Periscope

Software Outsourcing Services Overview

Last Updated: March 2011

periscope
www.periscope-inc.com

Periscope: Background and Overview

- Periscope was initially founded in the USA in 2004 to assist ERP customers meet their technology consulting needs. The company's primary focus was: IT consulting services to Oracle/PeopleSoft clients with various product suits: Financial Supply Chain Management (FSCM), Human Capital Management (HCM), Student Administration (SA), CRM, etc.

- Periscope Technology Solutions Limited was then established in Bangladesh to provide world-class IT outsourcing services for both Fortune 500 and start-up companies around the globe. Periscope has established itself as a premier technology outsourcing solution provider by leveraging industry-proven practices and leading standards, refined business acumen, profound technical skills and extensive hands-on experience.

- In short, primary focus areas for Periscope:
    - Technology Outsourcing: Custom Software Development
    - Technology Consulting: PeopleSoft, etc.
    - Contributing to the country's ICT development

This brochure highlights Periscope's *Software Development Outsourcing* services.

perisc⊕pe
www.periscope-inc.com

Software Outsourcing Services:

- Custom Application Development
  - Microsoft .NET Track (ASP .NET, C#, VSTO, etc.)
  - SharePoint 2007/2010
  - Java Track (J2EE, J2ME)
  - PHP Track (CakePHP, etc.)
  - Databases: SQLServer, MySql, Oracle
- Full Life-Cycle Product Development
  - Concept to Storyboard to Final Product (including copyright, whitepaper, etc.)
- Static and Dynamic Website Design, Development, and Deployment
  - CMS (Joomla, .netNuke) & Standard Websites
- ERP (PeopleSoft)
  - PeopleTools: Customizations, Reporting, Conversion, Upgrades

peris c⊕pe
www.periscope-inc.com

Periscope Team

Periscope's corporate management is led by highly qualified and experienced professionals who bring several years of experience in the field of consulting, software design and development. The promoters have extensive experience worldwide holding long term senior consulting and management positions with PeopleSoft / Oracle and top-tier consulting firms.

- Management:
  - Global consulting experience in Europe, Asia, North America
  - Established relationship with BIG4 consulting firms
  - Mission & project critical application deployment management experience with *Fortune 500* clients (General Electric, Credit Suisse Group, Citi Group, Lehman Brothers, MetLife, Verizon Wireless, AT&T, Panasonic, Toyota, Vanguard, and more)

- Resources:
  - Strong IT background with professionals with an average experience of 4 to 10+ yrs
  - Proven track records in: functional & technical analysis, architecture design, build/programming, integration techniques & methodologies, solution testing, deployment and cut-over strategy, and process re-engineering.

- Board of Advisors:
  - Bangladesh (Industry Leaders, Policy Makers, Academia, Visionaries)
  - Abroad (Big4 Consulting, Investment Bankers, Top Management of Multinational Companies, Academia)

periscope
www.periscope-inc.com

Media Interest: Periscope Outsourcing

- Crain's New York Business (www.crainsnewyork.com): Periscope profiled in article "Outsourcing moves to Bangladesh"

- DANIDA Press Release for B2B Partnership between Periscope and Contest Denmark: http://www.ambdhaka.um.dk/en/menu/TheEmbassy/News/SophisticatedTimeRegistrationSystemsFromBangladesh.htm

- Financial Express Bangladesh (http://www.thefinancialexpress-bd.com/search_index.php?page=detail_news&news_id=23957)

