



Service Definition Document –G Cloud 15

Engineering. Simplified.

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Microsoft Relationship Highlights



Microsoft
Solutions Partner
Business Applications

Microsoft
Solutions Partner
Digital & App Innovation
Azure

Microsoft
Solutions Partner
Data & AI
Azure

Microsoft
Solutions Partner
Infrastructure
Azure

Specialist
Infra and Database Migration



126+

Microsoft Customers

90+

Dynamic Customers

2023/2024
INNERCIRCLE
for Microsoft Business Applications

2022/2023
INNERCIRCLE
for Microsoft Business Applications

2021/2022
INNERCIRCLE
for Microsoft Business Applications



Our Microsoft Platform Coverage

Business Applications

- Connected Sales and Marketing (Land)
- Build a Resilient Supply Chain (Land)
- Modernize the Service Experience
- Optimize Financial and Operating Models
- Accelerate Innovation with Low Code

Data and AI

- Migrate and Modernize Your Data Estate (Land)
- Power Business Decisions with Cloud Scale Analytics
- Innovate with AI and Cloud Scale Databases in Every App
- Enable Unified Data Governance (Land)

Infrastructure & Security

- Migrate and Modernize Your Infrastructure and Workloads
- Innovate Across Hybrid and Edge with Arc and IOT
- Enable Customer Success
- Defend Against Threats with SIEM Plus XDR
- Secure Multi Cloud Environment

Digital and Application Innovation

- Modernize Enterprise Applications
- Innovate and Scale with Cloud Native Apps
- Accelerate Innovation with Low Code

50+

Data Scientists

60+

Architects

90+

PMs

350+

Analysts

1500+

Engineers

200+

Support

Microsoft Certified Sales Teams

25+

Global Sales Professionals

What We Do Our Offerings

Our strategy is built on six pillars, utilizing our expertise and alliances with tech power houses such as **Microsoft, AWS, and Salesforce**. We craft tailored solutions and accelerators, fast-tracking our clients' digital transformation for quantifiable business success.

Digital Transformation

- Digital Experiences
- Digital Consulting
- Digital Commerce

Data & Analytics

- Data Modernization
- Machine Learning & AI
- Connected Intelligence
- Data Management

Knowledge Process Outsourcing (KPO)

- Document Processing and Scanning
- Staffing
- IT Strategy and Technology
- Contact Center Services
- Non-Voice Services
- Digital Marketing Services

Cloud

- Consulting
- Migration
- Infrastructure
- App Modernization
- Cyber Security
- Managed Services

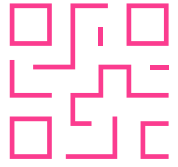
Enterprise Services

- Intelligent Process Automation (IPA)
- Application Integration
- Dynamics 365 ERP
- Managed IT Services

Business Process Services (BPS)

- Mortgage Processing
- Mortgage Services in Secondary and Capital Markets





Digital Transformation

Transforming ways enterprises engage, transact, and service their customers

At Visionet, we collaborate with leading global brands to accelerate their digital transformation, leveraging our unique accelerators and products to add substantial value to our engagements. Our comprehensive services empower organizations to optimize technology infrastructure, automate operations, and create immersive experiences, driving sustainable growth and enabling them to unlock their full potential in the digital age.

Our capabilities to deliver digital outcomes include:

Digital Experiences

Empowering enterprises to optimize existing technology infrastructure and capitalize on new ones to automate operations, create immersive experiences, and drive business growth.

Digital Consulting

Enabling businesses to thrive in the digital age through well-crafted strategies, tailored customer and user experience journeys, product and e-commerce growth opportunities, marketing and branding, SEO, and powerful analytics tools.

Digital Commerce

Modernizing enterprises to achieve sustainable growth with our core suite of expansive products and solution offerings, including **Catapult**, **PartnerLinQ**, **HauteLogic**, **Drive 365**, **Live Commerce**, and **Intelligent Order Management**.





Cloud

Enabling optimized cloud-based workflows in a secure and cost-effective manner

At Visionet, our cloud engineers offer comprehensive support for cloud adoption, covering consultation, deployment, upgrades, and disaster recovery. We ensure optimized cloud performance and cost, streamline upgrades, and leverage our DevOps expertise to improve your application development lifecycle. Whether opting for PaaS or IaaS, we simplify migration from on-premises to the cloud, reducing maintenance and ownership costs.

Our full spectrum of cloud capabilities includes:

Cloud Consulting Services

- Cloud Strategy
- Security
- DevOps

Cloud Transformation Services

- Application Modernization
- Infrastructure Modernization
- Modern Workplace

Cloud Managed Services

- Cloud Strategy
- Security
- DevOps

Cyber Security Services

- Governance, Risk, and Compliance (GRC)
- Cloud Security
- AppSec Services
- Modern SOC

Our track record attests to our success

8,000+

Hours Saved with Automation

30%

Average Savings

1,300+

Cloud Experts

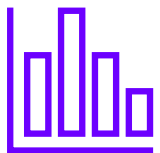
250+

Out-of-the-Box Automation Bots

200+

Successful Cloud Programs





Data & Analytics

Translating your business data into a competitive differentiator

With our data-led approach, we optimize operational efficiency, redefine strategies, and envision a sustainable future. By incorporating Gen AI into our data and analytics services, we revolutionize how businesses leverage data for efficiency and resilience.



