



Company Profile

Nexus Techno Solutions Pvt Ltd. is a premier telecommunications and electronic commerce consulting firm .Over the past few years; we have provided research, consulting services and solutions in various areas of software development. We offer telecommunications expertise to our clients in India and overseas.

Nexus has earned a reputation of integrity through its relationships with clients. Our success stories have been based on the company's philosophy of amalgamating a unique blend of in-depth technical understanding across a multitude of technologies with a sharp focus on meeting business objectives and providing our clients with a satisfying - Return on Investment, while dissolving business outages.

Every staff member is a seasoned professional with years of detailed technical expertise. Our knowledge extends from PCs to Mainframes, from Windows to UNIX to IVR. Nexus specializes in software development, systems integration, interactive voice response systems, voice and data communications, and geographic locator technology etc.

Having developed over 25 successful business applications for Interactive Voice Response systems and other IT related projects, Nexus extends expertise in various domains and also some off the shelf products.

We build comprehensive, contemporary, commercially viable and cost effective solutions that provide our clients the competitive advantage to flourish and grow in the new economy.

Through our services we help customers grow their businesses and implement new technologies while focusing on their business strategy, infrastructural setup and objectives. We continuously optimize existing technology investments to meet evolving business needs.

With Nexus, you can be assured of customized solutions that are sublime and secure.

Nexus Techno Solutions Pvt. Ltd. is a premiere IT and Telecom Solutions provider for Customer Interaction Management Technology. We provide particular expertise around business redesign and multi-channel integration for the telecommunications and other sectors.

Our Products have stood the test of time and have carved a niche of their own; delivering consistency and efficiency across varied communication media segments.

Apart from expertise in the Telecommunications sector, our domain proficiency extends to sectors like Banking, Finance, Education, Health and Hospitality.

Telecom Solutions:

Application Integration is indispensable for telecom companies due to the multi-technology, multi-vendor environment in which telecom networks operate. The existence of legacy systems alongside new generation systems makes integration crucial for the telecom sector.

Nexus Techno Solutions has garnered significant experience and understanding of the telecom domain - expertise. We are an independent system integration consultancy focusing on management and delivery of CRM/Contact Centre projects. Some of our off the-shelf products like Call Balance, Call Confine, Voice Balance, MaxDial and Torrent have integrated seamlessly into the current business architecture.

We have experience in business and strategic consulting as well as cross business sectors' technical implementation and management experience with major CRM and call centre technology.

Nexus Techno Solutions Pvt Ltd., with a technologically sound business profile is committed to continually invest in people, processes, infrastructure and facilities, ensuring the highest levels of performance. We are committed to building scalable and subtle business solutions & services ensuring customer success.

Our Areas of Expertise:

Nexus provides subject matter expertise in design, architecture implementation and management of major telecommunications and call centre technologies.

Expertise is built around full life cycle solution implementation, technical project management and delivery. Focus of implementation projects is on CRM/Contact Centre technologies (CRM SW Packages, ACD, CTI, IVR,) and other Customer Interaction Management Technology. We are an independent system integration consultancy focusing on delivery and management of CRM/Contact Centre and other domain projects.

Products & Services:

Our products offer all the features you'd expect from a company that pioneered the industry.

InterAct

InterAct is a pioneer of PC based Interactive Voice Response System (IVRs) in the telecommunications industry. All our solutions are based on Windows 95 and Windows NT, Windows 2000, making them very user-friendly. In addition, they are fully modular and can therefore be expanded to meet the needs of your growing business.

MaxDial

MaxDial is packed with powerful features that you expect from a heavy duty, high demand system, and such an intuitive graphical interface, easy to use unattended outbound dialer with or without the use of live agents. Our system allows you to dial and play the messages on 128 ports simultaneously via analogue telephone, PBXs, ISDN, E1, T1 and PRI lines.

Call Balance

A comprehensive and smart call centre solution to help you to optimize investments in telecommunications and human resources. It comprises features of a complete call centre suite. Call Balance is a pioneer of PC based systems in the telecommunications industry. All our solutions are based on Windows 95, Windows NT and Windows 2000, making them very user-friendly. In addition, they are fully modular and can therefore be expanded to meet the needs of your growing business.

Voice Balance

The smart voice mail solution with various features.

CallConfine

The new Call Confine Call Logging Suite combines highly reliable digital recording and quality monitoring solutions to deliver everything needed to manage call information, for innovative call recording.

Torrent

Torrent PnP is a powerful SMS Gateway System, which provides a turnkey solution for you to immediately launch exciting mobile services with only a GSM Phone connection, no need for any Internet connection.

