MAJESCOMASTEK

Delivering the value ordinary solutions miss.℠

MajescoMastek

Solutions and Servicies

Microsoft
GOLD CERTIFIED
Partner

Microsoft

MajescoMastek Limited

Based in Edison, New Jersey in the United States, MajescoMastek is a global IT provider of customized IT solutions, application development, and application management services. MajescoMastek is a wholly owned subsidiary of Mastek Limited, a $156 million India-based software solutions company, which was founded in 1982. This heritage as a Mastek company provides MajescoMastek with the resources needed to provide customers with IT solutions that solve complex, mission-critical business problems.

MajescoMastek solutions combine technical expertise with business insight into the challenges of specific industries and organizations. The company works closely with Fortune 1000 organizations—often in solid, long-term business relationships—to build solutions that achieve specific business goals and reduce the costs of pursuing new opportunities and adapting to changes in their business environment.

The company's commitment to putting customer business goals first is indicated by the relationships the company has established with its customers. Currently, more than 80 percent of MajescoMastek engagements represent repeat business.

MajescoMastek operates out of six delivery centers in India and Malaysia and maintains a business presence in the United States, Europe, Japan, India, and the Asia-Pacific region. A Microsoft Gold Certified Partner, MajescoMastek is an ISO 9001-2000 certified company, with processes assessed at SEI CMM-Level 5 and P-CMM Level 3.

Microsoft Partner Alliance

Global service delivery Partners are an important part of the Microsoft Partner ecosystem. By using a global delivery model of technologies and services, Microsoft and its Partners can use the onsite/offshore model to deliver new business capabilities, help customers accelerate legacy migration and adoption of new platforms, and enable them to achieve more cost-effective operations.

The Microsoft Global Delivery Community is a worldwide group of consulting and integration firms. These companies stand ready to help Microsoft enterprise customers design, install, and maintain secure networks, mobile access, and remote connectivity by using Microsoft technologies.

The Microsoft Global Delivery Community includes the world's fastest-growing partners. Like all community members, MajescoMastek has a proven and distinguished track record among Global 1000 customer companies and world-class capabilities based on the Microsoft platform. These capabilities are aligned with vertical and horizontal solution areas. This brochure is designed to highlight MajescoMastek capabilities and help you to better assess engagement opportunities with this Partner.

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A Focus on Agility, Proven Experience, and Predictable Results

To stay competitive in a crowded field of offshore IT solutions providers, companies must go beyond providing standard application development and maintenance services.

MajescoMastek solution and service offerings are based on technical expertise, business insight, proven application development, process management, and consulting experience. MajescoMastek's commitment to its clients is to provide predictable, cost-effective solutions that enable them to become more agile and more efficient.

MajescoMastek's reputation for delivering solutions that focus on company business goals is the result of:

- **Willingness to assume project risk.** The ability to provide predictable outcomes and deliver solutions that satisfy customer requirements more than 95 percent of the time (compared to the 28-percent industry average cited in the Standish Group Report). This ability enables MajescoMastek to assume the project and technology risk of its solutions. Although MajescoMastek operates engagements on a standard time-and-materials basis, at the customer's request, remuneration can be linked to the ability of the solution to achieve specific company-related and project-related business goals.

- **Heavy investment in proprietary solution frameworks, components, products, tools, and methods.** MajescoMastek is committed to providing its customers with powerful, cost-effective solutions. This commitment is demonstrated by the company's ongoing effort to develop resources that maximize technical capabilities and reduce the time, costs, and risks of complex IT solutions.

- **An IT services approach focused on delivering customer-specific business goals.** Although MajescoMastek works with companies in a wide range of industries, they concentrate on solutions for the insurance and financial services industries and the government services sector. Long-term experience working in specific verticals and with specific organizations provides valuable insight into the challenges and business processes that are vital to organizational success.

MajescoMastek solutions are built on Microsoft data management and integration, collaboration, customer relationship management (CRM), and application development technologies. These technical resources provide solutions that help customers build responsive organizations that can adapt quickly and accurately to changes in their business or organizational environment.

