Opening Cost-effective doors for

Quality Solutions & Services

Cosmic
IT Services Pvt. Ltd

Hasten
Technologies Pvt. Ltd

Origin of Cosmic IT Services

Cosmic IT Services (P) Ltd is an ISO 9001:2000 certified company and also proud members of CSEZ (Special economic Zone by Government of India) where in our company is treated an 100% EOU (export oriented Unit) we are focusing mainly on providing IT and ITES solutions in the area of Financial & Healthcare sectors and other allied areas for Asia pacific, US and UK markets and also offers comprehensive IT-based solutions and services designed to address specific customer needs.

Cosmic has an excellent bandwidth of technology and management team and our IT & ITES operations are built on SAS model (Scalability, Accuracy & Speed).

At present we have a team of 120+ professionals working for our IT & ITES division and we can scale up to 400+ and arrange the required work force through our HR network. We have adopted latest technology and best in the class computing and communication infrastructure have excellent Security, network connectivity, power back-up, working space, and fully equipped training ,Infrastructure, etc., keeping in mind our customer needs.

The Company also offers comprehensive IT-based solutions and services to several businesses in India and abroad. Cosmic offers customized solutions designed to address specific customer needs and has earned a reputation as provider of quality solutions. Our objective is to provide our customers with the benefits of outsourcing, while effectively managing and mitigating risks associated with off shoring based on our experience and process management skills. Collectively having 5 years of experience in the voice based and non-voice based services.

Background

- COSMIC is proud of its people, the most important company asset, who are highly qualified, well trained, and motivated to satisfy customers.

- Working with clients across the world gives us the unique capability, to transition processes successfully with essential skill sets.

- Working with different clients gives us the option for easy scalability.

- Good transition knowledge for easy migration.

- Technology being the key for easy and scalable solutions, COSMIC always implements certified technology.

- The technical team on board is proficient with all the software applications and application service providers for different scenarios.

- The team on-board COSMIC has an extensive experience in various voice and non-voice processes.

- With Six Sigma orientation, quality of customer support is ensured to the highest levels.

Understanding our objectives

Cost effectiveness and quality of service are the two major encouraging factors for outsourcing, which is believed by the team COSMIC. We add the extra value to our customer support services, which makes a difference to your business.

Value can be added in terms of quality, customer handling strategies, product knowledge, and service excellence, adherence to compliance and company policies. This is implemented by understanding your objective towards outsourcing, which is handled successfully by our transition team.

We seek a close and strategic relationship with you, that makes us understand of the business today and will help us to strategize for tomorrow. We recognize diverse and changing customer profiles and differing skill levels, and are confident of our ability to provide back office solutions that is sensitive to your business and your organization.

Our consistently high standards of presentation have allowed us to achieve continuing international acclaim and recognition. This in turn has rewarded us with a loyal client base extending around the globe.

Vision:

The Internet is changing where, when and how people interact and conduct business in the global marketplace. This provides unlimited opportunities and, most crucially, redefines notions of company, commerce, community and customer relationships.

"To strive for customer satisfaction, trust and confidence through performance, excellence, high quality, reliable superior service and by providing the most cost effective solution"

Mission:

"To achieve brand mileage by setting up new standards in the BPO sector with a passion to attain excellence"

Strategy:

We are confident that our approach in conducting business is effective for two reasons:

- To gain a 100 percent reference able customer base.
- To never lose a customer due to service issues.

Goals to achieve success in any outsourcing deal:

- Playing a critical role in enhancing customer service functions
- Exceeding expectations for quality and service levels
- Becoming an extension of your team rather than just a vendor
- Offering value rather than service
- Aligning our objectives with the objectives of our client.

What we offer People, Processes and Technology

People: "People make the difference in any outsourcing deal"

We always have focused on skill sets as a major criterion, in building an organization in the IT & ITES sector. People with excellent analytical skills, communication, reasoning abilities with degree as a basic criteria and an excellent team player is always considered as an asset in our organization.

The management of COSMIC has been in the people management market for a great amount of time. New innovations in people management help keep skill sets stable and maintain consistency in performance.

