



# Corporate Profile

Ravikiran Infotech

# Company

Ravikiran Infotech is a Startup in software and services for enterprise-wide business process improvement and compliance management, providing the most comprehensive application suite to empower organizations to increase business performance at all levels and to maximize industry-mandated compliance and corporate governance programs.

Founded in 2016 Ravikiran Infotech solutions are used by leading corporations in all kinds of industries, including manufacturing, automotive, life sciences, food and beverage, mining and metals, oil and gas, high-tech and IT, energy and utilities, government and public sector, financial services, transportation and logistics, healthcare, and many others.

Ravikiran Infotech, provides hosting, implementation, post-sales support and validation services for all solutions to ensure that customers get the maximum value from their investments.

## Mission

Boost the competitiveness and sustainability of organizations through innovative software solutions for excellence and enterprise compliance.

## Vision

Be recognized as a provider of leading solutions in enterprise excellence and compliance.



Ravikiran Infotech Software enables organizations of all sizes and industries to think and act strategically, promote innovation and improvement, align processes and resources, engage workforce and customers, and focus on key results: product and service, customer, financial, workforce, process and leadership. From back office to boardroom, operations to supply chain, internal workforce to external parties, Ravikiran Infotech empowers people and organizations to work together more efficiently and use business insight more effectively to stay ahead of the competition.

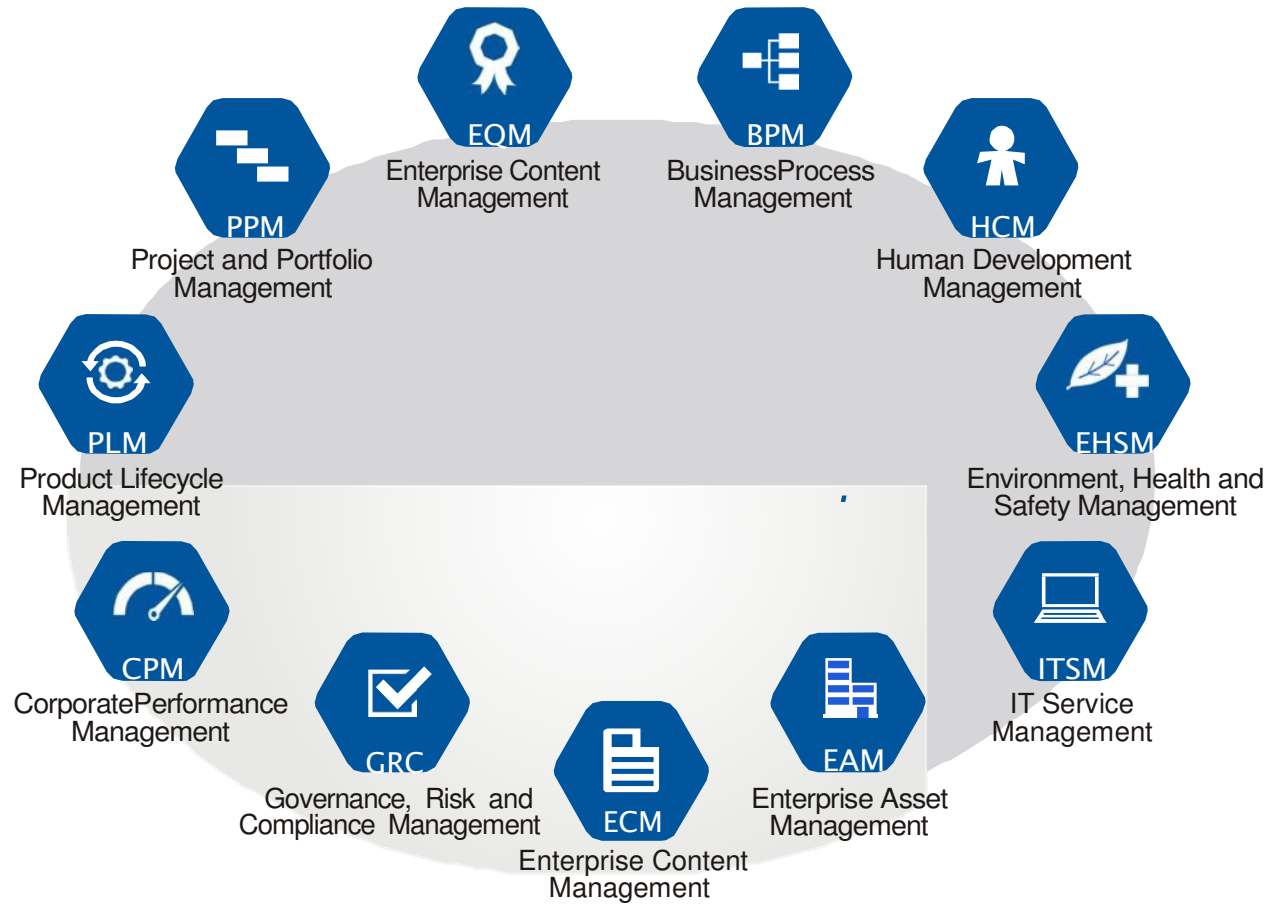
Ravikiran Infotech is an innovative and forward-thinking organization with an established history of exceeding customer requirements. Every day, Ravikiran Infotech's web-based applications help businesses ensure the highest standards of efficiency, quality and innovation for their products, services and processes by streamlining and integrating all organizational levels and operations. These applications also enable organizations to address an ever-increasing variety and number of international standards, laws and regulations that affect business operations by delivering enhanced compliance capabilities based on industry-specific best practices.

