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Ciberlynx Capability Statement

Company Overview

Ciberlynx, Inc.

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Management Team

Chandrika Tatavarthi, Founder and CEO

Vijaya Thalapalli, Executive VP, Global Business Development

Sekhar Tallapalli, VP, Offshore Operations

Legal Form of Business

Ciberlynx Inc. is a privately held Information Technology Solutions Provider headquartered in Irving, Texas specializing in ERP, CRM, web technologies and system integration.

Certifications

- Minority Business Enterprise (MBE) certified by Dallas/Fort Worth Minority Supplier Development Council (NMSDC)
- Small Business Enterprise (SBE) certified by Dallas/Fort Worth Minority Supplier Development Council (NMSDC)
- Historically Underutilized Business (HUB) certified by Dallas/Fort Worth Minority Supplier Development Council (NMSDC)
- National Women's Business Enterprise Certification (WBENC) certified by Women's business council-southwest
- Women owned small business (WOSB) certified by Women's business council-southwest
- E-Verify Company

Standard Industrial Classification Codes

Primary SIC / NIAC Codes

7371	541511 Software Analysis and Design services,
7373, 7379	541512 Systems Integration Design consulting services

Secondary SIC / NIAC Codes

7379	541519 Other computer related services
7376	541513 Facilities management and operation services, computer systems or data processing

CiberLynx

About Us

Headquartered in Irving, Texas, Ciberlynx is an information technology consulting firm specialized in ERP, CRM and web technologies. Our technical resources are very diverse and capable of working on multiple platforms, in various environments and with set of tools in full harmony. This allows us to offer the best solution for each business condition and existing environment. Our goal is to provide our clients with custom-tailored solutions, which allows them to achieve and exceed their business objectives. We specialize in project-oriented work and focus on deliverables to measure our success.

Services

Ciberlynx is a privately held Information Technologies firm dedicated to providing the most reliable and cost effective Information Technology solutions available. Ciberlynx was founded on the principle of providing quality computer support services in the area of software development. In the decade since our inception, our corporate capabilities have broadened to include:
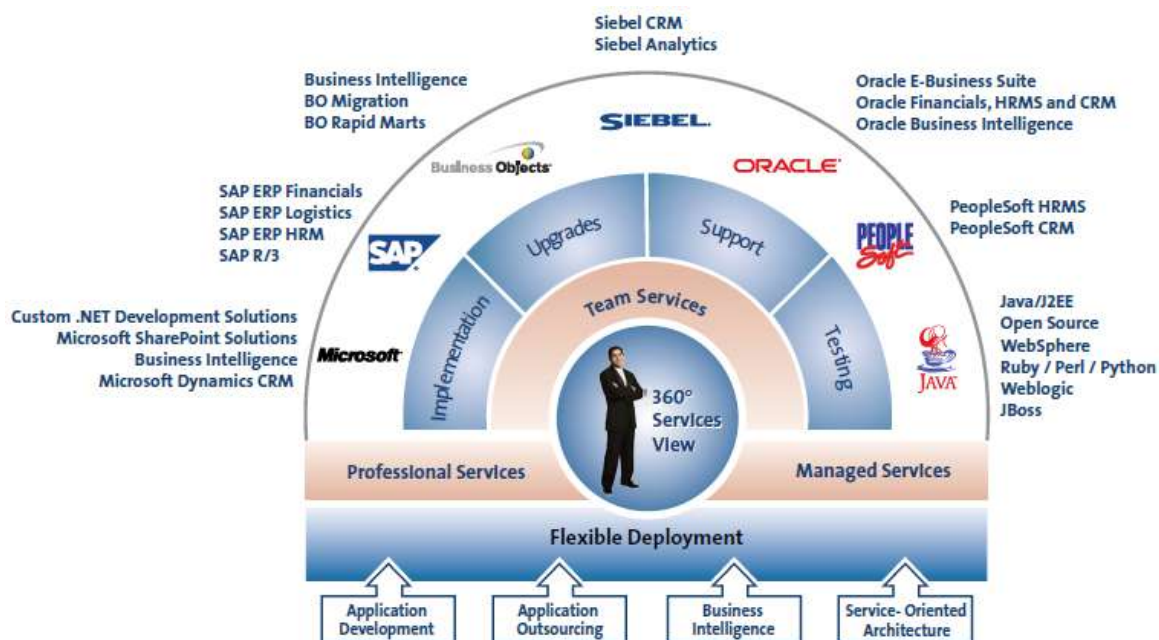
Consulting Services
- On-site Consulting
- Technology Consulting
- Business Process Consulting

