



Espire Services Snapshot

January 2023





Introducing Espire Infolabs



Espire Family of Brands



*Espire Infolabs is part of
Espire family of brands with interest in diverse industries*

- One of the fastest growing real estate developer in India with a presence across Delhi, Gurugram, Bangalore, Hyderabad and many more
- Projects in progress include commercial and ultra luxury residential properties estimated at US\$ 200 Million+
- Set to emerge as a foremost provider of commercial, ultra luxury residential apartments, commercial office space and shopping malls



Historic fort spread across 5.5 acre site



www.espireinfra.com

- Chain of hotels & resorts at key tourist locations, such as Amritsar, Bhimtal, Sattal, Kosi, Mussoorie and Jim Corbett
- Caters to international & domestic travelers



Luxurious resorts spread across key tourist destinations

JIM CORBET



MUSSOORIE



BHIMTAL



KOSI

www.countryinn.in

- Six Senses Hotels Resorts Spas operates 11 resorts and 31 spas in 20 countries under the brand names Six Senses, Evason and Six Senses Spas.
- The property has a distinctive personality amidst nature, but shares a commitment to community, sustainability, wellness and design



Historic fort spread across 5.5 acre site



www.sixsenses.in

- The Espire Hospitality Group has recently launched a luxury boutique resort brand 'ZANA'.
- The brand's first property consists of 30-keys lakeside resort with distinctive 'Victorian' service concepts on Udai Sagar Lake, in Udaipur (Rajasthan).
- The property is a confluence of unique experiences, modern hospitality and responsible luxury.



ZANA Lake Resort

- 30 Victorian Styled Modern Guestrooms
- Lakefront Rooms with Private Garden
- Surrounded by Udai Sagar Lake
- Bespoke Pre-Arrival Experiences
- Outdoor Pool
- State-of-the-art Fitness facilities
- Creative Event Spaces
- Destination Dining
- Cultural Tour



www.zanaresorts.com

Espire Education : Radcliffe School

- One of the fastest growing K12 Schools with presence in 12 cities across India
- Targeted to middle segment of Society
- Hassle free transfer within any Radcliffe schools across India
- Adoption of technology in the curriculum
- The Group has targeted to increase the number of schools to 50



Presence in 12 cities



www.radcliffe.in

Espire Infolabs

Espire Vision - Total EXPERIENCE LEADER



Founded in **2001**

12 Global Locations

- | | | |
|---|---|---|
|  India |  Australia |  New Zealand |
|  Singapore |  Malaysia |  Philippines |
|  UK |  Ireland |  Netherlands |
|  USA |  Canada | |



CMMI SVC Ver 2.0 ML 5



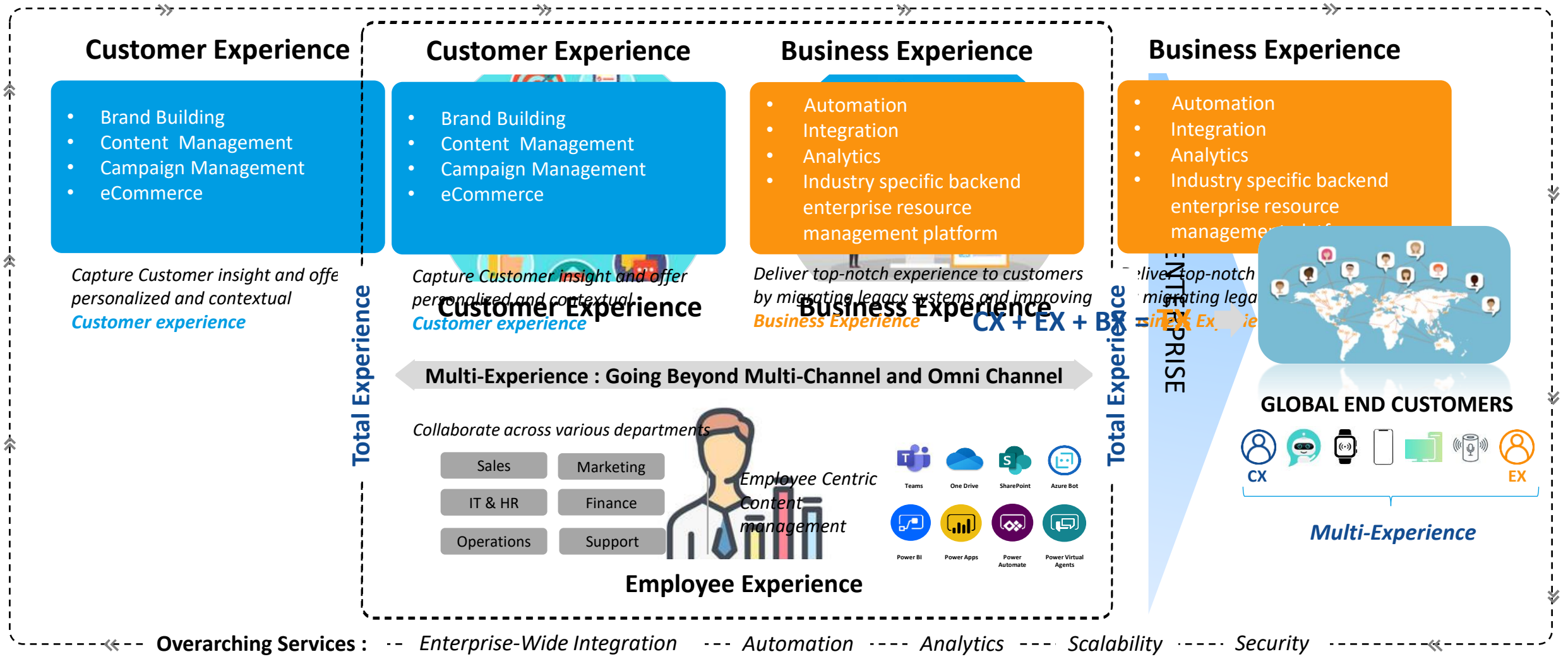
ISO 27001:2013
ISO 22301:2019
ISO 27017:2015
ISO 27018:2019 Certified
ISO 9001:2015 & ISO 20000-1:2018

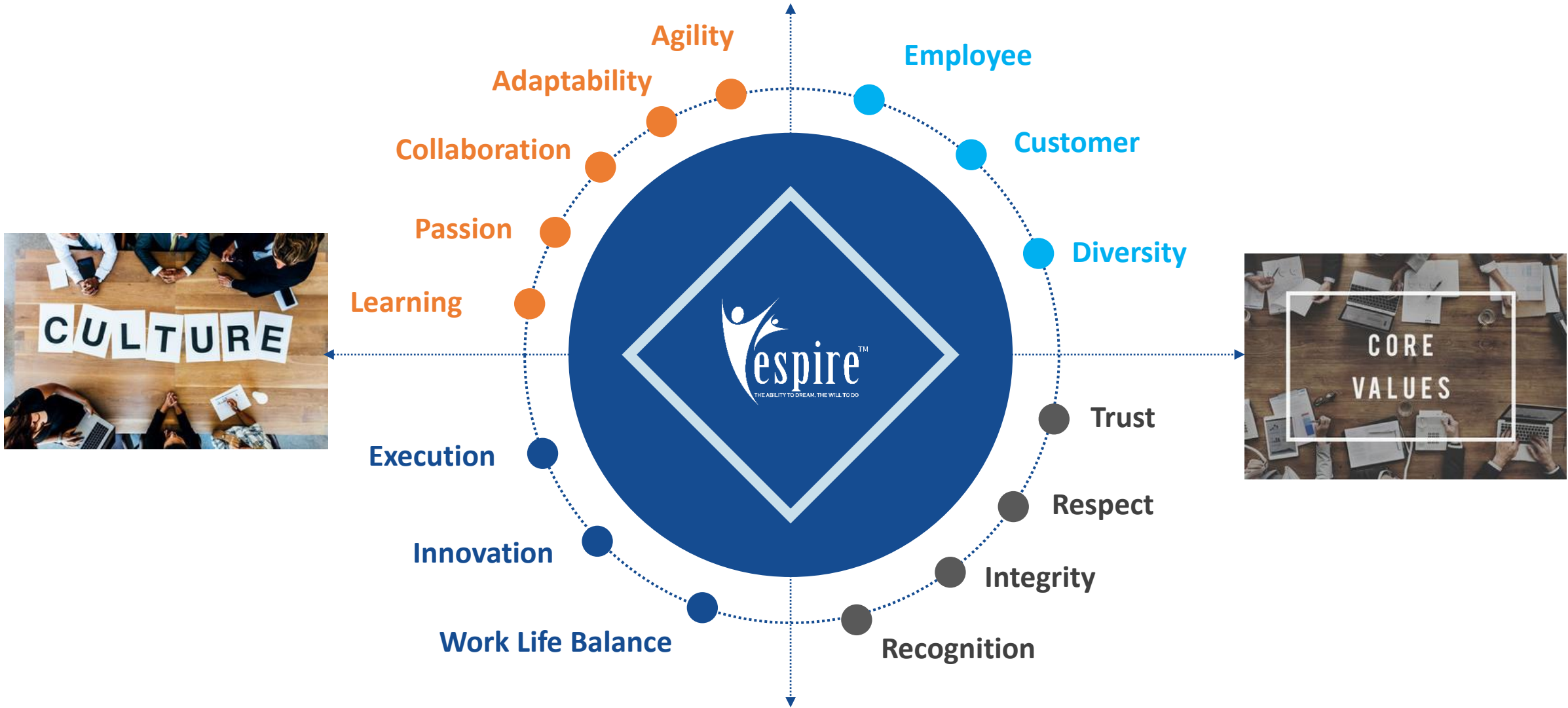


Awarded a **bronze medal** by EcoVadis for Sustainability



Digital Business Need for Enterprises: Espire's Total Experience Approach to Unlock Growth

