caparizon

Profile

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Discover How Technology Delivers Faster, Sharper, Better

itFLUX
Enabling Efficiency

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1. Company Profile

1.1 About Us

ITFlux Inc. which set up its headquarters in the Bay Area of California in 2003 steadily grew and started to offer consultancy services to both start-ups and multinational clients alike in very short time. 3Com and Citibank were among the initial prestigious clients of the organization. ITFlux registered a company, in the year 2007, by the name ITFlux Technologies Pvt. Ltd. and started its operations in Kochi, India to deliver projects in pure-play software testing and custom applications.

As part of its growth, in 2008, ITFlux began delivering Business Process Management (BPM) solutions in verticals such as Manufacturing, BFSI, and Retail. ITFlux has also been delivering technical training on the OpenText Process Suite platform. ITFlux secured Silver Partnership with OpenText during the years 2016-2018. Today, ITFlux has successfully implemented BPM and custom-built solutions in various technologies to companies in US, Europe, UK, Middle East, Africa, Australia, and New Zealand. The company maintains strict ethical standards and follows processes and procedures.

As the years progressed, ITFlux ventured into product development with currently three products in the market- Remdiz (Our ITSM Suite), Tramiz (Our Travel ERP Suite), Promiz (Our Contract Management Product).

In August 2017, ITFlux Technologies changed its name to Caparizon Software Pvt. Ltd.

1.2 Vision

To Make Ideal Efficiency a Reality.

1.3 Mission

- To understand the requirements of our customers from operational and business perspectives

- To propose the most suitable solution to each customer which can add value by impacting their business outcomes positively

- To develop solutions to our customers by engaging a team of highly skilled professionals with business judgment and technical expertise

- To deliver solutions on-time with measurable business results demonstrating the value addition

- To engage with our customers continuously and build relationships on the pillars of trust, transparency, and mutual appreciation.

- To build an organization that engages the best minds who can make a positive difference to the world in their own way

1.4 Why Us

We differentiate ourselves by diligently following its mission in every customer engagement with integrity and trust. We are highly agile and responds to customer needs by collaborating effectively and focuses on adding value throughout the engagement. We take pride in walking the extra yard to ensure every customer gets their ROI.

1.5 Equal Opportunity

We are committed to being an equal opportunity employer and as such provides equal opportunity for employment and advancement of all employees without regard to origin, race, color, religion/caste, gender, age, disability, or sexual orientation.
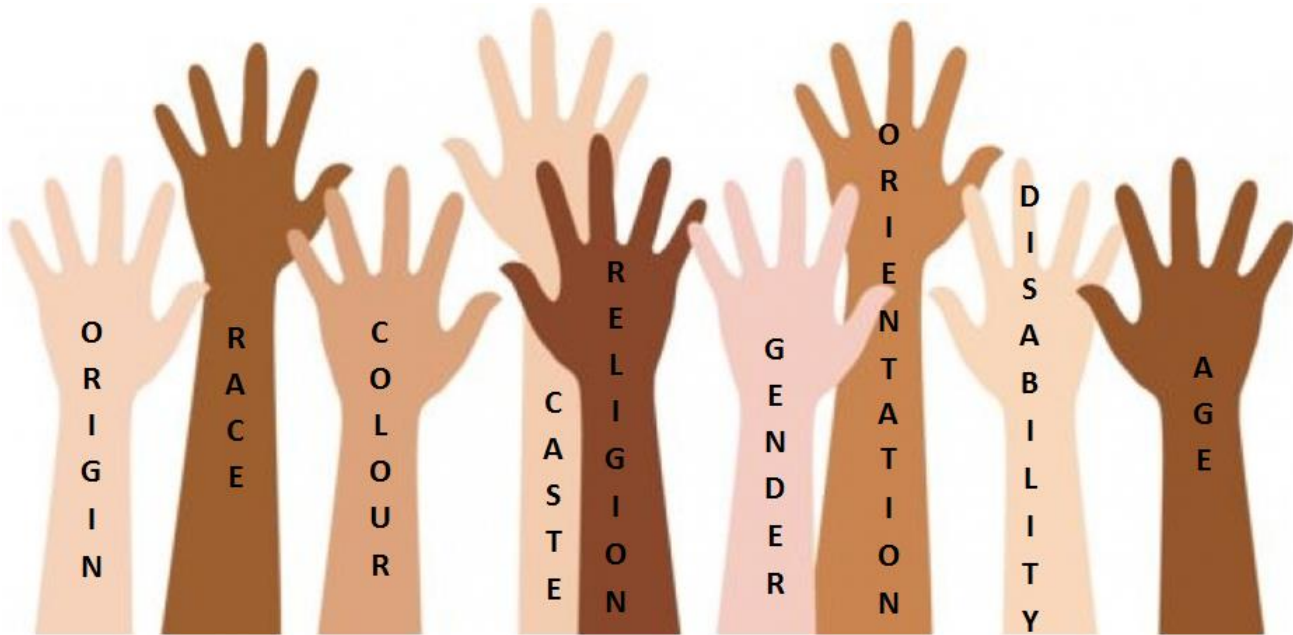