Process: "Prevention is better than cure"

We administer regular quality audits, periodic e-service audits, and we also provide

benchmarking audits to rank the service we provide you. This helps us to prove a point – You and your customers are the recipients of first-class services from COSMIC.

Our processes have been standardized to prevent flaws in our service deliverables. Our goal is to manage incidents in advance, not after a problem develops. This approach and set quality parameters have helped us to achieve customer satisfaction.

Technology: "A milestone for success"

Our team is proficient with all major software providers incident tracking, chat and other solutions. If you have technology gaps that need to be filled, we have a robust set of internal developers to enhance your ability to support - everything from Self Help to VOIP to CTI. As a complimentary service, we also help you populate your knowledge base to make sure your answers to frequently asked questions are consistent across all channels of customer

Cosmic offers specialized Outsourcing services in following areas:

- Software Development Application Development
- Application Maintenance
- SLA Based Production Support
- Finance & Accounting (A/P,A/R, GL)
- Taxation
- Payroll processing, Loan Processing
- Data Entry/Data conversion/
- Legal/Medical Transcription & Coding
- Outbound/Inbound Call Center

MedCorp

Medcad provides the overall description of the MedCorp's Computer Aided Dispatching product environment software for the scheduling and dispatching the ambulances.

MedCorp like to build a new Web Based MedCAD system with all-in-one solution that answers to Computer Aided Dispatching needs of its internal and of other similar line of business companies.

There will be (2) sides to the system admin & user - with multiple UIs (around 5) depending on security level. This program will be both an in-house application, being utilized on the company's INTRA-NET, and also an externally accessed application being used on the INTER-NET. Security is a must being this is a MEDICAL dispatching system - and the external side access with SSL, to be compliant with the U.S. HIPAA regulations. The main application page will be loosely based off on existing windows based system giving us the availability to run or launch any of the secondary processes - AVL, Messaging, Reporting, Mapping, Etc. The architecting must be built as complete as possible as to keep the integrity of the build through-out! This doesn't want to be rebuilding or restructuring including database with every version upgrade or Module add-on.

The application is also integrated with map point system which locates the ambulance on the map that is used in the application.

Technologies used: .Net, ExtJs and SQl Server

Koisk

Restaurantservicesbutler.com is KIOSK based self service system which enhances customer experience where in the user can select Restaurants; by Name / by Price / by Cuisine / by Distance. The user can get the information about the Restaurant like; seat availability, Foreign Language Menus, Gift Certificate Availability, Is it Family Friendly etc.,

For each Restaurant, the Restaurant's information, brief Video Introduction, a Detailed Visual Tour, Chef Specials, Menu Items, and Wine Details can be known.

The user can know and also book the seat(s) availability by date & time and no. of seats. The User can also purchase the gift cards for personal user as well as to gift them to their beloveds.

Technologies Used: Silverlight, Ajax, .Net framework 3.5, Web service and Sql Server.

Our Portfolio

FNN

This is an application which provides information of online business and finance video news. With regular bulletins, interviews, property analysis and investor education, FNN offers the most comprehensive online financial video news content available.
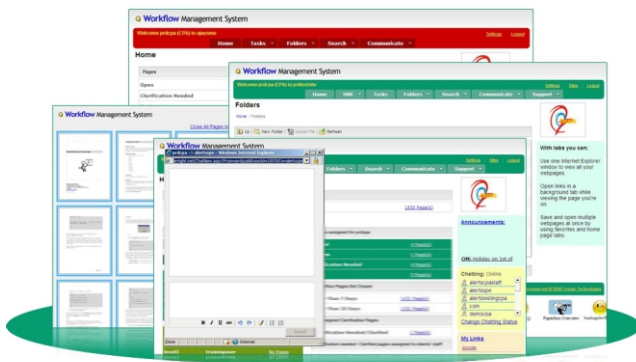
Technologies used: .Net and SQl Server

Paperless Overnight

Document Management System is designed to help individuals, workgroups and large enterprises to manage their documents stored in electronic form. Document management systems provide a means to store, easily locate and retrieve, and exercise control over document-based information through the document's life cycle within the context of a group or large organization. It often includes a workflow component that routes documents to the appropriate users.