Our data and analytics capabilities include:

Data Modernization

Establishing a unified data foundation for smarter decision-making with:

- Data Modernization Platform
- Event-driven Architecture
- IoT and Streaming Data Management
- Cloud Enablement & Adoption

Machine Learning & AI

Transforming your data into actionable insights with our advanced analytics services via:

- AI/ML Enablement
- Self-service Analytics Enablement
- Search & Content Analytics
- Enterprise Analytics & Reporting
- Cognitive Services
- IoT
- Intelligent Apps

Connected Intelligence

Empowering organizations to leverage intelligent decision-making for optimized business performance and sustainable growth using:

- Supply Chain Analytics
- Digital Analytics
- Customer Data Platform
- **Intelatics** - Retail Analytics Platform
- **AcuitySpark** - Modern Data Platform for advanced data analytics
- **Evvox** - Insurance Analytics Platform
- AI Forecasting Platform
- Intelligent Sensor Data Platform (ISDP)

Data Management

Streamlining data management for improved efficiency and robust business operations via:

- DataOps/MLOps
- Data Observability & Quality
- Unified Data Access
- Data Democratization
- Cloud Migration
- Multi-Cloud Data Management
- Data Governance & Security



Enterprise Services

Infusing agility, efficiency, and visibility for enterprises with powerful technologies

Paving a path for continuous enhancement for businesses to drive their productivity levels. Our comprehensive range of enterprise services allows companies to seamlessly execute their operations without any interruptions. With our intelligent processes and applications, we help our clients accelerate their growth trajectory, maximize their bottom line, and effortlessly scale operations.

Our comprehensive performance-driven services include:

Intelligent Process Automation (IPA)

Visionet's AI-infused Intelligent Process Automation solutions help eliminate errors and delays in the processes and allow for seamless and rapid scaling.

Application Integration

Helping businesses control complexity, improve efficiency, shorten time to market, and identify new revenue streams with comprehensive integration methods.

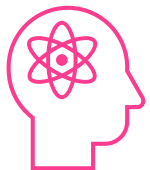
Dynamics 365 ERP

Delivering exceptional services, leveraging our partnership with Microsoft to provide cutting edge solutions that empower businesses to achieve unprecedented success.

Managed IT Services

Managed Services simplify technology infrastructure and reduce IT team burden by optimizing time and resources, helping businesses drive cost efficiency, agility, and streamlined operations.





Knowledge Process Outsourcing (KPO)

Ensuring seamless extension of your business operations with 360-degree KPO Services

Visionet's Knowledge Process Outsourcing (KPO) services have played a pivotal role in the success of numerous large-scale organizations, digitally empowering them to enhance the pace of their operational competencies. Our comprehensive services catalog provides 360-degree coverage for all your business needs, ensuring top-notch quality.

Document Processing and Scanning Services

- Workflow Engine
- Data Extraction
- Exception Handling
- Document Audit
- Queue Management
- Centralized Checklist
- Business Rules Engine

Staffing

- Flexible staffing solutions
- Onshore and offshore resources
- Hybrid delivery model
- 3000+ resources with both onshore and offshore presence

IT Strategy and Technology

- Digital Commerce & Consulting
- Cloud Managed Services
- Data & Integration
- BPM in Mortgage

Contact Center Services

- Inbound Call Center
- Technical Support
- Lead Generation
- Call Quality Monitoring
- Super-Agent Services
- Helpdesk Support

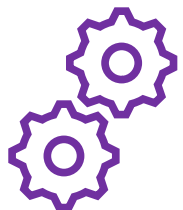
Non-voice Services

- Email Support
- Chat Support
- Data Entry
- Bookkeeping and Accounting
- Returns & Refund Processing

Digital Marketing Services

- Search Engine Optimization (SEO)
- Search Engine Ads
- Display Ads
- Social Media Marketing
- Email Marketing
- Reputation Management





Business Process Services (BPS)

Making financial services resilient and future-ready

We empower the world's leading financial institutions to achieve agility, develop hyper-personalized customer experiences, drive operational efficiencies, and digitize operations through process engineering and intelligence.

Our core capabilities driving agility in the banking & financial industry include:

- Business Process Services
- Enterprise Integration
- Digital Experience
- Cloud Services
- Intelligent Process Automation
- Data & AI
- QA & Testing

Our comprehensive offerings include:

Solutions

- Digital Lending Solution
- Cloud Studio
- BankingLens

Products

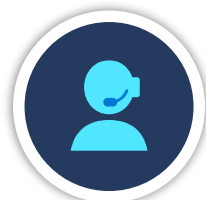


Microsoft Solutions Visionet Implement and Support



Customer Experience

-  Dynamics 365 Sales
-  Dynamics 365 Marketing
-  Dynamics 365 Customer Insights
-  Commerce
-  Viva Sales
-  Field Services