End-to-End Insurance Data and Process Management Services

Today, insurance carriers face a changing business landscape that includes increasing consumer demands, mergers and acquisitions, and constant regulatory change. To respond to these challenges and stay competitive, insurance carriers must launch innovative products, be faster to market than their competitors, cultivate new distribution channels, and improve the quality of customer services.
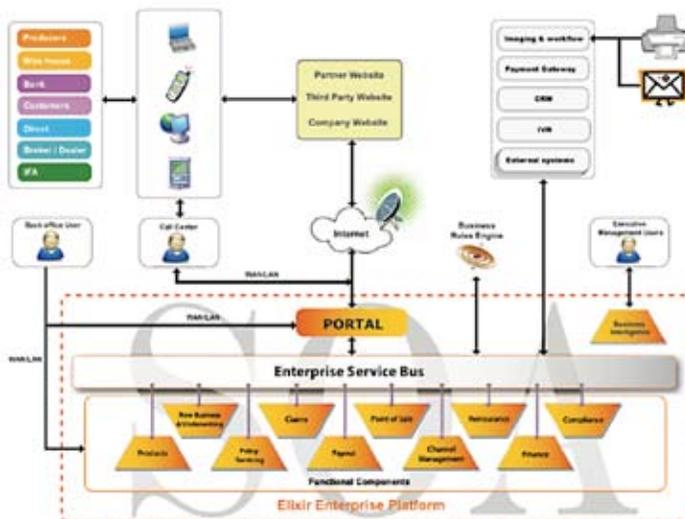
Insurance companies need IT solutions that enable them to conduct core business processes, pursue new business opportunities, adapt more quickly to changes in the marketplace, and maintain their competitive advantage. The flexible Elixir platform consists of ten Web-enabled functional components. The platform's SOA-enabled approach helps companies to add, delete, or change their product information, customer service and sales, and underwriting capabilities as the need arises. Because Elixir portal solutions include a single-user interface, data repository information is easy for company employees to find, manage, and distribute. As a result, insurance companies can set up new

products and services more quickly, and claims information is more accurate and can be processed more quickly.

Elixir components enable life and annuity companies to manage their information more efficiently, improve customer service quality, and scale up data management and customer service operations to take advantage of new business opportunities. In this way, MajescoMastek helps insurance customers control IT and transaction costs in their current insurance operations and contributes to incremental revenue in the future.

Delivering Business Agility to Financial Services Firms

In current global financial services markets, consumers need—and expect—a constantly growing range of high-quality, low-cost products and services. In this environment, the ability to adapt to constantly changing consumer needs can make the difference between retaining or losing consumers. As a result, financial services companies that want to grow or protect revenue must provide their consumers with specialized solutions that build customer loyalty and satisfy a growing list of consumer expectations.

MajescoMastek provides scalable, cost-effective financial services industry (FINSI) solutions that can help satisfy consumer expectations. For example, the company's business intelligence solutions include powerful data collection, analysis, and reporting tools that provide business insight and company-wide visibility into data and business processes.

MajescoMastek electronic trading solutions provide high-speed processing, high-volume data management, and data integration into customer back-end systems and processes. The results—easy-to-manage solutions that keep operations costs and transaction times low. Microsoft applications used in MajescoMastek FINSI solutions:

- Provide the infrastructure support needed to operate demanding transaction-based solutions.

- Enable virtual data storage and sophisticated querying needed for data warehousing and business intelligence solutions.

- Enable executives to analyze data and provide them with a cross-organization view of business data needed for planning and forecasting. These capabilities make

business data more visible and put business intelligence to broader, more strategic uses within an organization.

- Help promote business agility by enabling faster integration of data into existing data management systems and business processes.

These capabilities provide MajescoMastek FINSI customers with innovative, flexible solutions that are quick to identify and adapt to the evolving demands of their consumers.

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MajescoMastek helps insurance customers control IT and transaction costs in their current insurance operations and contributes to incremental revenue in the future.

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Delivering Citizen-Centered Solutions to Government

MajescoMastek partners with state and local government to deliver IT solutions that help them provide high-quality, cost-effective public services and address each governmental department's unique business challenges. Projects range from public transportation to education and healthcare. For example, with the help of Capita Technologies, MajescoMastek implemented a project that used a toll system to reduce traffic in downtown London.

