NeoSOFT®

Capabilities

Telecom

About Us

Overview

4000+
Employees

10
Global Offices

11
Development
Centers

1,00,000+ Sq.ft.
Office Space

Clientele

1500+
Clients

50+
Countries

85%
Clients Retention

22+
Industry Verticals

Achievements

2000+
Products Engineered

1500+
Applications
Developed

12+
Awards

20+
Million Development
Hours

Partners

aws

SAP

Microsoft®

Google Cloud

Magento®

25+
YEARS OF
EXCELLENCE

Great Place To Work®
Certified
INDIA

CMMI DEV /5

Certified To Deliver Quality

KPMG

This is to affirm that

NeoSOFT Private Limited

Organizational Unit: Software Development Unit

has been appraised at

Maturity Level 5

of the Capability Maturity Model Integration for Development,

Version 3.0

CMMIDEV/5℠

CMMI ® V 3.0 / Exp. 2027-08-17 / Appraisal #72520

ISO
9001:2015
Quality Management

ISO
27001:2013
Information Security

ISO
20000-1:2011
IT Management

ISO
22301:2012
Business Continuity
Management

What We Do

Team Augmentation

A team of 4000+ Battle Tested engineers across 100+ Different Stacks.

We are your Digital Factory, dedicated teams to supercharge your development throughput.

0 Operational Overheads.

Agile & On Demand.

Fixed Scope

We offer meticulously crafted project specifications and timelines for cutting-edge development, seamless integrations and feature-rich solutions.

The NeoSOFT approach ensures your projects are delivered with precision and excellence.

Managed Services

Our IMS services helps enterprises to run Business as usual.

With strong SLA driven services, 24x7 Support, Governance and Technology expertise, we help to optimize processes and costs.

Our Expertise

We help businesses wherever they are in their digital journey. From consulting for a **digital transformation** to carving out a **technology roadmap**. Our expertise helps you to **drive ROI** from your digital initiatives.

Digital Transformation

- UX/UI Consulting
- Web & Mobility Solutions
- Enterprise API Management
- RPA
- Legacy Modernization

Digital Product Engineering

- Custom Software Engineering
- QA Services
- Maintenance
- Managed Services

Infrastructure & IT Operations

- Cloud Consulting
- DevSecOps
- Cloud Migration
- Cloud Management

Data Management & Analytics

- Data Engineering
- Governance
- B.I. & Analytics

Artificial Intelligence

- M.L. Models
- Model Generation
- M.L. Ops
- Data Science

Internet of Things

- IoT Consulting
- Software Defined Features
- IoT Applications

Innovation Lab

- MVP & POCs
- Rapid Prototyping
- Emerging Tech

Team Augmentation

- Solution Architects
- B.A.
- Developers
- Data Scientists

Selected Clientele

Major Provider Of Wireless Telecommunication Worldwide

Engineered ETL engine to process tons of data and derive meaningful charts.

19	4+ Years
Team Members	Duration

ETL   Automation   Database Management   Big Data

Technologies

Solutioning

Challenges

- Lack of processing tons of critical and scattered data on different platforms and data channels.

- The use of manual methods to process data increased the chances of duplication.

- Lack of data analytics tools to draw accurate conclusions and gain insightful knowledge of data.

Solution Highlights

- Robust back-end platform that processes tons of data from different geographical locations and processes it to draw meaningful inferences.

- Ability to calculate KPI for each geographical location daily and share via email with the stakeholders.

- API that fetches customer-specific data for the campaign, enabling users to target the appropriate audience.
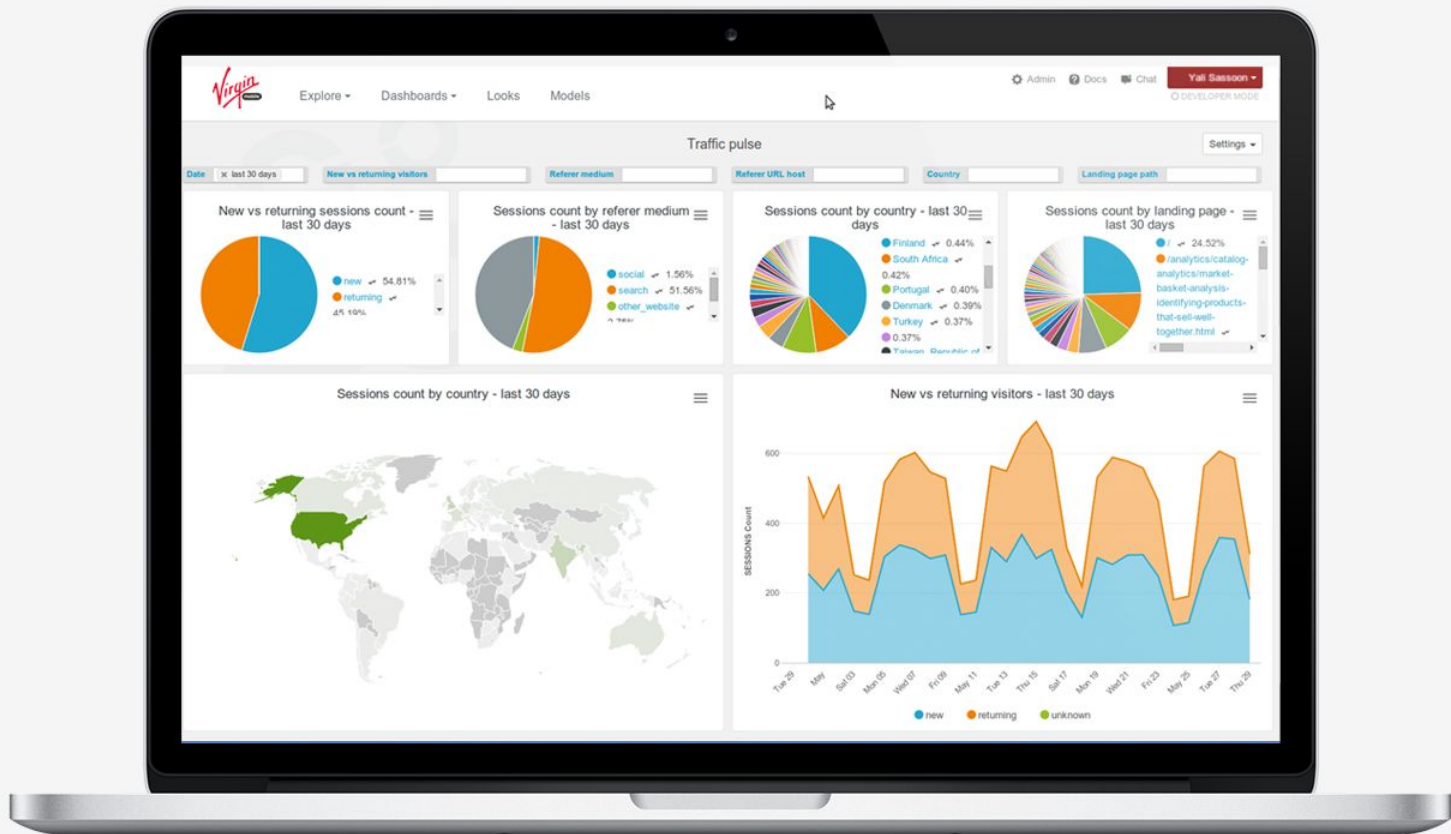
Outcomes

80%
Automation

———

The data engine introduced automation in data processing and yielded optimized and synchronized data churning.