## Products/Solutions

Ravikiran Infotech offers an integrated suite of modules that leverage the collaborative business management processes to support the continuous improvement and optimization of today's heterogeneous enterprise. The solution helps leading companies earn a competitive edge through replicable and predictable management processes and compliance execution involving people across departments, business units, suppliers and customers.

Ravikiran Infotech Excellence Suite automates the controls required for each of the management process steps [planning, implementing, monitoring, measuring and improving]. Furthermore, the product fully complies with current international standards, such as ISO 9000, ISO 14000, OHSAS 18000, QS 9000, ISO TS 16949, FDA, etc.

Suite also complements and optimizes enterprise management systems, integrating them with the main ERPs on the market through already available connectors, or through customized connectors developed based on the client's specific needs.



# Business and Operational Performance Excellence

The 12 critical management elements collaboratively integrated across the organization into **Ravikiran Infotech all-in-one multi-application suite**



## Performance

How to align strategic and operational objectives and targets to fully achieve future business performance?

**Ravikiran Infotech CPM** Corporate Performance Management



## Products

How to foster continuous innovation and deliver the right products and services faster with superior quality and value?

**Ravikiran Infotech PLM** Product Lifecycle Management



## Processes

How to streamline and control business and production processes to achieve new levels of daily operations excellence?

**Ravikiran Infotech BPM** Business Process Management



## Projects

How to effectively manage resources and projects to improve customer services and business initiatives?

**Ravikiran Infotech PPM** Project and Portfolio Management



## Competencies

How to ensure the right workforce skills and competencies required to increase overall performance?

**Ravikiran Infotech HDM** Human Development Management



## Assets

How to manage and maintain high-performance assets to greater operational and production productivity?

**Ravikiran Infotech EAM** Enterprise Asset Management



## Risks

How to minimize business, financial and operational exposure to risk to ensure legal governance and compliance?

**Ravikiran Infotech ERM** Enterprise Risk and Control Management



## Quality

How to leverage business and operational quality standards to increase efficiency while minimizing failure costs?

**Ravikiran Infotech EQM** Enterprise Quality Management



## Knowledge

How to collaboratively manage documents and records to support and leverage organizational knowledge?

**Ravikiran Infotech ECM** Enterprise Content Management



## IT

How to keep all software, hardware and information technology current with business and operation needs?

**Ravikiran Infotech ITSM** Information Technology



## Ecosystem

How to sustain workplace health and safety initiatives to much better care for employees, community and ecosystem?

**Ravikiran Infotech EHSM** Environmental, Health and Safety Management



## Excellence

How to join all these challenges together in a unified collaborative workplace to a much better business performance excellence?

**Suite** Business Excellence and Compliance Management



# Technology



## ARCHITECTURE

Since its inception, Ravikiran Infotech has been a technological innovator, constantly improving products through new practices, design principles and technologies with focus on customers' real needs and simplifying problems.

