

CARITOR™
Vision ➤ Value



Partnering for
Success

Caritor Overview



Caritor is a trusted firm known for bringing to market leading-edge software services and products. We leverage next generation offshore best practices to enable our customers to convert their vision to lasting business value through superior results. Caritor is a global organization incorporated and headquartered in San Ramon, California.

A Tradition of Total Customer Partnership™

Mani Subramanian, Founder and CEO, Caritor has more than three decades of experience in the IT industry. In 1993, Mani Subramanian, migrated to the US from India to found Caritor (then IT Solutions), a company driven by a compelling values-based culture to delivering superior business results by meeting technology and process needs of global companies. Since then, Caritor has endeavored to remain true to its most important tenet of Total Customer Partnership™, where we always have customers' interests above every other consideration.

The Caritor Competence

Caritor has a successful track record of delivering adaptive software solutions and packaged software products to some of the best known organizations in the manufacturing, communications, financial services & insurance, retail, high technology, travel & transportation, public sector, and healthcare verticals.

People

Caritor is a 2900 people strong organization with a culturally and geographically diverse employee base spread across four different continents. Employees own a significant portion of the company resulting in a strong sense of ownership for the success of our customers and Caritor.

Processess

With robust delivery processes, Caritor offers solutions to its customers through an onsite-offshore model. Our people, processes and technology are assessed at CMMI Level 5, SEI CMM Level 5, pCMM Level 5 and ISO 9001 assuring guaranteed value for our customers.

Facilities

Caritor has eight state-of-the-art distributed offshore development centers in India backed by secure fail-safe communications infrastructure, which enables real-time connectivity with our customers. Our infrastructure management policies are certified to adhere to the BS 7799:2002 standard.

Financials

Caritor is financially solid with US\$112M in FY 2005 revenues and a 3 year CAGR of 40%. We have had consistently profitable operations while maintaining a healthy balance sheet with significant cash reserves and zero debt. Citigroup through its venture capital arm CVC took a minority stake in Caritor in 2005.



Caritor-Unisys Partnership

From a modest beginning in the late 1990s, the Caritor-Unisys relationship has steadily evolved into a true partnership. Caritor has effectively complemented Unisys' domain competence in various verticals with the technical strength and quality of its offshore delivery capabilities. As the relationship has matured, the scope of the partnership has increased both in breadth and depth. Today, Caritor partners Unisys in strategic product initiatives in various verticals.

Caritor works with Unisys across the entire software development life cycle (SDLC) beginning from Business Analysis through Architecture & Design to Application Development, Testing, Business Integration and Application Management. Caritor also partners Unisys in initiatives in the enterprise applications and infrastructure management space. The following is a brief profile of the partnership with Unisys in different verticals:

Telecommunications

Caritor has a dedicated Unisys Communications center in India. Caritor is involved in development, testing and support of critical Value Added Services applications related to Short Message Service Center (SMSC), Universal Voice Messaging (UVMS), Generalized Notification Services (GNS), and Voice Portals. In addition, Caritor has developed key features for Network Interface Units (NIUs) that interface between the network (PSTN, VoIP) and communications systems software. Other notable engagements include development of network monitoring applications, validation of signaling protocols for compliance with standards, and customization of voice portal applications for telecommunication service providers.

Systems and Technology

The Unisys Systems & Technology (S&T) center at Caritor has extensive 4GL product development experience and handles the development of critical product subsystems for Unisys. Notable engagements include testing of the interim releases of EAE (Enterprise Application Environment) product suite, development of a Rules Modeler product capable of generating C#, .NET and Java code from requirements written in simple to comprehend business specification language, and maintenance & support of LINC based applications,

Transportation

The Unisys Transportation center at Caritor has extensive experience in providing solutions to world renowned airlines. Caritor is involved in all phases of the SDLC of a next-generation passenger service solution suite designed to replace legacy applications. Other notable engagements include customization and enhancements of this suite for a major European airline, and maintenance & support of a product (used by 30 airports across the globe) handling departure control procedures at airports.

