



Innovation in action.





Innovation. For hire.

Have you ever thought about what is the one thing really smart people all seem to have in common?

Innovation.

Every day, across 3 continents and 24 time-zones, hundreds of innovative people go to work at NTGC, the world's most dynamic and passionate global offshore outsourcing company.

Welcome to the new world of NTGC. Our innovation is all yours

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CORE COMPETENCIES

We are a complete IT solutions provider in technical, creative and strategy development to large companies and end-to-end solutions to medium sized enterprises. The depth and breadth of our expertise combines with our extensive experience and a full-service portfolio to create seamless solutions. NTGC IT services include Software Development, Software Maintenance, Software Re-engineering, Quality Assurance and Testing, Technical Writing, Customer Support and Establishing dedicated offshore software development centers (ODC).

SOFTWARE DEVELOPMENT

At NTGC, we provide turnkey software development on Time and Material basis. This may involve the development of new applications or the development of new functions for existing software applications. Each development project typically involves all aspects of the software development process, including prototyping, design, pilots, programming, testing, installation and maintenance.

SOFTWARE MAINTENANCE

We provide maintenance services for large legacy systems. Maintenance services include major and minor modifications, and enhancements as well as production support. Such systems are client/server systems, and are typically essential to a client's business, though over a period they progressively become difficult and costly for the client's internal IT to maintain. NTGC IT professionals take an engineering approach to software maintenance, focusing on the long-term functionality and Stability of the client's overall system, and attempting to avoid problems from "quick-fix" solutions.

SOFTWARE RE-ENGINEERING

Our re-engineering services assist clients in migrating to new technologies while extending the life cycle of existing systems that are rich in functionality. Projects include re-engineering software to migrate applications legacy systems to client/server architectures, to extend existing applications to the Internet, to migrate from existing applications to UNIX or Windows NT, or to update from a non-relational to a relational database technology.

OFFSHORE DEVELOPMENT CENTERS (ODC)

NTGC has adapted the ODC model successfully with several clients. Our dedicated ODCs have become an integral part of our client's operations where a permanent team of engineers having the desired expertise and experience are allocated to meet the client's needs. By focusing on a single client over an extended time frame, the dedicated ODC team gains a deeper understanding of the client's business and technology and can begin to function as a virtual extension of the client's software team.

QUALITY ASSURANCE & TESTING

We also undertake core testing projects. These include writing test-plans and test-cases and executing the same or working on test-cases provided by the client. Our test lab consists of up to several test machines, with various operating systems, utilized by various projects in any possible way. Apart from this, there are 20 user machines, which are also utilized for testing. Several Linux boxes, all Windows operating systems and some Macintosh machines are also used. High-end and low-end Machines are used to rate performance levels of the products under development.

CUSTOMER / TECHNICAL SUPPORT

NTGC provides support services for both technical and non-technical processes. We have the best resources to provide technical expertise. The NTGC Process Migration Model is designed to solve the outsourcing issues such as back office operation, migration and operation of the support functions using an efficient and effective process. We have a strong infrastructure to provide voice and text based support to the client's end customers. Our support group provides round the clock world-class quality support services to attain and retain customers for our clients.

TECHNICAL DOCUMENTATION

At NTGC we offer high-quality Technical Writing services to create well-designed, cost-effective and accurate online help, getting started guides, user guides, administrator guides, installation guides, release notes, technical notes, API documentation and marketing collaterals using the latest and the most widely-used tools and technologies. We provide services for designing, structuring, and developing content for the client's product to create end-user documentation that is both informative and easy-to-use. Additionally, we provide face-lifts to existing documentation and collaborate with the client's existing information development staff to maintain and update documents.

R&D AND TECHNOLOGY CONSULTATION

NTGC also takes pride in undertaking research and development projects. These involve developing prototypes, evaluating the use of a new Technology for practical purposes and executing pilot projects to study the feasibility of large scale implementations. We also provide technology consulting in terms of choosing the right technology for a particular requirement to create the most effective and efficient software solution. We leverage our expertise in multiple technologies for the same to evaluate the various options available for a given requirement.

Service Offerings

NTGC technology service offerings can be broadly categorized under the following sections:

- **Application Development**
- **Programming Services**
- **Customization Services**
- **Database Migration Services**

Application Development:

Application development is the connecting bridge that enables an idea to complete the journey from conception to reality. Application development is as much about technology as it is about formulating business processes and refining them. Quality application development is the touchstone of identifying an established and mature software company. Developing quality applications has shaped NTGC evolution and we do the whole nine yards of it. NTGC provides application development in the areas of client/server, wireless, embedded systems and web application development. We have a unique process and methodology of providing this quality service. Please read our methodology for offering application development services.