Project implementation included capturing and digitizing images of all vehicles entering central London and ensuring a seamless billing and payment process. MajescoMastek developed the software for the customer interface and integrated several other components into the overall solution. This complex program, one of the largest traffic management solution in the world at the time, required that MajescoMastek provide strong leadership and skillful program management as well as technical expertise.

Then the world's largest Microsoft®.NET-based development project, the deployment effort ran 24-7 for 30 months. However, the project was completed on time, and the project went live in February 2003.

The project reduced traffic in central London traffic by 15 to 20 percent, resulted in a 10-to-15-percent rise in the average traffic speed, and reduced traffic bottlenecks by 20 to 30 percent. The revenue derived from the project was

used by the city to increase investments in public transport. Microsoft applications, tools, and technologies, which played a prominent role in the project's success:

- Provided the unified operating system and development environment that enabled more than 100,000 transactions and processed more than a million license plate images per day.

- Used familiar but flexible tools to develop the user interface quickly and inexpensively.

- Provided the applications, reusable programming tools, and XML-based Web services that reduced development time and effort. These capabilities enabled MajescoMastek developers to bring the project in on time and keep development costs under control.

- Enabled MajescoMastek to increase Web site and application availability and reduce system administration costs.

These innovative and flexible capabilities improved citizen satisfaction and enabled the London Transport Authority to reallocate money for investment into public transportation and the London road network.

Industry-Wide Service Offerings

MajescoMastek provides IT solutions and services for a wide variety of verticals, including insurance, financial services, government, transportation and logistics, education, telecommunications, IT, and manufacturing. This strength in vertical industry domains is complemented by deep technology expertise and the ability to integrate large, complex systems. Horizontal services are offered in numerous areas, including system rationalization, legacy system transformation, strategic application development, and application management services.

System Rationalization Services

MajescoMastek system rationalization is a customized application development service designed to ensure that customer IT assets can meet both current and future demands and changing business requirements. MajescoMastek designs its rationalization solutions to reduce at least 15 percent of customers' annual IT budget and improve application performance, responsiveness, and lifespan.

By rationalizing customer IT assets, MajescoMastek solutions:

- Consolidate servers and databases to create a single view of data, often collected from many locations or data sources.

- Automate data handling tasks to make data processes more accurate and consistent.

- Reduce IT operations and support costs and make the most of existing IT assets.

- Reduce operations transaction times.

- Integrate policy administration systems with existing data and processes.
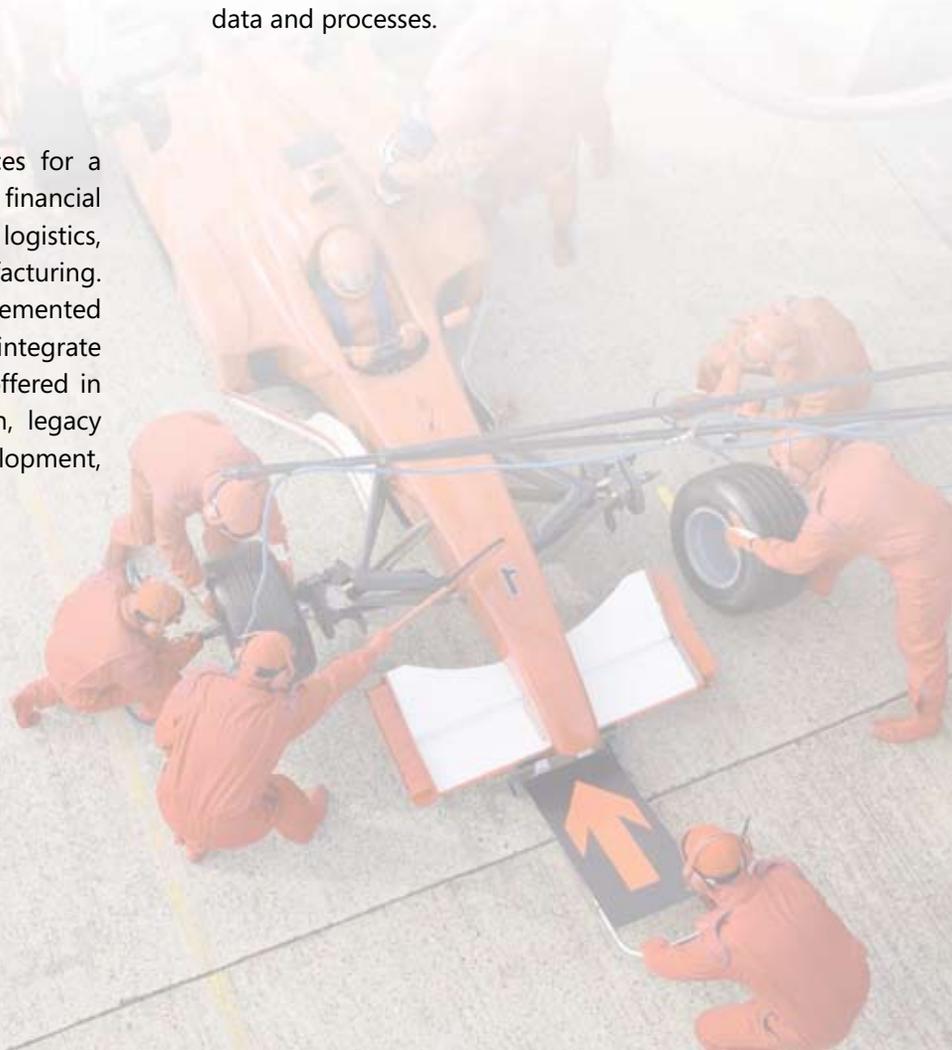
Legacy System Transformation Services