Figure 1: Equal Opportunities

1.6 Ethical Code of Conduct

We adhere to the following ethical code of conduct:

1. Honestly represent the company in its dealings with the customers, vendors, employees, and the public.

2. Compete in good faith with competition to achieve a free market based on respect for others. Strictly adhere to the laws in the country where the company is incorporated to maintain all statutory requirements/filings as needed.

3. Not to employ unethical means for marketing and sales.

4. Excel in services of the company to achieve extreme satisfaction beyond contractual requirements.

5. To communicate information on time and with maximum transparency.

6. Respect human dignity, rights and promote them wherever possible.

7. To look for a balanced approach to shareholders, management, and employees so as to enable each to receive a fair share of their capital and effort.

Figure 2: Ethical Code of Conduct

8. To create self-esteem amongst employees and maintain a relationship based on mutual respect, professional courtesy, and dignity.

9. Not discriminate based on gender, ethnicity, race, religion, nationality, or sexual orientation.

10. Shoulder responsibility individually and collectively, and see that commitments are adhered to.

11. Strictly adhere to non-disclosure/non-solicitation agreements with clients and customers and impress the employees to stick to the clauses in addition to getting necessary paperwork signed.

12. Prepare and maintain in place a succession plan for a key position in the company to ensure that the continuity of the company does not depend fully on any one manager or director.

13. Recruit people on principles of merit, capacity, and trust through a tried and tested process.

14. Not permit any form of harassment in the company.

2. Our Solutions

2.1 Remdiz – Our ITSM Suite

Remdiz is a software suite developed by Caparizon for IT Service Management. It is a cost-effective, scalable ITSM product, which helps to reorganize and transform technical support processes of an organization. Broadly, Remdiz has four components:

a) Remdiz App - a Desktop Agent App for Remote Management and Issue Registration. It is a Windows-based agent installed on every PC or laptop in the organization that must be managed and tracked under ITSM.

b) Remdiz - for Fixed Asset Management and Service Issue Management

c) Remdiz Server - the server component for Remote Management

d) Remdiz Mobile - the mobile component which can be used by service personnel on the field to see requests generated, update the status after servicing requests and track the status of requests.

Remdiz being a service-oriented application offers the advantage of offering loosely coupled services. Caparizon has created a modular application and hence customers that have already invested in an ERP, but who wish to use only Remdiz App and Server can do so quite easily. Caparizon offers the services required to integrate Remdiz with existing ERPs or other applications.