Programming Services:

Offshore software development translates to a gamut of services of which programming services is a key value enhancer. NTGC has realized that a good number of software companies across the world are equipped with experienced in-house designers and application architects. On the same note most of these firms are ill-equipped as far as programming resources are concerned. NTGC has been providing tremendous value addition in plugging this gap by providing professional and dependable programming services.

NTGC offers programming services in Windows, UNIX / Linux, Embedded systems (VxWorks, QNX, uClinux), .NET, J2EE environment and PHP. NTGC has proven competence in building applications using Oracle, MS SQL, Informix, DB2, MySQL and Postgres SQL.

Customization Services:

A silent revolution that is gaining momentum in the software world is the Open Source Movement. The movement is intended to support and promote distribution of freely developed applications using a collaborative framework operating under free distribution license policies. These applications are available along with source code and limited documentation for people to use, enhance and distribute. Open source application though available freely comes with the overhead of limited documentation, inherent rigidity along with limitations and restrictions in terms of functionality and performance.

NTGC is a firm votary of Open Source Software development movement and believes that it is advantageous to the customer because “In an Open Source world nobody gets to hold the customer to ransom”. NTGC over time has developed panache for leveraging the strengths of the open source movement coupled with offsetting the inherent limitations that come along. NTGC has trained and deployed focused research and development teams to support and sustain this initiative. This passion and belief has enabled us to flaunt more than 100 applications customized from the open source realm.

Database Migration Services:

Data and information are the key assets of any company. NTGC understands that the drivers for data migration are multicolored in nature and each factor is unique and critical. NTGC offers a comprehensive set of services in this value added domain. NTGC also is well aware of the Intellectual Property implications involved in this exercise and guarantees data integrity and security in this exercise. NTGC has well defined processes and procedures to undertake migration and has gained rich experience in this domain across varied database platforms.

The following listing of databases is currently included in NTGC data migration services:

- **Oracle Informix**
- **DB2**
- **SQL Server 2000**
- **MS SQL**
- **MySQL**
- **Postgres SQL**

Tech Competencies

Embedded systems

UNIX/Linux Device Drivers

Network Protocols / Stacks

Microsoft® .Net / Windows CE

Open VMS

Java / J2EE

LAMP (Linux, Apache, MySQL, PHP/Perl)

Web Applications.

Embedded Systems:

Overview

NTGC team has worked extensively on Embedded technologies, possessing a sound knowledge of VxWorks internals, uClinux driver development, QNX and Windows CE application programming.

Key features implemented

Switching software for Intel® IXA2424 / 5412 boards

Graphics / X-windows programming for uClinux and Montavista

eVC++ applications on Windows® CE 5.0

Driver for Reconfigurable processor on TOPPERS and TALOS systems.

.Net Expertise:

Overview

NTGC has invested in training resources and developing best practices for application development using Microsoft's .NET architecture. NTGC Microsoft Competency Center leverages this expertise to enable rapid, error-free application development to solve specific business problems. The Microsoft Competency Center is staffed by experienced and/or, Microsoft Certified professionals with applications development experience in selected Microsoft development environments. Currently the center focuses on developing and enhancing custom application built using C#, VC++ or VB/ASP on the .NET environment.

MICROSOFT TECHNOLOGY EXPERTISE

Languages	Web Technologies	Database	Middle Tier	Messaging
Visual Basic	JAVA	SQL Server	COM+	MS Messaging Queue
Visual C++ (ATL)	HTML	7.0/ 2000	Microsoft Com-	(MSMQ 3.0)
Embedded VC++	PHP	MS Access	merce Server	
C, C#, VBA	CGI			
	JSP			
	ASP			
	VB Script			
	ASP			
	Net, IIS			

Key features implemented

Microsoft Compliant / .NET design and development guidelines
Enterprise Application - N-tier architecture
.NET Remoting Architecture (using TCP/HTTP protocol)
Microsoft Message Queue (MSMQ) for asynchronous message delivery.
Active Directory Service Interface (ADSI) for organization level user access control.
Windows Services for background processes.
Web Services using XML - SOAP/HTTP
Advanced ADO.NET features. Centralized Exception/Error handling

Java/J2EE Overview

NTGC has invested in training resources and developing framework combining best design practices for developing applications based on J2EE, this enables a developer to jump-start into development right away, without worrying about the intricacies behind database connectivity, File I/O, error handling, session and application management. The framework is created to help speed up development time and build web applications with fewer complexities. Using these frameworks, majority of the efforts is focused on the business logic or functionality implementation.

Most J2EE web-based enterprise applications are split into three logical tiers, Presentation Tier, Business Logic Tier, and Enterprise Information System Tier. The presentation tier, which aims at presenting the business information to the user, is implemented using Servlets, JSPs and HTML/WML.