Service

-  Dynamics 365
-  NUANCE



Supply Chain

-  Dynamics 365 Supply Chain Management
-  Dynamics 365 Supply Chain Center



Finance

-  Dynamics 365 Finance
-  Dynamics 365 Project Operations
-  Dynamics 365 HR

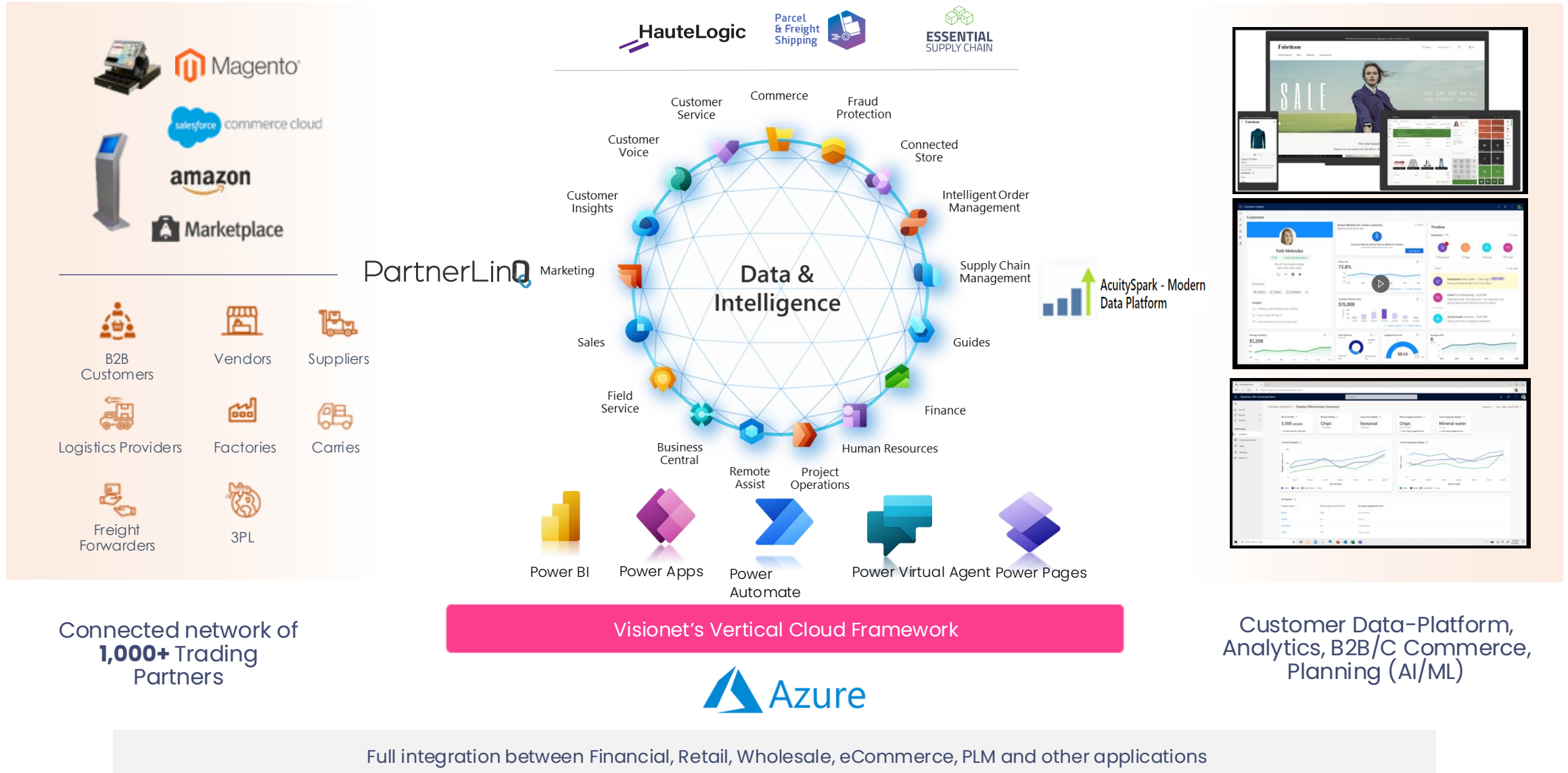


Low-Code

-  Power Apps
-  Power Automate
-  Power Pages
-  Power Virtual Agents
-  Power BI

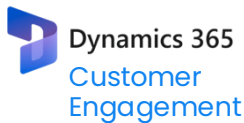
Visionet Solution Approach

Industry solutions with proven methodology to implement and faster time-to-market



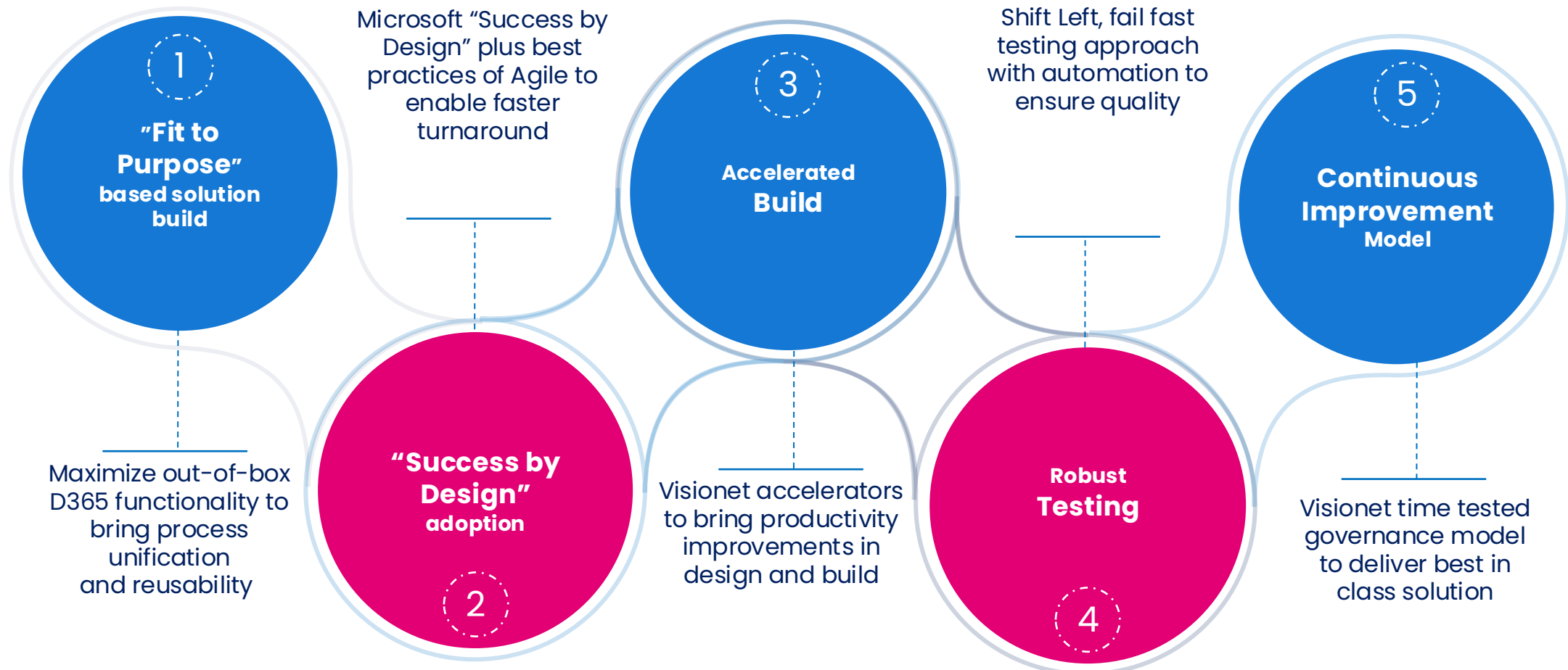
Empowering Success through Innovative Products & Solutions