Outsourcing Services
- On-site
- Off-site
- Near Shore
- Off Shore

Technology Services
- Implementation
- Assessment, Migration & Upgrades
- Maintenance & Support
- Custom Application Development
- Business Intelligence & Data Warehousing
- Enterprise Application Integration
- Technology Migration

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Major Clients – By Industry

Aerospace / Airline

- Bristow Corporation
- United Space Alliance
- Continental Airlines

Energy / Oil & Gas

- Cheniere Energy
- Eagle Rock Energy
- Reliant Energy
- Spark Energy
- DynCorp International
- Anadarko Petroleum
- Transocean
- Lloyd's Register/Capstone
- Baker Hughes
- OXY (Occidental Petroleum)

Financial

- BMW Financial Services
- Cash Edge
- Litton Loans
- Personix / Fiserv

Food

- Cadbury
- Pepsi CO
- Yum! Brands

Geophysical

- Paradigm Geophysical

Government & Education

- City of Houston
- DFW Airport Systems
- DIR-Staffing and Solutions
- Employee Retirement Systems (ERS)
- ERCOT
- Harris County
- Health and Human Services (HHSC)
- Hobert Smith Colleges
- Los Angeles Community College
- Office of Attorney General (OAG)
- San Bernardino County
- Texas Alcoholic Beverage Commission (TABC)
- Texas Commission on Fire Protection (TCFP)
- Texas Comptroller of Public Accounts (CPA)
- Texas Fourteenth Court of Appeals
- Texas Higher Education Coordinating Board (THECB)
- Texas Medical Board
- Texas Real Estate Commission (TREC)
- Texas Residential Construction Commission (TRCC)
- Texas Southern University
- University of Oklahoma

Healthcare

- Cardinal Healthcare
- INHS
- MD Anderson
- Philips Medical Systems

Hi-Tech/Information Technology

- Capgemini
- Handango
- Hewlett Packard
- Oracle Services
- Yahoo
- Solid Works

Insurance

- Lockton Companies

Manufacturing

- BoweBell & Howell
- Caterpillar
- GodTube
- Henkel
- Northrop Grumman
- Petsafe
- Smith International
- TBC Private Brands
- Technicolor/Thomson Images
- Tyco Flow Controls
- Tyco Thermal Controls
- W L Gore

Other

- Hertz Car Rental

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Microsoft Practice

Capabilities Summary

- Professionals certified & experienced in Microsoft tools & technologies.
- Proven track record in implementing Microsoft solutions.
- Mature processes and methodologies to streamline the deployment of Microsoft solutions.
- Implement complex enterprise software development environments.
- Thorough understanding of Microsoft's strategy and Enterprise Software Roadmap
- Ensure current Microsoft solutions are aligned to meet future transformations

Technical Expertise

- .NET custom development
- Microsoft Office System 2007
- SharePoint Server
- BizTalk Server
- Commerce Server
- SQL Server & Reporting Services
- Live Communication Server
- WinForm
- Soap Customization
- Remoting
- Web Service Extensions
- Enterprise Services

Business Solutions

- Portals
- Enterprise Content Management
- Business Process Management
- E-commerce
- Custom Application Development
- Software Factories
- Integration Platforms and Tools
- Business Intelligence
- Service Oriented Architecture
- Unified Communications
- Mobile Solutions

Microsoft Dynamics CRM Practice

Our Service Offerings

- Package Evaluation
- Product Licensing
- Global Implementation
- De-risked Upgrades
- Assured Support and Maintenance

Additional Options

- Services
  - Sales Process Improvement
  - System Integration
  - Additional Data Conversion
  - Custom Report Development
- Security
  - Managed Messaging
  - Server Monitoring
- Automation
  - Marketing
  - Customer Service
  - Additional Workflow

Microsoft Dynamics CRM Solution

- Software and Hardware: Software and hardware for 10 users with up to 3 different security roles
- Business Requirements: Design session to understand your organization
- Data Conversion: Information transfer from one data source
- Workflow: One workflow process configuration
- Customization: Fields and screens tailored to your business, accessible through Outlook and/or the Internet
- Reports and Queries: Standard reports and unlimited ad-hoc queries
- Training: End-user and technical training from a certified Microsoft Dynamics CRM professional
- Support: Go-live support
- Client Infrastructure: Microsoft Active Directory is required. Microsoft Exchange Server 2000 or Microsoft Exchange Server 2003 is optional, but required to integrate with Outlook.