10X
Accelerated Operations

———

Automation eliminates the difficulties of manual labour and human error, resulting in greater productivity.

85x
Improved Decision-Making

———

Accurate data insights represented in intuitive visual graphics made it possible to derive quick and meaningful insights, subsequently.

Traffic pulse

Settings ⌄

Date ✕ last 30 days | New vs returning visitors | Referer medium | Referer URL host | Country | Landing page path

New vs returning sessions count - last 30 days

● new ↗ 54.81%
● returning ↗
45.19%

Sessions count by referer medium - last 30 days

● social ↗ 1.56%
● search ↗ 51.56%
● other_website ↗

Sessions count by country - last 30 days

● Finland ↗ 0.44%
● South Africa ↗
0.42%
● Portugal ↗ 0.40%
● Denmark ↗ 0.39%
● Turkey ↗ 0.37%
● 0.37%
● Taiwan, Republic of

Sessions count by landing page - last 30 days

● / ↗ 24.52%
● /analytics/catalog-analytics/market-basket-analysis-identifying-products-that-sell-well-together.html ↗

Sessions count by country - last 30 days

New vs returning visitors - last 30 days

600

400

SESSIONS Count

200

0

Tue 29 May Sat 03 May 05 Wed 07 Fri 09 May 11 Tue 13 Thu 15 Sat 17 Mon 19 May 21 Fri 23 May 25 Tue 27 Thu 29

● new ● returning ● unknown

stc

Saudi Arabia's Biggest Communications Infrastructure & Services Company

Modelled a digital platform that aims to enhance system performance and provide accessibility.

35	4+ Years
Team Members	Duration

CX Data Security Project Management ERP

Technologies

Windows	Bootstrap	ASP.NET MVC	Microsoft SQL Server	Jira	git

Solutioning

Challenges

- Inability to implement strong business communication among departments due to a lack of connectivity.

- Unstructured and scattered system to manage all the customer's details, invoices, and payments.

- Need for a mobile-friendly, easy-to-use, and customizable digital solution.

Solution Highlights

- A digital solution that supports various telecom operators' revenue systems and tax computation and ensures data security.

- Integrated with the ERP system, it synchronizes customers, invoices, and payment details and helps telecom operators compute and file license fees.

- Built a multilingual platform with the integration of a personalized dashboard and the ability to download, import, and submit revenue reports.

Outcomes

5X
Improved Operational Efficiency

Automation and data transparency improved business decision-making, subsequently impacting efficiency.
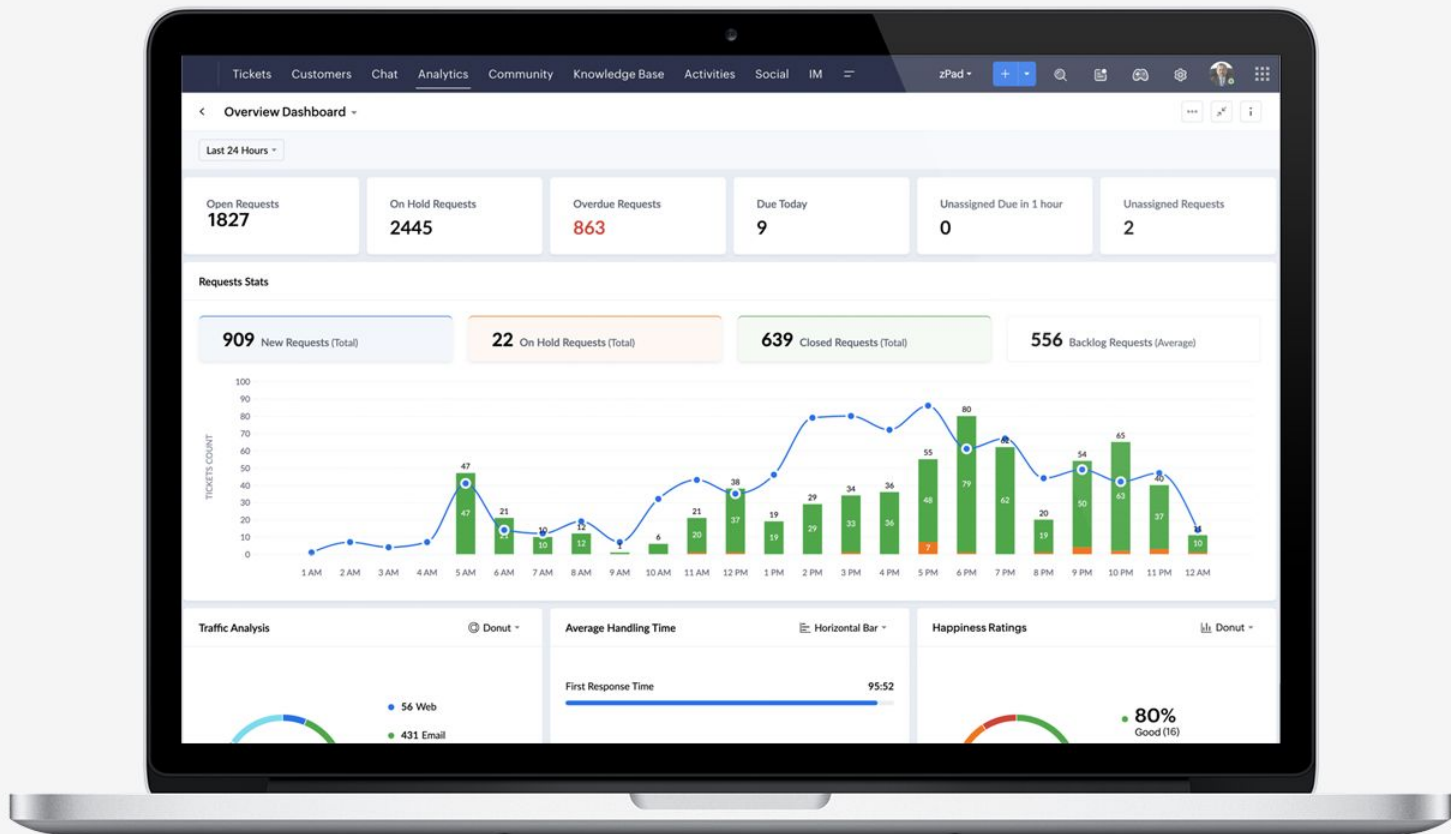
10X
Increased Collaboration

By Integrating the ERP system, business operations elevated collaboration between internal and external stakeholders.

