

“ Dear All,

I am thrilled to connect thru our very own...E N G A G E.....a platform to collaborate our thoughts, viewpoints, achievements and joy.

Skill upliftment at Futuresoft was subjective and on-demand yesterday but today is a highly matured program, practiced for both in-house and onsite teams. A well-established feedback process enables us to design and formulate training which includes Attitude, Culture, Etiquettes and Tech Trainings.

Our first two quarter records confirms a training coverage of 68% of onboard resources that has resulted in a positive feedback from our Managed Service Customers and proving to be a key differentiator approach in our contractual deliveries.



Team Members from our Professional Services team recently attended trainings on VMWare and Sapphire solutions, and have acquired related certification enabling themselves to extend world class IT Infrastructure solution to our global customers.

An organization who is witnessing growth per plan, also needed to value Employee Satisfaction, hence an upkeep of the same became extremely important. It started with drafting the policies in absolute terms and then having the same imparted across board, with a well-defined induction process. A foundation was laid for a predictable environment and today our HRMS portal is TRULY proving as the SPOC for employees for all their HR related queries/details. I am glad to confirm that HRMS Portal today is fully comparable and compliant to the guidelines laid down for the best of organizations and law of land respectively.

Finally, as it's said... All work and no play makes jack a dull boy... Let me take this opportunity to thank each one of you for appreciating our efforts and participating in respective programs completely and allowing us to continue our efforts to bring the much-needed cultural change. Biggest Loser, Selfie Contest, Caption Contest are some of the key campaigns those were run/in-progress, have witnessed a huge connect/ excitement among all the team members. Let me assure you that we will do everything possible to ensure that all work does not make Jack a dull boy or too much play does not makes Jack a mere toy.

There is much more to come...just keep watching the space.”

Warm Regards, **Pooja Bharti, VP - HCP, Quality & Automation**

An achievement like this is a testimony of a great company - one that values its employees, customers, principles & other stakeholders. Let's celebrate the good news and share it with all.



20 YEARS  
OF EXCELLENCE

Futuresoft is recognised as a Super50 solutions partner with capabilities to create solution & service model for new age enterprises, address their end-to-end needs, that makes them a software enabled digital organization.



### ALERTS "Here we share cutting edge Technology, News & Features."

#### Microsoft fires back at Google for Windows 0-Day disclosure:

Microsoft says Google's disclosure last week of a zero-day security vulnerability in Windows prior to a patch being issued put users "at increased risk." The flaw, which Google revealed under its policy of reporting bugs after 7 days if they haven't been fixed. The bug is a local privilege-escalation flaw in the Windows operating system kernel that can be used to bypass a security sandbox. Some of the hacker groups have been spotted exploiting this bug already.

#### Password typing fingers can leak passwords:

Researchers have found a technique, dubbed 'Windtalker', to exploit a feature called CSI in the WiFi protocol. CSI monitors the general information about the status of the signal. When a user is typing his password (or using keyboard), his fingers are interfering with signal in a certain pattern, which causes the CSI to fluctuate. Analyzing the strong correlation between the CSI fluctuation and the keystrokes, it is possible with 68% accuracy to infer the user's keystrokes. If the keypad layouts are randomized this attack can be defeated.

### VIEWS

"Customer delight is central to FSPL goals of every team member, Here our clients highlight the same"

“ It is a pleasure to work with fantastic people, especially those who believe and deliver as per commitment and stand by you when you need them the most. The transparency and flexibility extended towards the partnership has helped accomplish our business objectives on-time, and grow faster. FSPL is a team with rightly skilled people, that is striving to explore the new technology enhancements to keep customers up to date. You have been a fantastic help. Keep it up.



Thank you Futuresoft. All the best!!”

**AVP Technologies**  
**Quattro BPO Solutions Pvt. Ltd.**



## Backup Healthcheck Program

Offer valid till - 15th January, 2017

For more details contact - [info@fspl.co.in](mailto:info@fspl.co.in)

Today's backup systems are highly-configurable programs with capabilities across multiple platforms and end-points. Because they are so customizable, configuring systems to perform backups across a LAN, WAN, or SAN can be complex and present difficulties.