With an exceptional team of engineers and business leaders, Visionet remains committed to leading industry trends. Leveraging partnerships with global innovators such as Microsoft, AWS, Salesforce and others, we develop cutting-edge products and solutions. This enables our clients to accelerate their digital journeys, optimize operations, and drive business growth.

Supply Chain Management	Commerce	Microsoft	Salesforce	Data & Analytics	BFS	Insurance
 PartnerLinQ Connect Possibilities.  ESSENTIAL SUPPLY CHAIN  HauteLogic  Parcel & Freight Shipping	 LIVE Commerce  Catapult  Drive365  IOM Intelligent Order Management	 Dynamics 365 ERP  Dynamics 365 Customer Engagement  Power Platform	 salesforce CRM  salesforce commerce cloud	 AcuitySpark CDP Customer Data Platform MDP Modern Data Platform ISDP Intelligent Sensor Data Platform	 A1Close A VISIONET COMPANY  DOCVU AI  Loangility	 EVVO AAS Actuarial Automation Solution

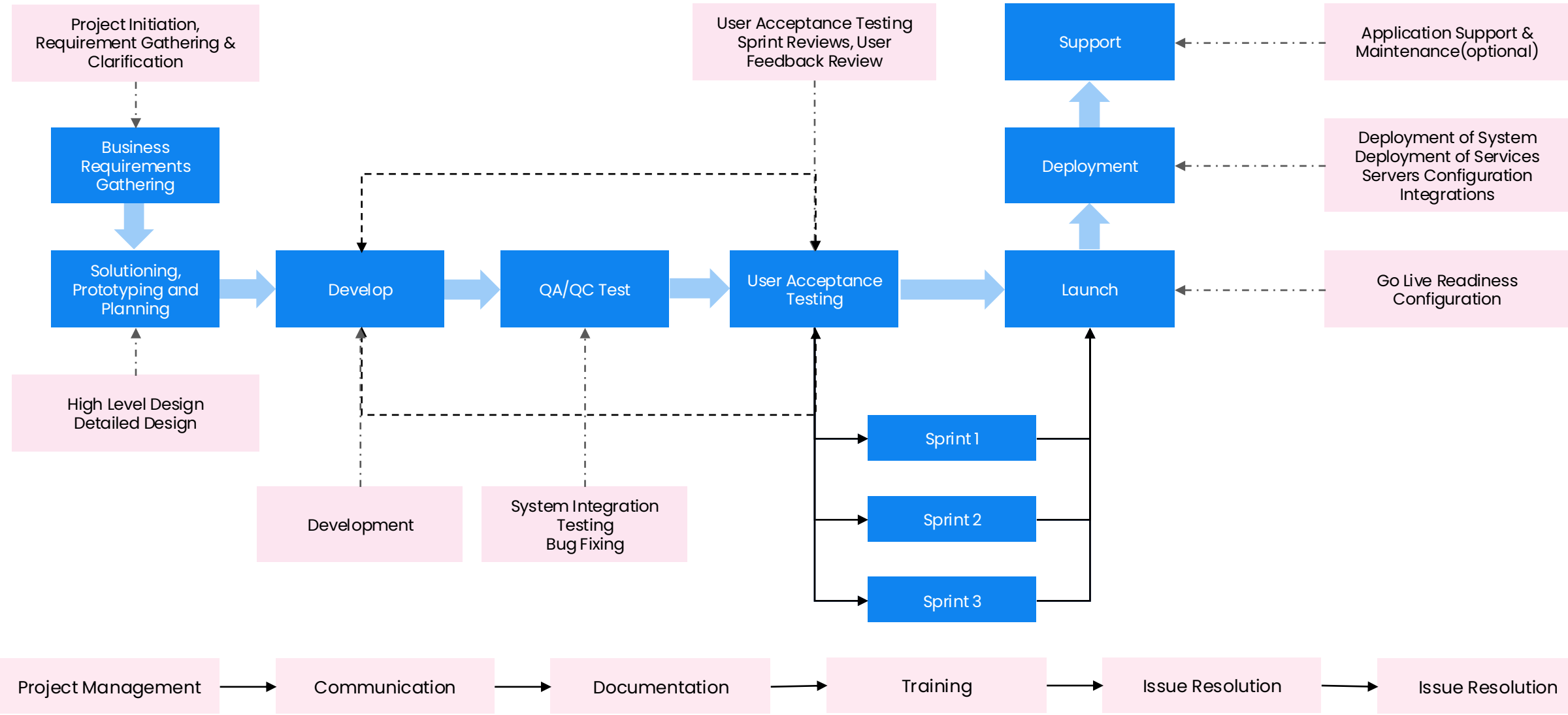
Principles of our solution

Visionet adopts a detailed and strategic methodology for crafting solution designs tailored to complex projects. After analyzing the requirements, Visionet is poised to expedite the development phase, utilizing its unique accelerators to boost productivity and efficiency. Through solid testing strategies, quality and dependability are assured. Additionally, Visionet is dedicated to a model of ongoing enhancement, backed by a time-tested governance structure, to consistently deliver exceptional and leading-edge solutions.

