SYNTEL
Consider IT Done®

Take Services Business to the Next Level With Financial Force

IT organizations spend a lot of man hours to give other people visibility on data. An integrated Enterprise Resource Planning (ERP) system can make a world of difference in managing your customer satisfaction. It can also improve overall rates of communication within your customer service departments. However, implementing an ERP system is the most expensive, time-consuming and complicated tasks for an IT department. It also has a high potential for delays and unexpected expenses. Manual processes make the systems error prone. Inaccuracies and extended processing time have a negative impact on customer experience.

Syntel's Solution

Financial Force Professional Services Automation (PSA) is a cloud based ERP solution that leverages the power of Salesforce CRM and the Salesforce Platform to enable services companies gain unprecedented visibility across sales, services delivery, and finance.

Being an all in one integrated platform that gives your team user-friendly mobile and social solutions that keep projects on time, customers happy and reports up to date.
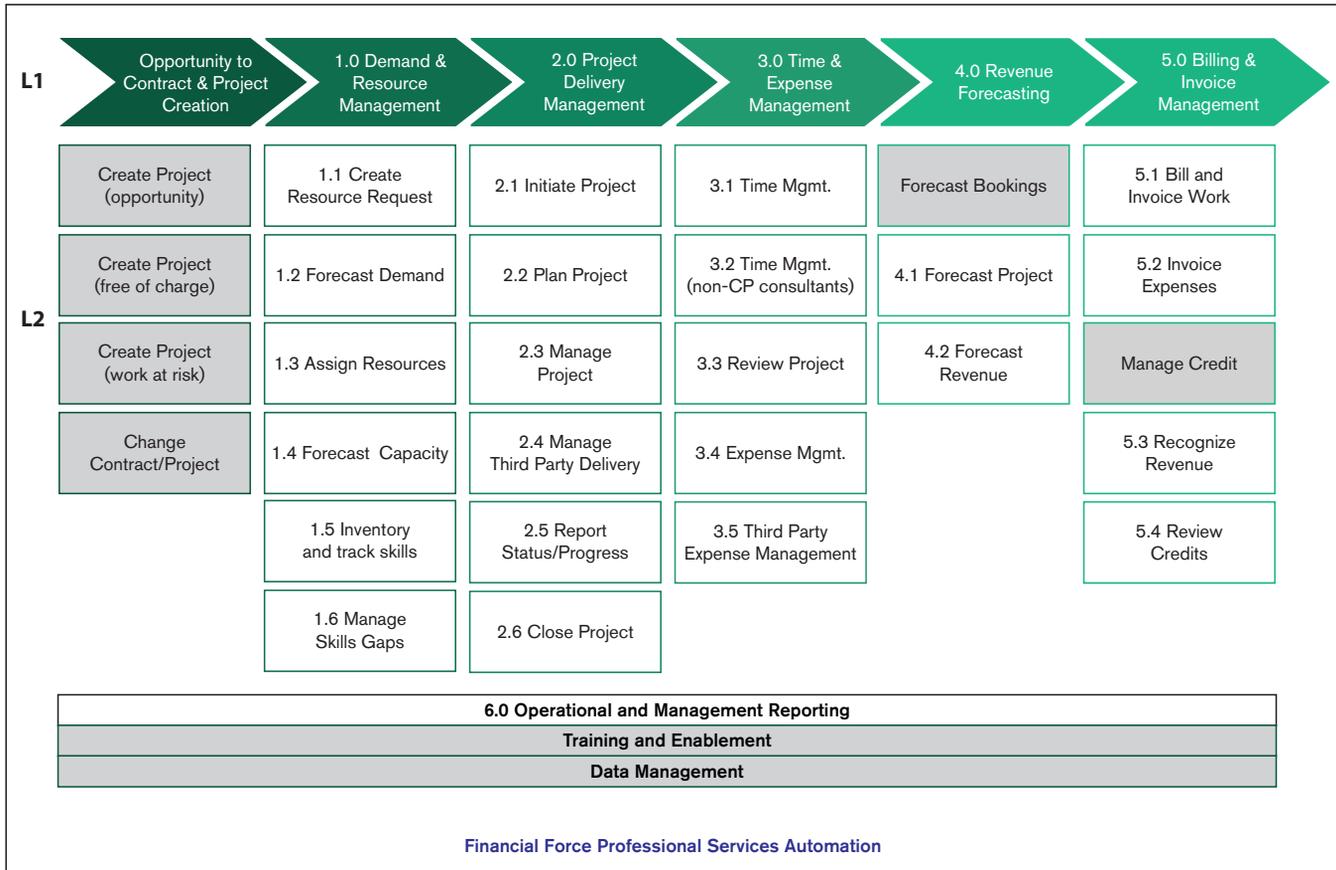
BUSINESS BENEFITS