FSPL offers Backup Health Check services to ensure that your backup system is running at optimum efficiency & efficacy. FSPL provides an objective review of your backup environment in terms of its ability to meet your business requirements around protecting and restoring your business data.

### DEAL OF THE MONTH - DECEMBER

#### What does it cover?

The objectives of the Backup Health Check are:

- Discover the current infrastructure
- Identify key challenges
- Propose solutions to address immediate pains
- Provide a starting point for planning a long-term strategy.

#### Special Inclusions

- On-site engineer (1-2 days) to collect data.
- Analysis and presentation of data & recommendations.

#### Deliverables

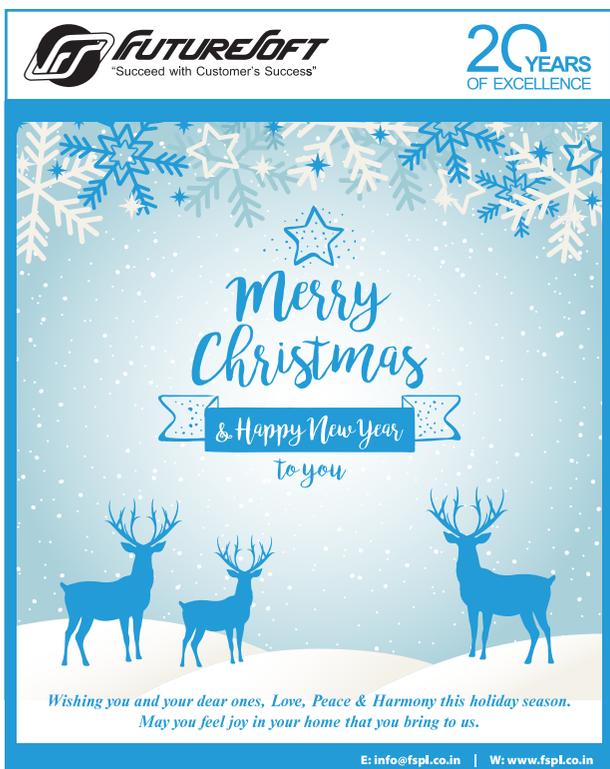
The Backup Health Check Report provides:

- Summary of findings, including backup capacity, retention, periods, unreliable clients, backup windows & change rate.
- Recommendations including client tuning and proposed solution/s to address any issues identified during the health check.
- High-level budget for proposed improvements.



Contact Us:

Our experts will schedule your Backup Health Check.



Enabling Mobility While Protecting the Enterprise

With the mobility trend in full swing, most organizations today are already vulnerable to potential security risks. The security basics of yesterday - policy, encryption, and authentication - no longer cover fundamental security needs. **Businesses must act quickly to get the most from mobility while effectively protecting information and systems.** IT organizations across the board are working to:



**Mobilize business processes and the workforce.**

Today's employees want flexibility. They wish to choose on how to do their job well, on their own terms. This includes using the most convenient device to get work done. People rely on multiple devices today - including tablets, smartphones, and laptops - to do work and manage tasks outside of traditional office hours. When employers do not give their employees a way to do this, employees find their own ways. The idea is to leverage the mobility trend for your benefit by making sure employees can be as productive as possible with their devices and apps. A workforce with relevant and secure mobile apps, either custom developed or commercially off-the-shelf, can streamline business processes, enhance productivity, and improve customer service.



**Protect corporate data and apps on mobile devices.**

When smartphones and tablets began emerging a few years ago, organizations scrambled to manage the devices themselves. As more employees opted to use their own devices to get work done, companies realized that it wasn't the devices they needed to secure as much as the information on those devices. To protect corporate data from mobility-related risks, IT must effectively stop or control the following:

- Employees adopting unapproved mobile / cloud apps for work;
- Corporate data leaks into unmanaged mobile/cloud apps;
- Attackers targeting mobile devices with malware; &
- Unauthorized access to corporate data.



