OAK SYSTEMS

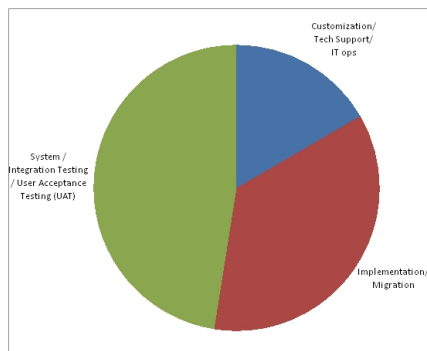Where Quality is Life

AN ISO 9001:2015 & AS9100 CERTIFIED COMPANY

Banking Business Unit

OAK SYSTEMS is a specialist Software Company headquartered in Bangalore since 1998 with a branch in Pune. OAKSYS is ISO 9001:2015 certified. OAKSYS is the brainchild of software technocrats with proven track record of managing & executing global software assignments to the satisfaction of clients. Our expertise spans across BFSI, ERP, CRM, Telecom, Internet applications and such other domains.
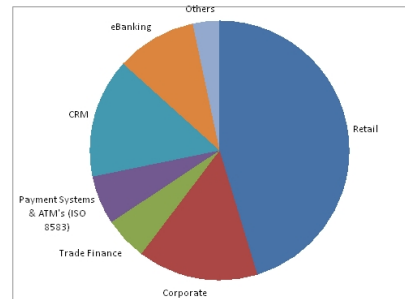
OAKSYS understands and appreciates the need of clients to have better, faster and cost effective solutions to manage their businesses. We bring about right mix of business process knowledge, technical expertise and cutting edge technology to deliver flexible and scalable system to suit current and future requirements through inherent quality culture and process maturity.

Oak Systems has a proven track record of establishing and running dedicated software labs with disciplined and mature processes. Our service capabilities delivered through our "Any-shore" model, can help companies lower costs, improve productivity and increase customer satisfaction.

In order to provide better customer focus, Oak Systems has setup a unique **Banking Business Unit** (BBU). Under BBU, we offer our services around number of international Banking products with our domain expertise and technical skills. Our portfolio of services spans across *Product Customization, Implementation, Technical support, IT Operations, Migration, System/Integration Testing, User Acceptance Testing (**UAT**) and User Training*. Experience of our team is presented here -

We have expertise in *Retail, Corporate, Trade Finance, Payment Systems & ATM's (ISO 8583), CRM, eBanking, mBanking, Investment Banking, Islamic banking* and other verticals in the banking domain. Our experience spread is here under -

At OAKSYS, we craft innovative, integrated Testing solutions and services to cater to Banking and Financial Institutions across the globe, taking care of their domain specific challenges and fast-paced industry trends. Armed with a mix of technical professionals and seasoned industry experts, OAKSYS provides Testing & other software services of the highest quality.

Our Portfolio of Services
Application Maintenance Services
Application Operations Services
Application & Data Transformation services

Application Maintenance Services
- ✓ Testing & Test automation Services
- ✓ Migration
- ✓ Implementation
- ✓ 24*7 Application Support
- ✓ Incident & Problem Management
- ✓ Enhancements / Customization

Application Operations Services
- ✓ L1, L2 & L3 and Production Support
- ✓ SLA Management
- ✓ Help Desk
- ✓ Release Management & SCM Activities
- ✓ EOD / BOD and Backup Activities
- ✓ User Training

Application and Data Transformation Services
- ✓ Customization as per the client requirements
- ✓ Version Upgrades & Roll out Support
- ✓ Data Transformation services for Downstream Applications (Interfaces)

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Our Vision

"Doing the right thing, in the right way, at the right time, within the right budget … the hallmark of Oak Systems"

Oaksys aims to provide unrivaled value to its customers by providing Quality at competitive & cost effective prices with high standards of service, and ensure that our customers have the service possible.

Business Benefits to our customers

- ✓ Improve Application Operation & Performance through effective monitoring and management
- ✓ Improve Operational Excellence through real time monitoring and resolution
- ✓ Improved IT Reliability and Efficiencies
- ✓ Over 20% reduction in cycle time
- ✓ 100% Compliance management
- ✓ Near 0% Risk in IT/ERP Operations
- ✓ 99% System Uptime
- ✓ Readily available Test case repository

Processes

We are an ISO 9001:2015 certified company. We follow processes that are tailored from CMMI and IEEE standards. We have well-designed customer-focused processes covering the following aspects.

- – Project planning & SDLC management
- – Issue management
- – Defects management
- – Service level agreement (SLA) management
- – Quality management
- – Configuration management
- – Test Management

Service Delivery Capabilities

Through its expertise in concurrent project execution and remote project management, *Oaksys* delivers services collaboratively while working with geographically dispersed teams located in various time zones.

Oaksys specializes in interpreting the user requirements under the FURPS+ model. The functional and non-functional requirements are clearly understood under this model for IT delivery.

Our service offerings cover all the activities associated with the complete Software Development Lifecycle (SDLC) and a variety of support and production activities.

Prime drivers to consider Oaksys as partner

- ✓ Oak Systems can manage end-to-end activity of the project involving Project Manager, Subject matter experts (SME), Project Leads and Team Members. Customer will be relieved of the outsourced activity and can focus only on Business activities.
- ✓ Tremendous savings in cost as some of the activities are one-time activities over a period of time. Recruiting resources for a small duration is a difficult proposition for the customer.
- ✓ Mid-management staff attrition being rampant, customer will be relieved of laborious recruitment process and retention considering short nature of such projects.
- ✓ Specialized testing – Oak Systems consultants have over 500 person years of combined testing experience in banking domain and are thus well placed to undertake testing across life cycle of products as described in the earlier sections.
- ✓ Our consultants have rich experience of implementation and support in various nationalized, new generation banks, cooperative and rural sector banks. More than 1500 branches and 40 banks are covered.

Key Differentiators

- ✓ No key person dependency. Knowledge retention and 24*7 support despite attrition and absenteeism
- ✓ Common virtual resource pool allows for seamless lead times for ramp-up or training
- ✓ Productivity gains by Continuous process review giving Cost advantages
- ✓ Aggregation benefits for tools and other infrastructure

Oak Systems Private Limited

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