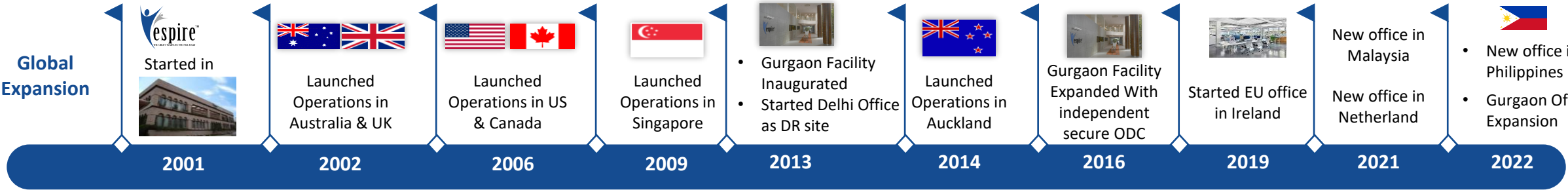




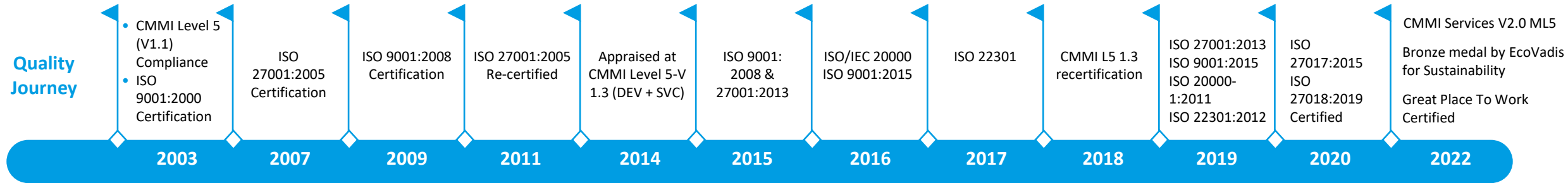
Our Journey



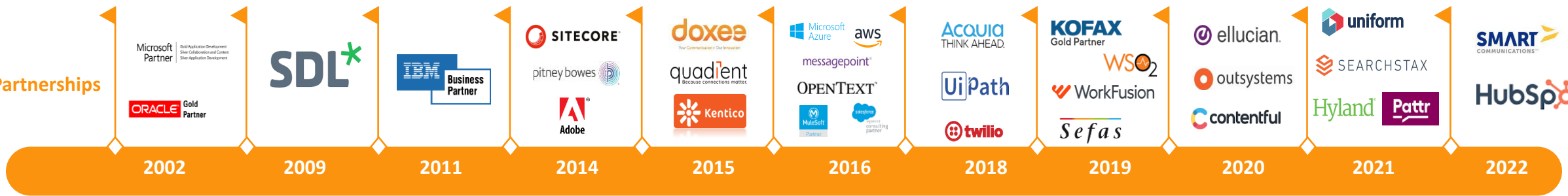
Global Expansion



Quality Journey



Partnerships

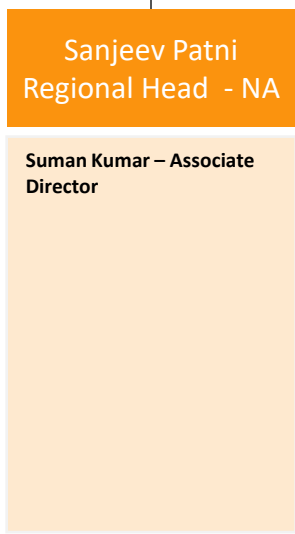
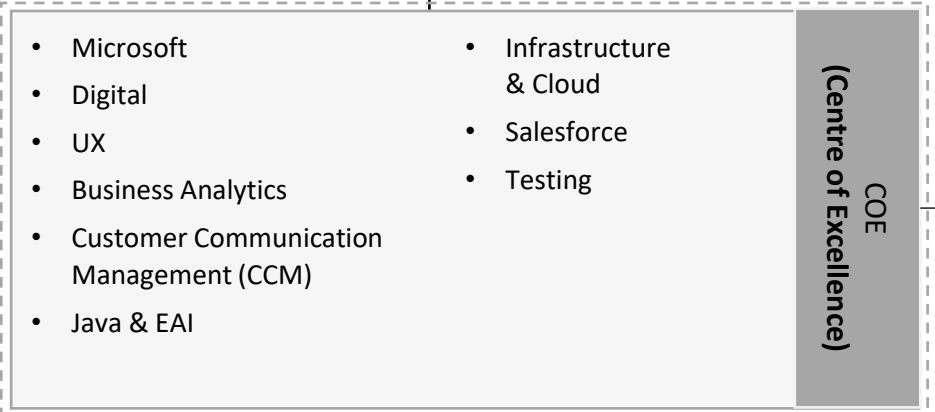
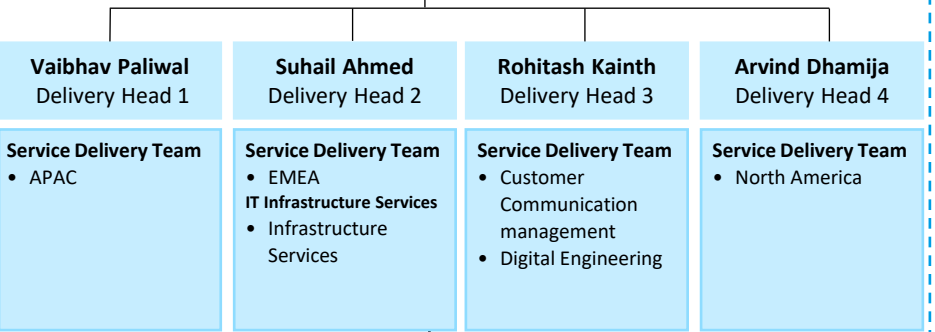


Organisation Structure

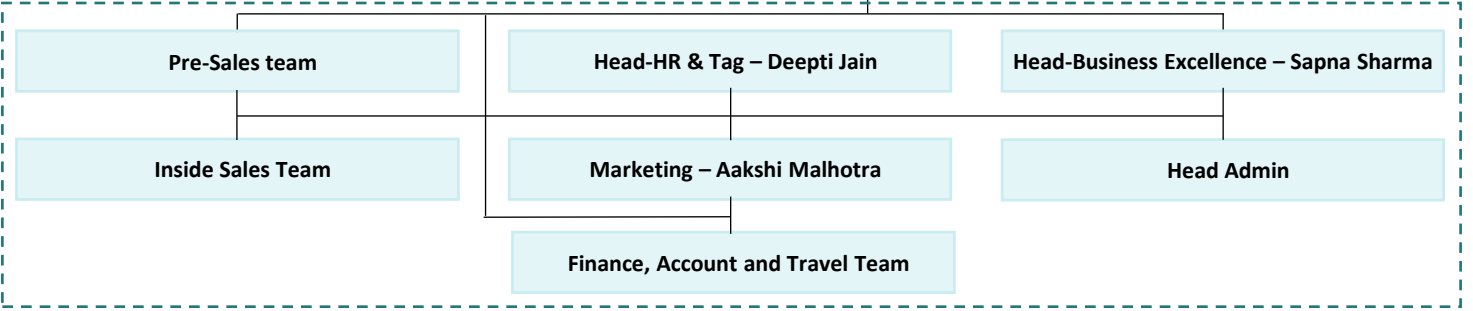


Gagan Oberoi
MD & CEO

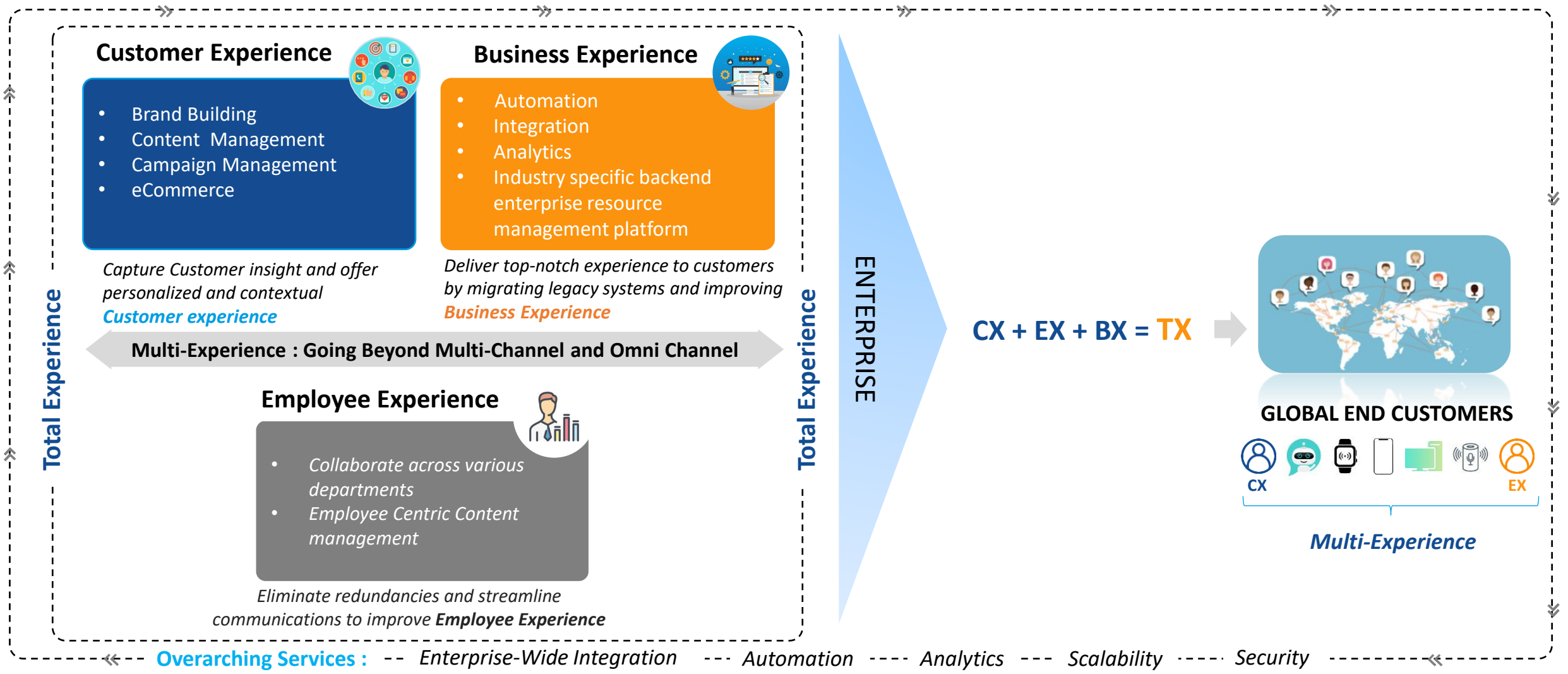
Delivery Heads



Other Departments

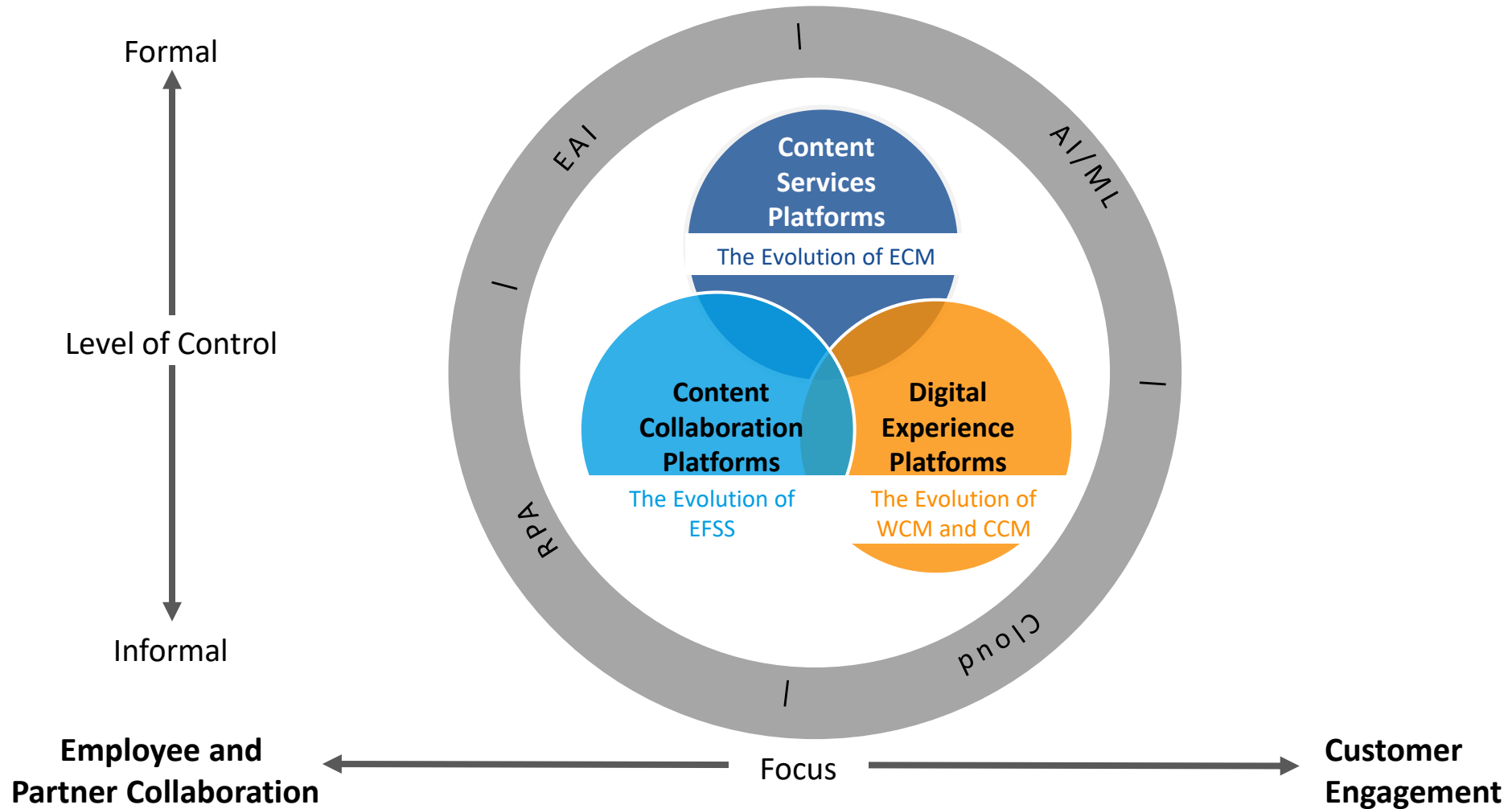


Digital Business Need for Enterprises: Espire's Total Experience Approach to Unlock Growth



