

# Amulya

END  
TO  
END  
WEB  
SOLUTION  
PROVIDER



[www.amulya.biz](http://www.amulya.biz)



## AMULYA Infotech

AMULYA Infotech is an ISO 9001:2000 certified Technology solutions & Business solutions provider established since 2001. AMULYA is a 100+ strong team currently serving to 60+ clients worldwide on a 24/7/365 basis.

With the Indian Global Delivery Center and a broad spectrum of services, AMULYA offers high quality services at a very competitive price and also provides a complete end to end business solution by working more towards business transformation rather than just cost centered outsourcing.

### Our Vision

The vision for AMULYA Infotech is to offer the best possible IT services to clientele worldwide by adopting effective quality management system, world class infrastructure and multiskilled expertise.

### Our Services

AMULYA offers 3 main services with its respective divisions - Technical support offered through ACT Support, Multimedia / Web Design offered through ACT Media and Contact Center Services - ContACT.

## Why AMULYA?

- ◆ ISO 9001:2000 Certified Company
- ◆ 100+ Strong Team
- ◆ 7 Years of Industrial Success
- ◆ Truly Committed and Strong Management Team
- ◆ True 24/7/365 Company
- ◆ Global Delivery Center
- ◆ End to End Business Solutions
- ◆ Wide variety of Service offering
- ◆ Onsite / Offshore models
- ◆ Custom Tailored Plans
- ◆ Highly Competitive Rates

## Why Outsourcing?

Outsourcing reduces your development cost of setting up and maintaining a permanent workforce inhouse. Your company gets the advantage of experts in the field working for you without disturbing your normal business activity.

Out sourcing improves your responsiveness resulting in complete customer satisfaction. Above all outsourcing allows you and your staff to concentrate on core business issues.

ACT Support offers quality and cost effective IT support services for ISP's and data centers round the clock - 24x7x365. Our specialization spans over hosting support, software support, sales support, phone support and monitoring service.

## TECHNICAL SUPPORT

[www.actsupport.com](http://www.actsupport.com)

The major highlights of our support are :

- ◆ Highly capable technical support team that has managed to acquire knowledge in expertise in new operating systems as they are released over the years
- ◆ Fully scalable resources adjusting to your business demands
- ◆ Dedicated and separate support teams for managing Linux and Windows servers
- ◆ Tailored plans for customers rather than thrusting a standard plan on them
- ◆ Phone support, apart from email and chat support

### ACT Support Services

#### Technical Support

- Technical helpdesk management
- Technical chat interface management

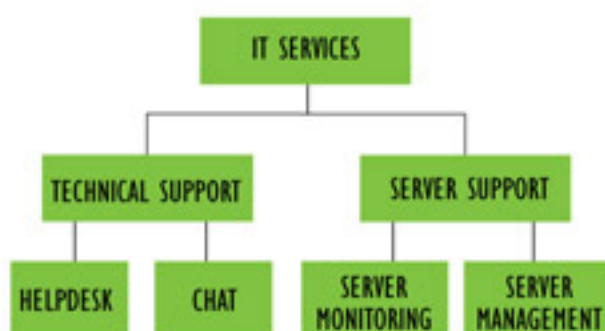
#### Server Support

- Server Monitoring
- Server Management

Platforms - FreeBSD, Redhat, Fedora, CentOS and all flavors of Windows

Control Panels - CPanel, HSPHERE, HELM, Hosting Controller, Ensim, PLESK, DirectAdmin.

### ACT Support IT Services Diagram



### Services include

- ◆ Technical Support for Web hosting companies
- ◆ Technical Support for Internet Service Providers
- ◆ Technical Support for Datacenters / NOCs
- ◆ Server Monitoring (Monitor services and react to alerts)
- ◆ Server Management (Updates, hotfixes, patches)
- ◆ Server Administration (Security, Installation Optimization)

The areas of work on technical support includes but is not limited to the following.

- ◆ Installation and configuration of FTP, HTTP, Mail, Database server
- ◆ Installation and configuration of web applications/languages/components (Perl, PHP, ASP.NET etc)
- ◆ Custom software installation and Configuration
- ◆ Server security, firewalls, traffic monitoring
- ◆ Server performance optimization
- ◆ Configuration of backups
- ◆ Control panel migrations
- ◆ MySQL, MSSQL database administration
- ◆ Custom kernel compiling and upgrades - grsec/other kernel patching
- ◆ Apache/phpmodules installation/upgradation- Apache mod\_rewrite
- ◆ Server loads monitoring and health checkup
- ◆ Network usage monitoring tools - Nagios, MRTG etc.