Public Sector

Caritor has partnered with Unisys in delivering solutions in a broad spectrum of areas such as Justice, Public Safety, Social Services, Positive Identification (biometrics) and Healthcare. Caritor was involved in all phases of the SDLC of an application which is a central repository for the collection, compilation, maintenance, and dissemination of criminal history for a state government. Notable engagements where Caritor has been involved in complete SDLC include benefit recovery application for a state government, payer administration application targeted at the healthcare payer & provider industry, health and benefit programs dissemination system, and a framework application for delivering registration and identification services to different branches of government.

Financial Services

The Unisys Finance center at Caritor has worked across the major industry segments of wholesale banking, mortgage, retail banking, and investment banking. Notable engagements include application support for various systems such as wholesale banking, investment banking, retail banking, mortgage, check processing applications as well as imaging and document management systems.

Insurance

Caritor has extensive experience in working with Unisys in both Life Insurance and General Insurance domains. Caritor has been involved in all phases of the SDLC of large scale product development initiatives in Life and General Insurance including policy administration systems, and product administration suite. We also provide application support for the systems that we have co-developed with Unisys in this domain



Offerings

Caritor



Our end-to-end solutions are designed to help our customers define and implement their organizations' technology strategy, quickly and predictably with minimal risk. Following is a brief overview of the offerings of our key practices:

Enterprise Business Solutions

The Enterprise Business Solutions Group (EBSG) at Caritor offers end-to-end product-based application services to organizations to address their enterprise wide business computing requirements. Caritor's solution footprint covers the major products in ERP (SAP, Oracle), Business Intelligence (Business Objects, Cognos, Informatica), and Product Lifecycle Management (PLM) (MatrixOne, Eigner).

In ERP, Caritor offers a comprehensive portfolio of services encompassing end-to-end implementation, configuration and customization of solutions, functional consulting, maintenance & support as well as migrations. In Business Intelligence, Caritor's offerings encompass business consulting services, data architecture, data integration, data visualization, data lifecycle management, corporate performance management, end-to-end solution architecting, and maintenance & support. In the PLM space, our services span functional analysis, Gap analysis, configuration & customization of solutions, data migration, and maintenance & support.

Application Development

Caritor has been delivering application development services to customers for more than a decade. Customers have leveraged Caritor's application development services for both, to design and develop highly customized applications, and to develop commercial-grade software. Caritor's proven onsite-offshore delivery model is fine-tuned for optimized adaptation to any application development engagement, and ensures maximum benefits to our customers.

Application Management

Caritor's Application Management practice helps organizations effectively manage their application infrastructure through a broad portfolio of services encompassing portfolio analysis and rationalization, application support (integrated Level 1, Level 2, and Level 3 support), application upgrades / migration, application monitoring & tuning, application release management, application enhancement, and technical help desk.

Testing

Caritor's independent testing practice has extensive experience in offering end-to-end testing & validation services across GUI, batch, and legacy applications and products. Caritor has a proven track record in implementing testing solutions using leading tools from Mercury and IBM Rational. Offerings in this area include functionality testing, automated regression testing, performance testing, user acceptance testing, product qualification testing, localization / globalization testing, and usability testing.

Infrastructure Management

Caritor's services in the infrastructure management area are designed to help organizations manage their vital IT infrastructure to enable better responsiveness, productivity and control. Caritor's comprehensive suite of offerings includes a broad array of services under Infrastructure Management, Network Management and Application Support areas.

Infrastructure Management encompasses - data center management, server management, desktop management, business continuity planning (BCP) & disaster recovery, security services, migration & consolidation. Network Management services include - network management & support, network architecture & design, network cost optimization, integration services. In Application Support, we provide configuration & release management, DBA support, messaging system administration, application migration, legacy administration. All the services in this area are enabled by a world-class IT help desk offering 24 x 7 support.



Case Studies



Complex Product Development

The initiative involved the development of a next generation application generation framework that interprets a proprietary business language. This application generation framework is used for generating applications in J2EE and .NET.

Business Problem

Caritor faced a number of challenges while taking up this initiative, including handling the development of a large and complex product. The first release of the product was scheduled in nine months. An aggressive performance requirement was to match the performance of the generated application framework with that of the legacy application framework. Understanding the existing framework and finalizing the requirements for the target application framework was a challenging task. Geographically distributed project teams brought with it the challenge of managing a single code base across multiple geographies.