36%
Enhanced User Experience

Captured user interactions in real-time, enabling the agility to address customers' requests and feedback.

T Mobile

Leading US-Based Telecommunication Company

Constructed an intranet site for the company's data center infrastructure management team.

20	2+ Years
Team Members	Duration

Website Creation • Cloud Enablement • Database Management • UI/UX

Technologies

Microsoft SharePoint 2007 • ASP.NET • Microsoft SQL Server • AJAX • Microsoft Windows Server 2003 • XML

Solutioning

Challenges

- Creation of complex web parts with visualization and processing of hundreds of status parameters.

- Complexity in tracking each MSC data center with manual methods.

- Difficulty in presenting graphical data reports.

Solution Highlights

- Built a dashboard to show the status of MSC switch data centers across various geographical locations on multiple levels like region-wise, data-center- wise and intra-data center rack-wise.

- Showcased the status of AC, DC, cooling, and space utilization in the data center.

- Forecast capabilities to present capacities and utilization for each data center.

- Designed graphical reports with the option to data export to spreadsheets.

Outcomes

60%
Acceleration Of Team Productivity

Accessibility to various functions such as calendars, emails, and other business tools in one location improves team productivity.

20X
Greater Collaboration

Introduction to interactive features and peer feedback improved teamwork and collaboration; also strengthened organizational learning.

50X
Enhanced Business Performance

Recognizing employees with rewards and accolades boosted their accountability toward driving results.

Plans ⌄ 5G & Coverage ⌄ Devices ⌄ Solutions ⌄   💬 ⌄ 📍 🛒 🔍   **Get Started**   My account ⌄

Check availability   PB Key

Let's make sure Business Internet with Unlimited Data is available in your area.

📱 Business phone number   ℹ️

🔍 Business address

Check availability

STEP 2: Select the displayed result from one of the three choices provided below:

ℹ️   ℹ️

vodafone

A British Multinational Telecommunication Company

Crafted a web portal to enhance customer experience.

40	3+ Years
Team Members	Duration

CX   Website Creation   Payment Security   Database Management

Technologies

Core Java   JPA Java Persistence API HIBERNATE   spring boot   10g ORACLE DATABASE   MySQL   CCAvenue®   Paytm

Solutioning

Challenges

- The outdated legacy system hindered the workflow.

- The client wanted to reduce future IT spending by providing an easy, upgradable, integrated product suite from a single vendor.

- A difficult and dull interface led to user dissatisfaction.

Solution Highlights

- Decommissioned the legacy systems and replaced them with new functionality within the new NewCo applications.

- Enabled true multi-channel functionality, enabling greater self-service and web capability.

- Automation of manual and repetitive processes to enhance productivity & save costs.

Outcomes

5X
Improved Visibility

The clients aimed to improve visibility and drive future business growth, which they accomplished by implementing an intuitive UI and increasing user satisfaction.
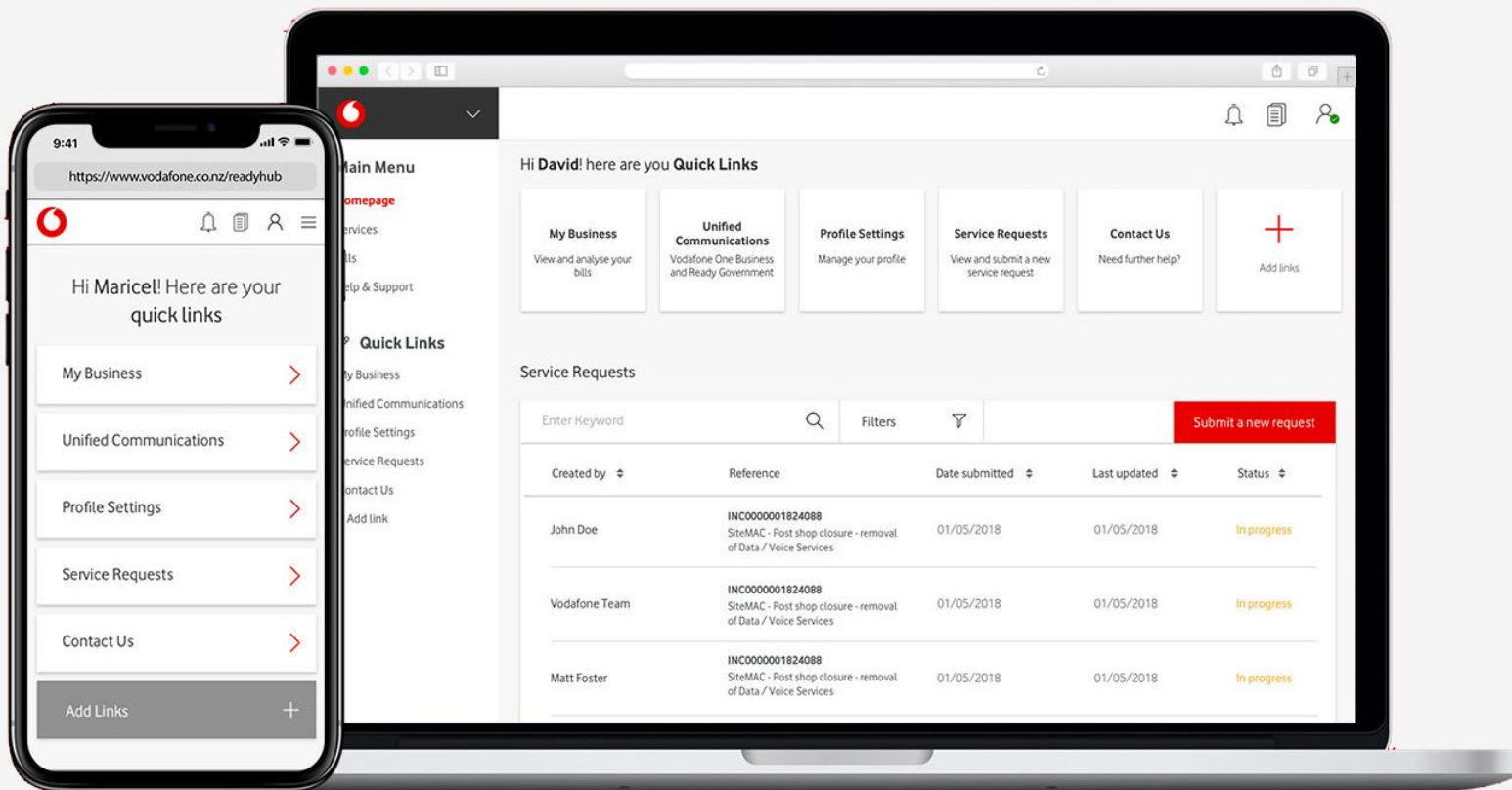
14X
Improved Customer Experience

Hassle-free and intuitive user interface contributed to improving customer experience.

12%
Reduced Operational Costs

Reduced operating expenses by using consolidated data, integrated systems, and visibility.