Ravikiran Infotech Excellence Suite provides increased productivity for teamwork, based on an efficient control mechanism called "Team Workflow". This mechanism automatically sends e-mail notifications of pending tasks to users and supplies the necessary tools for quick and effective solutions. Results assure simple and effective control for achieving objectives and priorities throughout company departments, optimizing the meeting of deadlines and conformity to previously planned quality results.

Ravikiran Infotech Excellence Suite furnishes diverse options for search view screens, data, charts, and report generation to display detailed or summarized data on vital management system elements thus ensuring a clear evaluation of the effectiveness achieved through the management system, adding top-notch quality, and guaranteed strategic decisions for your company.

## GENERAL FEATURES

- 100% Web-based Access.
- Multiple user interface with user-based access right settings.
- Electronic signature mechanism validated through password sign-on.
- Attaches all kinds of files (Word, Excel, Autocad, PDF, etc).
- Integrates with OpenOffice.
- Integration interfaces with ERP systems.
- Provides audit trail from all system user access operations.
- Compatibility with most network servers, such as: Windows NT/2000/XP, Netware, Linux, Unix, etc.
- Direct communication with e-mail servers, such as: MS-Exchange, Lotus Notes, etc.
- Compatibility with such databases as: Oracle, MS SQL Server, FireBird/InterBase and DB2.
- Interfaces with MS Active Directory and LDAP for managing system users.
- Several different language interfaces.

# Services

## Implementation

Ravikiran Infotech Implementation Services is committed to helping clients achieve successful implementation and deployment of the software solution for maximizing business benefits. As the technology and business partner, Ravikiran Infotech can help organizations mitigate risk, maximize ROI, and implement a solution on-time, on-budget, and within scope. To deliver on the commitment, Ravikiran Infotech has developed a framework of services that covers the entire lifecycle of a project-from solution planning and implementation through to business improvement. It provides a flexible range of services designed to help clients make the most of the investment. Regardless of where deployment, companies can choose the right level of engagement to suit the unique needs and business challenges.

## Education

Ravikiran Infotech provides a variety of educational opportunities to help clients become familiar with the software and improve the productivity. Ravikiran Infotech offers a rich variety of instructional materials and courses designed to help both users and administrators get the most from Ravikiran Infotech's products and services. Best practice guidelines taught by professionals with years of experience provide organizations with the knowledge necessary to implement and use Ravikiran Infotech applications throughout the company, thereby making every department more effective and efficient.

The training goes beyond lecture. Each of the courses is designed to help professionals acquire the skills they need - swiftly and effectively. Because the training is job focused, clients can apply the newly acquired skills immediately and directly begin reaping the benefits of what have learned.