Remdiz Remote, the Asset Lifecycle Management module can be independently purchased by organizations for their asset management.
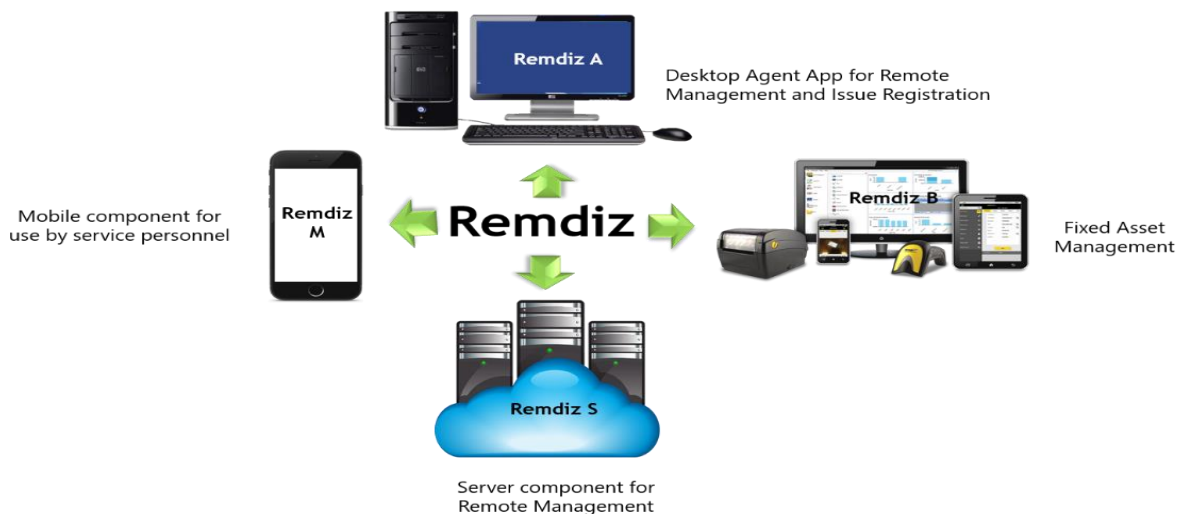
Figure 3: IT System Management Suite

The features and highlights include the following:

2.1.1 Asset Lifecycle Management

Remdiz Remote helps enterprises to manage assets throughout their lifecycle and to document the depreciation of all fixed IT assets depending on the depreciation policy of the organization. It helps IT departments to model the extended enterprise with a Head Office, Regional Office, and it's numerous Branch Offices that use different categories of networked assets. The assets and their parent assets, if any, can be registered against branches and given a unique ID. A Custodian and Asset User can be assigned to each asset; and as they change over the life of the asset, those changes can be affected. Details such as Asset Value, Residual Value, Depreciation Board, Computation Method, Time Method, and other relevant fields can be set or configured when the Asset is created, in accordance with the organization's accounting principles to compute depreciation and end-of-life value. The identified assets can be disposed of through an Asset Sale, Disposal, or Transfer to (another) Cost Center and the relevant process employed can be recorded for the individual asset.
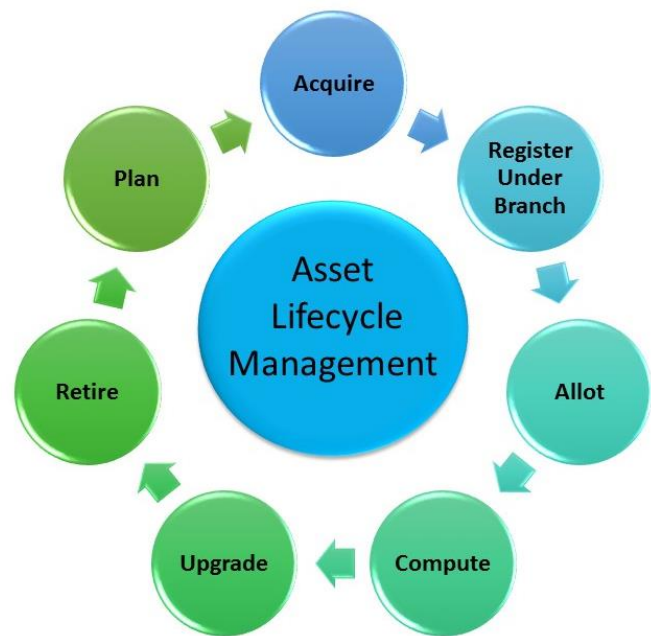
Figure 4: Asset Lifecycle Management

