

ENGAGE



OF SERVICE EXCELLENCE

STARTED IN 1994 AS A SALES EXECUTIVE
UNDER THE BUSINESS DEVELOPMENT GROUP

NOW HEADS AS CEO OF
FUTURESOFT SOLUTIONS PVT. LTD.

25 EMPLOYEES JOINED IN 1996,
RISEN TO 550+ IN 2019 & IS STILL COUNTING

SWIFT TRANSFORMATION FROM A SOFTWARE
RESELLER TO AN SI, BY ACCELERATING DIGITAL
TRANSFORMATION FOR **CUSTOMER'S SUCCESS.**

HALL OF FAME PREMIER 100 &
PRESTIGIOUS AWARD WON IN 2018,
OWING TO HIS SUCCESSFUL MASTERY
WON OVER THE PAST YEARS.



From the desk of CEO

Welcome FY 19-20

I begin by thanking my colleagues and team FSPL members for their continued support.

In many ways, FY 18-19 was a year of great learning and to prepare ourselves for the BIG LEAP. On the measurable goals of the company, we have performed better than expectation on most of them and have fell short in couple of them. We have done exceedingly well in retaining our team and their belief in our 3-year plan. We are confident to cover up on misses for last FY in upcoming next two FY and achieve the goal set for the company by the end of FY 20-21.

We would like to thank all our clients for their business and persistent faith in Team FSPL's capabilities to deliver services asked for by them. We have retained all our Managed Services contracts and have achieved a 20% YOY growth in revenue as well; Enterprise business has contributed at par to our expectations, and some major projects successfully delivered around Private Cloud, Integrated Digital Workspace Platform, Core Application Upgradation, Infrastructure as service to deliver management capability and few more.

In Government space too, we have proudly secured 3 new contracts each from State Government, Aviation Department & Major Gas and Oil Field Maharatna respectively but due to State/General elections & procedural delays, project timelines have been extended. Overall, we have a qualified funnel for the upcoming fiscal year and full 12 months to build a strong base of closure in FY 19-20.

We continue to stay focused on delivering following solution and services.

1. Managed Services
2. Data Center Build or Expansion
3. IPDS & Swan Projects
4. Digitization
5. Integrated Healthcare / Education solutions
6. Process Automation

Prime focus continues to upgrade our team's skills, capabilities, and highest level of compliance with the law of the land.

FSPL is committed to contribute to our customer's success and be a partner in their business growth journey.

I am confident, team FSPL is geared up to take over all challenges ahead of us and we are certain to achieve our 3-year plan objectives by the end of FY 20-21.



In the fast changing IT world, we strive to be a technology expert obsessed with overcoming business challenges through impeccable use of ICT and to bring our clients closer to turning their ambitious ideas into achievements

Our Vision: Succeed with Customer's Success

Our Mission: To be recognized as the benchmark for providing solutions and services in the field of Managed Services & System Integration

By Vipul Datta

What's Inside

✓ Our Ambit

✓ Our Recent Customer Wins

✓ Strengths and Our Key Customers.

✓ Top Highlights

✓ Alerts

✓ Energy



OUR AMBIT

"FUTURESOFT SOLUTIONS HARNESSES THE POWER OF IT AGGREGATION"

We can help our customers as a trusted partner to stay focused on initiatives that drive their core business while managing their entire IT infrastructure maintenance and functionality issues to streamline their business operations and reduce operating costs through our IT Managed Services portfolio. Building on our past proven experiences and success stories of customers, we have expanded our IT services offerings that are not limited to connectivity deployments, data centers and cloud services.

In quest to constantly improve and grow their businesses, organizations are seeking easier ways to engage and get access to rapidly evolving newer technologies. Therefore, it becomes prudent for the business to leverage the potential that FSPL can offer as a Managed Service provider to easily tackle the tasks of designing, developing and implementing futuristic solutions to aid in the growth of the business.