Vialis

Century-Old French Connectivity Service Provider

Built a robust Android TV Application with modern tech functionalities.

7	5+ Years
Team Members	Duration

Mobile Application   UI/UX   AI   API

Technologies

python   android   Retrofit   Kotlin   androidtv   RoomDB   node

Solutioning

Challenges

- The client wanted to build a robust application powered by next-gen functionalities and interact with users in real time.

- Difficulty in expanding geographically among audiences without the multifunctional language preference.

- Creating a solid network while selling the Android TV application to multiple service providers is difficult.

Solution Highlights

- Evergrowing AI algorithms rendered it beneficial to provide users with a smart TV experience.

- Capture a wider audience with multi-functional features like live radio, parental lock, recording option, and more.

- Ability to personalize each account by setting reminders for TV shows, sports, etc.

Outcomes

15X
Improved
User Experience

Easy-to-navigate, visually appealing UI, language preference, and several intuitive features gave end users an exciting TV application experience.
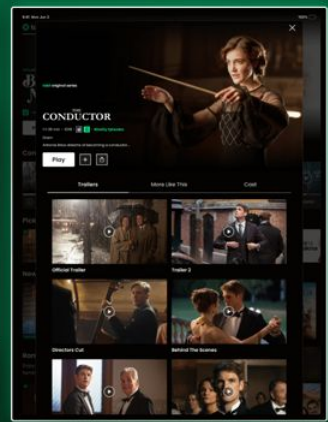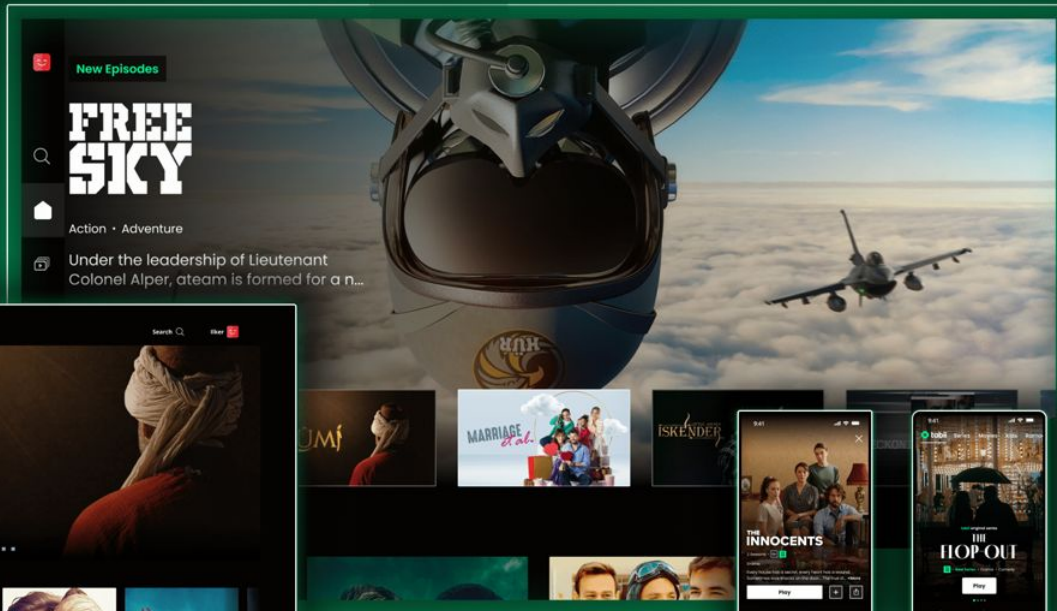
25%
Customer Acquisition
Growth

Access to more facilities and advanced features through API integration increased new subscriptions and downloads.

100%
Geolocation
Accuracy

The application is tailored to detect your exact location and distribute region-specific programs.

An Indian payment bank with over 7 million customers

Improved & Added critical features to a payment wallet for a telecom giant.

18

Team Members

1.5+ Years

Duration

Product Engineering   UI/UX   Payments   Data Security

Technologies

Solutioning

Challenges

- Lack of a visually and functionally appealing digital experience to users.
- A tight secured portal for on-the-go transactions.
- Unable to deliver seamless experience with access to all banking services.

Solution Highlights

- Reinforced data integrity at multiple layers through encryption of sensitive and private data.
- Decreased server downtime that was causing delays in fetching account details and making payments.
- Seamless banking experience with very little latency.

Outcomes

27%
Improved Click-Through Rate

- Access to additional features made it easier for users to access all services on a single platform.

**Improved Operational Efficiency**

- A digital ecosystem that enables the internal employees push data through simplified and secured channels.
- Establishes collaboration and connectivity with user role-based access.

18%
Boosted Customer Acquisition

- A future - proof and responsive and integrated digital solution with features that escalates user experience, retention, and acquisition.
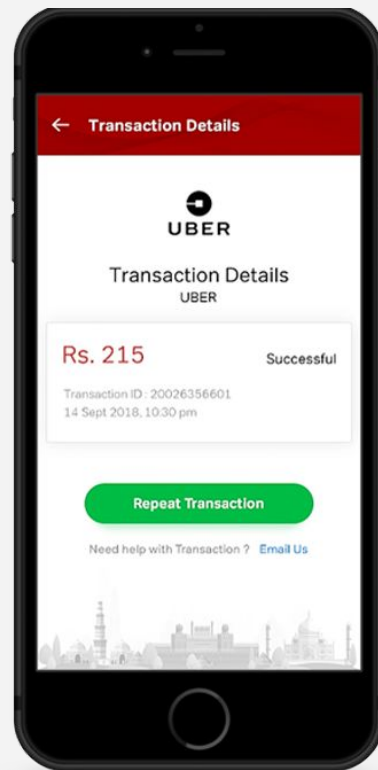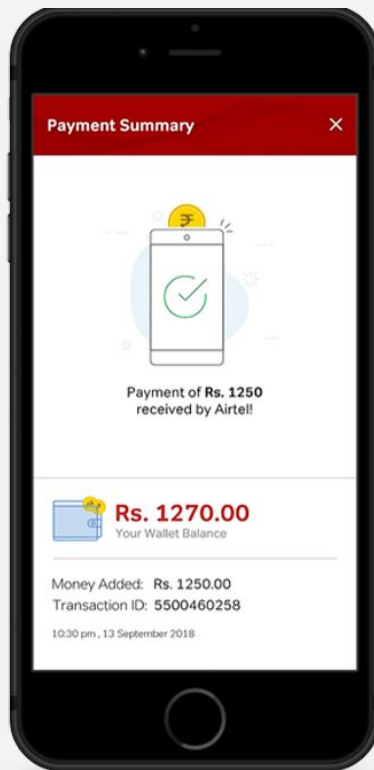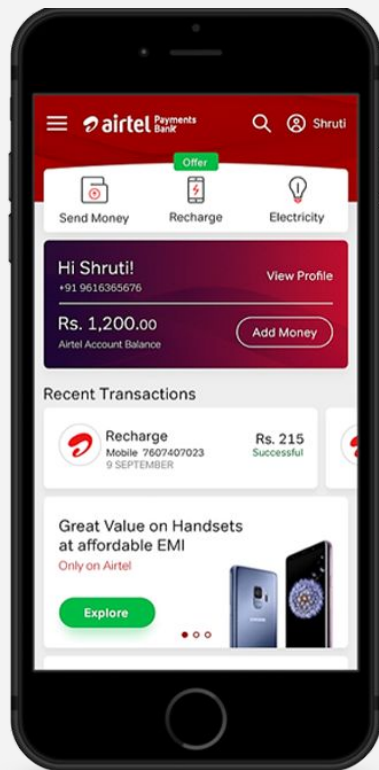
Tel Q Global

State-Of-The-Art Global Cloud Communication Provider For Over 150+ Countries

Developed a web portal to enhance database management.