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Microsoft SharePoint 2010 Solutions

SharePoint Best Practices
- Conduct Discovery
- Topology Planning
- Infrastructure Planning
- Prototype
- Road Map and Communication

Consulting Services
- Enterprise collaboration and portal strategies
- Solution strategy and site branding
- Content management strategy
- Cloud delivery options
- Program management

Implementation Services
- Collaboration workspaces
- Internet and intranet B2B portals
- Customer self-service portals
- Knowledge management portals
- Application design and configuration
- Custom web parts and content conversion

Migration & Integration Services
- SharePoint 2003, 2007 to 2010
- Any content management system and other portals to the platform
- Existing search engines to FAST Search
- ERP and CRM integration

Infrastructure Services
- Assessment and capacity planning
- Performance engineering
- Application secuirty
- Security audits and compliance
- Cloud Computing Services
- Disaster recovery strategie

Microsoft SharePoint QuickStart

QuickStart Package Steps
- Kick-off Meeting
- System Analysis
- Planning
- Development
- Deployment

Estimated Cost depends on the Elements
- Libraries
- Communications List
- Tracking Lists
- Custom Lists
- Web Pages and Metadata
- Security & Properties
- Version Histories
- Site Templates
- Hardware Infrastructure
- Number of Server Deployments

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Custom Development Solutions

Custom Application Development

- Improve business productivity by extending critical information from CRM and other key line-of-business applications to both information and mobile workers
- Fully leverage Microsoft technologies to enterprise-quality solutions
- Bridge the gaps of disparate, unconnected systems making it easier to create a holistic view of business information
- Provide powerful, rich-looking user experiences that provide more functionality and better performance while being developed in significantly less time

Our Services

- Solution Analysis
- Development and Implementation
- Project Management

SOA & Business Process

Our Offerings

- Transactional, Message Based Integration
- Batch-Oriented Data Integration
- Complex Workflow and Orchestration
- Legacy Application Integration (Mainframe/AS-400)
- Custom Adapters for BizTalk and Integration Services

Ciberlynx has proven proficiency in implementing and deploying server-based portals for driving Internet commerce, and business process applications featuring:

- Enterprise Application Integration (EAI)
- Business-to-business application integration
- Business Process Management (BPM) Internet Business
- Digital Rights Management
- Extranet/Hosting
- Web Application/Portal Development
- Web Based Workflow/Orchestration Solutions

Our Expertise

- .NET Desktop and Web Application Development
- .NET Custom Software Development
- .NET Pocket PC/Mobile Application Development
- .NET Application Maintenance and Enhancement
- Legacy Application Migration to .NET
- Microsoft SharePoint Microsoft Dynamics (Microsoft Dynamics CRM 4.0)
- Migration/Re-engineering of legacy applications to .NET
- .NET Application Integration to ERP & CRM Applications
- CRM 4.0 Implementation and Support

Microsoft .NET Integration & Customization

- Architecture design & planning
- Custom Application Development
- Integration Strategy & Deployment
- Security
- Maintenance and On-going Support

Key Benefits

- Reduces the cost to develop and maintain frequently changing, complex business rules
- Empowers business users to write and maintain business rules directly, without intermediate requirements documents
- Provides controls to help ensure security, compliance, and quality
- Gives developers the tools to easily incorporate business rules within BizTalk Server and other .NET applications

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Oracle Practice

E-Business Suite Services

- Pre-implementation
- Implementation
- Upgrades & Migration
- Application Support
- Value-added Services

E-Business Suite Upgrade Services

- Pre-upgrade Assessment
- Fixed pricing and on time delivery
- Delivery Model available to reduce cost by 30%
- Financials, Manufacturing, and Distribution modules
- Re-engineer existing custom reports
- Minimal post Go-Live support
- Train the Trainer for the modules that were upgraded/implemented
- Knowledge transfer in identified areas
- Long-term support transition planning

Module Expertise

- Financials
- Contracts
- Procurement
- Business Intelligence
- CRM
- Human Resource Management
- Interaction Center
- Learning Management
- Supply Chain Management
- Maintenance
- Manufacturing & Logistics
- Sales & Marketing
- Transportation Management
- Customer Data Management
- Product Life-cycle Management

PeopleSoft Practice

PeopleSoft Services

- Implementation
- Post-implementation
- Upgrades
- Integration Services
- Customized Training Programs
- Bolt-on Application Development
- Testing Services

Upgrade Service Offerings

- Assessment
- Strategy Development
- Functional Planning
- Functional Upgrade
- Technical Upgrade
- Testing Service
- Training and User Change Management
- Go-Live and On-going Supports