Consultative Approach using CJM, EJM & Business Process Automation

Espire Focus : Digital Transformation for CX



Espire Experience Across Industries: Key Customers

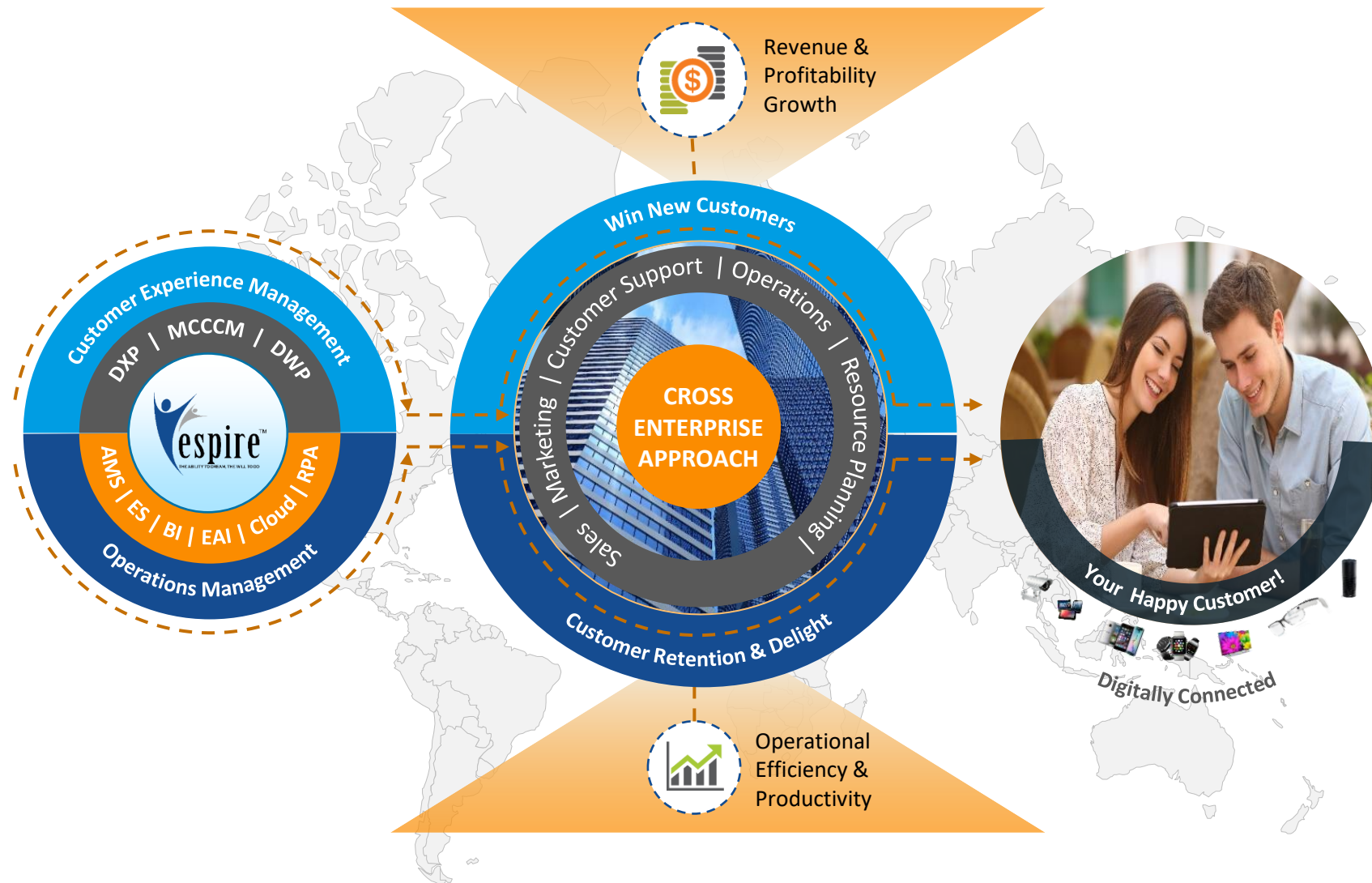


INSURANCE	EDUCATION	BFS	STAFFING	HEALTHCARE
UTILITIES	TELCO & RETAIL	TRAVEL & LEISURE	MANUFACTURING	LOGISTICS
PRINT SERVICE PROVIDERS	ISVs	DIGITAL AGENCIES	GOVERNMENT & LEGAL	

* Some of above organizations are serviced as sub-contractor

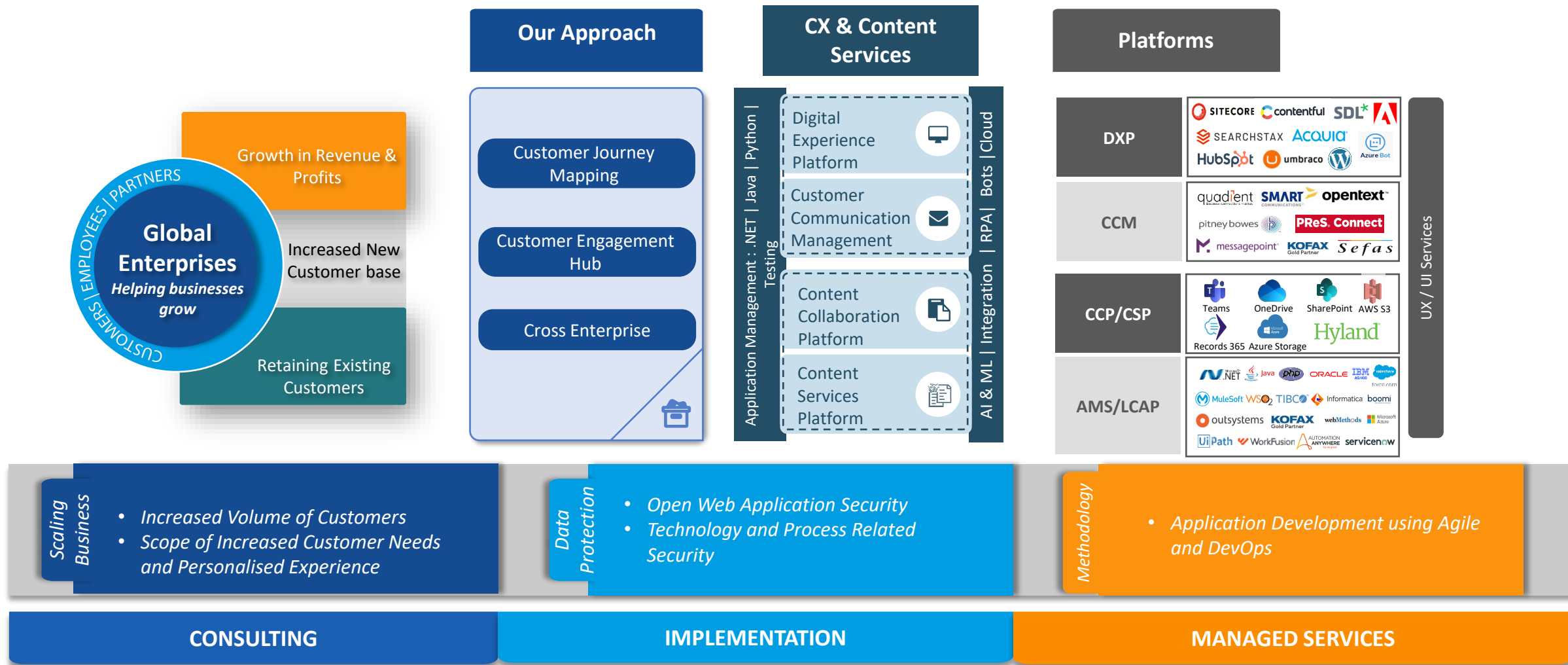
We are a Customer Centric Solution Provider

- DXP** : Digital Experience Platform
- MCCCM** : Multi Channel Customer Communication Management
- DWP** : Digital Workplace
- AMS** : Application Management Services
- ES** : Enterprise Software – JDA/Ellucian/Claims
- IS** : Cloud Infrastructure Services
- BI** : Analytics & ML
- EAI** : Enterprise Application Integration
- RPA** : Robotic Process Automation



Espire's Approach for engagement – CJM, Cross Enterprise, CEH driven

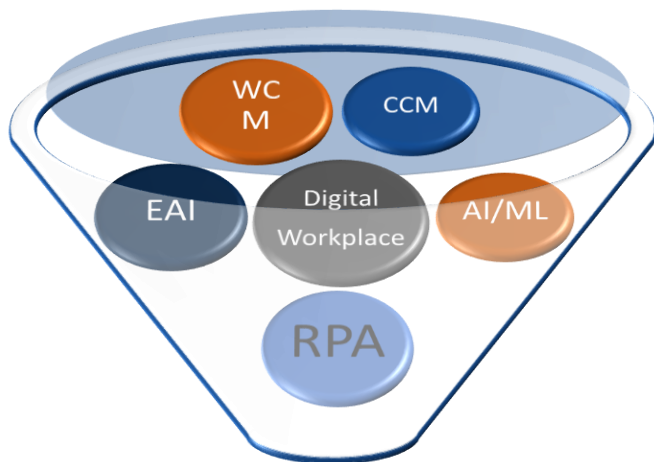
Espire approach looks at Cross Enterprise (CX, EX & BX) , understanding Business need/Journey, and utilises our CEH (Customer Engagement Hub) Framework to provide necessary capabilities using right set of technologies/tools



Meeting Customer Expectations for Digital Solution – How ?



LOOK FOR



SINGLE SOLUTION FOR ALL

IN REALITY

NO SINGLE SOLUTION IS FIT

No OUT of BOX Product Exist

“Enterprises needs to deliver an end-to-end customer experience across channels and departments. Gap between organizational departments & their systems should not be there at all. Thus, need of Enterprises is not a one customer centric solution only “

SOLUTION



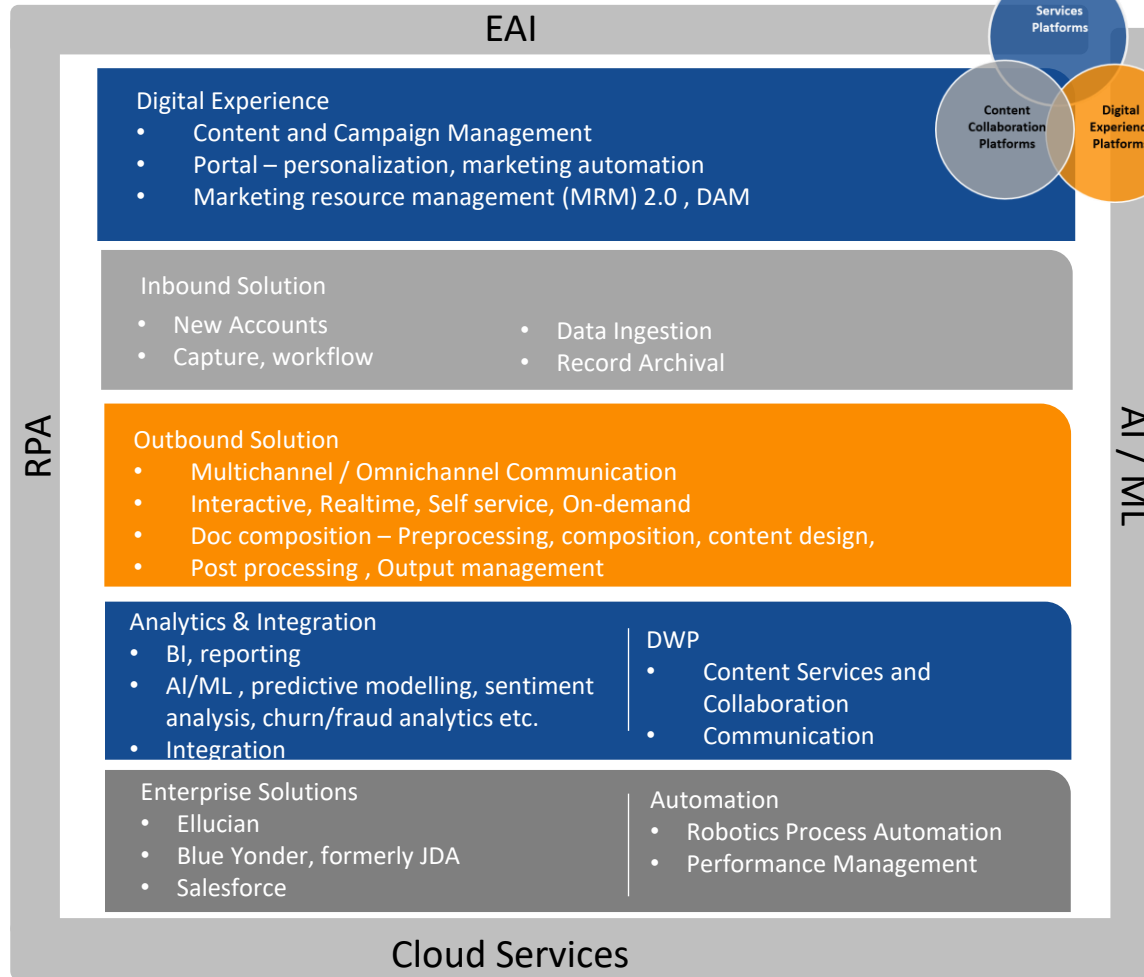
CUSTOMER ENGAGEMENT HUB (CEH)