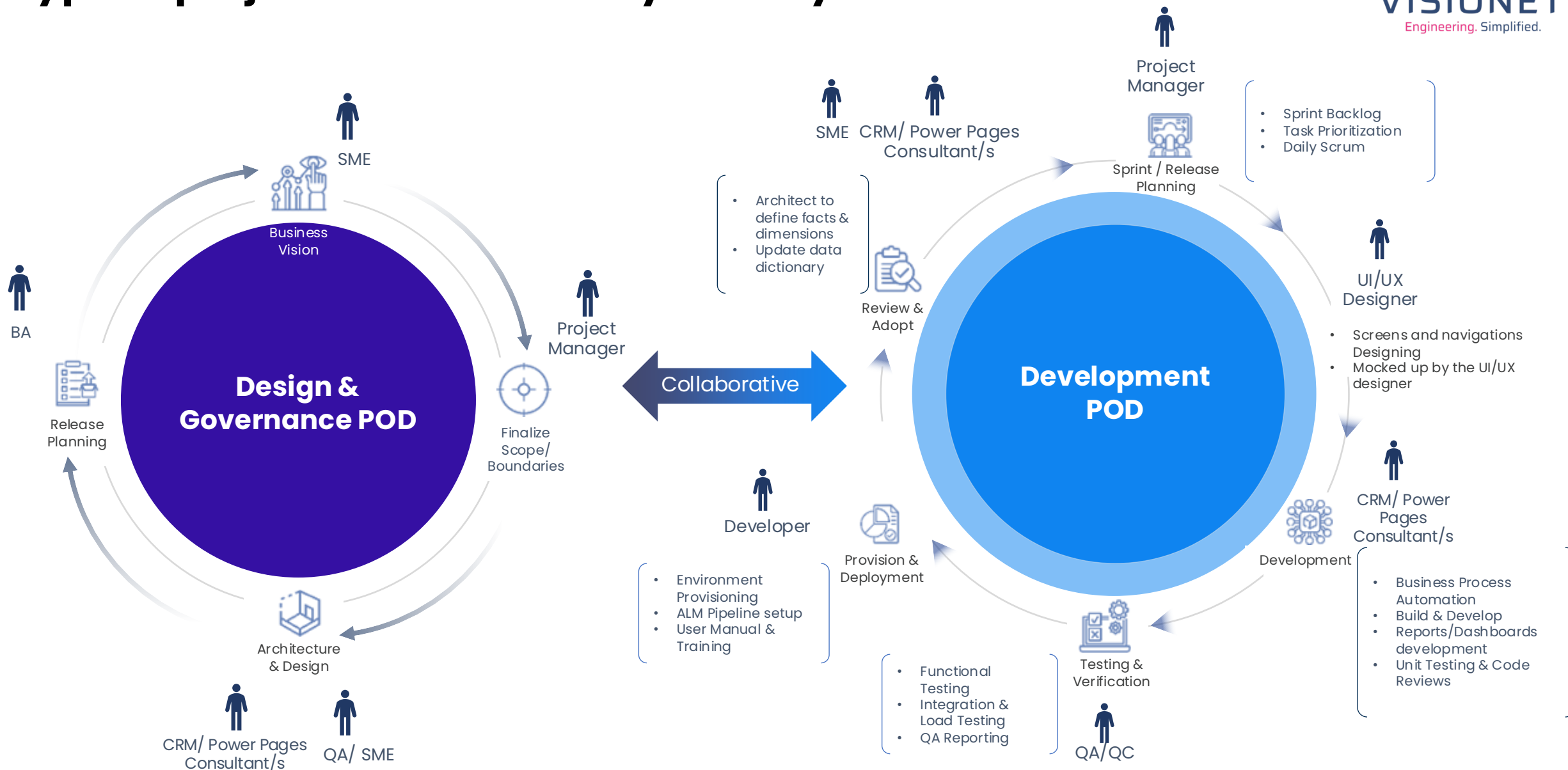


Project Implementation Methodology

The project implementation methodology undertaken by Visionet is a proven set of steps and actions in implementing multiple Microsoft Dynamics365 Field Services Solutions. The workflow depicted below is an illustrative reference.