Almost every legacy IT system contains some components that continue to serve an organization's business needs. As a result, a combination of migration, rationalization, and retention of legacy systems is key to the success of transformation solutions. Technically capable and astute in business, MajescoMastek consultants apply deep business understanding of both verticals and operations of specific customers. This approach to transforming systems can increase competitive advantage and reduce business and technology risk.

Managed Mainframes, a MajescoMastek migration solution framework, uses reverse and forward engineering approaches to minimize the risk of the migration process. Ready-to-use industry templates that include business processes, use cases, system requirements, and test cases also help companies migrate quickly and at lower cost than with unstructured methods.

Strategic Application Development Services

Rather than emphasize technology, MajescoMastek application development engagements always start with objectives—the business goals that their solutions must meet to satisfy customer requirements. The company's advanced development resources are indicated by a rich variety of proprietary frameworks, tools, and methods developed with Microsoft technologies.

Application Management Services

More and more frequently, organizations engage offshore application management services providers. These customer organizations want to improve the stability and efficiency of mission-critical applications, improve the quality of their services, and refocus their energies on strategic initiatives.

These goals can be acheived in part by delegating the maintenance and enhancement of business applications to a trusted and reliable partner. An established partner of Fortune 1000 companies, MajescoMastek provides two classes of application management services. Continuous maintenance and enhancement services, which can be tailored to suit specific customer requirements, are tied to specific service level agreements (SLAs). Collaborative application management services enable customers to retain control of the application management process and maximize their use of MajescoMastek resources and expertise. In this service option, customers perform the application management tasks but engage MajescoMastek as an advisor.

Microsoft Application and Technology Resources

MajescoMastek designs and builds solutions to customer specifications for each project. These solutions use the complete Microsoft technology and product set, which includes but is not limited to:

- Microsoft Windows Server™ 2003
- Microsoft SQL Server®
- Microsoft SQL Server Analysis Services
- Microsoft Business Scorecard Manager
- Microsoft BizTalk® Server
- Microsoft Visual Studio® .NET
- Microsoft .NET Framework
- C# programming language
- Microsoft Visual Basic® and ASP.NET
- Microsoft Windows® Distributed interNet Applications Architecture (Windows DNA)
- Microsoft Internet Information Services

MajescoMastek is structured to provide its customers with the highest-value solutions and services. This structure is based on:

- An enterprise-view of solutions.

- A component-based platform.

- Mature project management skills.

- An ideal size and extensive experience in the field of insurance.

- A commitment to work with customers as a long-term partner and help their companies grow.