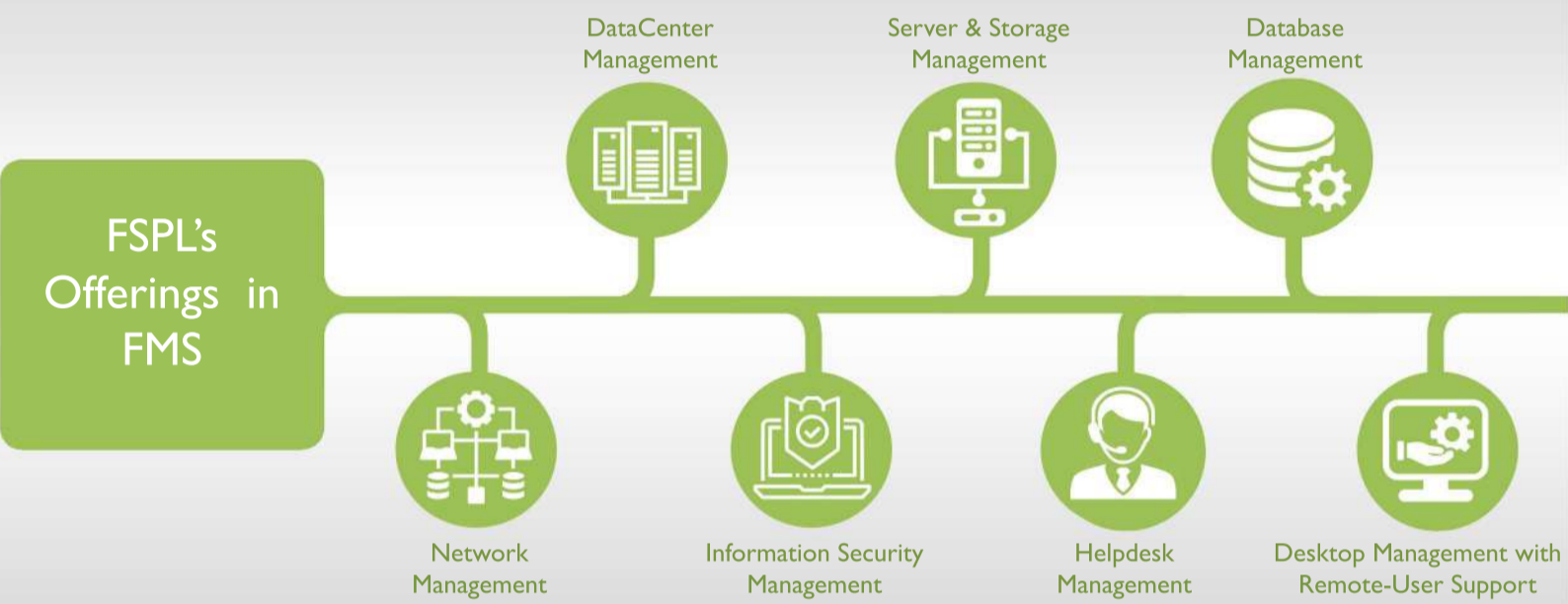
This will ensure increased accuracy and reduce turn-around-time (TAT) for an organization.

IT Managed Services portfolio has three main components:

- ✓ Facility Managed Services (FMS)
- ✓ Datacenter Infrastructure Services
- ✓ Hardware AMC

Facility Managed Services (FMS)

FSPL offers Managed Services which are based on SLA model and are aimed for high infrastructure availability, better performance & higher security perspectives. FSPL Managed Services incorporates frequent service & resource reviews for continual improvement. **Currently managing 2 Lakh+ tickets per month with total strength of 600 On-Premise Engineers.**



DATACENTER INFRASTRUCTURE SERVICES

FSPL's Data Center Infra services helps you to plan, build, and manage tools and processes to efficiently run your virtualized and non-virtualized data center with key expertise into:



Our services help enterprises improve agility and scalability, reduce IT complexity and lower cost of operations while meeting the demands of IT and aligning with their business goals.

HARDWARE AMC

- 1** 100% customer contract renewal record has been our accomplishment.
- 2** Our Hardware AMC services have witnessed all major IT shifts in the industry. Our wealth of experience ensures we meet our SLAs.
- 3** FSPL Hardware AMC Services have a Zero breach record with 100% response time.
- 4** FSPL has continuously increased its investment to provide State-Of-The-Art Hardware AMC services to its customers in PAN India.
- 5** Portal access ensures error-free service delivery.
- 6** Centralized Helpdesk to attend, monitor and lock all critical customer calls.
- 7** FSPL supports IT Infrastructure of more than 500 clients across Government, Enterprise & PSU's.
- 8** Strategically located stock & distribution setup for all critical components
- 9** Have reliable Local & internal supply vendors to provide for original components across OEM product lines.