27
Team Members

6+ Years
Duration

Object-relational Mapping   Cloud Enablement   Database Management   AI

Technologies

Solutioning

Challenges

- The lack of automation rendered it difficult to manage a structured and synchronized database.

- The absence of security made critical data vulnerable to attacks.

- Inconvenience in optimizing user engagement due to the manual process of managing the database.

Solution Highlights

- Speeds up development, eliminating the need for repetitive SQL codes.

- Integrated multiple cloud communication functionalities such as DID, toll-free numbers, two-way SMS numbers, and virtual mobile numbers, among others.

- Provided a cost-effective, high-quality IMS to enhance operational efficiency and improve performance.

Outcomes

76%
**Higher
Productivity**

Elimination of the traditionally manual process of database management yielded better and improved productivity.

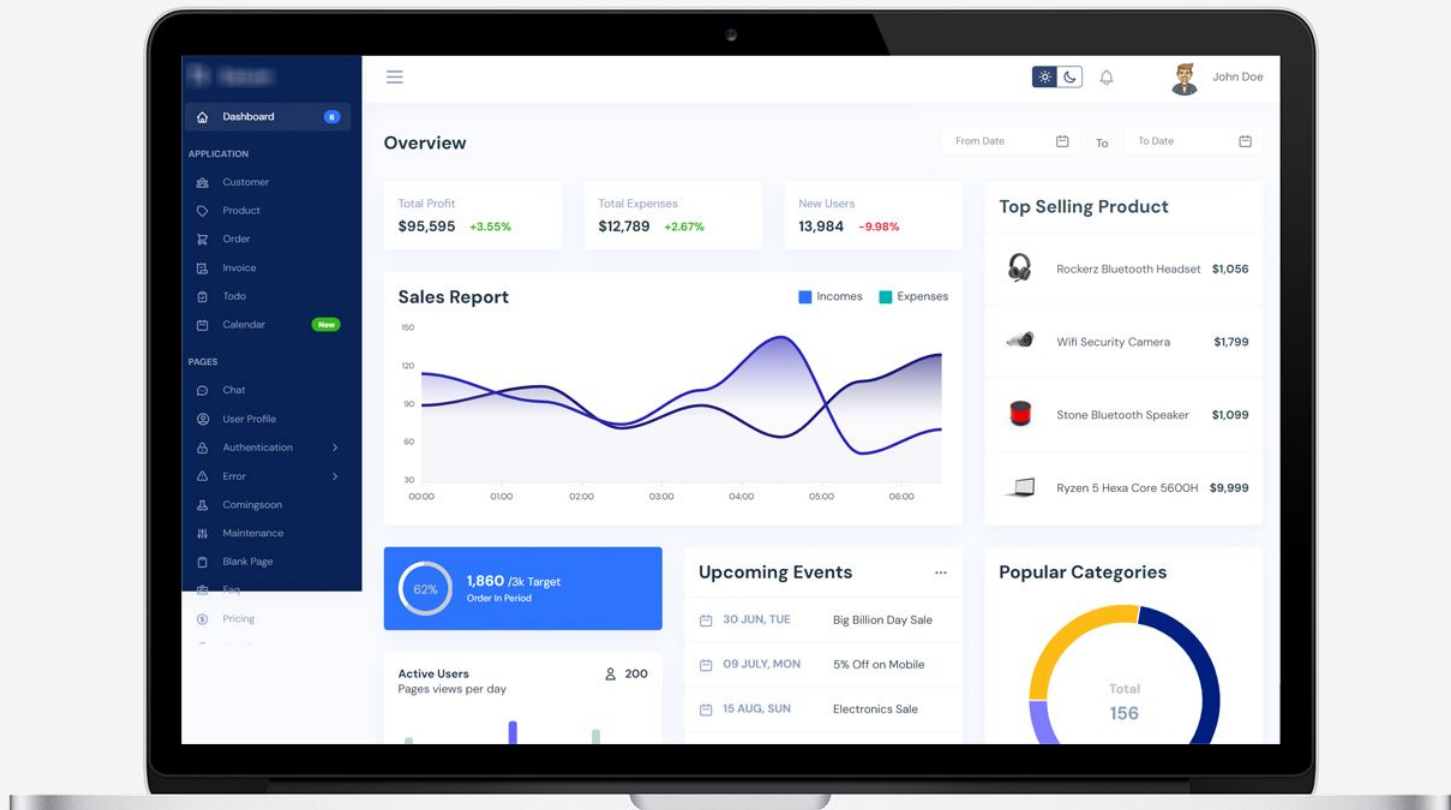## 64X
**Enhanced
User Experience**

Experience quick and hassle-free user interface increased work efficiency.

80X
**Data
Transparency**

The data was flexible to utilize, inexpensive, and quick to comprehend, courtesy of knex.js.

☀ ☾ 🔔 👤 John Doe

Overview

From Date 📅 To To Date 📅

Total Profit	Total Expenses	New Users
$95,595 +3.55%	$12,789 +2.67%	13,984 -9.98%

Sales Report

■ Incomes ■ Expenses

150
120
90
60
30

00:00 01:00 02:00 03:00 04:00 05:00 06:00

Top Selling Product

🎧	Rockerz Bluetooth Headset	$1,056
📷	Wifi Security Camera	$1,799
🔴	Stone Bluetooth Speaker	$1,099
💻	Ryzen 5 Hexa Core 5600H	$9,999

62% 1,860 /3k Target
Order In Period

Upcoming Events ⋯

📅 30 JUN, TUE	Big Billion Day Sale
📅 09 JULY, MON	5% Off on Mobile
📅 15 AUG, SUN	Electronics Sale

Popular Categories

Total
156

Active Users
Pages views per day 👤 200

25 June 26 June 27 June

See All

■ Electronics ■ Others

New Customer ⋯

City Orders Statistics

Sidebar

Dashboard 8

APPLICATION

Customer
Product
Order
Invoice
Todo
Calendar New

PAGES

Chat
User Profile
Authentication ›
Error ›
Comingsoon
Maintenance
Blank Page
Faq
Pricing

SCG Wales

An Award-Winning Telecommunication Provider In Wales

Built a CRM system to centralize data and maintain the database system.

