

SERVICES

At AppCaliber, ensuring clients' success in their ventures is the primary objective. The expertise derived from the deep understanding of business applications, software development life cycle and support operations, is put to use to achieve the objective. AppCaliber believes in partnering with the clients in their endeavor to solve their business issues and help them focus on their core activities, while providing the top notch support for all allied services.

BUSINESS APPLICATIONS

AppCaliber's expertise and experience in business applications primarily stems from Oracle E-Business Suite. Having developed various products, the insight and the deep understanding of business processes provides a unique edge that is the key to its success.

CRM Sales and Marketing

AppCaliber can help increase your revenue. We can help you implement an effective sales process and identify new revenue opportunities.

Leasing and Financials

AppCaliber's Lease Management experience compliments the Financials services we offer, to give you full control of your cash and assets.

Service

AppCaliber can help automate service execution, increase customer satisfaction and eliminate revenue leakage. This in turn helps you retain customers and increase revenue.

Contracts and Projects

AppCaliber's expertise in Contracts management and Project management and accounting will help you manage your complex contracts, with commercials and government organizations.

OUTSOURCING SERVICES

To remain competitive and profitable; and to be able to grow the profit margins, the businesses have to work smart, be cost-effective, and overall be lean. AppCaliber charter is to help businesses focus on their core activities, while we partner with them to undertake their non-core activities, thus lowering their costs, while increasing their efficiency. Our offshore delivery center is equipped with the state-of-the-art technology to help us achieve this objective.

Engineering Services

A major part of a construction project is designing and managing the material cost. AppCaliber lends its Engineering expertise by undertaking the structural design and rebar detailing, thus helping organizations with two most critical elements of their project.

24x7 Support

Customer satisfaction is the key to retain customers, increase revenue and promote brand loyalty. AppCaliber has the requisite infrastructure and expertise to setup and manage 24x7 support operations, including voice and non-voice services.

Software Development

With loads of experience in software development and managing the software development life cycle, AppCaliber can provide you with the best services. **Oracle's AIM Advantage™ 3.0** methodology coupled with our experience provides a proven process for project execution.

Medical Process

Managing practice, and ultimately obtain receivables as early as possible spells success for a medical practice. AppCaliber handles the entire process from patient registration, transcription, claims processing to receivables and collection.

Contact Center

The state-of-the-art contact center technology helps us provide voice and unified messaging solutions to our clients. The inbound and outbound services can be provided, catering to the US, UK and other regions, as needed.

QA and Documentation

QA and Documentation are an integral part of any software development and implementation project. AppCaliber can lend its expertise in handling QA processes and creating documentations, as a service to strengthen your projects.

TRAINING – BIZAPPS ACADEMY

The global economy is a reality; and the competitive bar is set high for the corporations. As a leader in the Business Applications space, AppCaliber knows first hand, the skills that are needed to succeed in today's marketplace. We equip the professionals with the technology and business skills needed for the 21st century.

BizApps Academy is the training division of AppCaliber that provides training in the areas that AppCaliber operates. Thus, the students get to learn from our hands-on experiences, which make them ready to face the real challenges.

The fastest growing industry today is **Business Process Outsourcing**, which in 2006 is worth **US\$ 6.1 billion** in revenues. AppCaliber provides its expertise and experience in the BPO and Contact Center space to train young professionals, and be a part of this flourishing industry.

- **Foundation** – Basic English Proficiency course
- **Intermediate** – Call and Communication Handling
- **Advanced** – Advanced skills and Telemarketing

BApT – Business Applications Training

IT is the backbone of the business organizations. Businesses rely on IT to provide the support needed to do business efficiently, and the information needed to devise strategic plans and execute them to meet their business objectives.

- **Foundation Courses** – Basic Financials, Database design & Programming
- **Advanced Courses** – Financials, Procurement, Distribution, Building Apps with Oracle Developer Tools, etc.
- **Specialized Courses** – Lease Management, Services Management, Project Accounting, Oracle Apps Technical Architecture, etc.

Medical Process management is one of the fastest growing BPO sector. The medical transcription and billing processes are the key ones that have a huge requirement of skilled professionals. AppCaliber provides training as per the industry requirements.

- **Medical Transcription** – Medical Transcription Training
- **Medical Billing** – Medical Coding and Billing Training

Course Features

- ✓ Courses based on industry requirements
- ✓ Industry and role focused courses
- ✓ Custom courses as per the requirements
- ✓ Class room sessions with hands-on training
- ✓ Project work and case studies
- ✓ Hosted environment
- ✓ Always available 24x7 access

BizApps Academy provides the students with the insight into the domain to help them understand the intricacies of the processes, with lots of hands-on experience and real life cases, so they can be a productive resource for the organization from the day one.

CONSULTING

AppCaliber lends its expertise and experience to the organizations to help them succeed in their business.

- **Business Process Re-engineering**
Helps organizations analyze their business processes, and set them up to increase the organization efficiency, control costs and increase the bottomline.
- **Business Applications Implementation**
Helps organizations implement the business applications, as per the business processes, thus helping them reduce the TCO and get maximum ROI.
- **IT and ITES Infrastructure**
Helps organizations set their IT infrastructure using the state-of-the-art technology, so they are compliant with the industry norms, and derive the maximum benefits of the latest proven technologies in the field of IT, communications, unified messaging, etc.

SOLUTIONS

AppCaliber has used its expertise in Business Applications to develop solutions that address the needs of the business on hand. These solutions are as robust, scalable, upgradeable and open, as the Oracle E-business suite. Thus, the benefits of an enterprise application is available in all the solutions built by AppCaliber.

Pre-Packaged Solutions

AppCaliber has developed solutions which address certain product gaps, and caters to a wide audience. These solutions are:

- **Advanced Selling of Services**
- **Advanced Contracts Renewals**
- **Contracts Credit / Re-bill Solution**
- **Advanced Meter Solution**

Custom Solutions

AppCaliber can build custom solutions for the clients, as per their business needs. These solutions are built as per the standard methodology, adhering to the strict development guidelines.