Our Services and Solutions – well Aligned to Business

Customer Journey

- Customer Engagement
- Customer Onboarding
- Customer Services
- Operations

Solutions/Services

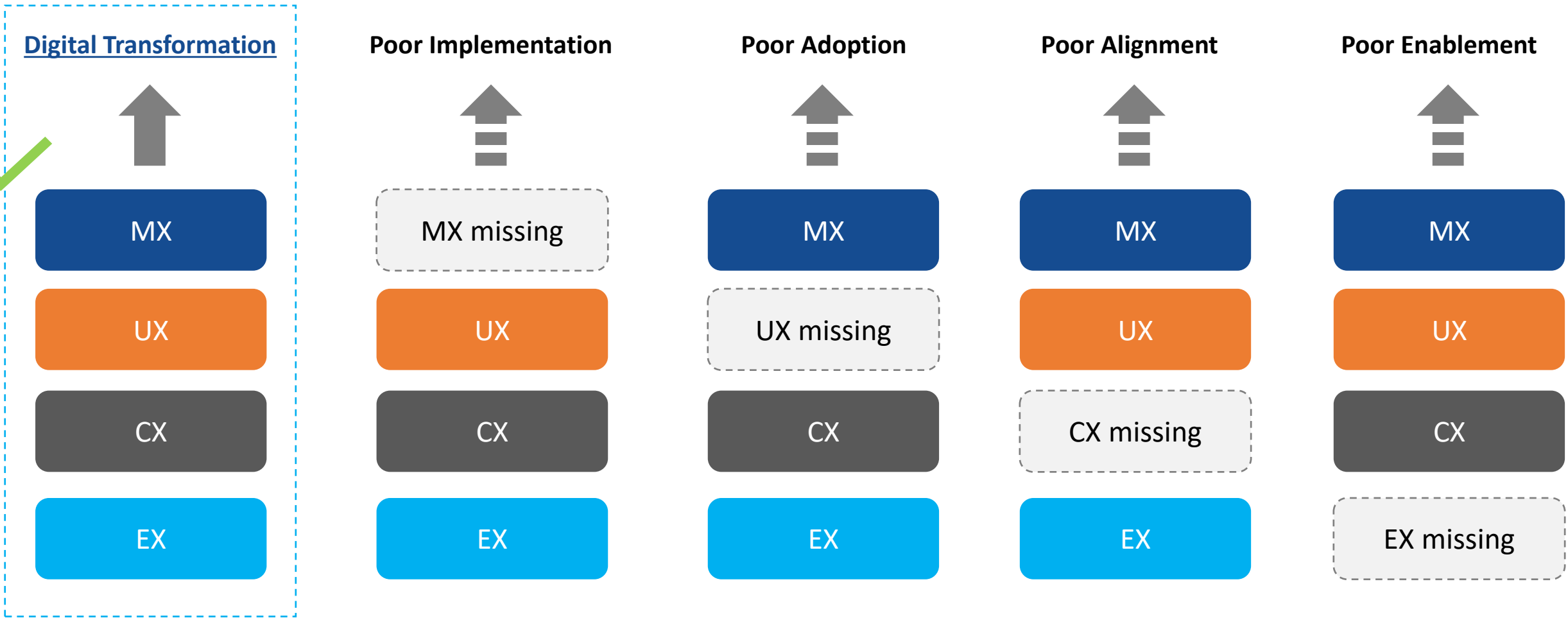


Platforms

Services

- Consulting
- Implementation
- Managed Services
- Upgrade
- Migration
- UX/UI
- Testing
- Cloud/DevOps

Espire focus on Digital Transformation using Total Experience



Total Experience (TX) delivered to organisation by focusing on CX, EX & BX using MX & UX

Espire Digital Transformation Services

Digital Experience Management



Multi-Channel Customer Communications

Web, Mobile, Print, Email, Kiosk



Content Services

Based on Digital Workplace



Enterprise Applications



Digital Engineering

Custom, Platform, Product



Cross Enterprise - DIGITAL TRANSFORMATION SERVICES

Driving CX, EX & BX using MX & UX across Enterprise to deliver *Total Experience*

Enterprise wide Integration



Data & Analytics



Cloud Services



Automation

RPA, LCAP, Chatbots, CAIP



Security

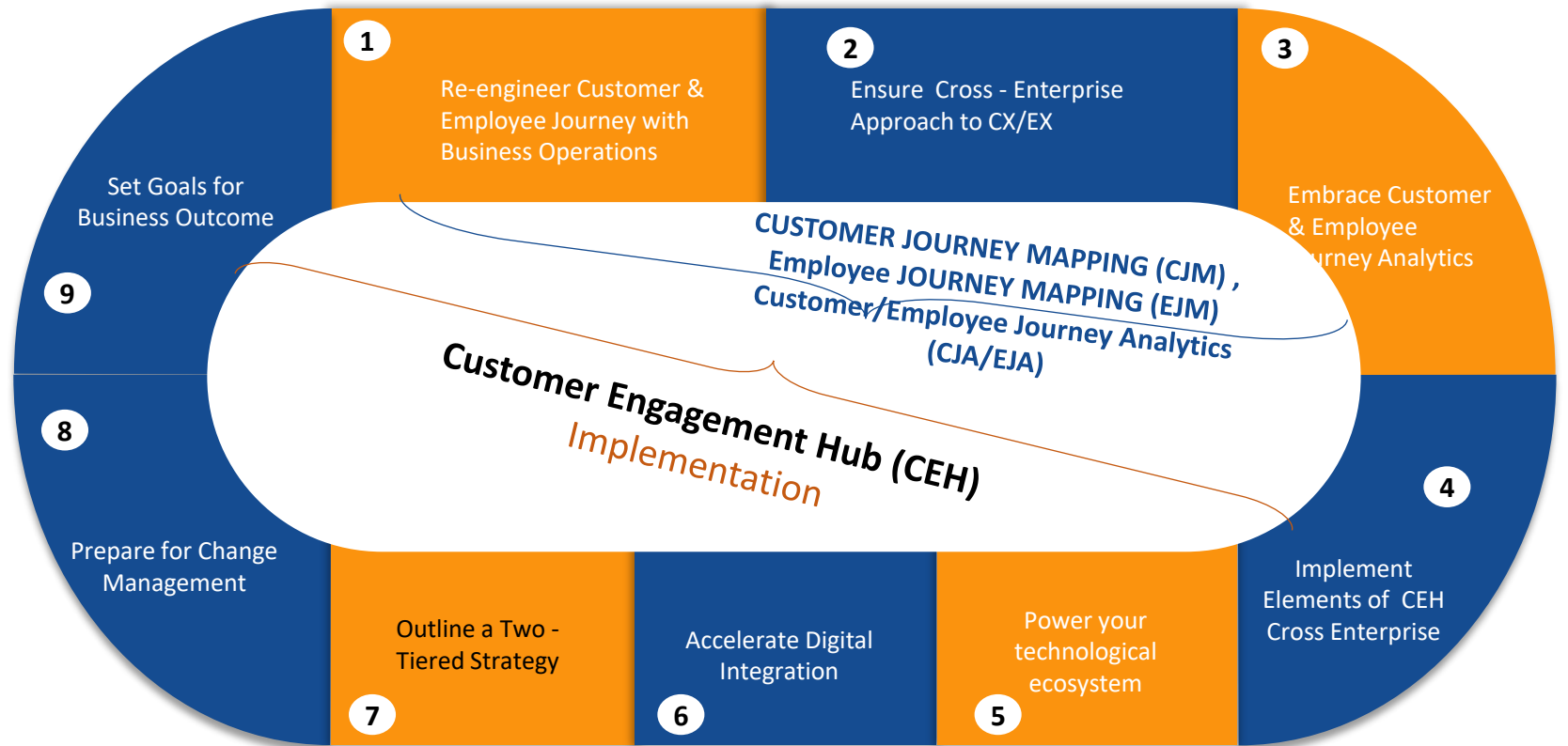
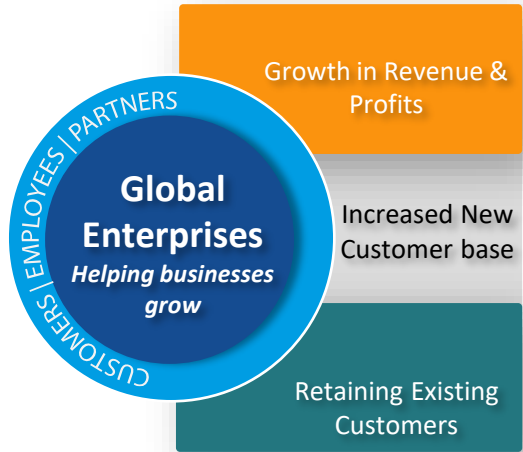