## Consulting

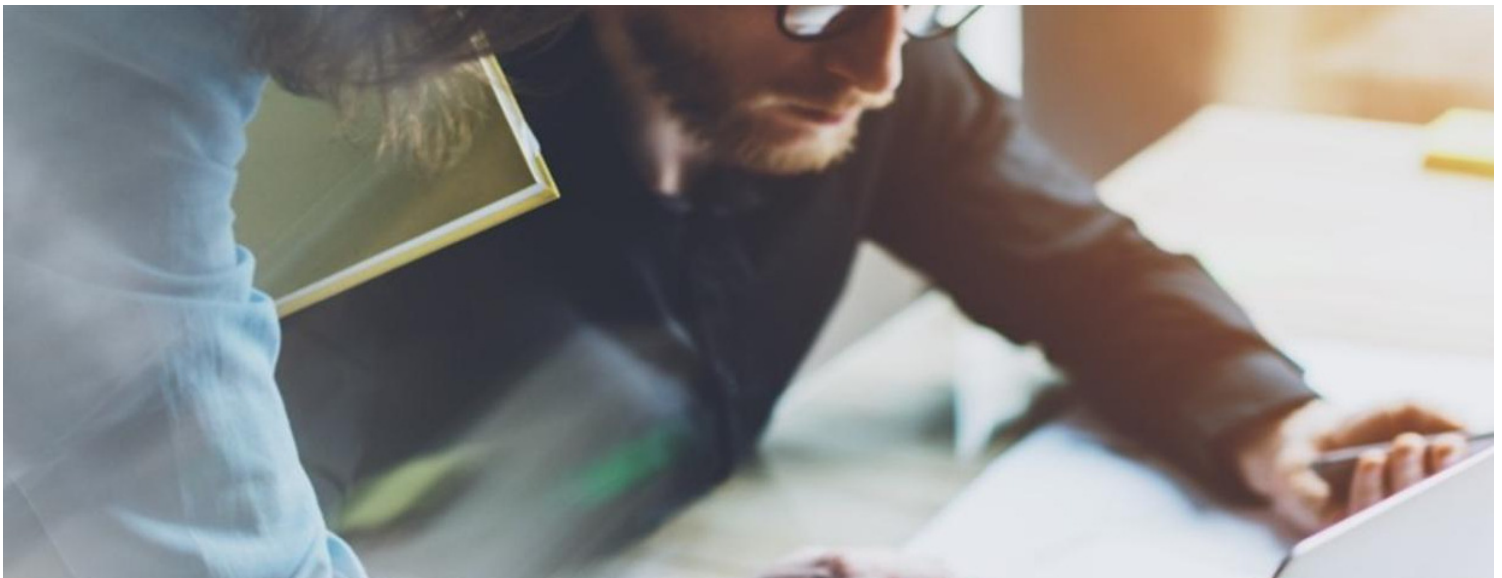
Beyond implementations, Ravikiran Infotech also offers a range of additional consulting services options, which allow meeting clients' ongoing needs, as the business grows. To help organizations effectively and economically exploit the functionality embedded within the Ravikiran Infotech solutions, the client can take advantage of the expert guidance offered through the consulting services.

## Validation

Guarantee the use of electronic technology instead of high cost, time consuming paper systems. This is the objective of the validation services offered by Ravikiran Infotech. As part of the methodology, Ravikiran Infotech provides confirmation by examination and provision of objective evidence that clients computer system specifications conform to user needs and intended uses, and that all requirements can be consistently fulfilled in a regulatory compliant manner.

## e-Learning

On-Demand Web-Based Courses – Ravikiran Infotech's on-demand web courses put clients in control: the courses are accessible online 24 hours a day, can be paused, restarted and replayed. When the users can't attend classroom training, on-demand web courses get up to speed quickly.



# Services

## Hosting

When your company is looking to access new business processes quickly and cost-effectively, application hosting can be the answer. With Ravikiran Infotech Application Hosting, clients can leverage the leading applications that can help reduce the time to market or boost user satisfaction without the usual upfront infrastructure costs - or the ongoing implementation and management headaches. When hand over the day-to-day technical management of the Ravikiran Infotech applications, clients gain the comprehensive application expertise and reliable e-business infrastructure that is designed to keep the mission-critical operations running smoothly and dependably.

## Artificial Intelligence

Chatbots are taking the tech world by storm. This technology — which helps humans converse with computers in their native language via a computer interface — is gaining popularity in a variety of scenarios, especially customer service. The rise of messaging apps, the explosion of the app ecosystem, advancements in artificial intelligence (AI) and cognitive technologies, a fascination with conversational user interfaces and a wider reach of automation are all driving the chatbot trend. Although these factors are propelling the current interest in chatbots, however, the current hype around this phenomenon may not prove to be sustainable over time without a stronger business rationale and better near-term results. One issue with chatbots' future viability is developers' focus on enabling more natural and human-like conversations with users. This is a lofty goal, given that AI is not yet able to deliver on the promise of natural language processing (NLP). Because most chatbots still use retrieval-based deep-learning models instead of generative ones, users are aware they are interacting with a machine.

## Ravikiran Infotech Cloud Computing

With Ravikiran Infotech Excellence Suite Cloud Computing model, companies can complement and optimize the use of enterprise management systems with well-integrated excellence and compliance management applications. The Cloud Computing model also provides access to all of the Ravikiran Infotech Excellence Suite resources and components in a complete and integrated solution, regardless of the size of your business, area of operation or geographic location.