# MULTIMEDIA

[www.actmedia.net](http://www.actmedia.net)

ACT Media is a professional web design and digital graphic design firm helping your business meet the marketing demands in today's competitive business world. We give your business a unique presence while keeping it simple and cost effective. ACT Media caters to all your design needs starting from logo design to multimedia and VR presentations. We are specialist in outsourcing web design, graphic design and development.

ACT Media uses latest technology right from the concept development to the finished product. We believe in quality and our design speaks for that. Our creative team shape your ideas giving you the best possible product. We convey your message with clarity, style and creativity. For any company aiming to take a big

leap in their business, partnering with ACT Media can be the perfect decision.

ACT Media provides a full range of web services including e-commerce website design, flash animation and affordable custom web site design solutions to all corporations.

Our Graphic Design services offers corporate identity design, including company logo design, brochure & banner design and business cards. We have created stunning CD multimedia presentations, Flash Intros for corporate presentations. Our Internet Marketing services provides entire e-marketing solutions. We give your business a unique presence while keeping it simple and cost effective.

## ACT Media Services :

### Graphic Design

- Logo Design
- Visiting Card / Letter Head
- Banner Design
- Flyer / Brochure Design
- Icon Design
- CD Cover Design
- Software Box Design
- Greeting Cards Design
- Photo Restoration
- Vectorization Service
- Virtual Reality Service

### Web Design

- New Website Design
- Website Redesign
- Web Template Designs
- CSS Websites

- Flash Website
- Flash Intro templates
- Website Maintenance
- Web Consulting

### Multimedia

- Flash Intro Design
- Flash Banner Ads
- Flash E-cards Design
- Corporate Presentation
- Interactive Catalogues
- Interactive Training CD's
- Video Presentations

### Web Promotion

- Search Engine Optimization
- Keyword Optimization
- AdWord Campaign

- AdSense Campaign
- Email Marketing
- Sitemap Generation
- Link Building
- Directory Submission

### Web Programming

- Merchant Account Solution
- SSL Certificate Help
- Shopping Cart Solution
- CMS Customization
- E-commerce Websites
- Custom Applications
- E-Business Applications
- Database Applications
- Auctions and Portal Applications
- Payment Gateway



**CONTACT CENTER**

[www.contactact.net](http://www.contactact.net)

The purpose of any business is to create a mutually beneficial relationship between itself and those that it serves. When it does that well, it will be around tomorrow to do it some more.

People don't want to communicate with an organization or a computer. They want to talk to a real, live, responsive, responsible person who will listen and help them get satisfaction.

Our contact center provides all opportunities for your customer to improve their relationship and be in touch with you through us 24/7/365. To make it more effective, we offer the same through all possible modes of communication- phone, chat and E-mail. You can be doing any kind of business and ACT can help you reduce cost and increase profit by serving and retaining your customers round the clock in a timely fashion.

Our contact center is equipped with top-notch structural, electro mechanical infrastructure and people power to provide you the best possible service. Our agents are the strongest feature of our value proposition, as we believe that the quality of our work depends on the quality of our people.