Consulting

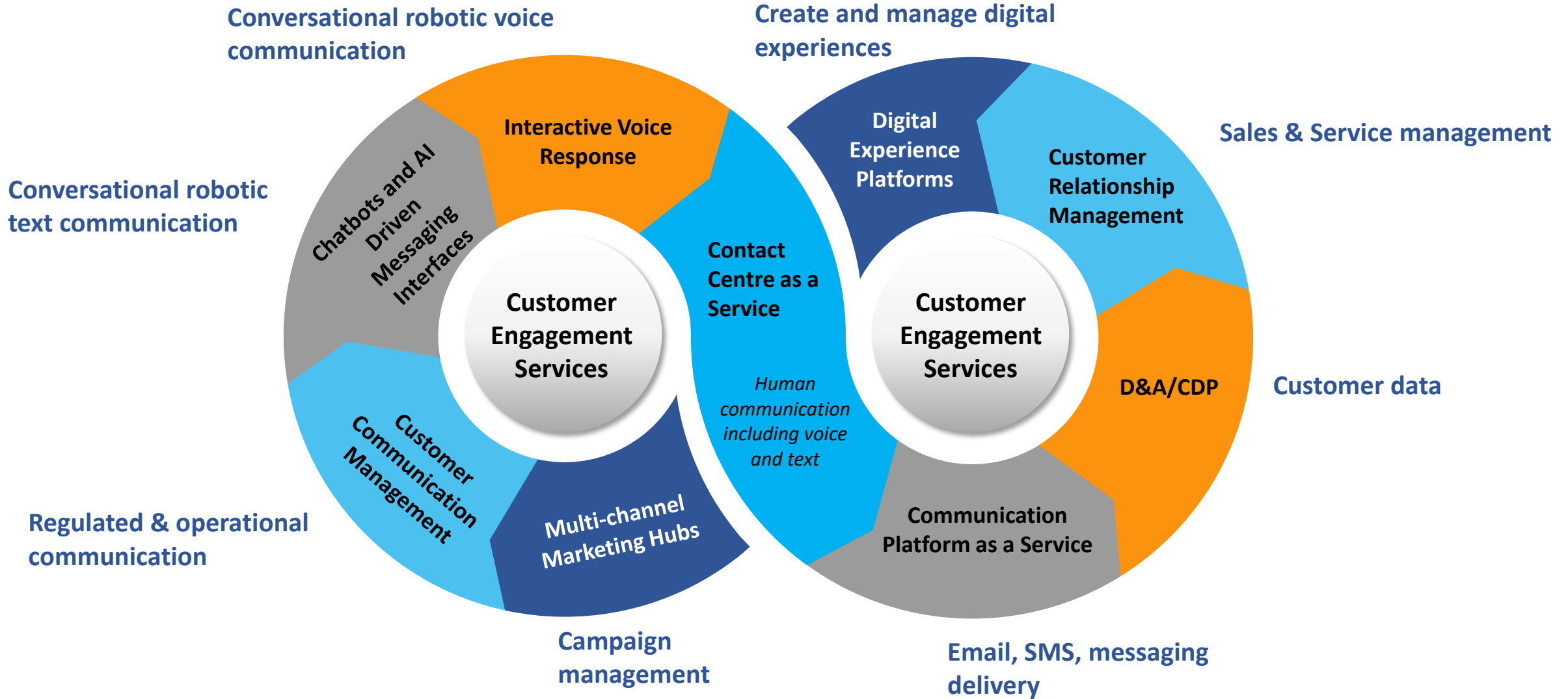
Implementation

Managed Services

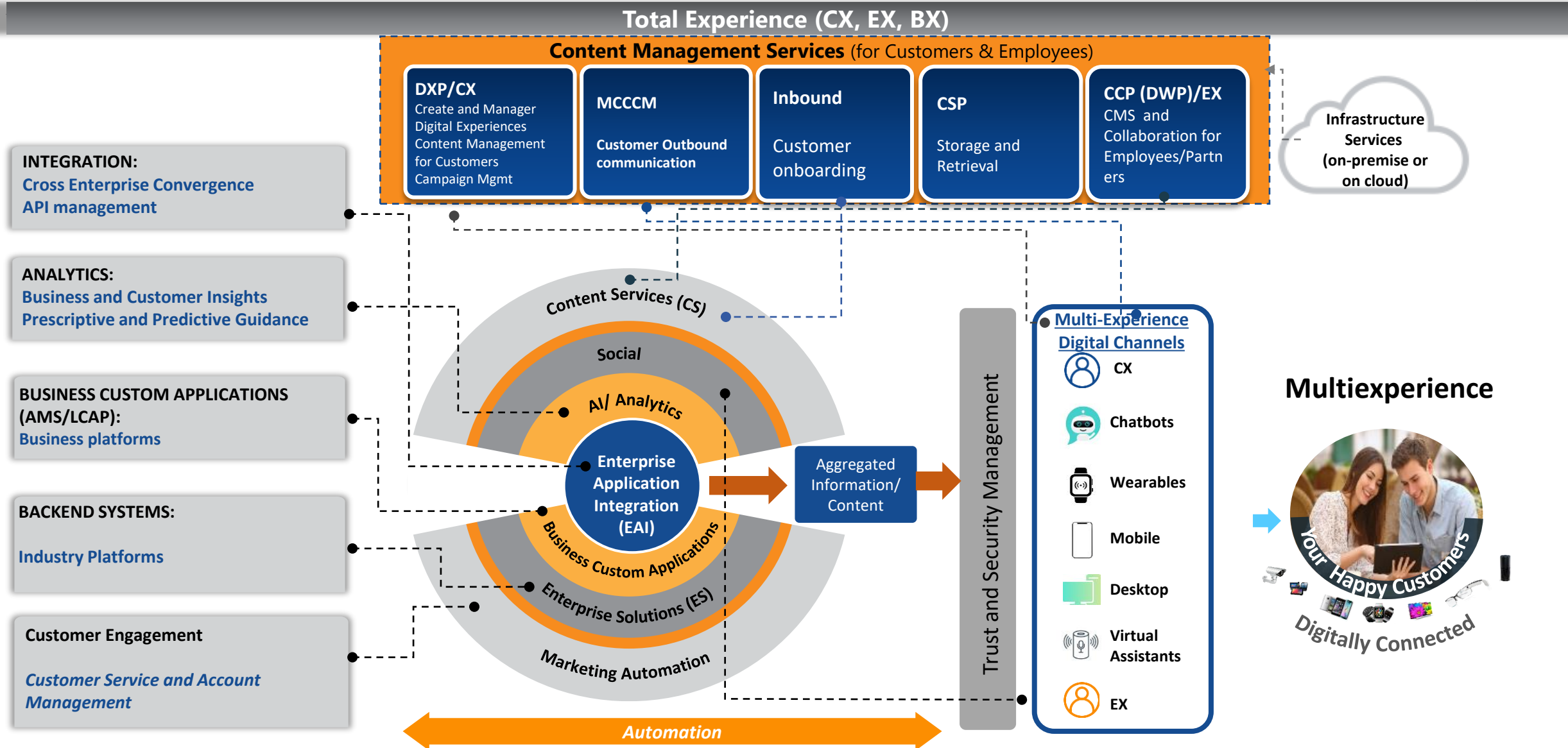
Espire's Total Experience Approach– CJM/EJM, Cross Enterprise, CEH driven



Customer Engagement Services



Espire CEH (Customer Engagement Hub) Solution Framework



Espire CEH (Customer Engagement Hub) Technology Framework

Total Experience (CX, EX, BX)

Content Management Services (for Customers & Employees)

DXP/CX

Sitecore, Umbraco, SDL, Adobe, WordPress, SearchStax, Contentful, Uniform, HubSpot, Acquia

MCCCM

Outbound
OpenText Exstream, Quadient Inspire, Smart Comm, PB (EO, VIP/VDE), Sefas, Messagepoint,, PresConnect

CSP

Records365, AWS S3, Azure Storage, EngageOne Vault, Hyland

Inbound

Kofax (KTA, KC, KTM)

CCP (DWP)/EX

Microsoft 365, SharePoint, One Drive

Infrastructure Services (on-premise or on cloud)

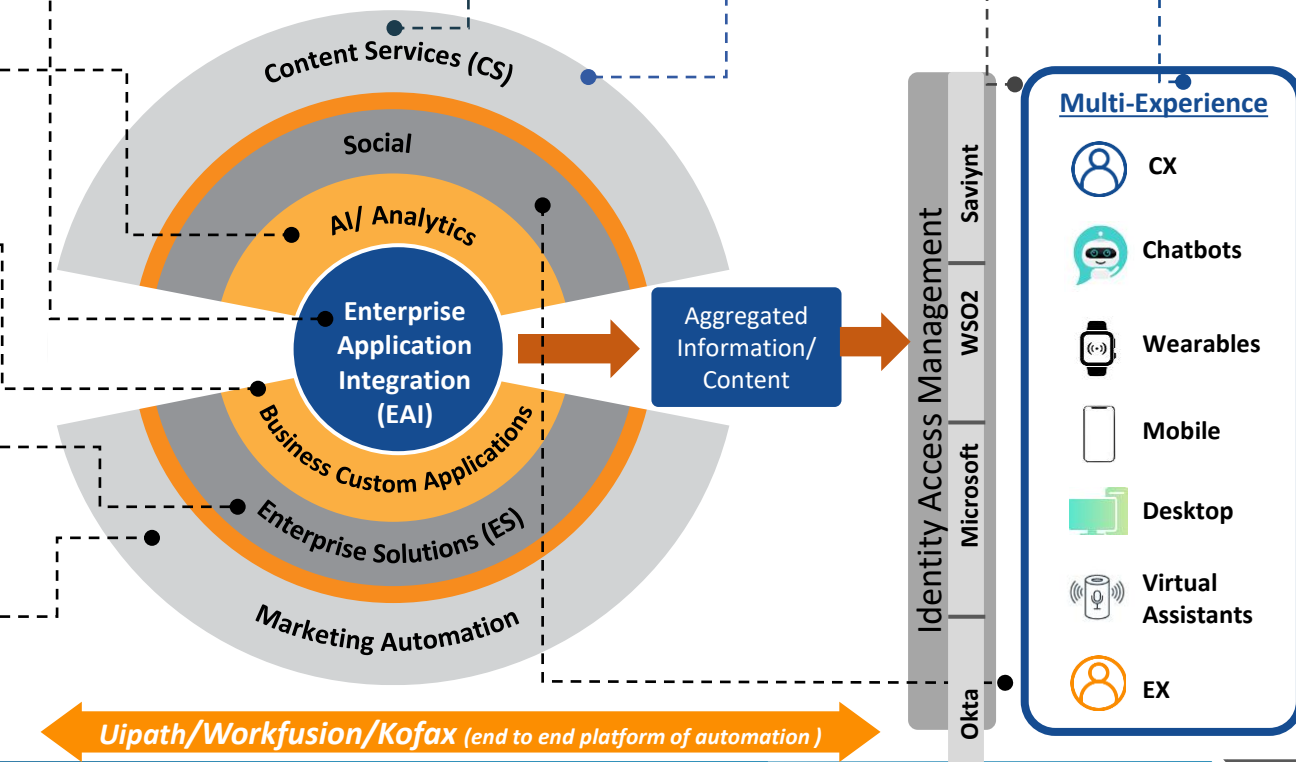
INTEGRATION: MuleSoft, WSO2, Azure Integration Services, TIBCO, Informatica, WebMethods

ANALYTICS: MSBI - Power BI, Analysis Service, Azure Synapse, Snowflakes, MS MLS, Tableau, Google Analytics

BUSINESS CUSTOM APPLICATIONS:
AMS: Dot Net, Java, PHP, Python, Oracle, Angular, React
LCAP: Force.com, OutSystems

BACKEND SYSTEMS: Insurance, Banking & FS, Education (Ellucian), Logistics (JDA), Insurance, Healthcare, Salesforce, Dynamics 365

MARKETING AUTOMATION: Salesforce (Sales & Service Cloud), D365



Multi-Experience

- CX
- Chatbots
- Wearables
- Mobile
- Desktop
- Virtual Assistants
- EX



BX (Driving Operational Excellence)

Our Digital Partners & Competencies



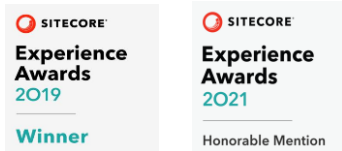
Total Experience solutions (CX + EX + BX) using below industry-led platforms

Awards and Accolades



Winner for Best Personalized Experience with ACU

<https://www.sitecore.com/customers/education/australian-catholic-university>



Recognition by Microsoft & ACU

<https://news.microsoft.com/en-au/features/how-robotic-process-automation-is-unlocking-more-efficiencies-and-deeper-insights-for-australian-catholic-university/>

ACU Digital Workspace Program (DWP) and Team Awarded Vice-Chancellor's Excellence Award



Winner in SearchStax Partner Excellence Awards for ACU Website

<https://www.dailyadvent.com/news/amp/16ddb6929236676e626899889b0720bf-SearchStax-Announces-Winners-of-2021-Partner-Excellence-Award>



Awarded by Sitecore : Espire Sitecore Implementation

It is Bennetts in UK this time - Winner of 2021 for Best Digital Experience Transformation!



Espire has been chosen as a finalist at the UK **Customer Experience Awards 2022** for delivering Best Digital Transformation to a leading **Insurance** as well as a **Logistics** company



Espire has been awarded as the **Best CX Technology Partner** at the Customer Experience Live UK show 2022



Parvesh Kaushal invited on **Messagepoint Product Advisory Board**



ASPIRE | LEADERBOARD

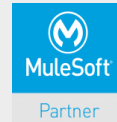
Espire got Featured in **ASPIRE Leaderboard**

Our Digital Partners

Customer Experience



Operations



Espire is committed to continually improve and strive for excellence in service delivery that will help us to achieve our business objectives of customer satisfaction, growth in revenue and profitability and, employee engagement.