Typical project team PODs – by activity and role



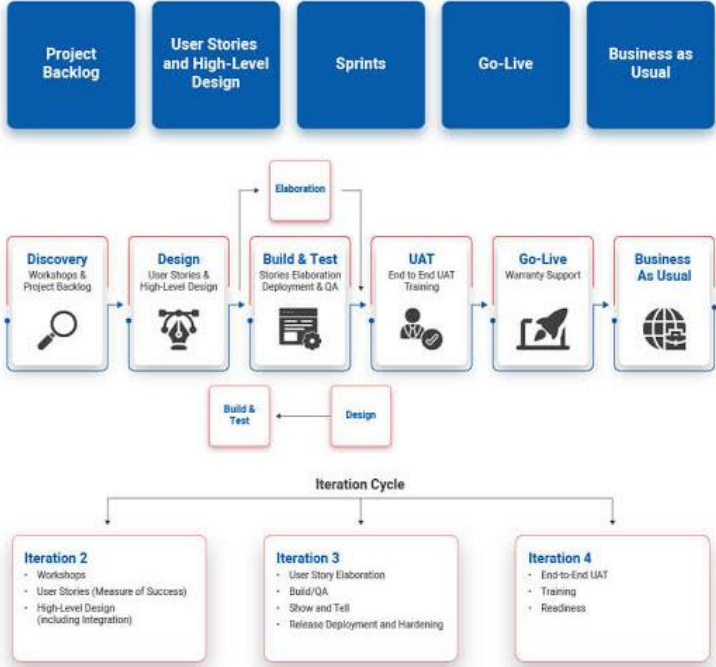
Scrum Delivery Process for Build, Config, Test

Sprint: A time-boxed iteration (usually 2 weeks) during which the development team works to deliver a potentially releasable product increment.

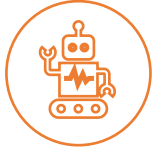
Sprint Planning: A meeting at the beginning of the sprint where the team selects items from the product backlog to work on.

Daily Scrum: A short daily meeting where team members discuss progress, plan for the day, and identify any obstacles.

Sprint Review: A meeting at the end of the sprint where the team presents the completed work to stakeholders.



Our Testing Value Proposition



~80% Automated regression test suite



~30% Reusable test cases



~100 % - Performance test toolkit



~100 % - Test Coverage



~100 % Deployment verification toolkit

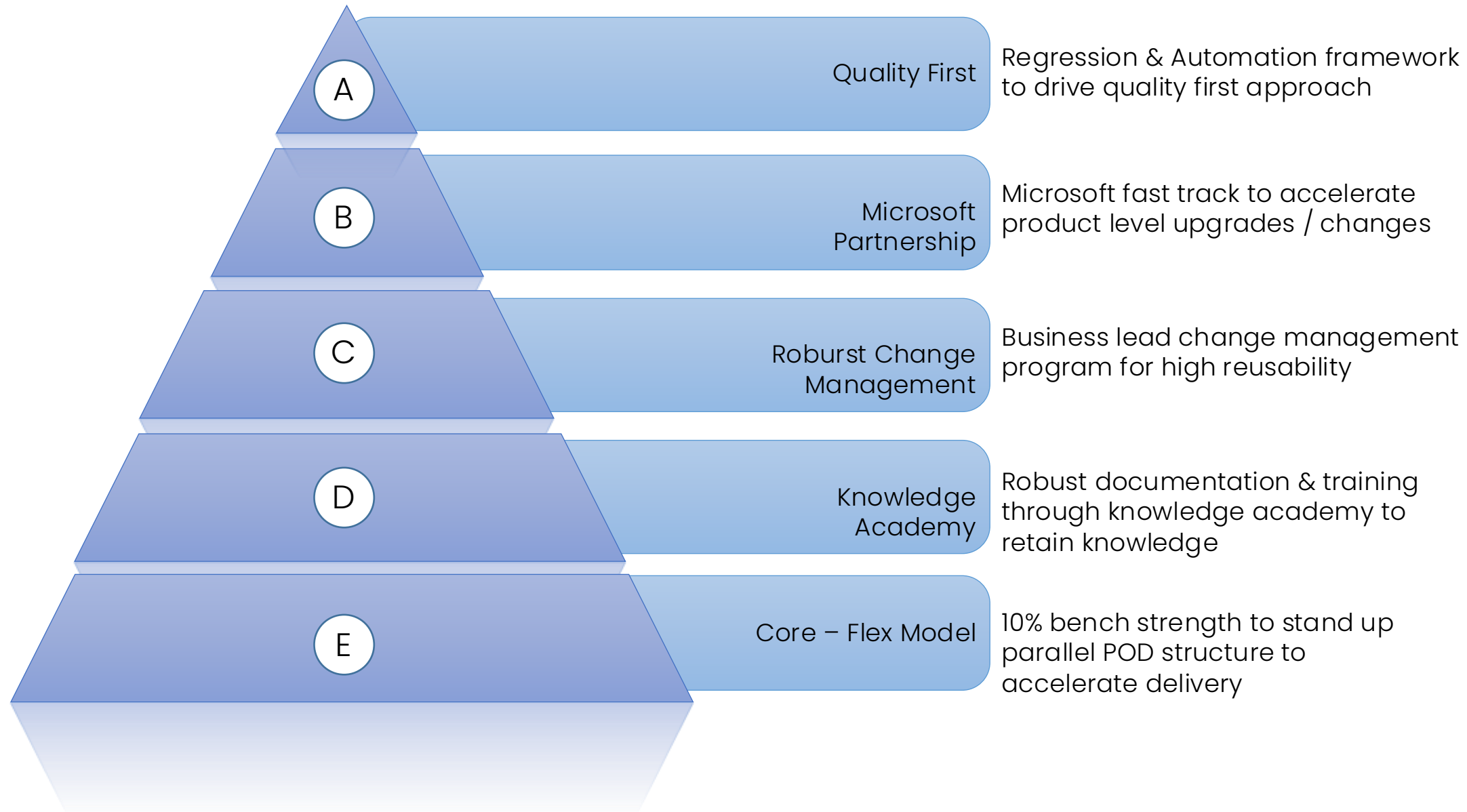


~100 % - Test data toolkit



Reusable test architecture & security framework

Enabler to success



Communication Management Plan

Visionet employs a multi-fold approach to communication and governance for projects that ensures continuous connect, tools for information and status reporting, repositories and other tools like MS Teams as well as Steerco meetings for visibility across the customer org



Collaborative Approach

Mutual and continuous connect. Emails, Phone Calls etc.