2.1.2 Software and Hardware Management

Remdiz offers modern IT Service Management capabilities, by providing options for IT Ticketing, Remote Desktop Management, Issue Tracking, and Contract Management including SLAs. In Asset Registration, it is possible to record the asset IP address and use it for managing machines on the network. Service personnel can modify it as per IT policies, whenever required. Similarly, other remote machine configurations such as hostname, user accounts etc. can be easily created or modified by authorized administrative users. Remdiz helps administrators easily locate machines on which Remdiz is not installed at any branch, thus ensuring machines that must be managed are never missed out. When Remdiz is installed on each machine, it logs the software installed on them and displays it for all machines in the organization. It scans the network for both SNMP and non-SNMP assets and obtains details such as the software licenses. If it detects software, not included in the White List maintained by the organization, Remdiz notifies the authorized personnel. The risk posed by hostile software to organizations or the loss of productivity due to missing key applications on machines spread out across branches is a common problem that adds to the administrative workload.

Remdiz automatically starts a scan and notifies authorized administrators about essential software that is not installed on machines. Similarly, these users get a system generated Email after Remdiz identifies unauthorized hardware devices installed or if a crucial hardware is uninstalled from a machine.

2.1.3 Easily configurable services and templates

Service Managers can configure services that would be provided by different contracts and service stages. In addition, contracts and contract stages can be configured so that the different stages of a contract till its closure can be modeled. To ensure proper service management, complaint stages, complaint templates, common complaints that users may pick from when registering issues can all be configured. Remdiz Remote also lists all the AMCs and the assets that are associated with each AMC, to make it easier for service providers to monitor that AMCs are followed.

2.1.4 Issue management and remote issue resolution

Issue Registration is easily possible using Remdiz and an Issue Template helps users to quickly record an issue faced by an asset or machine and seek a resolution. A Service Manager can see issues raised by users in a selected branch and can assign them to individual members of her team. The service desk staff can launch the Remdiz Server from the Issue List assigned to her and do a remote login to access any asset of any branch of the extended enterprise in order to resolve the issue. This is possible only after the end users grant access to their system. When issues on multiple machines have to be resolved at a time, the Remdiz administrator can connect to more than one remote machine at a time with the end user's permission. The remote access enables the organization's service desk staff to proactively act on issues across the extended enterprise, reducing resolution time. This translates into greater productivity for the business and ends users, making the service desk and IT team a reliable partner working with the rest of the organization in achieving its goals.

2.2 Tramiz – Our Travel ERP Suite

Tramiz is a total software suite for IATA travel agencies and travel business organizations. It automates their end-to-end business activities and helps them streamline and integrate various functions. Various reports both routine, as well as on-demand and exception reports, helps top management to have a feel of the organization's health at any instant, thereby helping them to take strategic decisions.

The prominent features and benefits are as listed:

2.2.1 GDS integration

Tramiz is integrated to Amadeus and Galileo to help travel agencies to reduce the data entry into the product. It will automatically fetch every bit and piece in the AIR and MIR file into the product.

2.2.2 Ticket Booking

The software eliminates duplication of data entry by automatically fetching booking information directly from the AIR and MIR files.

2.2.3 BAS

Business Auxiliary Services is another vertical for travel agencies and for easy management, the software has a separate section to record the auxiliary services such as VISA processing, passport processing, cab arrangement, Hotel booking etc.

2.2.4 Automatic invoicing for tickets and BAS

Every sales and service offered to the customers are tracked and the invoicing module gives all information required on a single page. The product has options to send invoices and other reports generated by the product directly from within the system.