> ## Scenario bright for outsourcing work in Bangladesh
>
> Thursday January 31, 2008:
>
> FE Report
>
> Bangladesh has emerged as a potential market of outsourcing business. Periscope Inc.com is registered both in New York and Bangladesh and recently acquired a unique distinction of featuring in a US magazine as a company doing business to bring outsourcing work to Bangladesh.
>
> Sharif Ahmed, a member of the Bangladeshi diaspora in the US, is the chairman and chief executive officer (CEO) of the company.
>
> Crain's Business New York, in a report filed by Samantha Marshall, quoted Lilach Nachum, professor at Baruch College's Business School, as saying that "Bangladesh is definitely emerging as the next centre of outsourcing."
>
> The overall scenario looks bright for more outsourcing work in Bangladesh. In a recent speech in the capital, the Cairn magazine article quotes a Cisco System's executive estimating that Bangladesh could get 10 per cent of the $142 billion dollar IT and marketing outsourcing work that is 20 per cent off India's share.
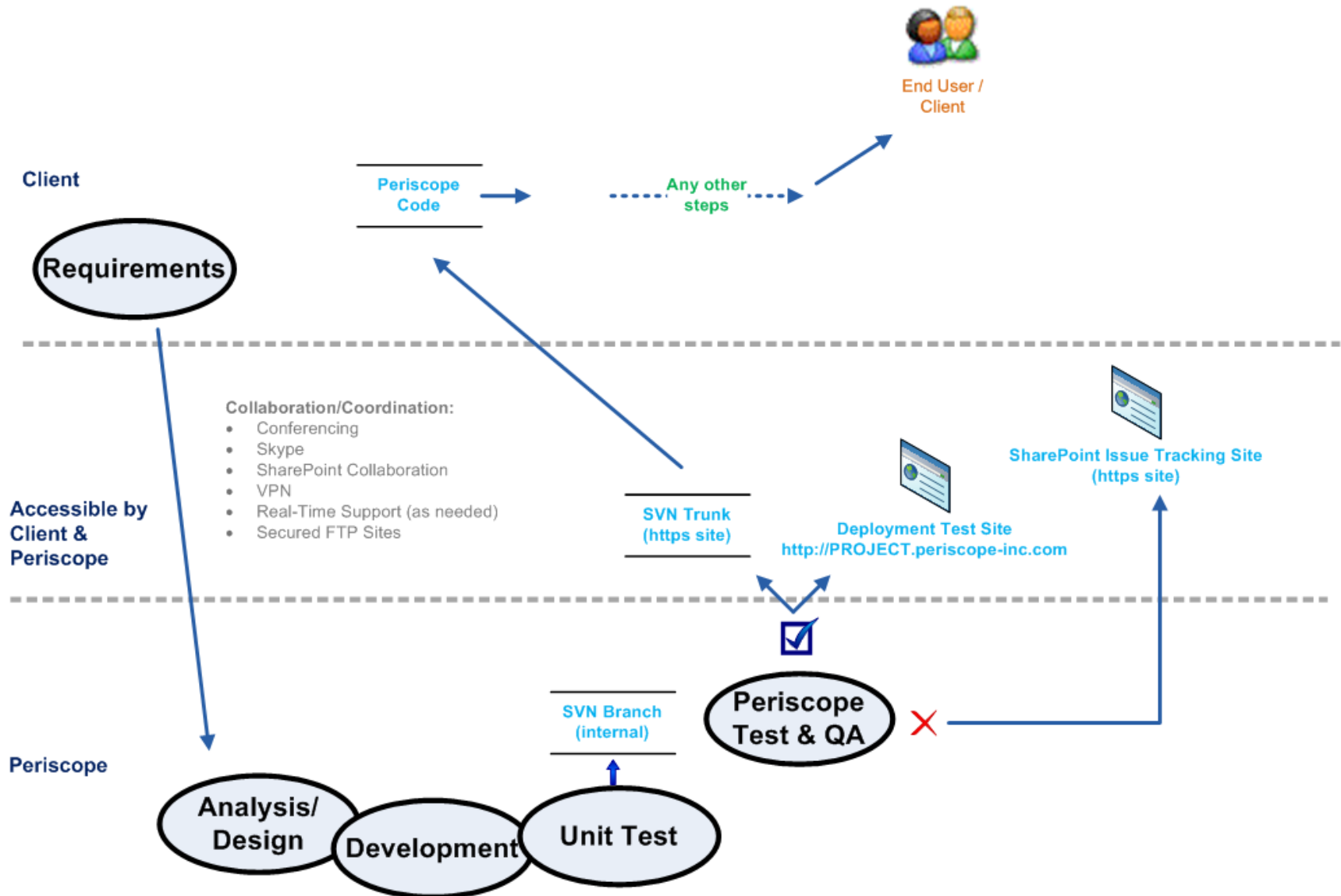
perisc⊕pe
www.periscope-inc.com

Infrastructure & Facilities

- Periscope's primary development center is located in the prime and diplomatic area of Dhaka city, capital of Bangladesh.