Weekly Status Report & Meeting

Status, Progress, Issues and Risks



Steering Committee Meeting

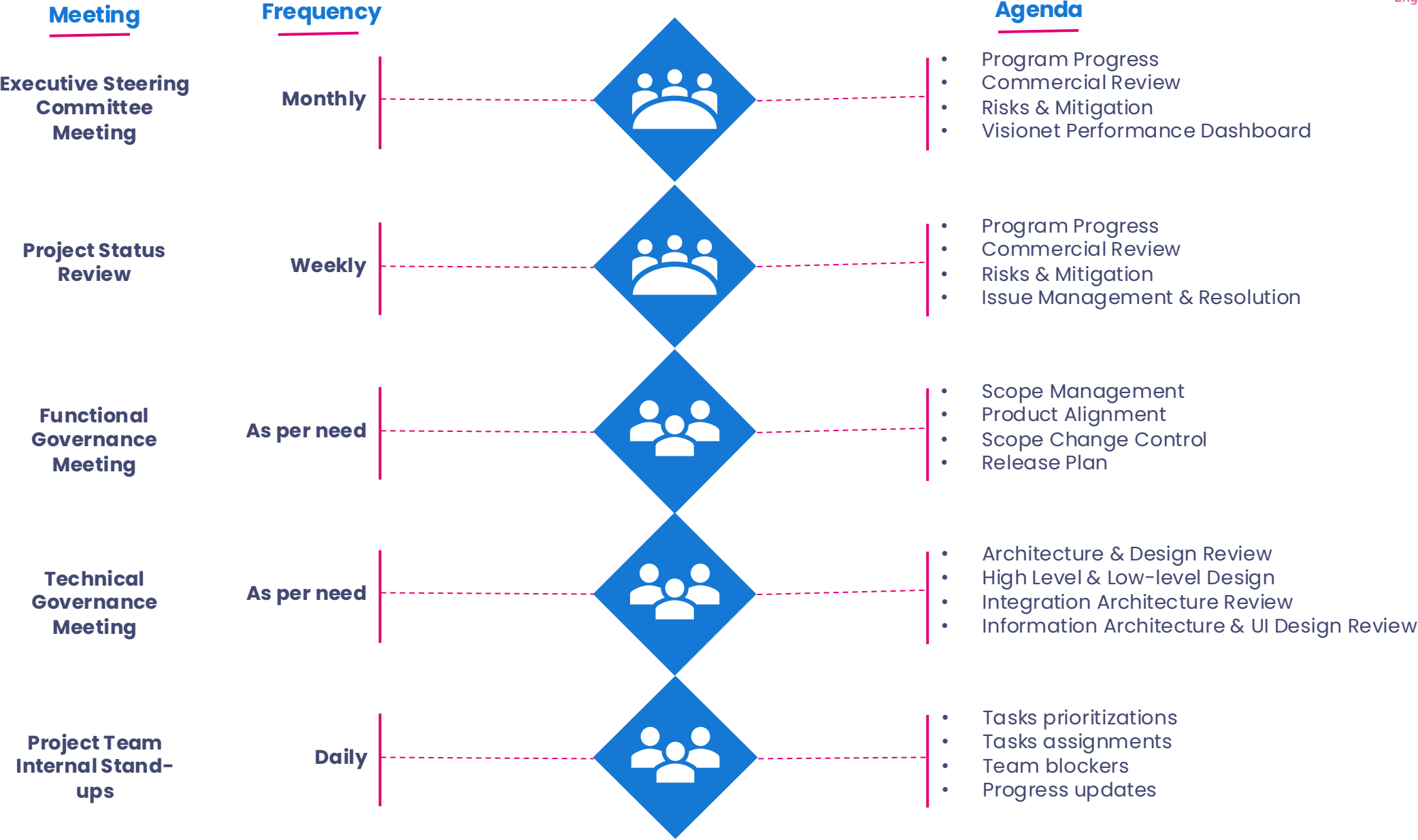
Bi-Weekly Senior Connect for Tactical Decisions



Collaboration & File Sharing Tools



Communicating progress – meetings, frequency, stakeholders & agenda

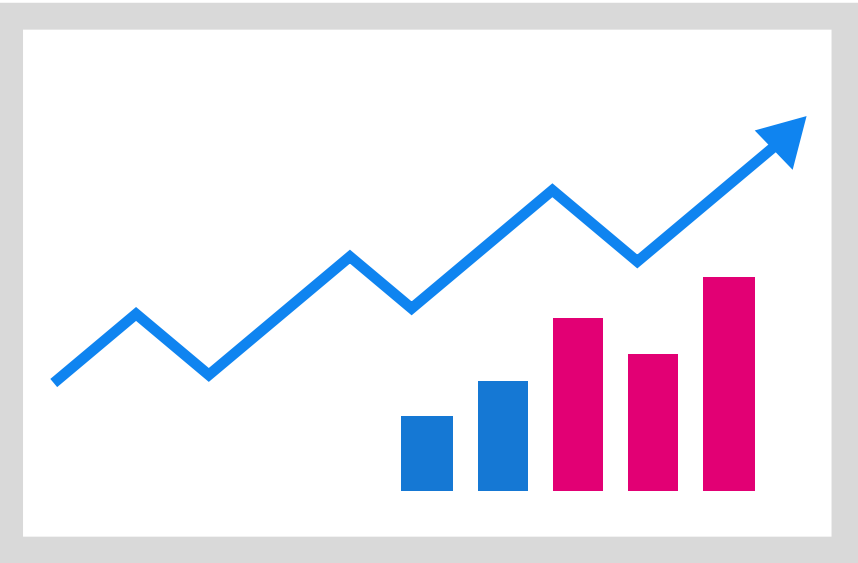


Training Methodology



End User Training

Visionet will deliver comprehensive end-user training for T-Mobile for their Dynamics 365 Field Service Solution. An elaborately crafted and officially published training agenda will greatly enrich the learning process, allowing end users to gain a holistic understanding of the solution and effectively carry out their specific tasks.



