



## Enterprise Solutions Outsource

# Solutions for Enterprise Software Companies

Given the breathtaking pace of technological evolution, companies are having to constantly realign/reshape/restructure their strategies to meet market demands for new product releases while continuing to service existing clients. Increasingly, these companies are achieving this by outsourcing certain functions enabling them to free their vital resources to focus on their core capabilities.

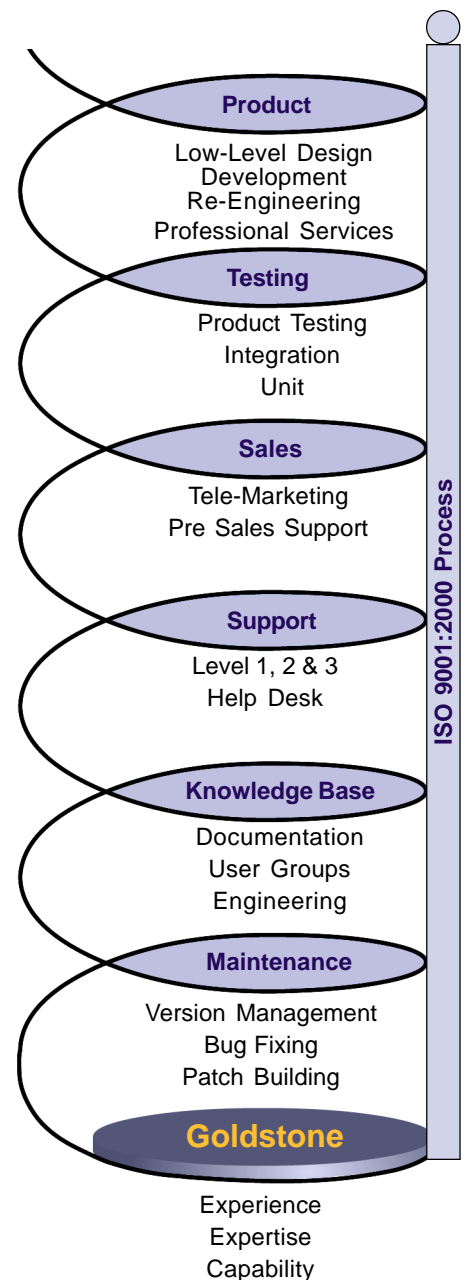
Goldstone has proven itself as a valuable outsourcing partner by delivering comprehensive and cost effective solutions to enterprise software vendors globally.

Our experience in combining people, processes and technology to deliver world class personalized services makes us an ideal outsourcing partner.

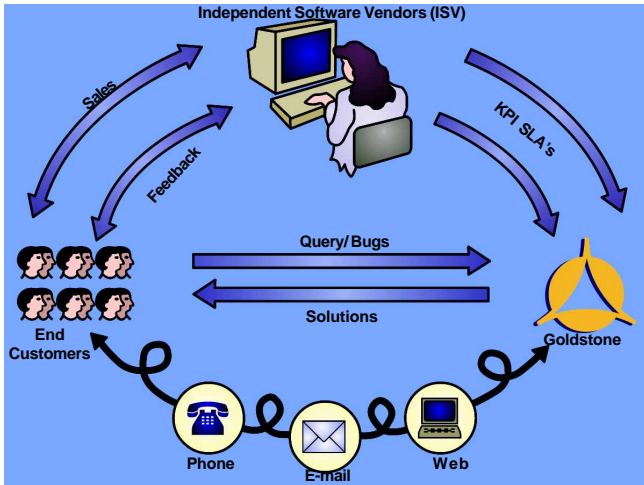
### The Goldstone Advantage

- State-of-the-art infrastructure
- Experienced and certified professionals
- Diverse industry domain knowledge
- Certified Quality process
- Onsite-Offshore operational model
- Zero Investment plan
- Achieving Customer Delight
- End to End solutions spanning the entire PDLC
- Increased Stake Holder Value

*"One of the core of values at Business Objects is customer focus...Goldstone shares our desire for excellence....and have proven to be a true partner"  
- Business Objects*



## Technical Support Outsourcing Services



### Our Methodology

Success of an outsourcing effort largely depends on the abilities of the external service provider. The key to any outsourcing project is the transition process. Aided by established methodologies and our experience with leading software companies, we provide seamless transition of specific responsibilities from your team to ours. We know that no two companies' requirements are similar and would tailor our solution to fit your needs and pace.

*"We are now reaching the "all time low" for the Global Customer Support case backlog level...Congratulations to a good job"*

- Axway

### Towards Customer Delight

- Implementation of best practices
- Sales support interaction
- Enhanced KPI's
- SCP processes
- Customer satisfaction to customer delight

*"Goldstone has provided superb technical resources and a committed senior management. They are process oriented but are able to adapt to changes smoothly and efficiently"*

- Ninaza

### Service offerings: Technical Support

- Phone, Email, Web & Multimedia support
- Knowledge base management
- 24 \* 7 Help desk
- Level 1,2 & 3 Technical Support
- Testing, Bug Fix, Patch Building
- Customer Interaction tools

### Partial Clientele



EXE TECHNOLOGIES

encover™

TOSHIBA



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*Customer Delight – Our Obsession*

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