8	5+ Years
Team Members	Duration

CRM   Database Management   Data Analytics   UI/UX

Technologies

php   AJAX   CSS   JS   Microsoft SQL Server   HIGHCHARTS   jQuery

Solutioning

Challenges

- Lack of a centralized system to map and monitor customer service representatives' sales performance across various organizational levels.

- No method of leveraging data to gain insights and understand customer behavior, market trends, etc.

- Difficulties in organizing customer database reports.

- The communication barrier between the customers and telecom providers leads to a massive gap in understanding market trends.

Solution Highlights

- The system consists of various modules like - Telesales, Sales, Users, Customers, Reports, etc.

- Each module created has an ample amount of functionalities like add/edit/update/search integrated.

- Provides support module where tickets/jobs can be added for respective enquires and emails are sent respectively.

- Modules have to add notes/send SMS functionalities. Features like

- Search results or reports generated for modules can be exported to a CSV format.

Outcomes

86%
**Increased
Sales Revenue**

Increase in revenue due to better and informed decision-making possible through insights extracted from the database on customer behaviors and attitudes.
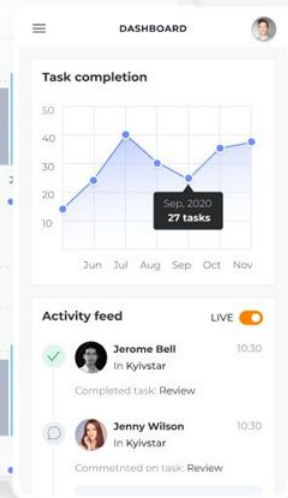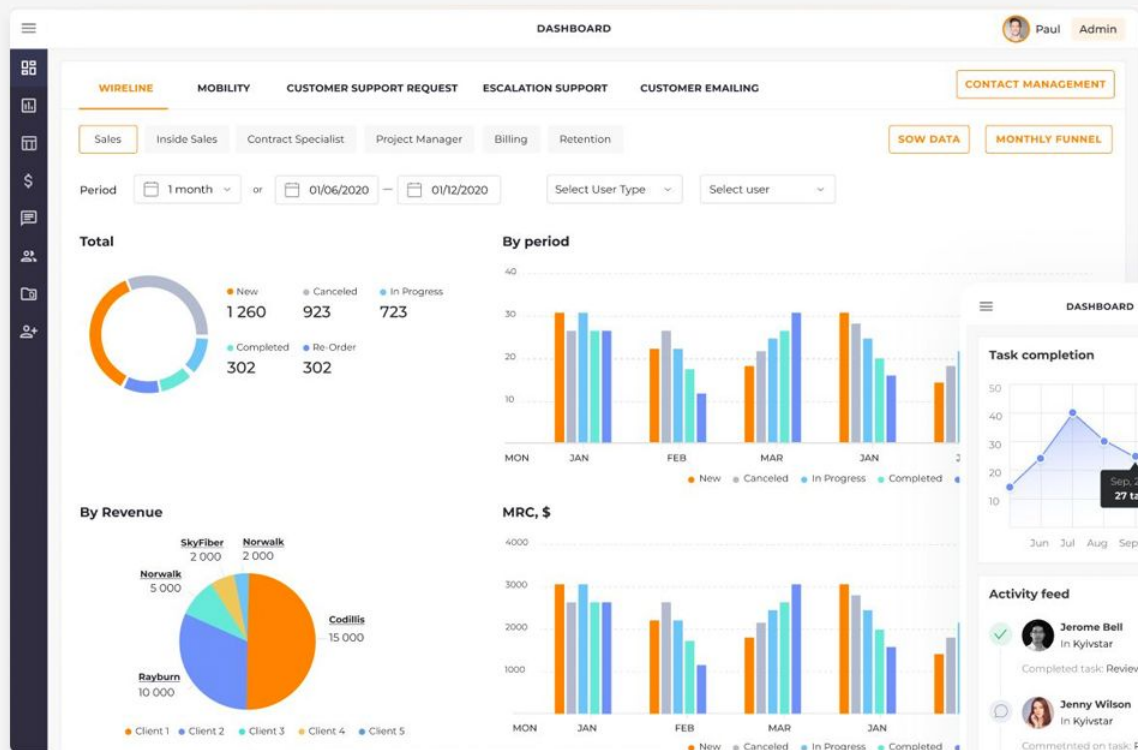
74%
**Enhanced
Data Quality**

Greater data transparency is facilitated through advanced analytics.

55%
**Improved
Business Insights**

CRM drives valuable and accurate schematics based on the database to derive reasonable conclusions and smart business decisions.

Paul | Admin

WIRELINE | MOBILITY | CUSTOMER SUPPORT REQUEST | ESCALATION SUPPORT | CUSTOMER EMAILING

CONTACT MANAGEMENT

Sales | Inside Sales | Contract Specialist | Project Manager | Billing | Retention

SOW DATA | MONTHLY FUNNEL

Period | 1 month | or | 01/06/2020 — 01/12/2020 | Select User Type | Select user

Total

- New **1 260**
- Canceled **923**
- In Progress **723**
- Completed **302**
- Re-Order **302**

By period

40

30

20

10

MON | JAN | FEB | MAR | JAN | J

● New ● Canceled ● In Progress ● Completed

By Revenue

SkyFiber 2 000
Norwalk 2 000
Norwalk 5 000
Codillis 15 000
Rayburn 10 000

● Client 1 ● Client 2 ● Client 3 ● Client 4 ● Client 5

MRC, $

4000

3000

2000

1000

MON | JAN | FEB | MAR | JAN

● New ● Canceled ● In Progress ● Completed

DASHBOARD

Task completion

50

40

30

20

10

Jun Jul Aug Sep Oct Nov

Sep, 2020
27 tasks

Activity feed   LIVE

✓ **Jerome Bell** 10:30
In Kyivstar
Completed task: Review

💬 **Jenny Wilson** 10:30
In Kyivstar
Commetnted on task: Review

![AVOTUS - Intelligent Communications Management]

World's Top Provider Of Enterprise Communications Management Solutions

Built a centralized intelligent communication management system to streamline communication solutions and infrastructure.

22	2+ Years
Team Members	Duration

Database Management   Data Security   Geolocation   Reports & Analytics

Technologies

Solutioning

Challenges

- Lack of the feature of generating conference call reports for CISCO.

- Unstructured and manual methods of storing databases in the ecosystem.

- Absence of a synchronized intelligent management system in various geographical locations.

Solution Highlights

- Integrated multiple features like calling accounting, usage monitoring, reports and analytics, audit, and expense management into the software by incorporating CISCO, Avaya, Amazon, Webex calling, etc.

- The directory module grants access to multiple submodules like creating new entity users, editing, adding, removing, and leaving feedback on assets.

