



E-Solutions

Company Profile

KSI Corporation is an innovative, full-service management, consulting firm specializing in a wide range of IT professional Consulting and Implementation services. We have a market niche in Systems integration of SAP R/3 within a CRM based Call Center Infrastructure. KSI Corporation strong player in Consulting & Implementation of various Enterprise applications such as SAP R/3, E-Business (CRM) solutions from **SIEBEL**, **Avaya** & **SAP**, Blended Contact Center Design, Computer Telephony Integration (CTI), Interactive Voice Response (IVR) applications, Voice over IP (VoIP) solutions and eSolutions application Development and Support.

Our Professional Services practice is fully equipped in providing total Project Management, Installation, Configuration, Customization, Implementation, Systems Integration and Post Implementation Support Services for all your enterprise Applications.

We are fully geared to provide you with above services through our Strategic alliances with leading Industry leaders such as **SIEBEL** for E-Business applications, **Genesys** for CTI Middleware, **Acapel** for VoIP Solutions, **Avaya** for CRM Central 2000 and **Ameritech** for Call Center Deployment.

KSI is committed to exceeding Customer's expectations by providing high caliber professional consulting services through our certified and qualified Consultants. With proven success in providing CRM/Call Center solutions to fortune 500 companies, KSI Corporation is forging ahead into the new millennium. Our expertise is in providing total Project Management, Implementation, and Post Implementation Support for your enterprise.

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We offer professional consulting and implementation services in design, development and deployment of eCommerce and Web-based solutions for integrating various Business applications. This would lead to realization of real-time business relationships between buyers, sellers and partners in today's competitive marketplace.

Our areas of focus are in establishing eBusiness or eCommerce Framework components in the following B2B & B2C applications:

- eCRM** - Establishing blended Customer Contact Centers with emphasis on CTI Middleware interfaces, Unified Messaging, Enterprise wide Fax Solution with real-time web collaboration for all aspects of customer centric Interactions.






- SCM** - eNabling and automating procedures for Material Planning (Demand Forecasting and Replenishment) and Tracking throughout the Supply Chain Management cycle. Web Interfaces with either buy-side or sell-side eCommerce applications that can be easily established.

- ERP** - Extending the reach of the business process rules in the ERP system over the Internet or Intranet to establish tailor made transactions or scenarios.



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In order to enable your organization to achieve above Web based eBusiness Integration capabilities, we at KSI are geared to deliver them to you using state-of-the-art cutting edge technologies involving the following:

-  Distributed Application analysis, design, development and deployment.
-  Multi-tier heterogeneous distributed computing environment.
-  Open Systems based client-server architecture with Object Oriented Design methodology.
-  Distributed Relational Database Design for complex networks.
-  Application architecture using Middleware Solutions and Systems Integration.






We employ and adhere to the latest tools and cutting edge technologies from leading names in the industry, and develop them as a truly scalable and interoperable solution for all Partners in the buying and selling cycle.

Some of the key development Components of eBusiness, which we serve, are:

Web Server

-  Deployment of Web Servers (IIS, NES, Apache).

Web Development

-  Windows DNA (Distributed Internet Architecture) based Framework.
-  Active Server Pages (ASP)/JAVA Servlets based scripting for Server side development.
-  Web development using VB, VC++, VBScript, JavaScript and customary HTML, etc.
-  Leverage the power of XML and power of Internet to connect applications in real-time.
-  Database connectivity through ODBC/JDBC.