03

By building a culture of collaboration, teamwork and positive behavioral transformation to align all employees with business goals and objectives of the organization

02

By adopting process excellence frameworks, that ensure consistency in services and compliance to cost, time and quality objectives, to maximize customer satisfaction as well as Espire's revenue & profitability

01

By designing and delivering innovative digital customer centric solutions that meet and exceed our customer's business requirements



04

By ensuring continuous assessment of client satisfaction metrics and, delivering value added services to maximize customer satisfaction and customer experience

05

By implementing automation of business processes and building assets for continuous improvement of delivery and services

06

By empowering leaders to foster competency build in employees and, manage performance of individuals and teams to maximize employee engagement

07

By strengthening our business ecosystem with strategic partnerships with digital platform providers, which can contribute to our revenue growth and above objectives

End-to-End Offerings: Espire services from Discovery – Development – Change – Support

Discovery/Consulting Phase

- Business Consulting
- Technical (Functional / Non-functional Consulting)
- Design Consultation
- Study AS-IS
- Share Roadmap And Suggestion
- Setup Foundation For Team
- Team Is Onboarded
- Duration : 3-4 Weeks

Projects/Product Dev

- Requirement management
- Solution and Architecture design
- Project Estimation
- Development, Unit Testing
- Function, integration testing
- Change deployment and early life support

BAU/Changes

- Business change review
- Impact Analysis
- Estimation
- Change implementation and Unit testing
- Function, integration testing
- Change deployment and early life support

Support Services

- Incident Management (L1,L2 & L3)
- Service Request
- Problem Management
- Impact and Root cause analysis
- Platform monitoring
- Platform maintenance

Govern by: **OTD (On time Delivery) & FTR (First Time Right)**

Driven by : **SLA (Service Level Agreement)**

Practice Methodology

Practice Methodology

Practice Methodology



Kanban



Commercials

- Fixed Price
- T&M
- Managed Services (SLA based)

Support

- 24*7

Locations

- Onsite (per client location)
- Offshore : India Espire ODC
- GDPR compliant

Benefits

- Maximum resource utilization
- Better ROI, cost based on service
- Service quality
- Service continuity
- Easy to use resource pool

End-to-End Offerings

Espire can provide the following support post delivery using the methodologies specified

PROJECT

- Requirement management
- Solution and Architecture design
- Project Estimation
- Development, Unit Testing
- Function, integration testing
- Change deployment and early life support

Practice Methodology



BUSINESS AS USUAL(BAU)

- Business change review
- Impact Analysis
- Estimation
- Change implementation and Unit testing
- Function, integration testing
- Change deployment and early life support

Practice Methodology



SUPPORT SERVICES

- Incident Management (L1,L2 & L3)
- Service Request
- Problem Management
- Impact and Root cause analysis
- Platform monitoring
- Platform maintenance

Practice Methodology



Govern by: **OTD** (On time Delivery) & **FTR** (First Time Right)

Driven by: **SLA** (Service Level Agreement)

SUPPORT

24 * 7

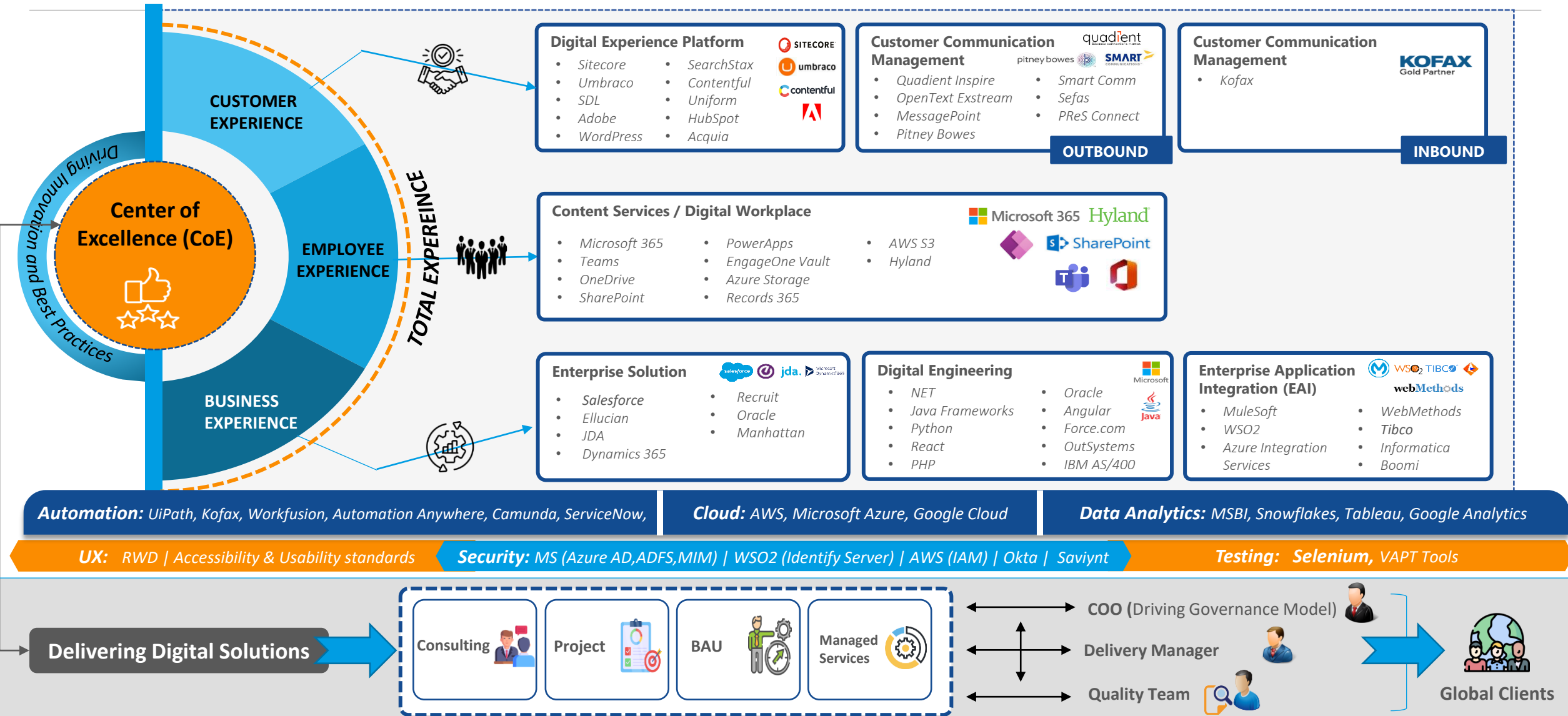
LOCATIONS

India: *Cost effective*
 Offsite: *Nearshore capability & GDPR compliant*

BENEFITS

Maximum resource utilisation
Better ROI, cost based on service
Service quality
Service continuity
Easy to use resource pool

Our Centre of Excellence: Technology Innovation



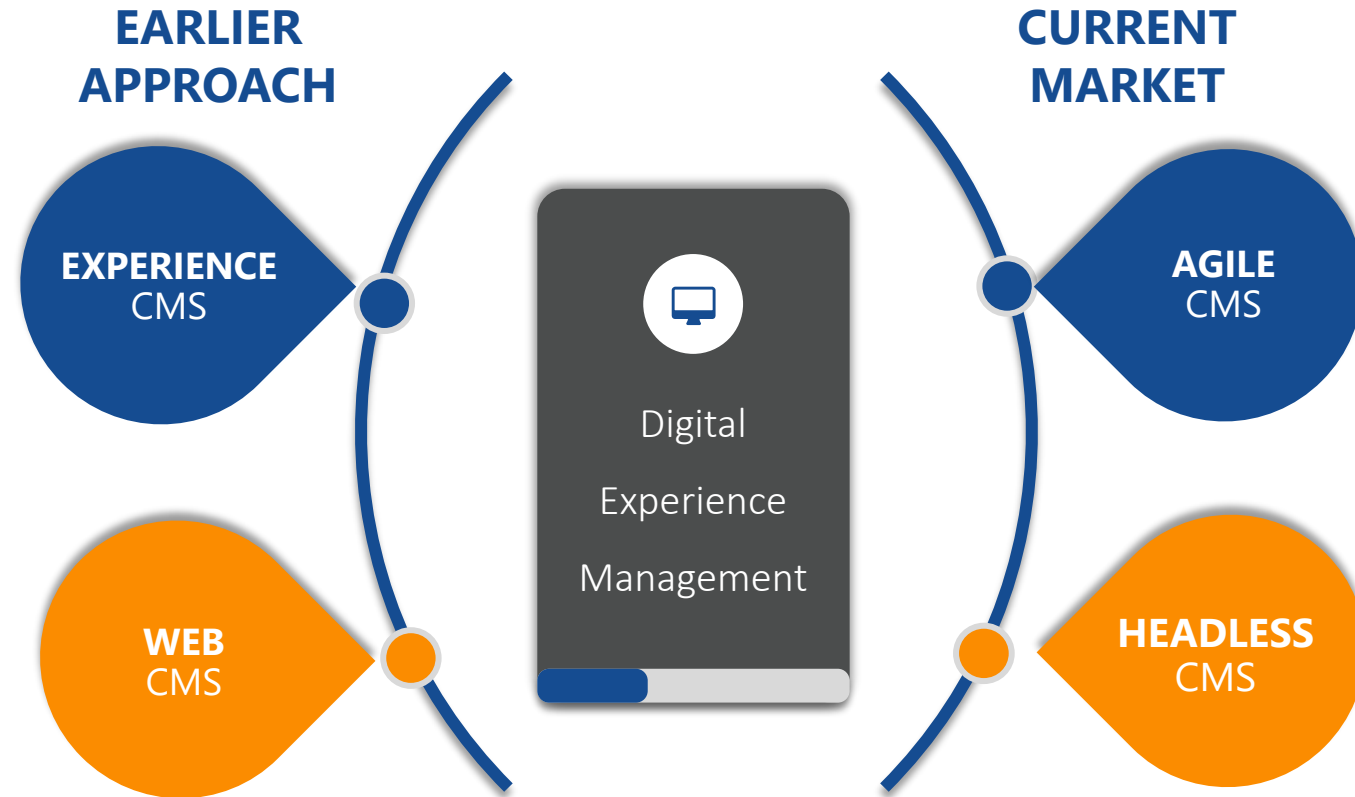
Espire Technology Stack Experience

Service line	Technology Stack
Digital Experience Management	SITECORE, Adobe, Umbraco, Contentful, SEARCHSTAX, HubSpot, SDL*, ACQUIA, WordPress, Azure Bot
Experience Design	Adobe, Bluewin, React, SharePoint
Customer Communication (Doccomp, Outbound, Inbound, Hybrid Mail)	quadiant, opentext, pitney bowes, messagepoint, SMART COMMUNICATIONS, PRes. Connect, KOFAX Gold Partner, Sefas
Content Collaboration / Archival	SharePoint, Microsoft Teams, Hyland, RecordPoint, DEPLOYER POWERED BY TZUNAMI, amazon S3
Application Management	Microsoft .NET, Java, python, salesforce force.com, PWA, node JS, React, JS, Selenium, php, ORACLE, IBM AS/400
AI & Analytics	Microsoft Business Intelligence, Power BI, Azure, Azure Synapse Analytics, snowflake, MLS, Tableau
Integration	MuleSoft, WSO2, TIBCO, Informatica, webMethods, boomi, Microsoft Azure
Cloud	amazon web services, Microsoft Azure, Azure DevOps, go, kubernetes, docker, GitHub
Automation	UiPath, WorkFusion, KOFAX Gold Partner, outsystems, CAMUNDA, PowerApps, Power Automate, AUTOMATION ANYWHERE Go be great., servicenow
Security/Testing	Azure Active Directory, Active Directory Federation Services, WSO2 Identity Server, okta, SAVIYNT, Selenium, VAPT Tools
Enterprise Software	jda., salesforce, ellucian, Microsoft Dynamics 365, ORACLE TRANSPORTATION MANAGEMENT, Manhattan Associates