- Captures multiple companies' wireline data generated in the telecom environment to process and store in the backend database.

Outcomes

30X
Enhanced Productivity

———

Dashboards that accurately represented sales results allowed for an increase in productivity.

45%
Amplified Operations

———

Boosted operational activities by centralized data, integrated systems, inventories, and visibility.

23X
User Adoption

———

With an immersive, streamlined process, excellent CX combined with intuitive features makes this platform the most sought, subsequently yielding a fast user adoption.

dashboard / amdc dashboard - new layout ⭐ 🔗

☁synology ☁unifi 📡sonarr 📡radarr 📡ombi ⓘamdc.wiki ⟲syncthing WB: Transmission WB: Jackett WB: Syncthing rarbg iptorrents avistaz

Library Statistics

Total Movies	Total Episodes	Total Seasons	Total Shows
2397	**19932**	**1614**	**752**

Current Streams

Total	Transcoding	Direct Play	Direct Stream
9	**5**	**4**	**0**

Streaming Locations

Leaflet | © OpenStreetMap © CartoDB

< 2
2 – 3
3+

Stream Types
⏱ Last 30 days

Direct Play	Direct Stream	Transcode
833	**258**	**617**

Device Types
⏱ Last 30 days

Android	Chrome	Chromecast	Firefox
197	**138**	**96**	**6**
Microsoft Edge	NetCast	Plex Media Player	Safari
1	**4**	**19**	**25**
Samsung	Smart TV Alliance	Tizen	Windows
425	**149**	**192**	**5**
iOS	tvOS	webOS	
123	**122**	**136**	

Stream Popularity
⏱ Last 24 hours

00:00   03:00   06:00   09:00   12:00   15:00   18:00   21:00

0   2   4   6   8

Playback Bandwidth

plex lan	plex wan	plex total
5.92 Mbps	33.77 Mbps	39.69 Mbps

Plex Data Served
⏱ Last 30 days

3.54 TBs

Request System

Total
192

Pending

Canadian-Based Mobile Service Provider For A Global Audience

Developed an eCommerce portal that provides high-quality carrier-grade mobile roaming services.

11	1+ Years
Team Members	Duration

Website Development CX Data Security Payments

Technologies

Solutioning

Challenges

- Hassle for travelers to keep physically purchasing new SIM cards depending on their geographic location.

- Lack of carrier infrastructure to provide mobile roaming services.

- Uncertainty about making online mobile-plan purchases in another country.

Solution Highlights

- Created the first complete off-the-shelf mobile roaming solution for the global traveller.

- Allows subscribers to utilize their mobile device as the overlay SIM attaches to their home SIM without changing their number.

- User-friendly and easy-to-navigate web portal, resulting in more customer interactions and purchases.

Outcomes

100%
Secured Payments

———

Safe and easy-to-use payment gateways to complete transactions in real-time.

25%
Increased Revenue

———

Smart and efficient roaming mobile plans at competitive prices increased overall revenues.

55X
Increased Customer Interactions

———

A hassle-free and interactive user experience with an anytime cancellation clause made it convenient for subscribers to use this service.

Popular Cloud-Based Bulk SMS And SMS Gateway Solution Provider

Engineered a web portal to seamlessly send bulk SMS.

15	1.1+ Years
Team Members	Duration

Cloud Enablement · Security · API Integration · User Experience

Technologies

Solutioning

Challenges

- Difficult and tedious to send SMS individually to all users at the same time.

- The client desired a cost-effective and quick conversion solution to convey messages.

- Absence of API integration to link the application with the client's phonebook, compose SMS, SMS scheduling, and more.

Solution Highlights

- Its features include SMS API integration, SMS scheduling, customized sender ID, transaction history, sync with phonebook, voice/robocalls, compose SMS, and others.

- It provides these services on a subscription-based model.

- Safe and secure payment transactions provide clients with a seamless and hassle-free payment experience.

- The web interface includes editing profiles, viewing receipts and replies, and sending SMS.

- The latest Feature is added to send Text to speech-that is sent over the call.

Outcomes

5X
Data Security

Database and Cloud infrastructure was engineered to deliver security with restricted user access.
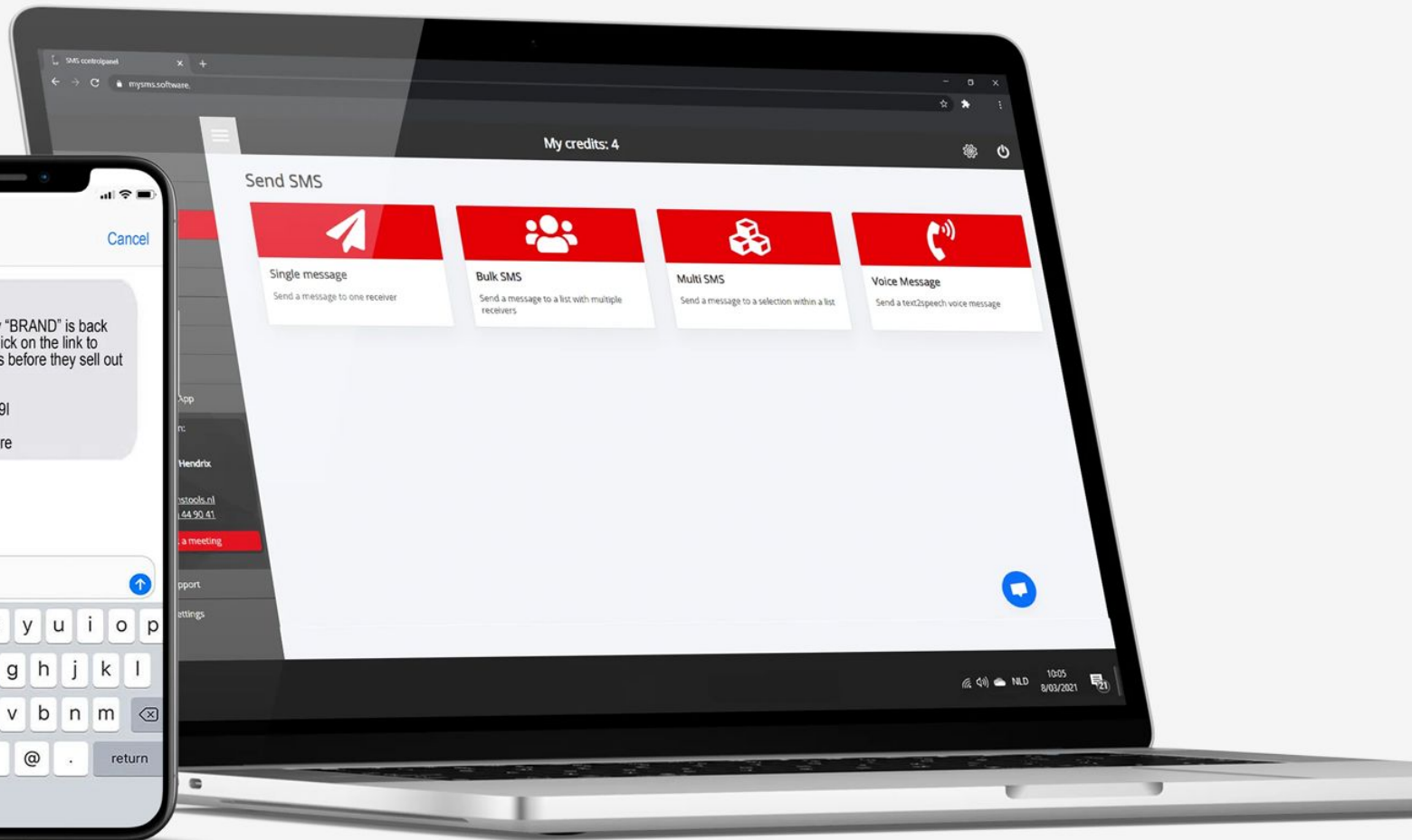
15X
**Intuitive
User Experience**

A hassle-free interface experience is provided through simple navigation and control.