- Cloud platform for services business
- Reduce IT maintenance costs
- Increase profit through better resource management
- Get visibility of project profitability and margins
- Get customer centric project management
- Opportunity to scale your services business to the next level

L1	Opportunity to Contract & Project Creation	1.0 Demand & Resource Management	2.0 Project Delivery Management	3.0 Time & Expense Management	4.0 Revenue Forecasting	5.0 Billing & Invoice Management
L2	Create Project (opportunity)	1.1 Create Resource Request	2.1 Initiate Project	3.1 Time Mgmt.	Forecast Bookings	5.1 Bill and Invoice Work
	Create Project (free of charge)	1.2 Forecast Demand	2.2 Plan Project	3.2 Time Mgmt. (non-CP consultants)	4.1 Forecast Project	5.2 Invoice Expenses
	Create Project (work at risk)	1.3 Assign Resources	2.3 Manage Project	3.3 Review Project	4.2 Forecast Revenue	Manage Credit
	Change Contract/Project	1.4 Forecast Capacity	2.4 Manage Third Party Delivery	3.4 Expense Mgmt.		5.3 Recognize Revenue
		1.5 Inventory and track skills	2.5 Report Status/Progress	3.5 Third Party Expense Management		5.4 Review Credits
		1.6 Manage Skills Gaps	2.6 Close Project			

6.0 Operational and Management Reporting

Training and Enablement

Data Management

Financial Force Professional Services Automation

SYNTEL'S CAPABILITIES IN SALESFORCE

Syntel is Salesforce.com's strategic partner in providing end-to-end services and offers an integrated approach towards business processes, technology, applications, and data. Syntel leverages its partnership with Salesforce.com (SFDC) by using its talent pool towards implementation, post-implementation, and integration. Syntel offers application development, product development, and testing support. Syntel's Salesforce offering enables customers to outperform their competitors by increasing their ROI and value proposition. Our unique approach on cloud creates value to enterprise customers.

Key Differentiators

- Based on industry's #1 cloud platform provided by Salesforce.com
- Gives companies the ability to manage their business' back end and front end on an integrated application
- Offers a single view of customers across the entire organization
- Leverages social tools like Chatter to tap workforce knowledge
- Supports customization
- Low IT maintenance costs
- Provides greater flexibility to employees with anytime any device access

Areas of Implementation

- Sales Collaboration – sales and services synergy
- Time and Expense Management – intuitive, automated and efficient systems
- Resource Management – put the right people on the right projects every time
- Billing and Invoicing
- Services Handoff – be proactive, start projects the right way
- Projects and Portfolios – get the whole picture
- Revenue Recognition

Why Syntel?

- **Size, Scale and History** - Delivering solutions for global enterprises from offices and development centers on four continents; stable and profitable since 1980 (NASDAQ: SYNT)
- **Solutions for the Digital Age** - Evolve the core to drive efficiency, agility and value; Go digital to engage customers, discover new insights and create a more connected enterprise.
- **"Customer for Life" Philosophy** - Focus on world-class customer service with the agility to meet changing client needs
- **Investing in Excellence** - Sustained investments in world-class facilities, domain expertise, IP-based solutions, tools and accelerators
- **Integrated IT and KPO** - Tight technology and process alignment; industry and domain-focused solutions

About Syntel

Syntel (Nasdaq:SYNT) is a leading global provider of integrated information technology and knowledge process services. Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Syntel's digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Syntel's "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.

To learn more, visit us at: www.syntelinc.com

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