Client Expectations we deliver on



Customer Experience Services: Digital Experience Management

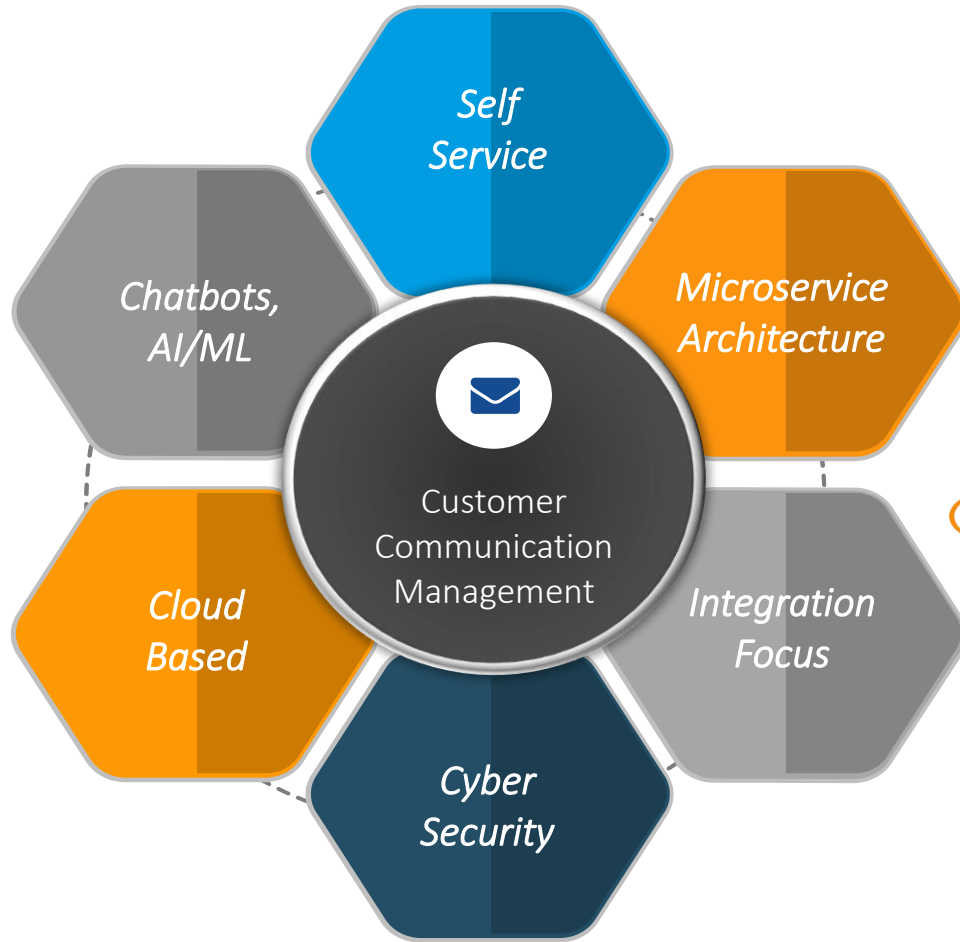


FOCUS ON

- Dynamic Content Service
- Content Collaboration
- Content Analytics
- API based integration
- Microservices Architecture
- Cyber Security



Customer Experience Services: Customer Communication Management



Current and future support

Feature Categories						
Communication Capabilities				Authoring Tools		
Batch message generation	Ability to support bidirectional communication	Share messages via robotic advisors or chatbots		Ability to create & manage content snippets for reuse across messaging		
Ability to send customized video		Support customer actions on a message		Systems can template to automate message creation	The system has a letter correspondence and form library	
Ad hoc messages generation	Ability to generate direct messages via social media	Ability to generate broadcast messages via social media	Support customer actions on a message		Systems has prebuilt integrations with third-party content services platforms	The systems has prebuilt integrations with common line-of-business systems
			Alert & notification			

Customer Experience Services: Customer Communication Management (Inbound Process)



PRODUCT SUITE

COGNITIVE CAPTURE Kofax Total Agility Kofax Mobile Capture	ROBOTIC PROCESS AUTOMATION Kofax RPA	PROCESS ORCHESTRATION Kofax Total Agility	ADVANCE ANALYTICS Kofax Process Intelligence	MOBILITY & ENGAGEMENT Kofax Communication Manager Kofax Sign Doc
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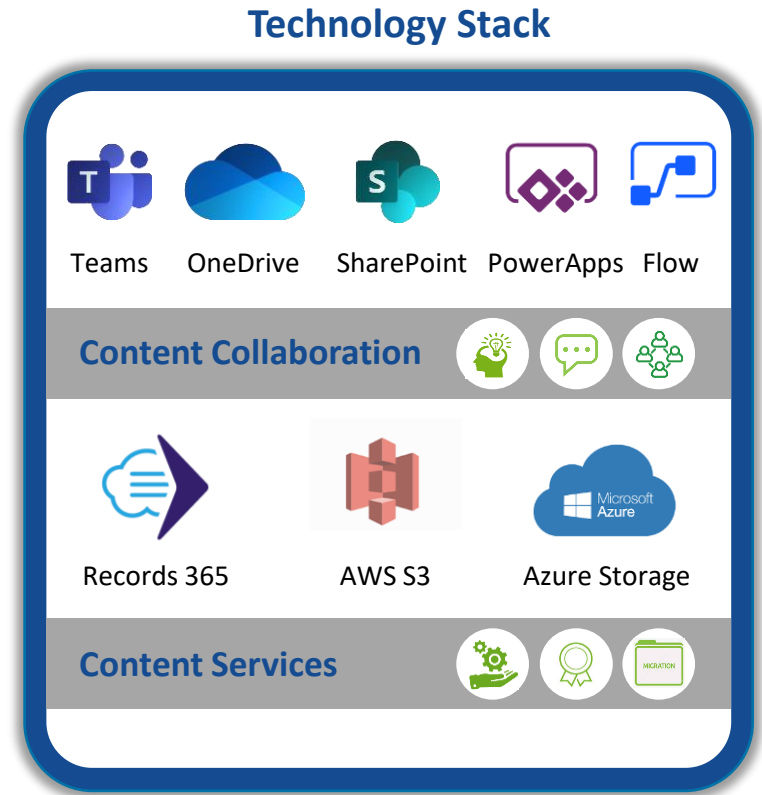
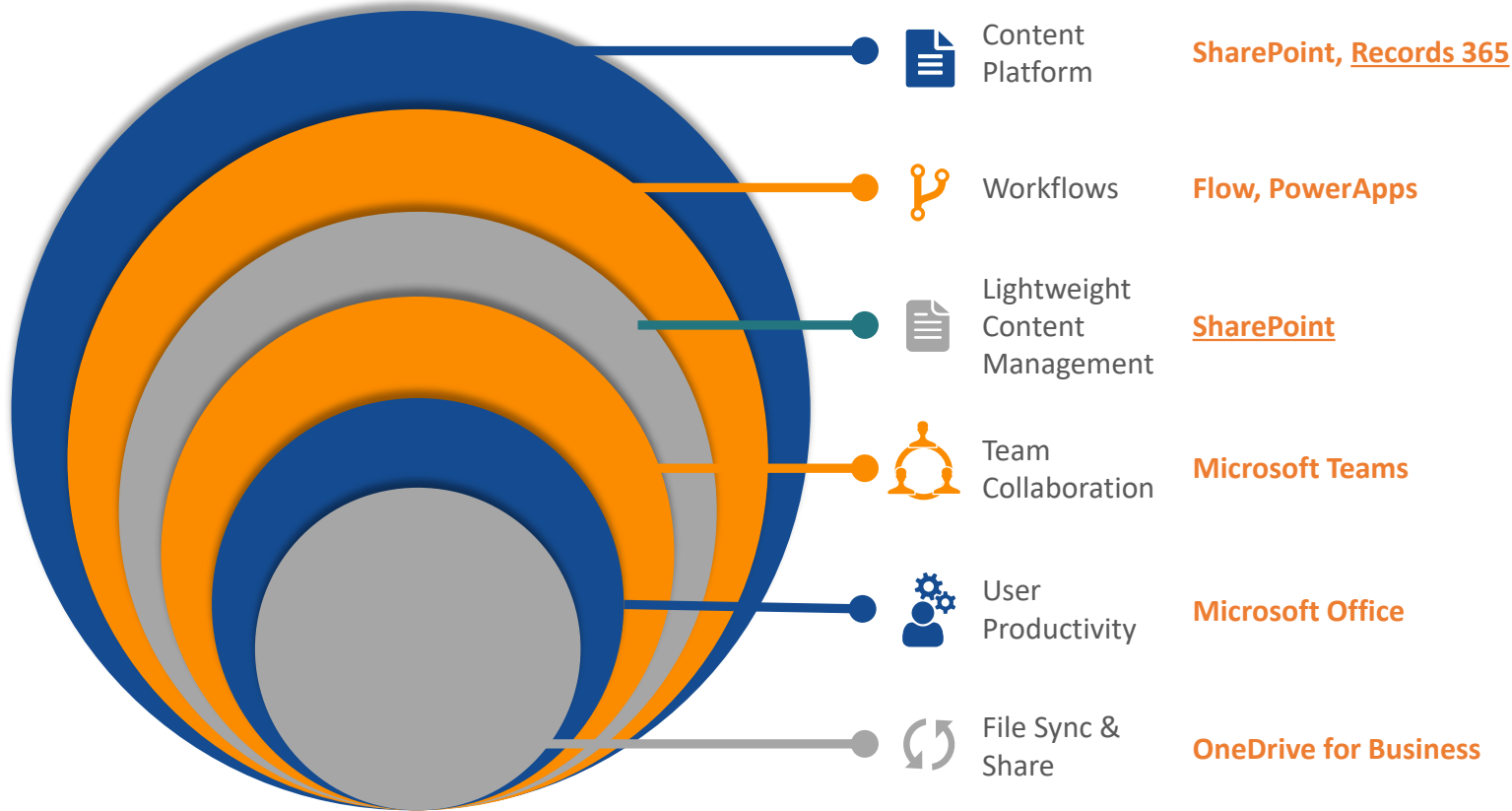
TECHNOLOGIES

 Machine Learning	 NLP/Cognitive Intelligence	 Google Vision API	 OCR	 Prescriptive and Predictive Analytics	Kofax Intelligent Automation –Starter Pack <ul style="list-style-type: none">• Kofax Total Agility• Kofax Mobile Capture• Kofax RPA• Kofax CCM• Kofax Sign Doc• Kofax Insight
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ADVANTAGES

- 1 Unified Platform
- 2 Lower Cost of Ownership
- 3 Open Architecture for Partner Solution Building
- 4 Distinctive Power in Information Intensive Business Processes
- 5 Manage Inbound and Outbound Customer Communication
- 6 Handle Structured and Unstructured Information

Content Services: Content Collaboration Platform (CCP) & Content Services Platform (CSP)