Modules Expertise

- Asset Life-cycle Management
- Campus Solutions
- Customer Relationship Management
- Enterprise Performance Management
- Enterprise Portal
- Enterprise Service Automation (Project Management)
- Financial Management
- Human Capital Management
- Supplier Relationship Management (Procurement)
- Supply Chain Management
- PeopleSoft Enterprise Tools & Technology (PeopleTools)

Siebel Practice

Siebel Services

- Architecture & Design
- Implementation
- Upgrades
- Managed Services
- Testing Services

Upgrade Service Offerings

- Assessment
- Planning
- Functional and Technical Upgrades
- Testing
- Change Management
- Support Services

Modules Expertise

- Sales and Marketing
- Contact Center Infrastructure and Service
- CRM Technology and On-Demand
- Customer Data Integration
- Quote & Order Capture
- Self-Service and e-Billing
- Partner Relationship Management
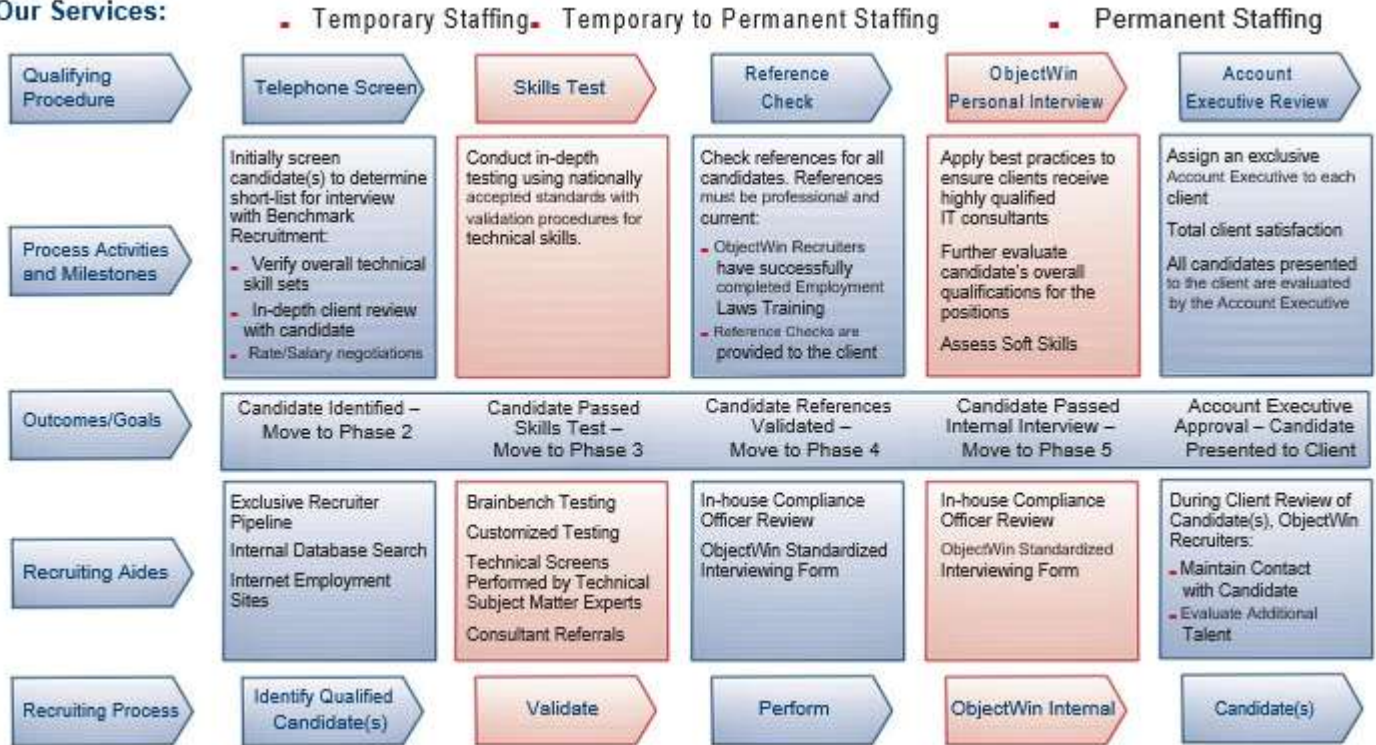- BI Applications
- Price Management