- Office Space: 3000 SFT

- Power: Uninterrupted power supply through national grid and high-capacity generator backup

- Internet:
  - Dedicated 1 MBps broadband connection (expandable)
  - VSAT connection for redundancy

- Server Environment:
  - Dedicated server room with restricted access
  - Dell PowerEdge 2950 servers with Hyper-V virtualization
  - 72U Rack, KVM switch, Online UPS, and other peripherals

- Workstations & Development Environment: Windows & Linux workstations with open source & licensed software from Microsoft, etc.

- Miscellaneous: Automated Backup, Fire Safety, HSE Policies, etc.

peris©pe
www.periscope-inc.com

Infrastructure & Facilities: Security

- Physical Security
  - Secured Access Control for entry/exit
  - 24/7 security personnel

- System & Network Security
  - Firewall, Routers
  - All systems are under Microsoft Domain Controller
  - Visual Source Safe, TFS, Subversion
  - Flash drive protection
  - Licensed software including corporate anti-virus

- Policies
  - Mobile computing policies, flash drive usage restriction
  - NDA
  - Email filters, Internet usage policies

periscⓄpe

End User / Client

Client

Periscope Code → - - - - - Any other steps - - - - - ↗

Requirements

Collaboration/Coordination:
- Conferencing
- Skype
- SharePoint Collaboration
- VPN
- Real-Time Support (as needed)
- Secured FTP Sites

Accessible by Client & Periscope

SVN Trunk (https site)

Deployment Test Site http://PROJECT.periscope-inc.com

SharePoint Issue Tracking Site (https site)

Periscope

SVN Branch (internal)

Periscope Test & QA ✗

Analysis/ Design   Development   Unit Test

Technical Skill / Expertise

- *Technology*
  - Microsoft .Net Technologies (ASP .NET, C#, VSTO, .netNuke, etc.)
  - SharePoint 2007 and 2010
  - Java, J2EE, JSF / MyFaces, IceFaces, A4J, PrimeFaces, Hibernate etc.
  - PHP (CakePHP, etc.)
  - SOAP, XML, Web Services, Ajax, Javascripts, Web 2.0
  - Oracle, SQL Server, MySQL
  - WebLogic, Apache Tomcat, IIS
  - Crystal Reports, BO, Jasper/iReports, SQR
  - PeopleTools (Application Designer, SQR, Application Engine, PeopleCode etc.)
  - Gupta, Cobol
  - LoadRunner, Compuware
  - More….

periscope
www.periscope-inc.com

Implementation Experiences

- Full life-cycle product development for a major client in Europe (ASP .NET 3.5 & VSTO)
- Product development Microsoft .NET 3.5: Recruitment & Resume Management System
- Transformation of legacy system (GUPTA) to J2EE/Oracle web solution for a major financial systems integrator in the US (300,000+ lines of code)
- Full life-cycle web application (Internship Management System) development for major client in USA: CakePHP, Ajax, Javascript
- CMS (Content Management System) Implementations: Joomla, .netNuke
- ASP .NET application development – Performance Reporting System (dynamic reports matrix generation, etc.) for major client in USA.
- Mobile application: SMS software using Java (Query, Broadcast, Update)
- SAGE AccPac ERP Customizations in .NET
- Microsoft InfoPath Integration with OpenMRS for Electronic Medical Record System.
- eLearning solution development for a full-line industrial distributor in the US (PHP)
- Several website design, development, and deployment:

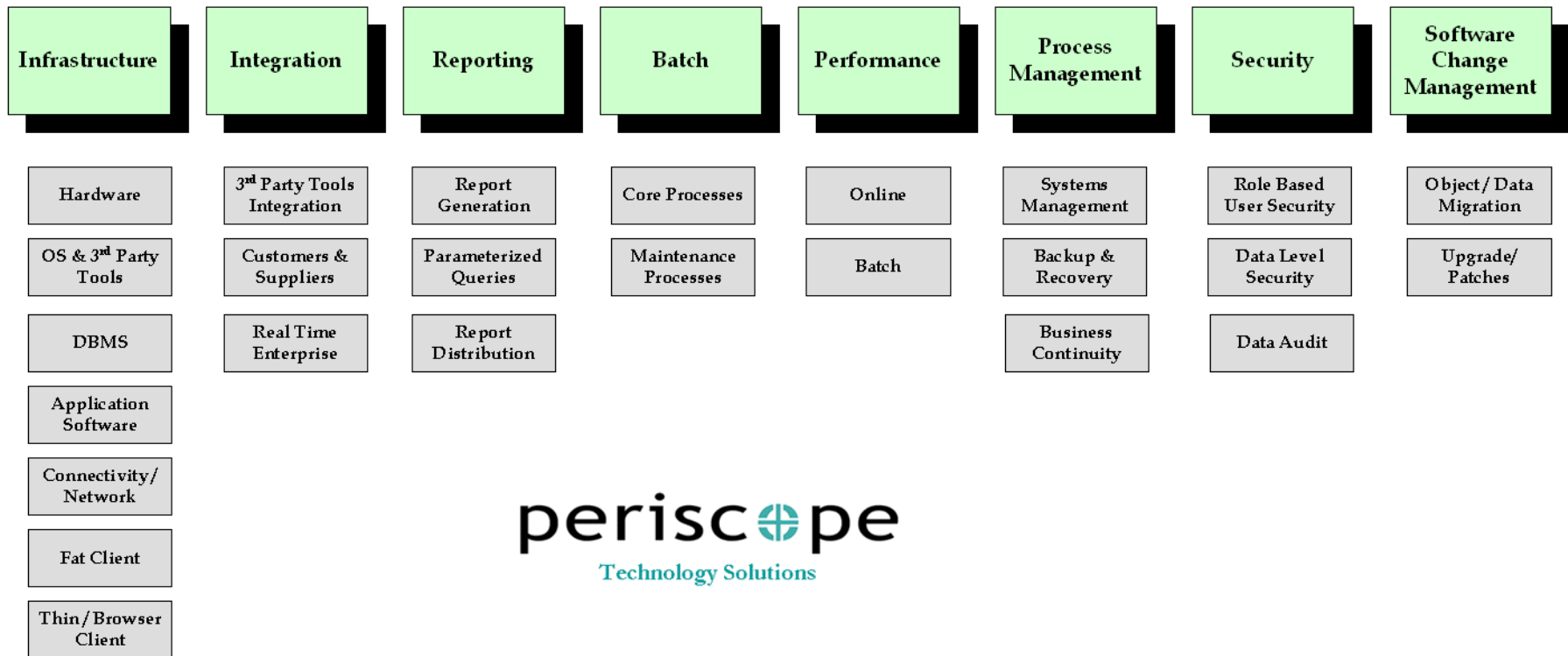| www.rahimafrooz.com | www.dhansiricomm.com |
| www.impelsys.com | www.catseye.com.bd |
| www.rmig.us | www.enjuba.com |

periscope
www.periscope-inc.com

Outsourcing Measurable Values

- Strong management with global consulting experience
- Pre-defined service level agreement and periodic review/sign-off in different phases
- SharePoint collaboration
- Daily / Weekly package drops in shared FTP site
- Weekly status reporting & management scorecard
- Constant interaction through: IM, Emails, Conference calls etc.
- Multiple working shifts to provide support coverage during critical stages
- Infrastructure redundancy to avoid unexpected delivery slippage
- Detailed configuration / change management processes & periodic review
- Periodic quality review (coding standards, issue resolution, documentation etc.)
- Dedicated account manager in the USA and Bangladesh
- Contract flexibility – various models
- Free POC (Proof of Concept) for eligible products – 1 to 2 weeks
- A realistic approach in outsourcing with solid understanding of strengths & limitations