**Enable BYOD and/or CYOD Programs.**

BYOD is about allowing employees to leverage devices they already own & know how to use them for work. When mobile devices first appeared in workplaces, some companies made the mistake of encroaching on user privacy by enforcing control at the device level (versus the app or data level). Due to liability concerns such as this as well as added overhead, IT should not be in the business of managing personal devices and/or apps. Instead, the focus must be on securing the corporate data on those devices, in addition to mobile platforms. CYOD, or Choose Your Own Device, is an option whereby organizations can give their employees a choice of devices to use at work. This strategy often goes hand in hand with a "corporate-owned personally enabled" (COPE) policy model, where employee is allowed to use device for personal activities even though device remains property of the business. Essentially, organizations are realizing that the device is not the ONLY issue. It is just one piece of the puzzle.



Alphabet Soup

When first looking into managing mobility, it can be overwhelming. The acronyms alone are daunting.

- **MDM** (Mobile Device Management),
- **MAM** (Mobile Application Management),
- **MCM** (Mobile Content Management).

For a time, there was debate over whether **MDM** or **MAM** was the best way to manage enterprise mobility, but it's clear now that, it was a wrong question. Device management alone (**MDM**) isn't enough because while controlling devices is important, you also have to manage employees' use of apps and data. Application management (**MAM**) focuses on controlling apps and the data those apps access or store. Policies are applied to the apps versus the device. **MCM** focuses on providing mobile access to enterprise content repositories such as **Sharepoint**, **Documentum**, or **Network File** Shares in a secure and managed way. In truth, the best strategies encompass all of these approaches. The horse is out of the gate so to speak. Now, businesses must get ahead of the curve to take advantage of what mobility offers while ensuring security, privacy, and control on the enterprise.



MR. SHARJEEL AHMED  
(Project Manager-  
Service Delivery)



MR. VISHAL MAGOTRA  
(Asst Manager - AMC)

**STRENGTHS** *Our services capabilities vertical wise and our delighted clients*

*Industry Verticals*

Sectors	Managed Network Services	Managed Application Services	Managed Security Services	IT Support Services	Remote Infrastructure Management	Resource Augmentation
Retail / FMCG	✓	✓	✓	✓	✓	✓
Manufacturing	✓	✓	✓	✓	✓	✓
BFSI	✓	✓	✓	✓	✓	✓
ITES	✓	✓	✓	✓	✓	✓
BPO/KPO	✓	✓	✓	✓	✓	✓
Media & Entertainment	✓	✓	✓	✓	✓	✓
Hospitality	✓	✓	✓	✓	✓	✓
Healthcare	✓	✓	✓	✓	✓	✓
Government	✓	✓	✓	✓	✓	✓

*Key Customers*

Sectors	Key customers
Retail / FMCG	Pantaloons, Wal-Mart, ITC, Carrefour, Coke, Pepsi
Manufacturing	Jindal, Punj Lloyd, Rico Auto, Jubilant Group, Bata, Greenply, PL Engineering
BFSI	Amex FRC, BOA, HDFC, Aegon LIFE, GE, Fiserv, Canara HSBC, Max Life, Edelweiss, Max Bupa, Tata BSS, ABN AMRO, Man Financial, SPA Group
ITES	HCL, Adobe, Tech Mahindra, Dell, Cadence, IBM, Capgemini, Steria, Atos, R Systems, Xebia, Annik Technologies
BPO/KPO	Quattro, Vertex, Genpact, iGATE, i-Yogi, Serco, Sapiient, Impetus, Aptara, Concentrix, HCL BPO, Tech Mahindra BPO
Media & Entertainment	Publisys Group, BCCL, India Today Group, NDTV, TV 18, Hindustan Times, ESPN, Cogencis, PVR, Walt Disney, Times Now
Hospitality	Lalit, EIH, IHG, Dominos, Ibibo, Leela
Healthcare	Max Healthcare, Artemis, Fortis, Sun Pharma
Government	AAI, NPCL, BHEL, HPCL, REC, NTPC, Railways, IRCTC, PFC
Others	Lufthansa, Bharti, Jaypee Group, Atos, Avaya

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**PARTNER-LED DELIVERY MODEL SUPPORTING 800+ LOCATIONS**

**250+**  
LOCATIONS IN  
TIER-2 CITIES

**200+**  
LOCATIONS IN  
TIER-3 CITIES

**300+**  
LOCATIONS IN  
TIER-4 CITIES

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