web-based business systems long-term business policy.

The commerce site met long and short-term business requirements, coupled with exploiting real business value through internet.

Functional Management

Quinnox developed a web enabled application, with restricted user access for various retail functional modules like Shopping, Stores, Order and Order History etc.

Reduced time to market.

Technology Support Management

Our ability to support multiple technologies across 32 websites with a compact team, brought down costs for the client.

Total services provided from offshore without the need for an onsite coordinator.

The web site's availability has improved to 95% since the time Quinnox took over maintenance of the websites.