Siebel Analytics Practice

Oracle BI Enterprise Services

- Full life-cycle Implementation
- Integrating Analytics
- Integrating Analytics with Current Date Warehousing Environment
- Gap Analysis
- Data Warehouse Design
- Data & System Integration
- Siebel Analytics Reporting
- Post-production Support
- Security Strategy
- Roadmap Strategy

Technology Staffing Solutions

Our Services: • Temporary Staffing • Temporary to Permanent Staffing • Permanent Staffing

Qualifying Procedure	Telephone Screen	Skills Test	Reference Check	ObjectWin Personal Interview	Account Executive Review
Process Activities and Milestones	Initially screen candidate(s) to determine short-list for interview with Benchmark Recruitment: - Verify overall technical skill sets - In-depth client review with candidate - Rate/Salary negotiations	Conduct in-depth testing using nationally accepted standards with validation procedures for technical skills.	Check references for all candidates. References must be professional and current: - ObjectWin Recruiters have successfully completed Employment Laws Training - Reference Checks are provided to the client	Apply best practices to ensure clients receive highly qualified IT consultants Further evaluate candidate's overall qualifications for the positions Assess Soft Skills	Assign an exclusive Account Executive to each client Total client satisfaction All candidates presented to the client are evaluated by the Account Executive
Outcomes/Goals	Candidate Identified – Move to Phase 2	Candidate Passed Skills Test – Move to Phase 3	Candidate References Validated – Move to Phase 4	Candidate Passed Internal Interview – Move to Phase 5	Account Executive Approval – Candidate Presented to Client
Recruiting Aides	Exclusive Recruiter Pipeline Internal Database Search Internet Employment Sites	Brainbench Testing Customized Testing Technical Screens Performed by Technical Subject Matter Experts Consultant Referrals	In-house Compliance Officer Review ObjectWin Standardized Interviewing Form	In-house Compliance Officer Review ObjectWin Standardized Interviewing Form	During Client Review of Candidate(s), ObjectWin Recruiters: - Maintain Contact with Candidate - Evaluate Additional Talent
Recruiting Process	Identify Qualified Candidate(s)	Validate	Perform	ObjectWin Internal	Candidate(s)

Application Modernization Assessment

Benefits of Assessment:

- Leverage more powerful and supported technology
- Retain investment
- Reduce cost of ownership
- Access to larger pool of skilled technical resources
- Avoid project overruns and unexpected costs

Our Deliverables:

At the end of the Detailed Assessment Analysis, Ciberlynx will provide a complete project planning document containing the information you need to obtain budget approval and move forward with your project in confidence. These documents will become your ultimate modernization guide and will include the following components:

- Analysis report
- Stakeholder Analysis
- System inventory
- Project plan
- Detailed Project Budget
- Summary of Findings
- Management Presentation

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Project Management Office (PMO)

Key Features

- Methodology based on PMI concepts
- Staffed by PMI certified (PMP®) resources
- Proven templates used to insure project success
- Backed by decades of experience managing complex projects
- Adaptable PMO model capable of supporting projects ranging from simple to complex
- Support of multi-location projects
- Ability to support programs requiring multi-product deployment
- PMs experienced in the delivery of projects requiring multi-platforms and/or complex product inter-operability components
- Project management library of tools, templates, processes and procedures

Key Benefits

- Increase project ROI and minimize risk by employing a PMO
- Experienced in management of multi-location/ multi-time zoned projects
- Methodology employed in project delivery
- Delivery of successful projects based upon the employment of established metrics
- All projects governed using comprehensive risk, change, cost, communication and quality management processes
- A qualified PMO organization available to evaluate and monitor projects
- PMO transfer of knowledge available for your organization
- Deployment of PMs with diverse domain subject matter expertise
- Project success based upon the employment of established metrics
- Ability to successfully run multiple projects simultaneously

Agile Project Management Methodology

Our Approach

We employ a dedicated PMO staffed with PMI certified (PMP®) / project managers and Certified Scrum Masters. The PMO team reviews all projects, creates a project ROI, and establishes and measures project metrics throughout the project. A Certified Scrum Master (CSM) will monitor all projects and conduct detailed phase reviews based upon customer defined requirements.

Product Backlog
- Product owner priority list

Sprint Backlog
- Features assigned to sprint
- Team estimation

Iteration

Working Functionality

Backlog Tasks

Sprint Planning Meeting
- Review product backlog
- Estimate sprint backlog

Daily Scrum Meetings
- Done since last meeting
- Plan for today
- Roadblocks/Accelerators

Sprint Review Meetings
- Demo features to Stakeholders
- Lessons learned

Time-Boxed 'Sprint' Cycles