The business tier, where core business mechanisms are implemented, is usually encapsulated in EJBs (Enterprise Java Beans). The enterprise information system tier, which represents different kinds of legacy systems, database servers, etc is usually accessed through the JDBC API and other standard interfaces provided by the J2EE Connector Architecture.

Key features implemented

J2EE specification implemented:
J2EE Design and development guidelines
N-tier architecture
Enterprise JavaBeans (EJB) 2.0
JavaServer Pages (JSP) 1.1 /Servlets 2.3
Java Database Connectivity (JDBC) 2.0
Java Naming and Directory Interface (JNDI) 1.2
Java Transaction Service and API (JTS, JTA) 1.0
JavaMessage Service (JMS) 1.0.2
JavaMail 1.1
Java Activation Framework (JAF) 1.0

LAMP (Linux, Apache, MySQL, PHP/Perl)

Overview

NTGC has successfully completed LAMP (Linux/Apache/PHP/MySQL) projects for clients with core businesses in different industries such as - Digital/SSL Certificate, Bandwidth Management Control and CRM Application for ISPs, Game marketing for Schools, Promotional Marketing etc. Besides LAMP (Linux/Apache/PHP/MySQL), NTGC has also completed a project for an embedded device, which used C, Embedded Linux (uClinux) along with Tcl/Tk & core networking utilities in Linux.

Key features implemented

NTGC has produced high-quality, secure & dynamic web sites which contains back end CMS (Content Management System) to control various parts of the front-end web site. Features of CMS varies depend upon the requirements of the project. For the development methodology, we extensively use Smarty (PHP Template Engine) & PEAR (PHP Extensions & Application Repository) for all our PHP projects.

Typical CMS (Content Management System) Features developed:

- Customer Management
- Links Management
- Banner Ad Management
- Product Management
- Category Management
- Newsletter Management
- Job Management
- Feedback Management
- Online Survey Management
- Admin & Sub-Admin Management
- Quiz Management
- Site Usage Tracking Management (For tracking user activities)
- Multilingual Words Management (For multilingual web-sites)

Experience NTGC

At NTGC, we have extensively worked on following open source technologies.

Apache

Boa (Embedded Web Server)

UNIX / Linux

uClinux (Embedded Linux)

PHP

MySQL

C, C++

Tcl-Tk

Perl



Innovation in every hallway, every corner.

NTGC is not a centralised corporation born out of one location.

Instead, NTGC's global network was crafted by bringing together the best minds available anywhere, into one truly borderless operation. And as expected, smart people enjoy being brought together with other smart people.

As a result, you'll quickly notice that unlike any other global offshore outsourcing company, there are more empowered, innovative people available on the ground to care for clients around the globe. With passion, precision and entrepreneurial flair.

It'll make you wonder how can a company this size can feel so big and personal, at the same time?

Capability Matrix

NTGC has a wide range of skill sets. We constantly upgrade our skills to be the leading edge technology provider

Web Technologies	Java, Web Server, RAD tools like NetDynamics, Kivasoft, Platforms like Netscape and Microsoft
MiddleWare and Distributed Objects	TIBCO, MQ Series, CORBA, DCOM
Tools and Methodologies	UML OLE / DB JDBC COM, DCOM, XML, DHTML, Active Server Pages, JavaScript, VBScript, ColdFusion, distributed objects, tools, Payment Systems, Security Systems and EDI, Flash, Dreamweaver Shockwave
Client / Server	Oracle, Sybase, Informix, MS SQL Server, VisualBasic, Visual C++, MS ACCESS, Developer/2000, PowerBuilder, Delphi, DB2, Smalltalk, Object Oriented Development
Databases	Sybase, MS-SQL Server, Gupta SQLBase, Progress, Informix, Ingres, DB2, XDB/DB2/2, IMS, MS-Access, Paradox, ADABAS
Operating Systems	Unix, Solaris, Windows-NT, Open Desktop, Nextstep, Novell NetWare, MVS, OS/400, OS/2, Open VMS
Server Side Environment	JSP, EJB, JDBC, ASP, ODBC
Application Server	BEA Weblogic, IBM Websphere, Jrun, Tomcat, MTS
Internet Tools	JAVA, Perl, CGI, Net Dynamics, HTML, ASP, Cold Fusion, Flash, Dreamweaver, Adobe: Photoshop, Adobe Illustrator
Languages	C, C++, MF-Cobol WorkBench, Digitalk Parts, Parc Place Visual Works, Visual Age, Pro*C, ASSEMBLER, COBOL/400, RPG/400, Java, JavaScript, Borland JBuilder, MS Visual Studio
Web Server	Cold Fusion, Weblogic, Apache

Business Model

NTGC has developed several client service models in order to provide the teamwork and partnership needed to create effective and cost-effective software solutions. This enables NTGC to provide service and support that is versatile, flexible and reliable.