FaxSync

Fax – Server (FaxSync) is available with both in form stand-alone desktop application Or Multi-User Application for sending and receiving faxes on your computer. The latest version of our Fax Server (FaxSync) includes extensive changes to the user interface and includes many new features. It also includes the functionality of the companion software, Archive Manager, Email Scheduler and Remote Submit which were previously available as separate applications.

Other Products:

SynerG

Nexus ERP SynerG; an enterprise-level solution developed by our methodical approach, strives to provide an answer to the multifarious problems faced by businesses today. This is important in helping small and medium enterprises achieve levels of system integration associated only with huge enterprises and expenses.

HR.G

A part of SynerG Enterprise Business Solutions Suite 2002, HR.G is a Human Resource Management Module. It is available as an independent module too.

BuildWay

A comprehensive solution for construction businesses for Customer Management. It includes functionality to manage multiple projects, sales and billing of flats/shops right up to handing over the property possession.

Shipmate

Now, there is one company that delivers a total Order Processing and Stock Inventory Solution. With the flexibility to work the way you want to work. Shipmate specifically designed and developed for maintaining Stock and Inventory along with Order Processing System, enforcing a strict workflow involved in any shipping industry.

EDUPRO

Edupro is a "one stop solution" for the complete admission process for any institution. Edupro is written for an Intranet System and applies the "all open source" technology. Edupro can support multiple users at multiple locations in your organization simultaneously by entering, retrieving and editing data. Edupro currently uses MySQL as the core database and is written using PHP 4, while it uses Apache for the Web server.

DATARIGHT

The greatest challenge faced by enterprises today is the avalanche of data that must be recorded, stored and made available to decision makers. DataRight enables Data Management and Decision Support helping customers to manage their data efficiently, making the process user oriented, allowing them to use that information to make faster and better-informed decisions.

Services


For the implementation of enterprise solutions; we delve into the crux of various visible factors, like proper understanding of domain, work processes, inter and intra-enterprise relationship management etc, since any enterprise-wide solution affects such factors at different levels.

Nexus understands it's client's specific requirements before designing the solutions. From organizational to process mapping, we work with clients at a grass root level to assess the requirement.

This is followed by a comprehensive business reengineering exercise to eliminate redundant practices. This streamlines the processes with more congruity.

We then begin to work on functionality requirements, the required technology platform and the legacy database porting strategies that help us design the solution.

The internal domain specialists develop the solution with mandible support from our technology experts. The whole procedure is tested meticulously and implemented at the client's location(s).



IT competence in the SME sector is low compared to large enterprises, due to the lack of well grounded IT departments. The computerization is in islands with automated functions like accounts, payroll and inventory.

We have observed that these are standalone applications and they cannot be logically integrated into a common architecture as they do not function in harmony.

Facing stringent budgetary constraints, SME's need IT consulting support to ensure best value for money. We have maneuvered our services to assist SME's in procuring scalable IT solutions for gaining optimum superiority in business. All infrastructural shortcomings are dissolved in this process.

The research work at Nexus is an extension of its consulting work. We evaluate new technologies and third-party solutions regularly, while carrying out technology evaluation studies on our client's behalf.

Depending on the need, we devise suitable third-party solutions and apply extensive testing of functionality, technical competence, system architecture and scalability under simulated conditions. The recommendation reports follow.

Our research also focuses on various other IT-related issues including hardware, network design & implementation, Internet-enabled technology, managerial challenges and training issues.

In other words, our Research and Development team prepares ground for our consulting assignments, giving a candid description of our work methodology.

Nexus Techno Solutions is primarily a consulting and Research Company, our domain knowledge is substantial in the Telecommunications industry and also in industries such as Finance, Manufacturing, Hospitality, Health and Travel.

Nexus takes care of the business process mapping, needs assessment, implementation, training and commissioning. Since we design these solutions, the customization and optimization process is managed ably.

We offer these solutions as licensed products. The off-the-shelf products can be availed on a pay-per-use basis.



Offices:

Mumbai – Corporate office

33B, Apurva Estate,
Makvana Road, Off Andheri-Kurla Road,
Marol Naka, Andheri (E),
Mumbai – 400059
Tel: +91 22 67410300 - 339
Fax: +91 22 66756582

Kolkata – Regional Office

BH – 151, Baishakhi,
Sector – II, Saltlake city
Kolkata - 700 091
Tel: +91 33 23595110 /11 /12

New Delhi – Regional office

R-23, FF – 5, Nehru Enclave,
Kalkaji, New Delhi – 110 019
Tel: +91 11 41328910 / 11 / 12