12X
**Delivered
Unbelievable ROI**

Generated out-of-this-world ROI because of its high cut-through, quick conversion rates, and inexpensive cost.

09:17

Cancel

Hi Laura!

The Red Dress by "BRAND" is back in stock. Please click on the link to reserve your dress before they sell out again.

https://bit.ly/2xBje9I

Jess' Clothing Store

My credits: 4

Send SMS

Single message
Send a message to one receiver

Bulk SMS
Send a message to a list with multiple receivers

Multi SMS
Send a message to a selection within a list

Voice Message
Send a text2speech voice message

NLD   10:05   8/03/2021

LIQUID
INTELLIGENT TECHNOLOGIES

Leading Provider Of Pan-African Digital Infrastructure

Revamped a legacy web application to enhance client-customer business relationships.

17	2+ Years
Team Members	Duration

CRM   UI/UX   API Integration   AI Capabilities

Technologies

TS   Redux   React JS

Solutioning

Challenges

- The client wanted to convert the designs into working products along with API integrations.

- Due to the lack of a visually appealing user interface, users found it difficult to utilize the system.

- Lacking AI-enabled functionalities such as mirroring a user while they are unavailable.

Solution Highlights

- Revamped the UI of the existing web application. Added a rich UI for a visual representation of the data using graphs.

- Ability to track the locations of users and plot them on the map.

- Integrated functionalities to impersonate a user during their unavailability.

- Built a BI dashboard with six sections that displayed various information dependent on the role specified. With admin access to invite, add, remove, or edit any users.

Outcomes

3X
Improved User Experience

───

A staple digital platform that ensures hassle-free navigation and operations.

10X
Geolocation Accuracy

───

GPS systems help in tracking the users and plotting them on the map.

6X
Increased Business Growth

───

Provided the user with a tailored experience leading to customer satisfaction and loyalty.

circicom

Popular Provider Of Telecommunication Services

Developed a subscription-based telecom inventory system.

10	3+ Years
Team Members	Duration

Automation · Secure Database · Inventory Management · UI/UX

Technologies

 ASP.NET MVC

 Azure

 stripe

 Microsoft SQL Server

 jQuery write less, do more.

Solutioning

Challenges

- Manual inventory tracking techniques spanning many applications and spreadsheets are time-consuming, redundant, and error-prone.

- One of the most prevalent obstacles faced by our clients was to avoid overselling and running out of inventory.

- Departments are indifferent about sharing information; hence, identifying inventory trends and discovering methods to improve becomes much more difficult.

Solution Highlights

- The key feature is its personalized dashboard. It has almost 30 widgets. We can add and delete widgets as needed, which eliminates the requirement for manual inventory tracking techniques.

- The program includes an admin panel with three tabs: users, accounts, and controlled dropdowns. The company admin can add or delete system users from the user's menu. The admin has the ability to change user information. To enter the inventory tracking information.

- An OAuth provider is used for third-party login authentication. We utilized ASP.NET to identify with the entity framework for authentication.

Outcomes

30%
Improved Product Planning

Improved production planning enabled users to prevent manufacturing delays and cost overruns.
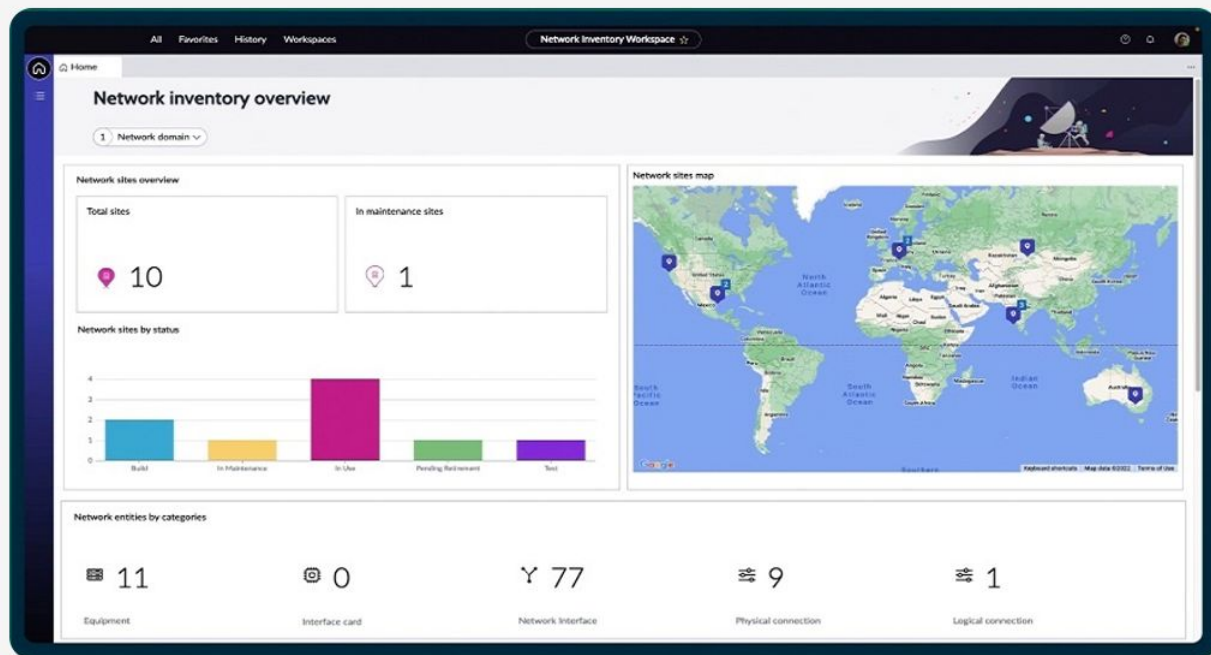
15%
More Accurate Data

The inventory system enabled users to extract precise data and generate reports in a timely and effective manner.

25%
Business Efficiency

All departments collaborated and communicated effectively to identify inventory trends to achieve a lucrative business outcome.