perisc⊕pe
www.periscope-inc.com

System Technical Landscape

Technical Landscape

Infrastructure	Integration	Reporting	Batch	Performance	Process Management	Security	Software Change Management
Hardware	3rd Party Tools Integration	Report Generation	Core Processes	Online	Systems Management	Role Based User Security	Object / Data Migration
OS & 3rd Party Tools	Customers & Suppliers	Parameterized Queries	Maintenance Processes	Batch	Backup & Recovery	Data Level Security	Upgrade/ Patches
DBMS	Real Time Enterprise	Report Distribution			Business Continuity	Data Audit	
Application Software							
Connectivity/ Network							
Fat Client							
Thin / Browser Client							

perisc⊕pe
Technology Solutions

Periscope Offshore Support Model

- Production Critical (immediate resolution)
  - Client → Dedicated Account Manager → Offshore Periscope Support Team in Bangladesh
  - Immediate Assistance
- Production Normal
  - Client → Offshore Periscope Support Team in Bangladesh
  - 8 to 12 Hours Turnaround
- Production Help Line – 24/7 hours support
- 24/7 Online Support Center (http://mantis.periscope-inc.com)
- SharePoint Collaboration Center
- Contractual SLA (Service Level Agreement)
- Dedicated Account/Relationship Manager

perisc⊕pe
www.periscope-inc.com

Periscope Clientele

International	
Large Scale Integrator / Financial Entity	USA
Telophase Corporation	USA
Contest A/S	Denmark
Enjuba	USA
Royal Marine Insurance Group	USA
Impelsys	USA
Privacy Engineering	USA
Top5, Inc.	USA
Vanderbilt University	USA
National Standard Parts	USA
World Wares, Inc.	USA

Domestic (Bangladesh)
Rahimafrooz
Standard Chartered Bank
CityCell (Pacific Bangladesh Telecom)
Dhansiri Communications
CatsEye
Uttara Motors
Meridian International
Cygnus Innovations
Rashid Investment Services

perisc⊕pe

Periscope Partners

- Microsoft Certified Partner

- CISCO

- Oracle

- Vox Spectrum – Voice Logger Solution

Other Consulting Relations:

- Accenture

- Bearing Point / KPMG

- Deloitte Consulting

- Deloitte & Touche

www.periscope-inc.com

FULL LIFE-CYCLE DEPLOYMENT CASE STUDY

'ALPHA' FINANCIAL LTD.

periscope

Synopsis

- A large scale mainframe integrator in the USA approached us with a java application development proposal for their client.

- They had to convert a GUPTA application and needed us to create the GUI, application/business logic processing layer and database interface in a java application deployment.

- Common frameworks/tools such as: Apache MyFaces, Hibernate, JSF, Eclipse, etc. were used for development.

- Java project was completed and deployed successfully.

perisc⊕pe

Periscope Accomplishments/Value adds

- Periscope formalized requirement gathering for Gupta Application

- Periscope provided Project Plan and Methodology

- Periscope instructed client on best practices/methodologies and project coordination (including weekly scorecards/project trigger and milestone tasks)

- Periscope began and completed entire JAVA GUI, Application and Data Layer Structure on time and Budget

- Periscope stepped in and assisted client in completing their outstanding tasks in order to make timely delivery. These included GUPTA mainframe code analysis and the reporting application

- Periscope created detailed test strategy and scripts that were used by both the client and Periscope testing team

Periscope Team

- Team Lead/Tech Project Mgr/US Based

- Technical Architect

- Programmers

- Test & QA Engineers

- Dedicated Account Manager-US Based

Demo: Desktop Legacy to J2EE Web (Web Screenshots)

perisc⊕pe
www.periscope-inc.com

Additional Information

For More Information:

www.periscope-inc.com

Email Contact:

Info@periscope-inc.com

sharifahmed@periscope-inc.com

Support: http://support.periscope-inc.com

Offices:

155 East 30th Street	House 3, # 203
# 5A	Road 7, Gulshan 1
New York, NY 10021	Dhaka 1212
Phone: +1 646 267 9820	Phone: +88 02 8410773,
	+88 01731 678927
Fax: +1 646 706 0153	Fax: +88 02 8410774
USA	Bangladesh

perisc⊕pe
www.periscope-inc.com