



**Contact us** to find out how outsourcing your IT or BPO needs to us can save time and money.



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**Get IT done your way**

**Outgrow the competition by outsourcing to us**



## Outsourcing Advantage...

**ZSL could save you on development costs up to 65%, with its outstanding IT & BPO service offerings.**

According to the IDC, 25% of U.S. firms opt for outsourcing. The most common reason being,

*'Outsourcing provides access to high-tech IT development solutions that are cost-effective, allowing a firm to remain competitive by freeing up resources and concentrating on core business competencies'.*

At ZSL, we specialize in providing project management and execution support for Outsourcing.

- Applications development
- IT architecture and management
- BPO services

You will benefit from our unique team-centric framework that allows you to tap into a large pool of highly qualified personnel - without the risks and frustrations often associated with direct outsourcing.

Added to this, you stand to gain,

- Reduced time-to-market
- Enhanced asset utilization
- Innovative technology solutions
- Service across a broad base of demand

*"The ZSL team lived up to our expectations and delivered on their application development and support promises. We saved cost and could bundle our products using the help of ZSL for improved customer satisfaction. I wish them the best."*

-Charles Alexander, Group Manager,  
Technical and Service Support Division, MCI

## Business Models

### Variety of options to work with us...

#### Fixed Cost/ Fixed Time

You will know exactly how much the project will cost from the initial estimates, and when to expect the deliverables.

#### Dedicated Development Centers

You can enjoy having a virtual team available to handle your work, be it ad-hoc or long term projects. You can train this team to suit your business/technology needs.

#### Joint Venture Initiatives

We can participate from equity to execution level on a JV basis to set up a separate IT/BPO business entity.

#### BOLT (Build Operate Lease and Transfer)

If you want to run your own BPO center after testing the waters, this option may suit you.

#### Flexible Engagement Options

We can custom design the engagement model to meet your business needs, in the event the above options are not optimal.

A partial list of our satisfied clients includes the following:

**IBM Corporation**  
**GE Capital**  
**Chase Manhattan Bank**  
**Ernst & Young**  
**Ahold**  
**Cabletron Systems**  
**Field Power, Inc**

**State Bank of India**  
**Tata TD Water House Ltd**  
**Allahabad Bank**  
**Canara Bank**

**Wachovia Bank**  
**MCI**  
**Citibank**  
**MetLife Insurance**  
**River Run Software**  
**United SuperMarkets**  
**NESDA**

**UTI Bank**  
**ING Vysya Bank**  
**Corporation Bank**  
**Karnataka Bank**



## Offshore Development Centers (ODCs)

### Leveraging Offshore Development Centers (ODCs)...

Our ODCs, located in India, provide you with some of the top IT and software development specialists in the world; that have assisted large corporations such as MCI and Ahold, as well as several Small & Medium Enterprises (SME). You could consider our ODCs, for all practical purposes, an extension of your in-house capabilities.

ZSL's Project Managers have several years of experience in managing projects across leading Platforms and Verticals in various countries. Our IT team has an extensive track record in the latest tools and technologies, backed by our state-of-the-art infrastructure. Our Software Engineers undergo periodic training to keep abreast with changing technological trends.

Our world-class IT and Telecommunication infrastructure are designed to facilitate an effective global delivery mechanism.

### Innovative and cost effective solutions...

- Web Application Development
- Enterprise Application Integration
- Mobile and Wireless Application Development
- Enterprise Data Management/Reporting
- Enterprise Infrastructure Management
- Business Process Outsourcing (BPO) Services

### Spanning Across Verticals...

- Banking & Financial Services
- Retail
- Telecom
- Insurance
- Healthcare

*"Looking back at my over 2 years of working with ZSL, I can't imagine ever working without their support. They made the transformation of my IT company using offshore resources painless, and very profitable. I am continually amazed by their depth of resources, and the creativity and leadership they display."*

-Neil Murphy, President, Field Power, Inc



## Assured Quality...

Our facilities, ISO 9001:2000 certified and being assessed for CMM Level 4, ensure the highest level of technical proficiency and quality assurance. We use the latest methods, tools, software, and quality assurance standards. Close coordination among our onsite, nearshore and offshore technical teams ensure high-quality solutions delivered on time.



## On-time Delivery...

Our delivery process seamlessly integrates with the needs of our customers, and is backed by highly skilled and certified professionals. Our approach brings the best in class contemporary project management practices and periodic reviews that are geared towards achieving our customers' loyalty and satisfaction.

*"We have been working with ZSL for over two years. We started with a pilot project first and have completed several projects to date. Needless to say, we must approve of your service for handing you our projects to complete. Thank you for being there and helping us complete the projects together. Your team is very professional and I enjoy working with ZSL. Keep up the good work."*

-Diran Afarian, CEO, Ameri Concepts, Inc



## Value Proposition...

Today's business environment demands utilizing cost-effective quality resources to keep pace with customer needs. Outsourcing to ZSL essentially results in **Improved ROI** and Optimized Resource Utilization for you.

We provide you with access to a broad range of talents & skill sets to meet your business objectives, from near shore and offshore centers.

Our **Team-Centric framework for delivery** revolves around our project managers - the key coordinators. They work with you to identify your core requirements and undertake all project management responsibilities, so that you can focus on your critical business or IT tasks.

Our **Flexible Engagement Models** are specifically designed to suit your exact needs.

*"We utilized software services of Zylog Systems for our DP and eBroking BackOffice business systems. The solution has been very innovative, secured and provides a robust uptime. Built-in expandability of the architecture has enabled usage in 150+ branches. Being low of network requirement the speed of operations has kept user satisfaction level high and taken load efficiently in periods of booming capital market activity."*

-Pavan Gurtoo, Manager (IT), UTI Bank Limited