CMMI-Level 3 / ISO 27001 / ISO 20001-1 / ISO 9001:2015 , ITIL certified organization.

Contact us today at info@fspl.co.in, to talk to our Industry experts on any expertise we hold.

OUR RECENT MAJOR WINS

FMS

MANAGED SERVICES

One of the global IT leader has been our valued customer for past 3 + years, has once again entrusted FSPL and renewed their service contract by providing Managed Services and Infrastructure services across Six PAN India locations including Gurugram as their headquarters. In conjunction with the monitoring environment of the Citrix Data Center, FSPL has been a consistent and preferred service provider for providing end - to - end Endpoint Encryption support services.

One of the "Next-Gen" technology has renewed its service agreement with FSPL and we are proud to announce that we are celebrating our 12th year of association with this customer under the same contract with this renewal. FSPL has managed and supported the data center of the customer at all locations.

FSPL won the renewal for another year with our existing customer from the financial institution, as they were highly impressed by our proactive and ongoing management services. As part of the Managed Services contract, FSPL is focused on providing Server, Network Management and Monitoring Services for their IT infrastructure to provide an error free network with 24*7 helpdesk facility.

For the past 5+ years, FSPL has been associated with a government entity to provide renewals under the same contract to Managed Services. FSPL has been a preferred vendor for this entity by offering FMS services in various segments, namely; 24*7 Server and Active Directory Network, Monitoring and Management support services. Call - based FMS services also rendered by FSPL via Backup, Storage and Helpdesk.

HP ARUBA

FSPL has been very proactive in assisting its existing customer who is a global IT consultancy and Service Company by displaying advantages and features of the latest technology trend on their data center set - ups within their budget. FSPL proposed HP Aruba switches with 10G/40G capability to reinforce their IT infrastructure providing high performance, security and operational simplicity for business networks, data centers.

SYMANTEC

PRODUCTS

One of the financial intermediaries was looking for security encryption software for protecting their internal information. FSPL offered and explained advantages of Symantec Endpoint encryption software as a useful security option that would protect all information from external sources and ensure compliance with regulations. Customer procured this product on our recommendation, which was beneficial to their business line and requirements.

IBM CAREPACK

For more than 12 years, FSPL has been associated with a leading law firm, which is a proud feeling. Our client was looking for an internal tool for their employees to use as a mobile technology. IBM Mass 360 care pack, including UEM with a mix of mobile device management, API and client management, was recommended by FSPL as a front-runner. In addition, FSPL also helped customers to purchase O365 to bring enormous potential savings in cost of deployment and maintenance. Nutanix HCI was also offered by combining x86-based server and storage resources with intelligent software in a turnkey software-defined solution to streamline the deployment, management and scaling of data center resources.

FSPL's GEMS

5 YEARS COMPLETION



Vikash Chandra

It has been 5 amazing years as a member of FSPL family and I surely consider this as a wonderful milestone to cherish about. Not that it is going to change; however, it definitely brings a feeling of belongingness towards my company with a feel good factor.

The learning experience from every single conversation and work responsibility has been immense and valuable.

Thanks to my seniors who have been supportive and boosted my morale irrespective of instances of escalations, embarrassments or challenges. I would like to thank my colleagues and peers who have stood with me at forefront whether it was Severity 1 or 4 case. A special thanks to Quality-Internal Audit team who have taught how to work with perfection.

Thanks for reading this so far. Thanks again for supporting me till date and looking forward for continuous support in future too.



Zafar Khan

It has been great pleasure and honor to work with FutureSoft & TechMahindra; it has been a wonderful journey so far and look forward to many more gainful years with equal or more enthusiasm.

Working culture here has helped me to grow professionally and personally by providing me an opportunity to work on new and innovative projects. My mentors have always supported me on all assignments and wish for same rewarding support in future too.

KEY ACCOUNT MANAGEMENT



FSPL has yet again invested in branding and creating smart, self-reliant, "upgradeable" talent through their employees.