Enterprise view of your IT landscape

Components tailored / configured to your needs

Long term partner for your business

MASTEK
MAKING A VALUABLE DIFFERENCE

Perfect size & experience to scale to your needs

Best in class Project Management Practices
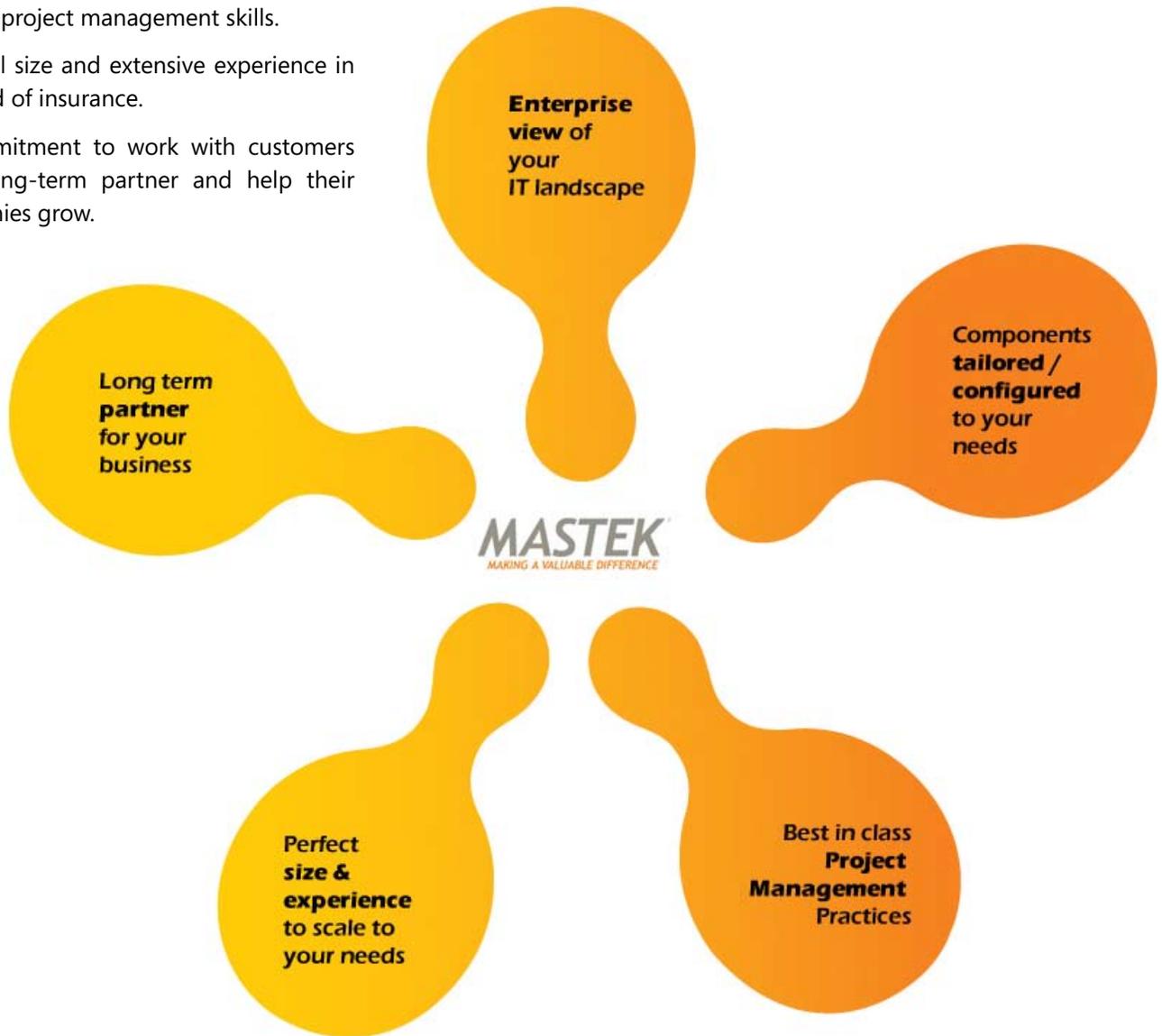
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