2.2.5 Group Booking

Group ticket booking requests should always be handled separately as it involves a process. This is neatly enabled in the product and the vendors and customers will get Emails directly from the system for their group booking quote requests. The system will automatically send Emails to the accounts department mentioning the upcoming payments and receipts due.

2.2.6 Customer and Supplier management

The suite has dedicated modules to manage customers and suppliers of the business. Customer Management is equipped with easy management functionalities which help in tracking the customers, contact management, identifying high net-worth customers, promotion offers etc. Supplier management helps to avail the best of each customer by helping to identify the best offers at any point in time.

2.2.7 Accounts Management

The software is equipped with all the essential features in the Indian Accounting. From invoicing to reconciliation and generating statutory reports, all account-related activities are available. All the reports can be generated in MS Excel or PDF. The software incorporates GST calculation based on the configuration and invoice value.

2.2.8 Asset Management

The Asset Management module helps in managing the movable and immovable assets of the organization. It helps to classify assets into categories and sub-categories, assign ownership, track warranties and AMCs, the alert expiry of warranties and AMC s etc.

2.2.9 HR Management

The software has functionalities to manage the HR activities including employee profile creation, leave management, payroll management, expense management and other functionalities.

2.2.10 CRM

Our software is equipped with easy to manage functionalities to keep track of customers. It has features to identify high net worth customers, to understand the profiles of customers who make repeated purchases, send birthday greetings or anniversary greetings etc.

2.2.11 MIS Reports

The product has inbuilt features to generate Sector Analysis, Flown Analysis, Booking Invoice Analysis, Net Margin Report Analysis, GST Report etc.

2.2.12 Cloud hosting

The product is cloud-based, can be accessed from any place with an internet connection and computer. Therefore, your business is always within your reach.

Figure 5: Tramiz - Travel Agency Software Suite

2.3 Promiz – Our Contract Management Product

The product is an ideal solution for every organization who are into Contract management, be it General Contracts/Design-Build, Construction Management, Land Developer, Home Builder, Civil, Fit-Out or Specialty Contractor. It is a cloud-based software suite that helps ease the process involved in various business activities such as Business Development, Project Management, Accounting, Job costing and estimation, Purchase orders, and Progress billing. The software provides accurate reports in desired formats and provides the flexibility to create customized reports.

With easy to use interface and simple workflow that will enhance the usability of the system, it is ideal to streamline all the business activities as highlighted below:

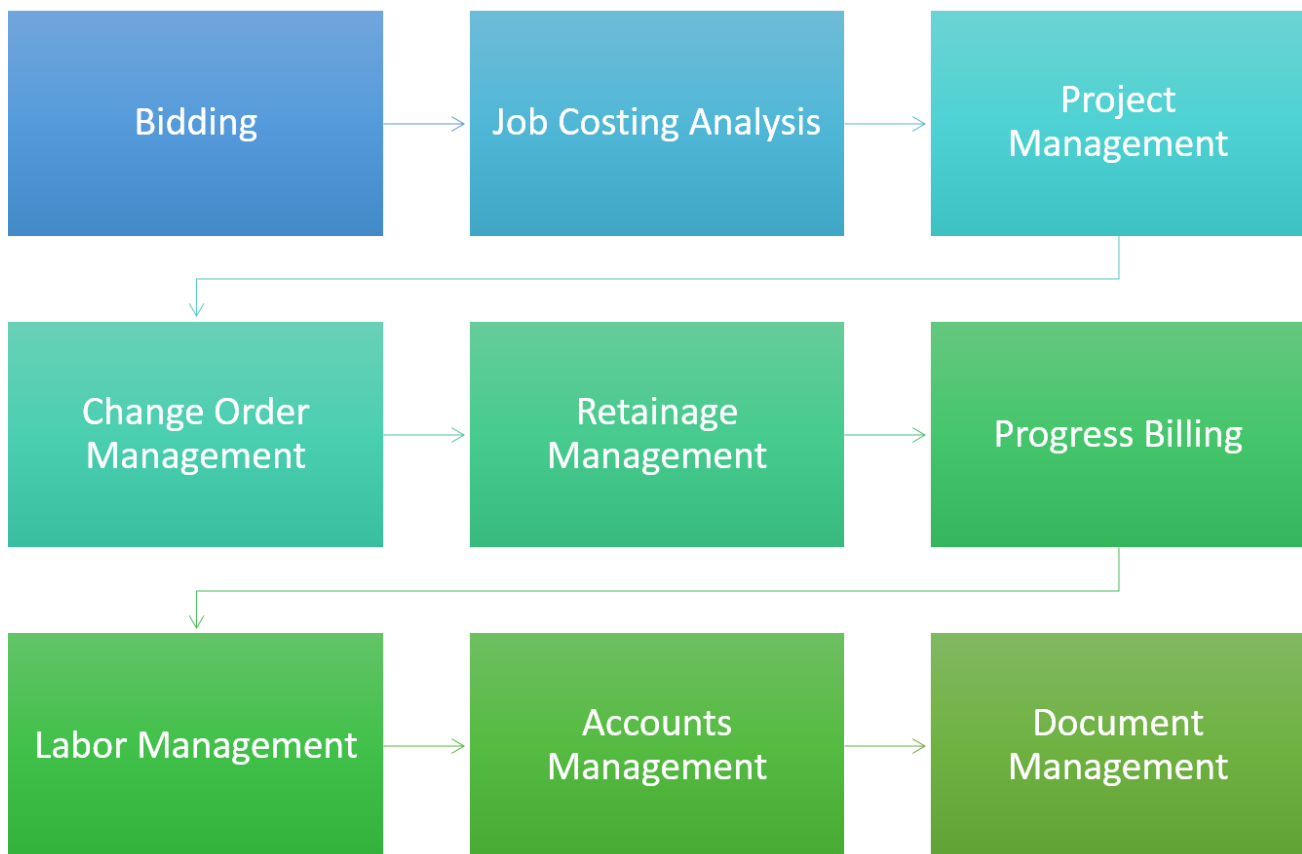| Bidding	→	Job Costing Analysis	→	Project Management
Change Order Management	→	Retainage Management	→	Progress Billing
Labor Management	→	Accounts Management	→	Document Management

Figure 6: Contract Management

2.3.1 Bidding

The system facilitates the initial process of Job registration i.e. Bids. It allows the user to record and manage a bid with various status. With progress in the status of bids, new fields are added automatically, and it provides an option to print the Bid as PDF. The information in the bid will be directly reflected in the Job/Project when

a bid is won and converted to Job. The system will also give a report based on the status of the bid with the final negotiated amount. This will help the management to prepare winning quotes in future for similar clients or similar projects.

2.3.2 Job Costing and Estimation

This module helps in tracking original and current estimates, committed and actual costs, change orders, and estimate at completion. It also provides detailed and summary reporting on job costing with job structure breakdown. This system is fully integrated with time sheet and billing process enabling the users to keep track of the Job cost with much accuracy. It is easier to do Progress Billing, Time & Material Billing and to integrate to Account Receivables using this module.

2.3.3 Project Management

The module comprises of bidding for a job and its process, Creation of a Job and tracking key job documents including RFIs, submittals, transmittals, and punch lists is easier using this module. The system enables contracting firms to track schedules and expiry dates. This is fully integrated with accounting and job costing for accurate reports and management of a project.

2.3.4 Change Order Management

The system facilitates the implementation of change orders received for a Job. The change orders are treated like bid with various statuses before confirmation of the change order. On confirmation of the change order, it will be listed under the job and the amount will be reflected in the total job cost. The system has provision to record change order as Lump-sum and Time & Material. The system automatically adds these change orders in the progress billing when they are ready to be billed.