IT & Administrator Training

Train-the-trainer session(s) will be conducted with T-Mobile teams for the technical and Administrator User Training. This training will prepare the administrator to get accustomed to Upgraded solutions from an administrative and configuration perspective.



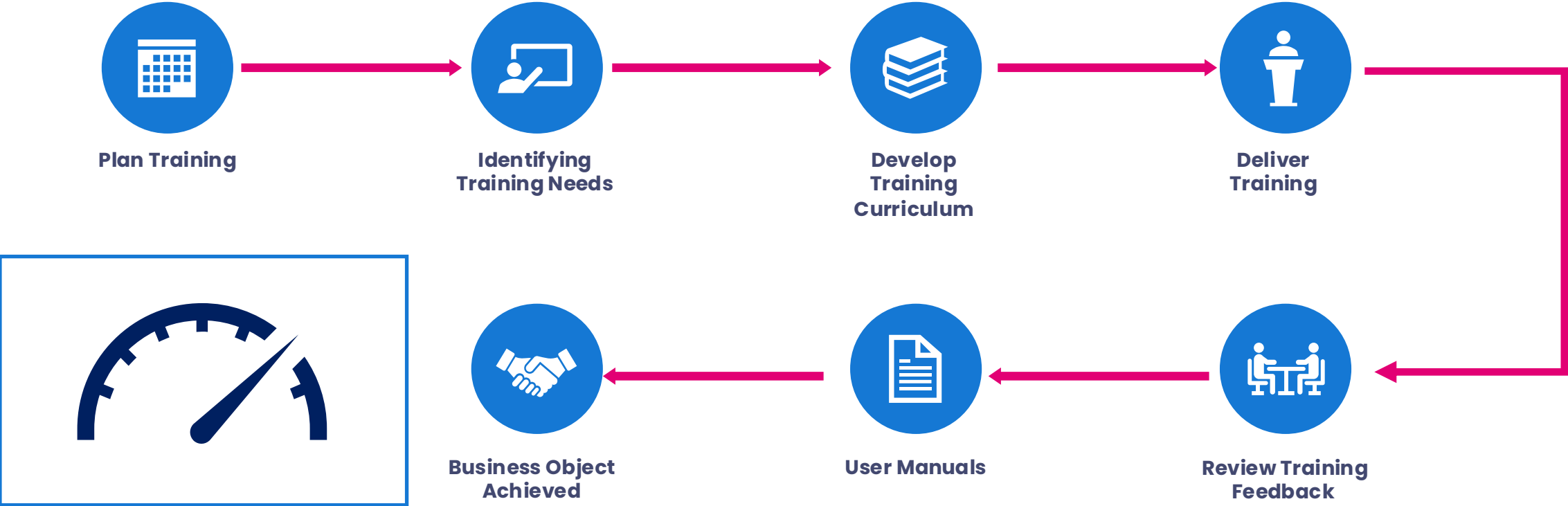
End User Training	
Location	Virtual
Objective	Training for Business on the enhancement and implementation of new system
Duration	1-2 hours per session
Style of session	Predefined Test Scripts
No. of Trainers at sessions	1 per module
Limit of no. of Attendees	No Limit

Administrator Training	
Location	Virtual
Objective	Setup & Configurations
Duration	1-2 hours per session
Style of session	Predefined Training material
No. of Trainers at sessions	1-2 per module
Limit of no. of Attendees	No Limit. Recommendation is 25-50 users.

Assumptions: Visionet envisages that all training imparted will be “Train-the-trainer” type sessions only and not to entire workforce. Visionet will provide training and user guides to T-Mobile trainers for review, collect feedback and subsequently define the audience and medium of instruction. All training sessions will be conducted virtually.

Training Processes

Visionet will use robust and detailed oriented training methodology for roll out and internal training as suggested by Microsoft project management approaches. Any training-related material will be provided in the form of a soft copy. Highlights of the process used are provided below:



Why Visionet



Global Company

Global footprint with an **IT workforce** of **9000+** across 3 continents support follow the sun model



Reliable Partner

15+ years of ERP Experience with Dynamics 365 capabilities, endorsed by **Microsoft** as Commerce **Global Partner of the year** for **2022**



E2E Approach

E2E solution delivery capability with **Microsoft technologies** across **Digital, data, and cloud**



Accelerators/IP

Believe in innovation & heavily invested in IP/**accelerators** creation for **EDI, Supply chain** to **accelerate** deployments



Ownership

End to end Ownership with access to **Microsoft Product Development** teams in US and **working closely** with them



Agility

Work collaboratively with customer's **partners** and internal **stakeholders** for **timely execution** of the project with "can do", "will do" approach



Flexible Engagement Model

We can offer **flexible** yet **cost effective** model to engage based on **blended** onshore/offshore **model**



Strategic Partner

As a **strategic partner** can **support** for both short term and **long-term engagements**