## Integration

In addition to using Ravikiran Infotech software to automate internal processes, companies frequently deploy a variety of other third-party software applications. Examples may include enterprise resource planning (ERP), customer resource management (CRM), and manufacturing execution systems (MES) applications. Ravikiran Infotech integrates nicely with many major software applications typically used by companies. In some cases there are many connection points between Ravikiran Infotech's system functionality and the functionality of other applications. When properly configured, these connection points can vastly improve a company's overall performance and automation. Ravikiran Infotech offers a variety of connection tools that enable companies to bridge that functionality by integrating Ravikiran Infotech with third-party systems.





# Services

## Support Service Levels

### Standard Support

Provides an essential, high quality remote technical support to your organization. The Standard modality allows you to obtain assistance from Ravikiran Infotech for suspected defects and product-specific, task-oriented questions regarding the installation of product updates. This level of support is indicated for those organizations that use Ravikiran Infotech applications in non-critical processes, restricted to a single department and a reduced number of users.

### Gold Support

Provides both additional and specialized support on Ravikiran Infotech products. Gold Support offerings focus on the vertical depth of support, and feature a personalized relationship with our technical experts and knowledge transfers. Gold support is the best choice for those organizations that use Ravikiran Infotech applications in processes with a medium degree of criticality and that run across several departments.

### Platinum Support

In addition to the Gold level, this offers a priority remote service and the mobilization of professionals with different specialties. Additionally, new customer requirements detected during the continuous use of the application receive an advisory service and priority service in the evolutionary product roadmap. This level is recommended for companies that use Ravikiran Infotech products in a corporate manner for critical processes that require high availability, reliability and operating efficiency.

### Advanced Support

In addition to the Platinum level, this offers a remote service and solution (workaround). This contract provides for contract the maximum time for solution (workaround) the problem, based on their criticality. This level is recommended for companies that use Ravikiran Infotech products in a corporate manner for critical processes requiring high availability, reliability and operating efficiency, where the infrastructure available for Ravikiran Infotech products complies with the strict requirements foreseen by the manufacturer Ravikiran Infotech.

SERVICE LEVEL (SLA)	STANDARD	GOLD	PLATINUM	ADVANCED
Access to latest bug fixes and minor updates.	✓	✓	✓	✓
Major upgrades and enhancements.	✓	✓	✓	✓
Access to Support Knowledge Base.	✓	✓	✓	✓
Unlimited corrective maintenance support up to product's end-of-life date.	✓	✓	✓	✓
Online helpdesk system to report, track, and follow-up on pending incidents and tasks.	✓	✓	✓	✓
Customer-approved contacts.	1	2	3	6
Technical assistance with application usage.		✓	✓	✓
Technical assistance with application environment support.		✓	✓	✓
Assigned technical support analyst.			✓	✓
Emergency remote support assistance.			✓	✓
What's New online e-learning technical trainings (two major releases per year).				✓
New requirements analysis.				✓
Allows you to set time solution (workaround) on contract				✓

# Industries

Regardless of the company size or market sector, Ravikiran Infotech provides the most complete integrated web-based solution to simplify and streamline implementation, execution, control and monitoring of multiple business application demands, including: Business Process Management [BPM], Corporate Performance Management [CPM], Enterprise Asset Management [EAM], Enterprise Content Management [ECM], Enterprise Quality Management [EQM], Enterprise Risk Management [ERM], Environment, Health and Safety Management [EHSM], Governance, Risk and Compliance Management [GRC], Human Development Management [HDM], IT Service Management [ITSM], Product Lifecycle Management [PLM], Project and Portfolio Management [PPM].