The automatic routing of documents to the users responsible for working on them. Workflow is concerned with providing the information required to support each step of the business cycle. The documents may be physically moved over the network or maintained in a single database with the appropriate users given access to the data at the required times. Triggers can be implemented in the system to alert managers when operations are overdue.

The manual flow of documents in an organization is prone to errors. Documents can get lost or be constantly shuffled to the bottom of the in-basket. Automating workflow sets timers that ensure that documents move along at a prescribed pace and that the appropriate person processes them in the correct order.

Cosmic WFMS (Workflow management System) can help firms to reap benefits by improving productivity, becoming more responsive to clients and lowering operating costs.
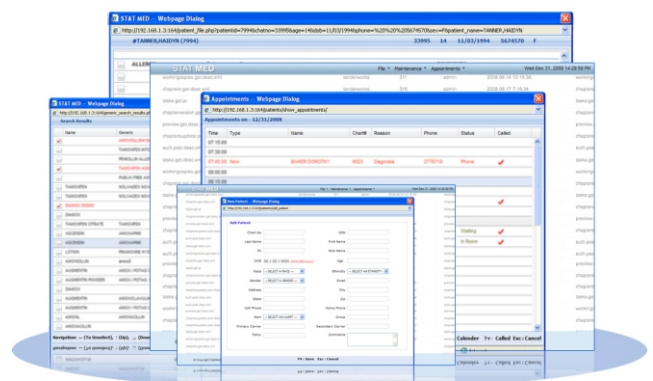
Technologies Used:.Net and Sql Server.

Stat Med

Its a web-based keyboard oriented application used by doctors to main their patient records and scehedule appointments.
This application can be used for features like adding patients, adding details about their surgeries or disgnosis undergone till date , or prescribe and print prescriptions for the patient and pharmacy, summary report which gives all details about the patient. This is also integrated with a centralized system, where in the administrator can search and view records of all the local statmeds that are connected to the main centralized database.

Technologies used: PHP, Ext Js , MYSQL

IT Services

Hasten provides profiled Offshore Programming, IT Consulting, Technology Research Teams for development of Custom Business Applications and Software Products.

Key focus areas are:

➤ Design, Development and Support of Business Software Applications.
➤ E-commerce and Web based Application Development and Maintenance.
➤ Legacy Software Re-Engineering, Re-Development and Support.

Domain Expertise

Cosmic has vast experience in developing and supporting Software Applications in the following Business Verticals:

- Banking, Insurance & Financial Services
- Healthcare, Pharma & Life Sciences
- Infrastructure
- Media & Entertainment
- Real Estate & Construction
- Retail
- Telecom

Our Expertise Summary

Success of a Software Project greatly depends on the project team expertise in the Customer Business Domain.

- Wealth Management Portal - USA
- e-Commerce Shopping - UK
- News Letter Reporting System - France
- Order Management System - USA
- Content Management System - NZ
- Tourism Websites Chain - USA
- Document Management Software - USA
- Health Assessment Tool- NZ

IT Expertise

Programming/Scripting :

C++, C#, VB.NET, Java, JSP, ASP.NET, ASP, AJAX, PHP, Ruby, HTML, DHTML, VBScript, JavaScript, XML, XSLT

Technology Platforms :

.NET, J2EE, J2SE, J2ME, SAP, Lotus, Navision

Programming/Scripting :

Microsoft Share Point, Exchange, Biz Talk, Dynamics, IBM Web Sphere, Portal Server, BEA

Financial Services

CFO Services

Small and medium-sized companies that are not in a position to hire a full-time CFO are the companies that would benefit most from the expertise of an experienced CFO.CFO services were founded to meet this need.

CFO Services we provide include:

- Prepare financial statements.
- Assist with forecasting
- Develop and Analyze Business Plans
- Prepare management reports such as:
  Customer analysis reports Analysis of major expenses budgeting reports Cash flow reports
- Manage accounts receivable and accounts payable.

Financial Accounting

- Account payable
- Accounts receivable
- Chart of accounts
- General ledger
- Reporting generation monthly, yearly
- Bank reconciliation
- Credit card processing
- Credit card reconciliation

Tax Compliance

- 1040 processing
- 1120 & 1120S processing
- 1065 & 1041 processing
- Reports
- Software: Lacerate, Ultra Tax, ProSeries, Drake Software,Prosystem FX, CCH, Tax Works, Tax Wise,Turbo Tax, ATX, Go-system.