Onsite Service Model

NTGC Can set-up an entire team of technical professionals at your location. By providing onsite service, our clients benefit from an ongoing production environment and the ability to oversee day-to-day development and progress of the project at hand. By gaining a full understanding of our client’s needs, NTGC Utilizes its project management skills and expertise to take full responsibility for an entire project from start to finish.

Offshore Development Model

Due to the extensive amount of resources available to NTGC, we are able to provide service via our offshore development facilities. NTGC Can significantly reduce the development costs associated with labor by drawing on the extensive resources at our facilities in India. Along with our project managers in the U.S., NTGC is able to effectively manage and utilize a credible and reliable pool of knowledge and expertise. This provides the added benefit to our clients that the project is being executed by a known source that has proven skills in the areas required to move development forward.

Hybrid Development Model

When fast-turnaround is needed for a project, NTGC can offer the combination of both our onsite and offshore capabilities. By providing 24-hour development time to our clients, NTGC will be able to provide the necessary rapid response needed to complete a project and at the same time reduce production costs through the utilization of its own offshore facilities.

Fixed Cost Development Model

If you have well-defined requirements, we can offer you a fixed cost solution. This eliminates the uncertainties of development cost and helps in planning your project budget in advance. This is best suited for clients with complete project specifications in place. If you do not already have well defined requirements, we can first develop your requirements on a Time and Material basis and then, provide you with a Fixed Cost solution.

Right to hire Model

NTGC offers the service of setting up a team of experienced project managers and developers to initially develop a system and then offering the client the option of hiring them on a full-time basis. While NTGC incurs the risk, the client has the benefit of an experienced technical team as well as saving the costs associated with project handovers.

Consultation Service Model

NTGC is also able to draw upon and utilize the support of it vast array of resources in the U.S and India, in order to offer consulting services that may suit our clients’ needs. This consultation service model helps to address short term and extremely specialized expectations.

Delivery Model

Our Approach to Architecting Global Delivery Model

Our 3-D framework (Design, Develop and Deploy) can be broken into eight functional phases, as shown below (A through H). This methodology extends across 5 tracks: Strategy, Process Integration, Data Integration, Technology Architecture and Organizational Change

Service Level Agreement

A service level agreement is a contract between the service provider and the customer that specifies what services will be delivered, as well as their quality and frequency. It also details what the customer must do to ensure services received are of the requisite quality and timeliness. Customers often employ performance metrics or key performance indicators to help them do this.

Outsourcing partnerships are not easy. Disputes invariably arise. Resolving disputes is the job of carefully crafted service level agreements (SLAs). An SLA is a document that identifies the agreed-upon services that will be provided to an organization or department in an outsourced setting. Its objective is to ensure that the delivered service satisfies the customer. The SLA identifies customer expectations and defines the boundaries of the service, stating previously determined service level goals, operating practices, and reporting policies.

Purpose of the Service Level Agreement

SLAs are critical in defining the responsibilities of the service provider and the customer. The purpose of any SLA is to describe and define the following:

- What service(s) will be available to customers?
- What quality of service should the customer expect?
- What period of time will the SLA cover?
- How will the service be delivered?
- How will the service provider monitor service quality?
- What is the procedure for modifying the SLA?

Elements of a Service Level Agreement

Companies initiating outsourcing should think through the different elements of the SLA before negotiations. They include:

- Definition of service provided, parties involved, and effective dates of agreement,
- Specification of the number of users and locations for which the service will be offered,
- Explanation of problem-reporting procedures, including conditions of escalation to next higher tier of support, and Procedures for revising the SLA to reflect operational changes.

The scope and scale of SLAs varies depending on the situation. Some companies contemplate outsourcing whole departments; others outsource individual projects.

The bottom line

Creating, managing, and maintaining SLAs is difficult. In fact, it's often the number-one reason why large companies outsource to third-party vendors that have world-class capabilities and experience in outsourcing partnerships with large, complex organizations.



Reinventing innovation.

Innovative people are restless people. Always on the search for new, better ways to do things. And never ready to take no for an answer.

Relying on our fast, flexible and entrepreneurial organisation, NTGC's people are empowered to push the traditional boundaries of service in order to deliver, that will truly make a difference.

This means sometimes calling on one of our specialized solutions when necessary, or deploying highly intelligent customised approaches at the local level when it makes more sense. After all, that's where the action is



Have we made *you* curious yet?

Don't take our word for all this.

To truly experience the value of a global outsourcing company run by a team of empowered, innovative people like NTGC, nothing beats checking it out for yourself.

You can visit to our website at www.ntgc.net, or fire off an email to info@ntgc.net right now...

We're curious to hear what you think.

1 company
4 countries
Over 100 people
1 thing in common
Boundless innovation.



www.ntgc.net