Agribusiness



Food & Beverage



Architecture, Engineering  
& Construction



Automotive



Consumer Products



Financial Services



Education



Energy & Utilities



Medical Devices



Pharmaceuticals  
& Biotechnology



Hospitals &  
Laboratories



Retail



Mining & Metals



Healthcare



Chemical



Public Sector



High Tech

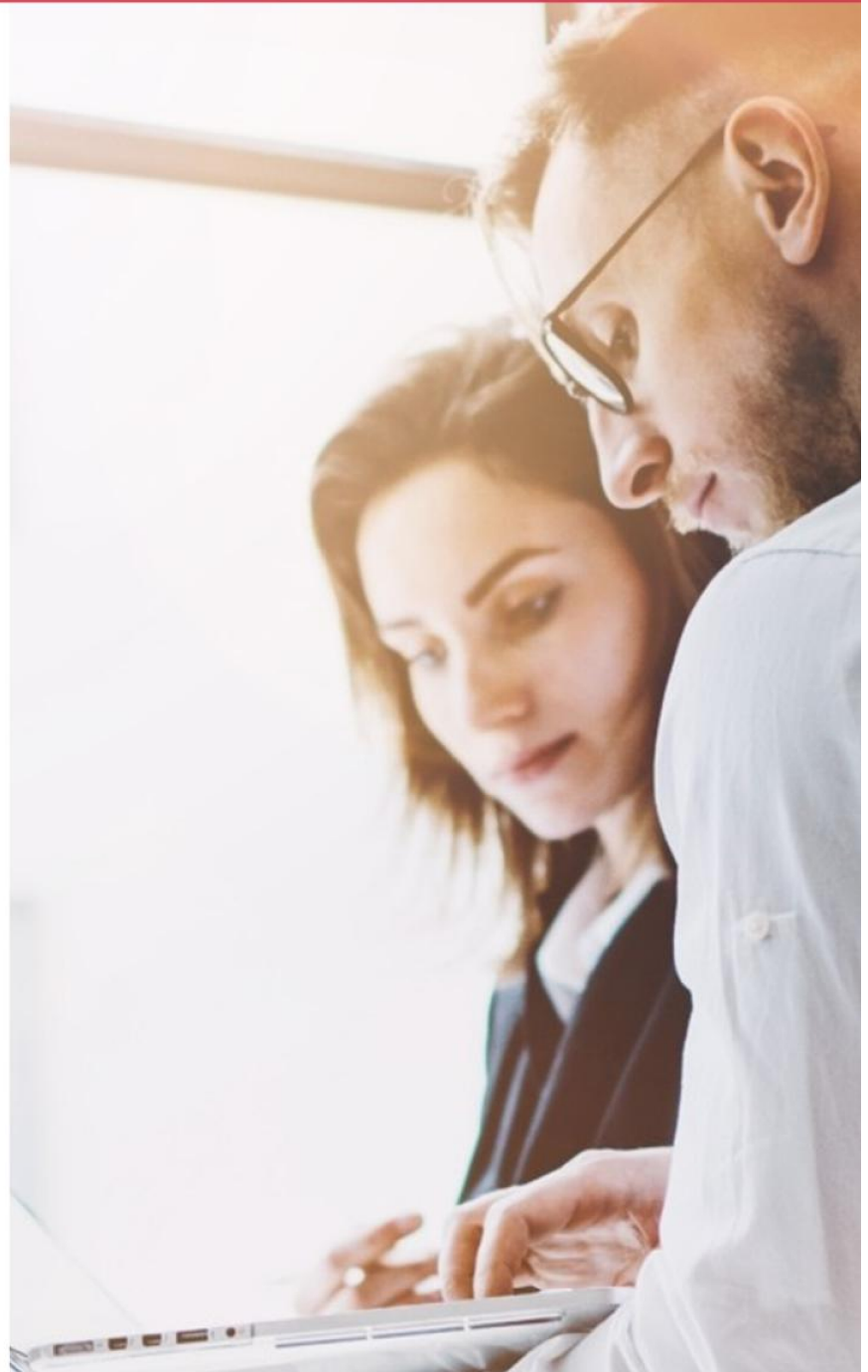


Transportation  
& Logistics

The need for compliance is driven by far more than just the threat of potential fines and penalties from regulatory agencies and customers. Companies want compliance in their business in order to address the needs specific to their industry sector. Ravikiran Infotech solutions address a growing range of compliance issues that affect business operations by delivering regulation-specific functionalities based on industry best practices.

Ravikiran Infotech Solutions comply with the main international regulations for quality, environment, health and safety, auto industry (including suppliers and subcontractors), food and drugs, technology and others.