2.3.5 Retainage Management

Retainage is an important part of contract management and at the same time is one of the most difficult things to manage. The system facilitates an intelligent way to manage retainages. The system supports retainage accumulation and follow-ups for a Job. The retainages settled partially will automatically get reconciled against the outstanding and the remaining retainage can be seen in the Job. The user has to just specify the retainage percentage and the system will automatically calculate the retainage for the Job or change order. These details will be automatically fetched in the AIA bill eliminating the need for data entry.

2.3.6 Progress Billing

The software facilitates Standard Job Invoicing, Progress Billing and Time and Material Billing for contractors. Time & Material Billing lets contracting firms establish mark-up tables by cost type, occupation codes etc. It has the provision to set up non-recoverable items and construction management fee options.

2.3.7 Labor Management

The laborers hired for execution of a Job are from different unions and the payments to these unions and laborers should be managed effectively. The system has provision to create various labor unions and add laborers to it. There is provision to define the payment structure for different types of workers under the union. The system will automatically calculate the paycheck amount based on the timesheet updated for a labor in a Job. The system will differentiate the taxable amount and fringe benefits from the total package amount thereby helping the user to generate the invoice to the union and the pay-check processing company.

2.3.8 Accounting and Reports

The system facilitates Multi-company, multi-division, and inter-company allocation. It also allows the user to customize the reports in the dashboard with full drill-down capability from summary to detailed financial data. The software provides customized user security, control activated periods, one-click reversals etc. This is a fully integrated accounting software for contractors. The module offers dashboards for standard reports as well as reports on demand, Excel/PDF export options and has drill-down options for more analytic information.

2.3.9 Document Management

The system contains an independent document management system for storing related documents of a Job or Contractor. The software can store and tag the documents generated out of the system automatically. The user can easily scan or upload any third-party document including photos, videos etc. It is possible to route documents through multiple levels of approval. Project Managers can easily allocate the distribution of Accounts Payable Invoices prior to approval and final posting.

2.3.10 MIS Reports

The system helps top management in decision making by generating reports in graphical and tabular formats. The reports include Area-wise Job Profitability Report, Earned Retainage Report, Current-Receivables, Current-Payables, Job Cost Summary, Bid Status Report etc.

3. Our Services

3.1 Business Process Management

Caparizon is a seasoned BPM implementer with extensive expertise in different verticals like Banking and Financial Services, Insurance, Automotive Manufacturing, Healthcare, and Retail domains.

A strong grounding on Service Oriented Architecture (SOA) and Business Process Management (BPM) capacitate Caparizon to offer 'Truly Closed Loop' BPM solutions involving Design & Modelling, Development &Testing, Benchmarking, Monitoring, and Continuous Change Management of IT-enabled Business Processes of Enterprise Clients.

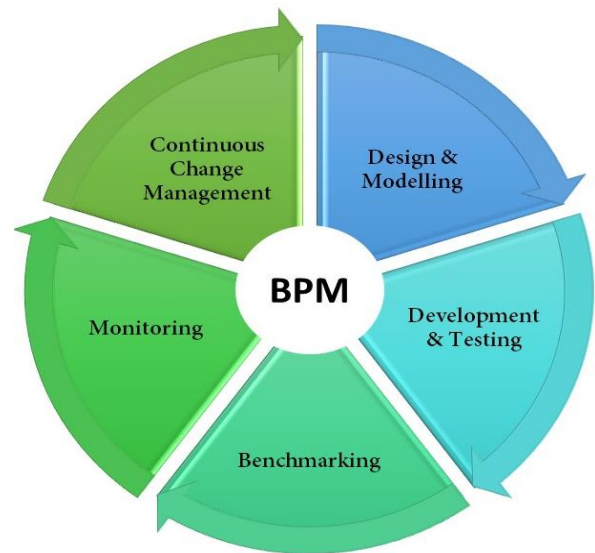*Figure 7: Business Strategy and Roadmap*

Figure 8: Business Management Lifecycle

Caparizon offers its clients an industry-leading BPM Suite, which will enable them to design, execute, monitor, and improve business processes across heterogeneous systems and applications.