Payroll services

- Payroll setting up
- Setting up Payroll Withholdings like, Federal Withholding, Social Security and Medical Insurance
- Reconcile payroll and payroll related accounts
- Payroll taxes and Reports

Banking services

- Credit Worthiness
- Credit Score
- Down Payment Guidelines
- Non- Conforming
- Financial Analysis
- Loan to Value
- Debt to income ratios

Mortgage Loan Process

- Mortgage Loan processing
- Credit analysis
- Commercial underwriting for real estate Loans/other loan programs

Inventory Management

- Updating inventory levels, Track inventory usage, Generation of Inventory reports.
- Inventory records
- Down Payment Guidelines
- Develop and update costs
- Perform variance analysis

Multimedia Services

Hasten has developed a special expertise in developing graphically rich & Interactive Web Sites with Flash Animations and Audio, Video Streaming techniques etc. It has created a highly creative, technologically sound and versatile portfolio, comprising:

- **2D Character & Animations**
- **3D Modeling Animations**
- **Web Solutions**
- **E-Catalogues**
- **Computer Based Training**
- **Corporate Presentation**
- **Logo Designing**
- **Print Solutions**

2D Character & Animation
Cosmic develops and produces animation for TV, commercials, training CDs and the web. The process of development includes: Conceptualization, Story Board, Content Management, Animation, Development and final production. For creation of 2D animation we use Cell as well as Computer-Generated animation.

3D Modeling & Animations:
One of our sough-after services is 3D character animation and character design. We have designed and animated several character based Flash applications for different clients. The implementation of the characters, span from visual guides for web sites, TV Commercials, Flash greetings cards to website.

Web Solutions:
Cosmic has design, not just another website but strong online presence that ensures best results. Cosmic has the experience in designing website that succeed by bringing in enquiries, which generate sales and are an asset to your business. Our web services covers strategic planning, business intelligence, creative, application development, product / service promotion & solution maintenance with graphics and flash animations and user friendly.

Computer Based Training (CBT)
CBT is a type of education in which the people learns by executing special training programs on a computer. CBT program can be integrated with the video tutorial and applications so that the user can practice and learn effectively. We offer HTML and Video tutorial for your clients based on their need.

Corporate Presentation:
Corporate Presentations are the new age company profiles that help in communicating and building a unique brand image for the company. A beautiful narration of company's history, background, team, products / services, infrastructure, facilities, achievements, contact details and much more vital information will help the company to market its products and services in a better way. This will enable you to impress your clients at their comfort. A well made corporate film can not only present overview of your company but also impresses the viewer in a short time.
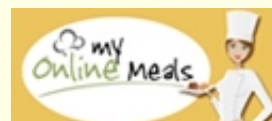
E-Catalogues:
E-catalogues are the necessary first step to participating in e-marketplaces. They generally contain text and graphics details of the specification, price and availability of products being offered by the manufacturer/suppliers. These details are the basis on which e-procurement transactions are conducted. Cosmic offers a number of different e-Catalogue options to suit your business needs, which contains a customized list of products and pricing unique to each buying organization.

Print Solutions:
Cosmic has executed projects for its International clients, extending its Multimedia capabilities to other creative field like logo designing, brochure design and development, visiting cards, creative stationeries like folders ,envelopes etc.

Our Partners

5 MINUTE BOOKS LLC

Global Sporting Safaris

Hasten Technologies

CERTIFIED QuickBooks ProAdvisor

glossX

MedCorp MOBILE MEDICAL SERVICES

FINANCE NEWS NETWORK

STATMED CLINICAL RESEARCH APPLICATIONS

KALSI GROUP

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got mold?

spalook Luxury Skincare Essentials

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Coppersun Properties

TopMomma.com

GSL

ekranium

music maZaa.com

Productflow

eNiche Commerce

econokeys

GSC Global Staffing Connection

Equity Management Plus LLC

SSL SOOKSHMA SOFTWARE LIMITED

Restaurant Services Butler

FLEXXiLease

Bangalorebest.com

fusionADVISOR WEALTH PORTAL

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