AS 9100	✓
BPMN	✓
BSC	✓
CMMI	✓
COBIT	✓
COSO	✓
FDA 21 CFR Part11	✓
FDA 21 CFR Part820	✓
ISO 10015	✓
ISO 13485	✓
ISO 14000	✓
ISO 19011	✓
ISO 20000	✓
ISO 22000	✓
ISO 26000	✓
ISO 31000	✓
ISO 50001	✓
ISO 9000	✓
ISO/IEC 27001	✓
ISO/TS 14253-2	✓
ISO/TS 16949	✓
ITIL	✓
OHSAS 18000	✓
PMBOK	✓
SOX	✓
Six Sigma	



**The implementation of SE Suite streamlined our continuous improvement process for managing actions, especially through the workflow functionality. This facilitates the verification of occurrence causes and drafting correction actions.**





Ravikiran Infotech people are the main secret of the company's success. When selecting professionals to join the team, Ravikiran Infotech respects the diversities in culture and opinions.

# Partners

## PROGRAM

Ravikiran Infotech Partner Program was developed as a unique business alliance program to add harmony and balance among businesses in order to build and maintain a qualified worldwide network of value-added resellers, consulting firms, training providers, enterprise software/solutions providers, data providers and system integrators to ensure a successful market and delivery of complete process control solutions to targeted industries.

The services provided by our Solution Partners are built around their core competencies and the unique capabilities of Ravikiran Infotech solutions. Some of those services may include process consultancy aimed at professional services, hardware and/or software installation, customization to meet the unique needs of customers, generic or customer specific training delivered on-site or through electronic methods and integration with other applications.



# Partners

## STANDARD PARTNERSHIP CATEGORIES

Ravikiran Infotech provides the following Standard partnership categories:

### REFERRAL

Referral Partners are typically consulting or technology based companies which understand the benefits our solution can bring to their customers or other companies within their network, thus recommending it to them.

When opportunities are identified, Referral Partners contact Ravikiran Infotech VAR or Reseller, which will then conduct the next steps in the sales process.

Referral Partners earn referral fees for sales that result from any new lead they generate.

### VALUE ADDED RESELLER [VAR]

Value Added Resellers are international industry leaders which want to add value to their current products and/or services portfolio, extending their solution with part of the Ravikiran Infotech product portfolio.

Ravikiran Infotech products become part of their solution package.

### RESELLER

Ravikiran Infotech Resellers resell all or part of the Ravikiran Infotech product portfolio. Along with a team or a business unit which primary focus is selling Ravikiran Infotech solutions, they are responsible for the whole sales life cycle, and also for providing professional services to support training, implementation, technical support and maintenance of the products.

### DISTRIBUTOR

Distributor Partners represent Ravikiran Infotech in a country or region. They resell all or part of the Ravikiran Infotech product suite, generally through a network of sales partners. They are responsible for developing, supporting (including marketing campaigns) and monitoring processes.

They are also responsible for providing product localization (translation) to their region or country and professional services to support training, implementation, technical support and maintenance of the products, directly or through their sales partners.

We have a close working relationship with our Distributors. They often have extensive domain experience and receive ongoing training and technical support, enabling them to deliver high-quality services directly to customers, or through their sales channel.

## STRATEGIC PARTNERSHIP CATEGORIES:

Ravikiran Infotech provides the following Strategic partnership categories:

### BPO

Ravikiran Infotech's Business Process Outsourcing program is focused on forging relationships with leading companies that have a core competency in this area. BPO partners use Ravikiran Infotech solutions to provide their services, thus adding value to their offer and streamlining services to their customers.

Ravikiran Infotech establishes a close working relationship with BPO partners. They often have extensive domain experience and receive ongoing training and technical support, enabling them to deliver high-quality services to their customers.

### OEM

OEM (Original Equipment Manufacturers) Partners integrate software technologies from Ravikiran Infotech with their own product offering for commercial resale. These partners may add on, bundle, host or embed our software.

Ravikiran Infotech solutions integrate partner's offers portfolio and becomes transparent to the end user. OEM partners receive aggressive resell discounts and technical, development, marketing and sales support to ensure that their offers portfolio will provide market leading software solutions.

### STRATEGIC ALLIANCE

These partners are characterized as global leaders across technical, marketing, sales, or services capabilities and typically represent a strong brand in their industry, specialty or vertical market.

# COMPANY

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## Thinking Global Acting Local

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