3.2 Enterprise Resource Planning

Design to Delivery of optimized ERP solutions with a scalable, secure Web-based Architecture, is an important portfolio of Caparizon catering to eminent clientele in Small and Medium Industry. At Caparizon, we understand the importance of time trusted methodologies and human intangible processes that build successful organizations. Caparizon specializes in seamlessly integrating such core practices into customized ERP system. With proven expertise in ERP Consulting Implementation, Hosting, and Migration, Caparizon offers a one-stop solution for all ERP requirements. We provide ERP development services in a number of futuristic platforms including the Odoo framework, enabling industry customer to Go-Live in time schedules that beat existing industry standards with a priority focus on their problematic business areas. Our ERP solutions span all

functional areas including Estimation, Supply Chain, Purchase, Sales, Inventory, Manufacturing, Finance, and Accounting, HRMS, Payroll, and Project Management.

3.3 Mobile Applications

Caparizon is rich in experience in Mobile Application Development delivering in native as well as hybrid platforms. The technology stack includes Angular, Ionic, React and Flutter. The mobile development team of Caparizon has gained accolades from the clientele for designing and developing lighter applications with quick response times. The team is flexible and experienced with the ability to suggest different technologies and frameworks, which gives the clients wider choice. Caparizon also develops applications helping customers to integrate their existing systems including ERP with smart handheld devices.

Few of them are explained below:

1. Dashboard for Business Owners to show real time data with analytics integrated with their backend ERP
2. On Road Sales and Merchandizing Application which helps the users to take orders from the customers and make it as Sales Order in the ERP. The users will also add new customers and sends images of the product display from the customer shops
3. Service Request App where the end users can request for a service through a mobile app which will get assigned to the service manager who in turn assigns to the service person. This application is also integrated with the ERP system where the invoices are generated and sent to the end users
4. Online rating app using location and the places visited
5. Home Delivery App to deliver goods using social media connect

3.4 Custom Applications

Caparizon custom builds cost-effective, flexible, and highly scalable structured software applications based on the customer's specific requirements. Our expertise includes Web applications, Client-Server applications, Social Networking Websites, E-commerce websites and B2B portals. The technology used comprises of React JS, NodeJS, PHP, Python, Java, .Net, AJAX etc. We have delivered many custom build applications and products for our clientele in different technologies.

Caparizon has helped many organizations to build products in various domains viz. Appointment Booking System for a Psychological company, Insights Dashboards with multiple administration area for a Cyber Security Company, Defect Management System for electronics manufacturing company to name a few.

3.5 QA Services

Caparizon QA services have matured across multiple environments that include BPM solutions, ERP solutions, Mobile applications, Web applications, Client-Server applications, Social Networking Websites, E-commerce websites and B2B portals. Caparizon helps to address the current gamut of Product Knowledge Management challenges in the management of requirements, test bench, and product releases. Caparizon QA professionals bring to table a multifaceted exposure to globally standardized QA platforms in both proprietary and Open-Source realms. Caparizon testing services include Functional and Load tests, Manual and Automated tests, Black and White Box tests, and Integration and Regression tests.

4. Our Markets

ITFlux Inc which started its operations as a consulting organization in the bay area in 2003, has grown today into a reliable solution provider for various organizations worldwide through its offshore delivery center, Caparizon. Caparizon has been successful in providing a solution to clients from US, Europe, UK, Middle East, Africa, Australia, and New Zealand.

Figure 9: Worldwide client locations

4.1 Partial Clientele

Figure 10: Clientele

5. 2025 Agenda

Caparizon visualizes itself as a market leader for its products and a cutting-edge solution provider in mobile computing, cloud services and analytics going forward. By partnering with leading product vendors as well as promoting in-house products, Caparizon sees itself as a market change agent in the business sector. The company also plans to take forward its QA services with the firm belief that a perfect solution built in-house or otherwise depends on a thorough and rigid QA process.

Figure 11: 2025 Agenda