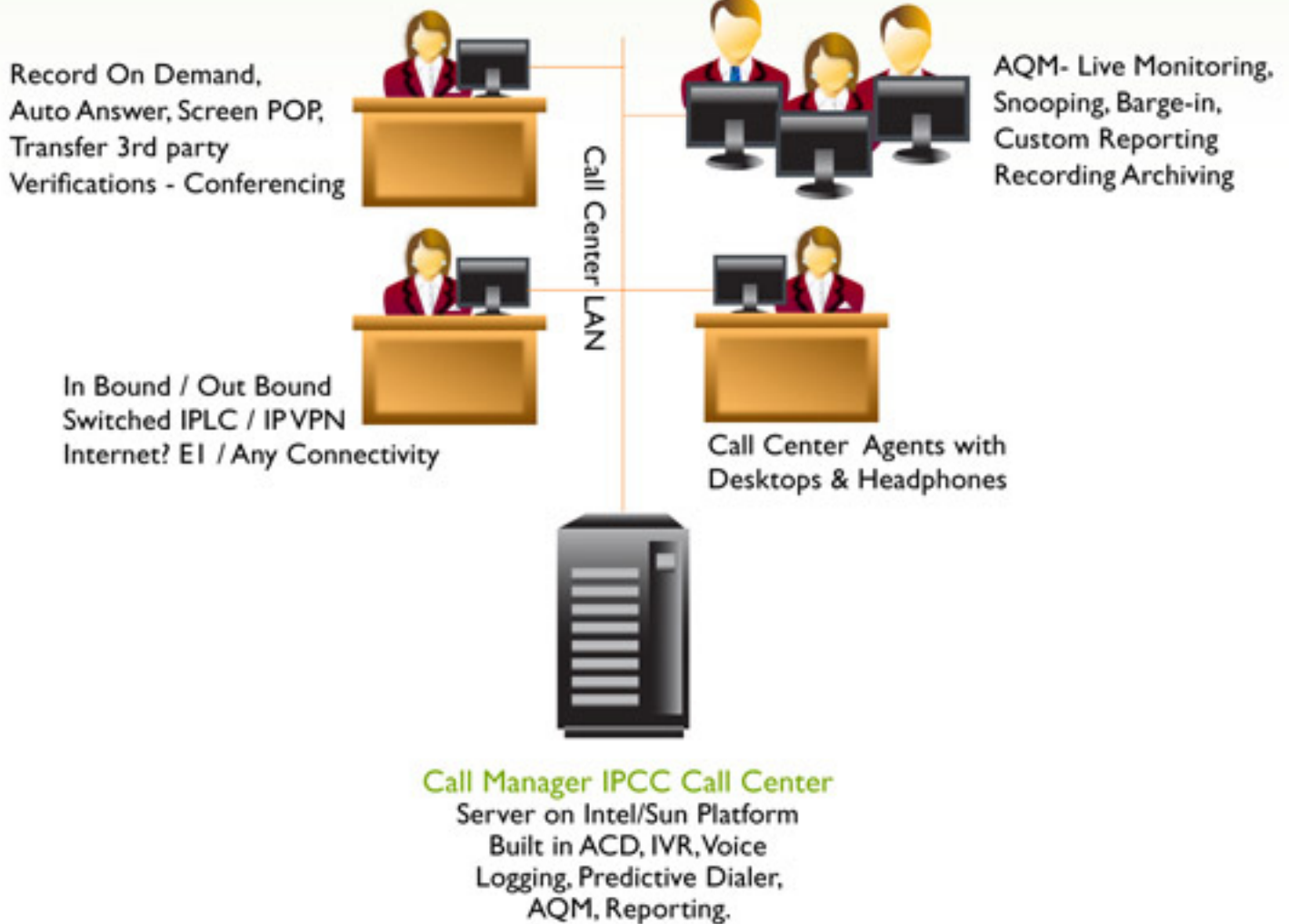
We use CISCO technology on VOIP phones. The call center environment allows a call dialed in or out to be forwarded and routed to the agent who has been assigned (or trained) to handle that call in the most efficient manner possible. Calls can be recorded, monitored real-time and all aspects of the call logged and reported. The Supervisors have access to tools that enable them to watch real-time, all parameters that is essential for quality service.

Currently we are working on several accounts that includes inbound and out bound calling to international customers/clients, to home and business. Our agents make themselves adaptable to both script and non-script based projects and are spontaneous on calls. We provide:

- ◆ Level one tech support for web hosting companies
- ◆ Presales & Billing support
- ◆ Order verification
- ◆ Answering service
- ◆ Operator Service
- ◆ Account Maintenance and Back office operations
- ◆ 24-hour virtual assistance and Helpdesk

We customize our contact center services to suit your needs from being a seamless extension of your customer support services to offering a complete range of contact center services to resolve all your customer queries. We help you acquire customers, serve them, retain them and bring in more.

### Supervisors/ Quality Leads



**actsupport.com**

Support Services  
[www.actsupport.com](http://www.actsupport.com)

**actmedia**

Media Services  
[www.actmedia.net](http://www.actmedia.net)

**contact**

Contact Center Services  
[www.contactact.net](http://www.contactact.net)



For sales inquiries please  
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AN ISO 9001:2000 CERTIFIED COMPANY

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