Caritor Approach

Caritor handled the product complexity by decomposing the requirement into several parts, making it easier to design 'types and commands' for each section or part. The communication protocols and database engine were separated and various modules were segmented so that each component of the module became granular. Caritor developed an interpreter to interpret business language specifications in order to match the performance of the legacy framework. A separate architecture team was formed to look into performance bottlenecks, and re-factor the design in the form of flat architecture (no layering) to enhance performance.

The challenge of maintaining consistency of behavior across applications was dealt by deploying a single testing team to ensure that the framework interprets business language consistently across the application platforms (COBOL, J2EE, .NET). Effective collaboration with the customer was achieved by a variety of measures such as involving experts from the customer side to validate design, working closely with the customer team during all phases, and locally deployed senior Caritor staff for knowledge transition. Periodic formal status reviews enabled synchronization among geographically distributed teams. Caritor senior management team members were constantly involved in monthly "Critical Project Reviews" with the project teams.

Customer Benefits

Based on early success of the onsite-offshore model of Caritor, the customer transitioned additional work from their development team to Caritor. Caritor also proved its ability to handle variation in staffing requirements for the project. Caritor scaled the initial team three-fold within a period of just 10 weeks from project inception.

Developing a Next Generation Airline Passenger System

The initiative involved building a next generation Airline passenger system with a customer-centric vision, based on platform-independent applications.

Business Problem

Caritor had to handle the development of a large and complex product with the development cycle extending over five years. The requirements for the new system were documented from the existing legacy system, which was developed decades ago. However, the new product had to change its vision from being functionality-centric to customer-centric. Each module in the product had critical functional dependencies on other modules. Our greatest challenge was tracking the interdependencies across various modules of the system and ensuring that required functionality was built on time to integrate the impacted modules with the system. The initiative involved geographically distributed project teams from multiple vendors.

Caritor Approach

Caritor handled the product complexity by spinning off the development of each module as a separate project to develop experts in each module. The complexity in business rules was handled by leveraging dedicated domain experts. As this product interacts with various external systems, which support different message standards for communication, the design factored in the usage of various messaging standards in the industry. As part of project management the dependent requirements were tracked and prioritized to ensure that they were integrated into the appropriate schedules.

Caritor co-developed many modules with Unisys and other vendor teams for the last development iteration. A well-planned knowledge transition process was leveraged to successfully accomplish this. Currently, majority of the design work is executed offshore by Caritor with Unisys and end-customer experts participating in validation of the design. Periodic formal status reviews enabled synchronization among geographically distributed teams. Caritor senior management team members were constantly involved in monthly "Critical Project Reviews" with the project teams.

Customer Benefits

Based on early success of Caritor's onsite-offshore model, the customer offloaded work from the Unisys development team to Caritor. Design work was completely transitioned offshore. Since initiating the engagement with development of one module, Caritor has now taken ownership of seven modules. Caritor has successfully proven its competency in ramping up staff during an implementation of this product for a major European air carrier.



To learn more about how Caritor can help evolve your Vision into Value through a trusted partnership, please contact us at:

USA (HQ)
Caritor, Inc.
210 Porter Drive
San Ramon, CA - 94583
USA
Tel: +1 (925) 838 8600

UK
Caritor Limited
8 Fl., Colston Tower
Colston Ave., Bristol - BS1 4UB
UK
Tel: +44 (117) 922 0707

FRANCE
Caritor France
24, rue du Quatre
Septembre 75002, Paris
FRANCE
Tel: +33 (01) 42662305

INDIA
Caritor (India) Pvt. Ltd.
17 South End Road
Bangalore - 560 004
INDIA
Tel: +91 (80) 2667 8355

SINGAPORE
Caritor (Singapore) Pte. Ltd.
5 Shenton Way, UIC Building
Singapore - 068 808
SINGAPORE
Tel: +65 6225 8038



Email: info@caritor.com Web: www.caritor.com

San Ramon New York Boston London Bristol Paris Dubai
Bangalore Chennai Mumbai Delhi Kolkata Singapore