Our sales team were active participants of "Key Account Management" session at The Leela Ambience Convention Hotel, Delhi on 24th Jan 2019.

The main aim to be an active participant of this event was to gain clarity in defining corporate approach for present tasks and future goals beneficial to company's growth. An insight was given into key strategic and operational processes and techniques to build best relationships with key customers.

[View more...](#)

ALERTS

4 Techniques for Validating Enterprise Blockchain:

Let's face it, there's been a lot of hype about blockchain over the past few years. Nowadays though, there are signs that we may be on the cusp of moving from the "blockchain will solve all your problems" segment of the hype cycle into the "blockchain may be useful for a few targeted applications" segment.

[Read more....](#)

Breaches: Fix the Issue, Not the Blame

Following a natural disaster, that causes property damage to businesses and homes -- say a hurricane, fire or flood -- how often do you hear suggestions that the victims were at fault for their misfortune, or that they could have done something to prevent the event from occurring in the first place? Not often, right? We all know that events like that are possible. We plan around those possibilities, and we do not blame the victims when they happen.

[Read more....](#)



OUR NEW HIGHLIGHTS

Ensuring Great Workplace Experience: Developing People Managers Within an Ecosystem.

www.fspl.co.in/fspl-now/press-releases/

Our website just got face-lifted! We've launched our new brand identity!

www.fspl.co.in

BRIGHT BEGINNING - WELCOME ABOARD

DECEMBER 2018

Delhi

Network Engineer - 3
 Executive Logistics - 1
 System Administrator - 1
 Helpdesk Coordinator - 1

Noida

System Engineer - 3

Chennai

System Engineer - 3

Mumbai

System Engineer - 1

Bangalore

Executive Logistics - 1

Chandigarh

System Engineer - 1

JANUARY 2019

Delhi

System Engineer - 1
 System Administrator - 1
 Helpdesk Coordinator - 1
 Quality Assurance Executive - 1

Gurgaon

Oracle DBA - 1
 Linux Admin - 1
 Call Coordinator - 1
 System Engineer - 1
 System Administrator - 1

Noida

System Engineer - 3
 Executive Logistics - 1

Bangalore

System Engineer - 2

Chennai

System Engineer - 4

Kolkatta

System Engineer - 1

FEBRUARY 2019

Delhi

System Administrator - 1
 System Engineer - 1

Noida

Linux Admin - 1
 MIS Executive - 1
 System Engineer - 1
 Executive Logistics - 1
 System Administrator - 1

Kolkatta

MIS Executive - 1
 Linux Admin - 1

Chennai

Team Lead - 1
 System Engineer - 1

Lucknow

Call Coordinator - 1

Bangalore

System Engineer - 1

Jodhpur

Network Engineer - 1

MARCH 2019

Chennai

System Engineer - 9

Noida

System Engineer - 6

Gurgaon

System Engineer - 1

Delhi

Network Engineer - 1

Mumbai

Helpdesk Coordinator - 6

Jodhpur

Oracle DBA - 1

ENERGY

JANUARY 2019



IN FOND MEMORY OF
SUBHASH KUMAR,
WE MISS YOU DEARLY.
(8th FEB 2019)



MARCH 2019













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, ISGEC Heavy Engineering Ltd.
 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, Liquidhub Analytics
 BPO/KPO ★★★★★	Quattro, Vertex, Genpact, iGATE, i-Yogi, Serco, Sapient, Impetus, Aptara, Concentrix, HCL BPO, Tech Mahindra BPO
 Media & Entertainment	Publicis Groupe, 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, GAIL, State Government of Rajasthan, State Government of Uttarakhand
 Others	Lufthansa, Bharti, Jaypee Group, Atos, Avaya, E&Y, Luthra&Luthra



CMMI-Level 3 / ISO 27001 / ISO 20001-1 / ISO 9001:2015, ITIL certified organization.



PARTNER-LED DELIVERY MODEL SUPPORTING 800+ LOCATIONS

250+
LOCATIONS IN
TIRE-2 CITIES

200+
LOCATIONS IN
TIRE-3 CITIES

300+
LOCATIONS IN
TIRE-4 CITIES

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