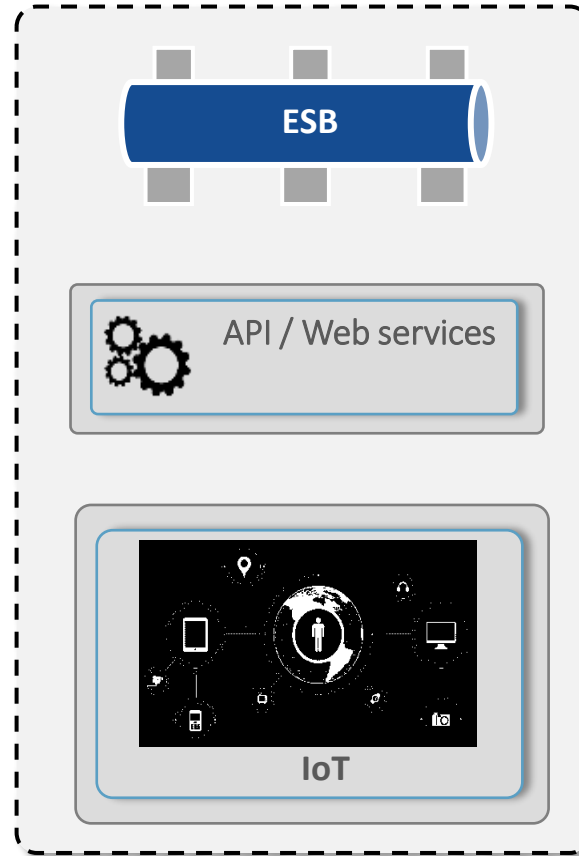
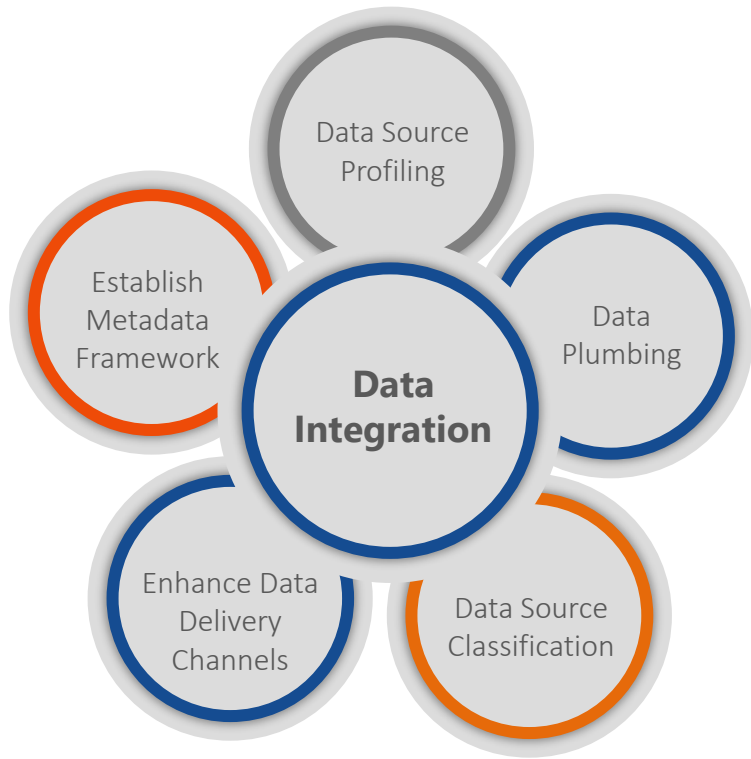


Application Management Services

Espire helps enterprises deliver high quality business applications that are

- Scalable
- Robust
- Easy to maintain





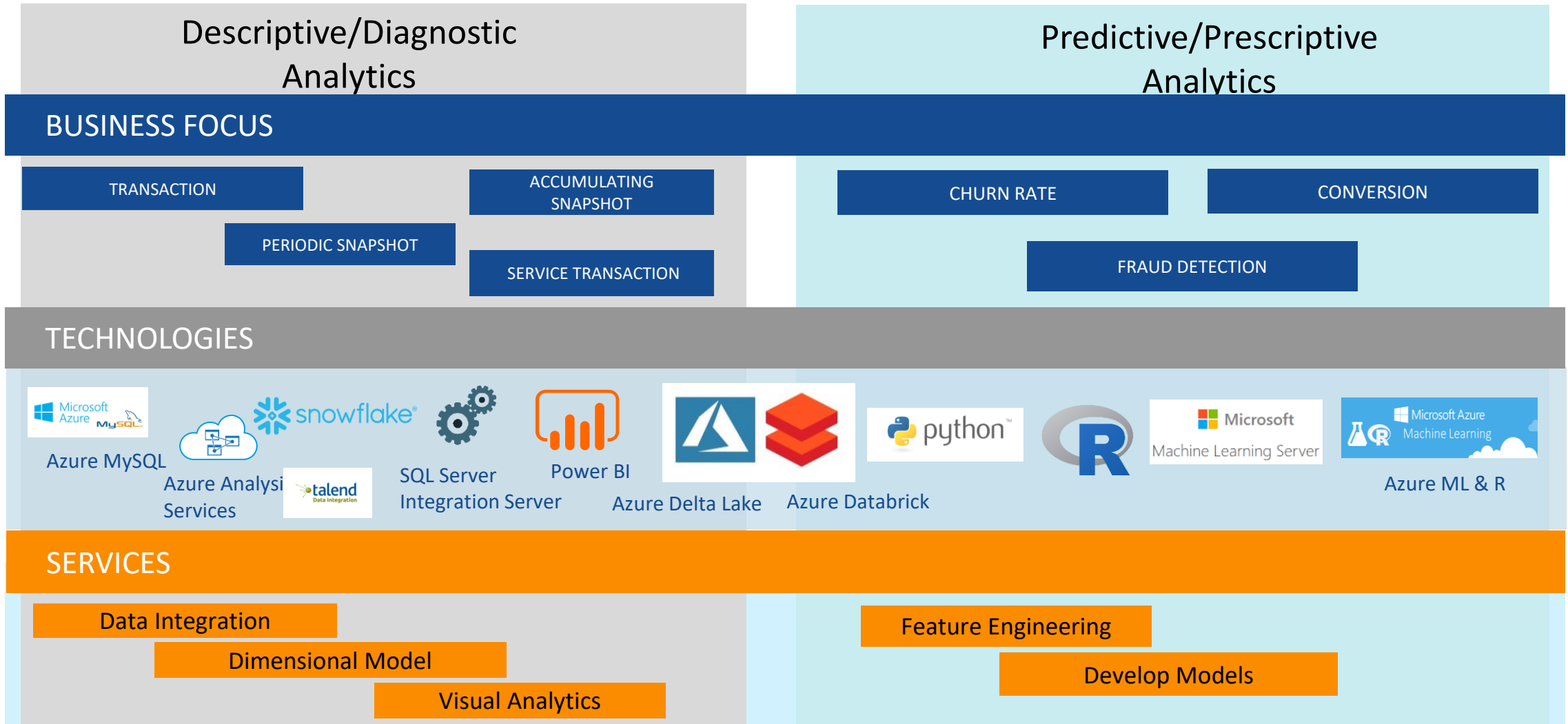
Organization wish to stay on top of the data generated in-house and by the environment around its ecosystem. But there is a distance to be covered to make the wish come true.



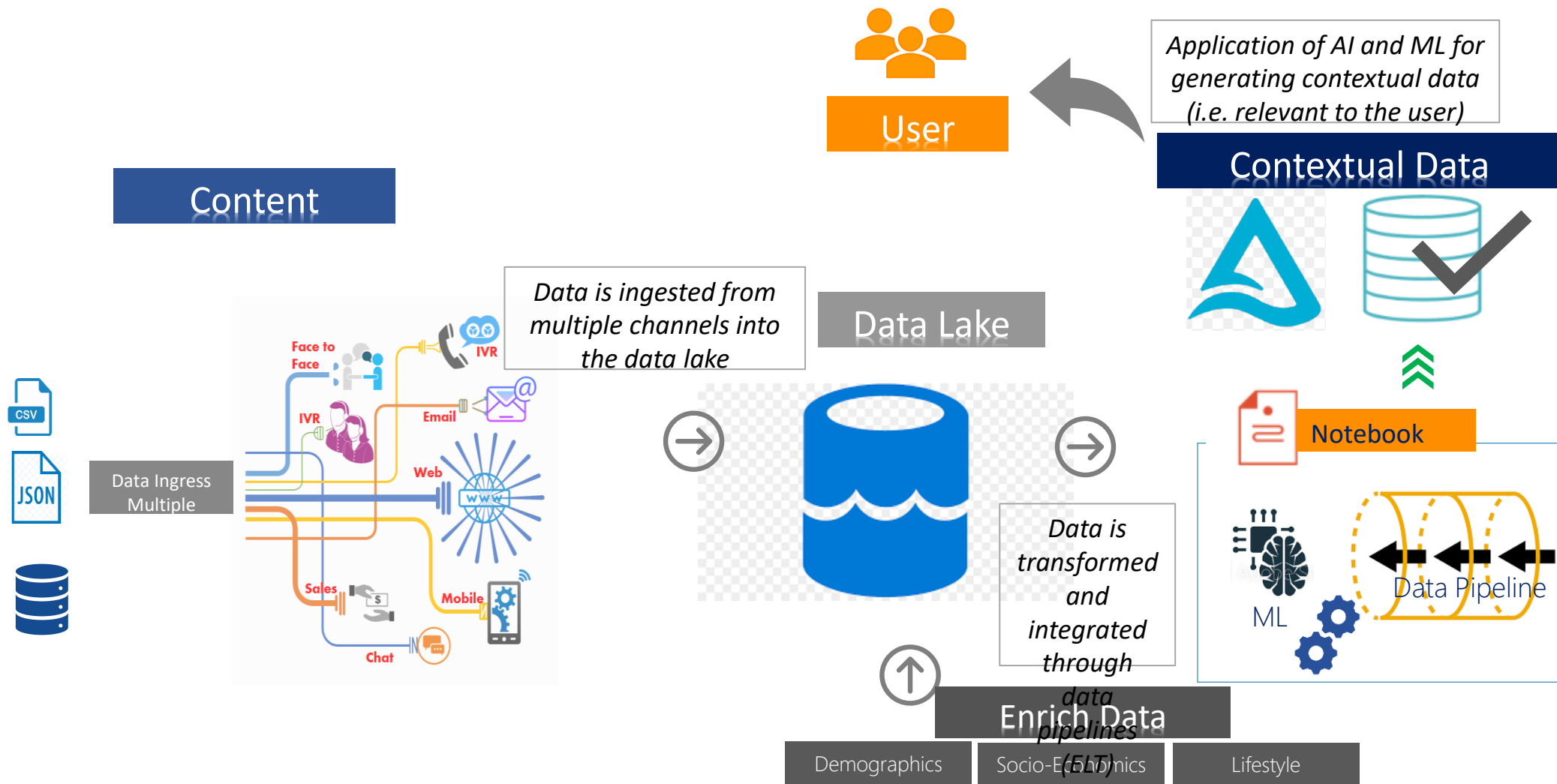
Espire Integration Service Offerings

Process Definition & Development	Defining the End Point and Data Structure
Maintenance and Troubleshooting	End to end Application Intégration
Master Data Consolidation (MDM)	API Management
Architectural Review	Evaluation and Assessment





Information Architecture Framework CCM



Espire Cloud Adoption Service Offering

Managed Services

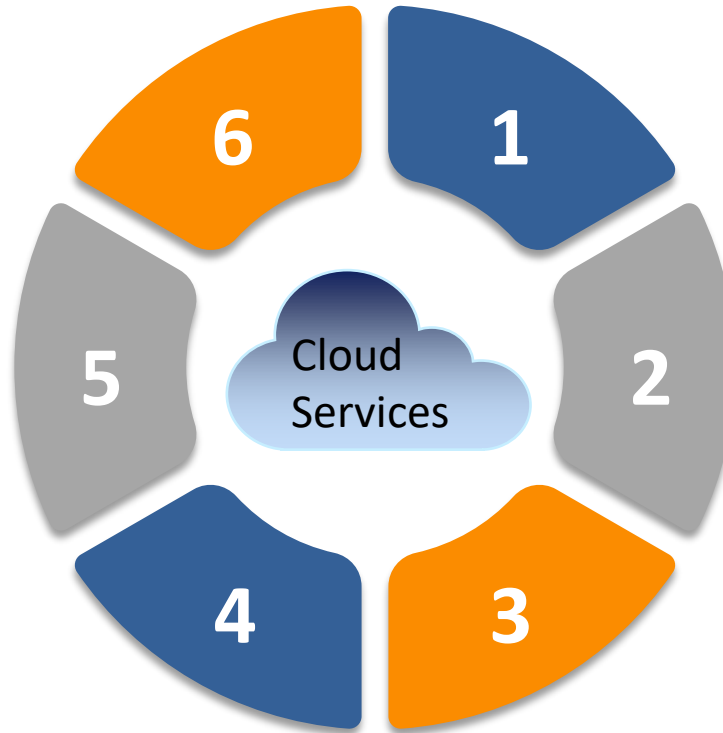
- Fully Managed service offering Hosting and Application Support
- 24x7x365 Monitoring System
- Troubleshooting and issue resolution with industry standard SLAs
- End to End Infrastructure and solution management

Cloud Integration and Security

- Identity and access management in Cloud
- Application security through AWF (Web Application Firewall)
- Security strategy and risk assessment industry standard tools
- Data protection with cloud storage

Cloud Migration

- Integration with existing systems and applications in your data center
- Hybrid storage integration with on premise storage
- Migrate without change i.e., Lift-and-Shift
- Migrate Database with rare downtime



Cloud Consulting & Planning Services

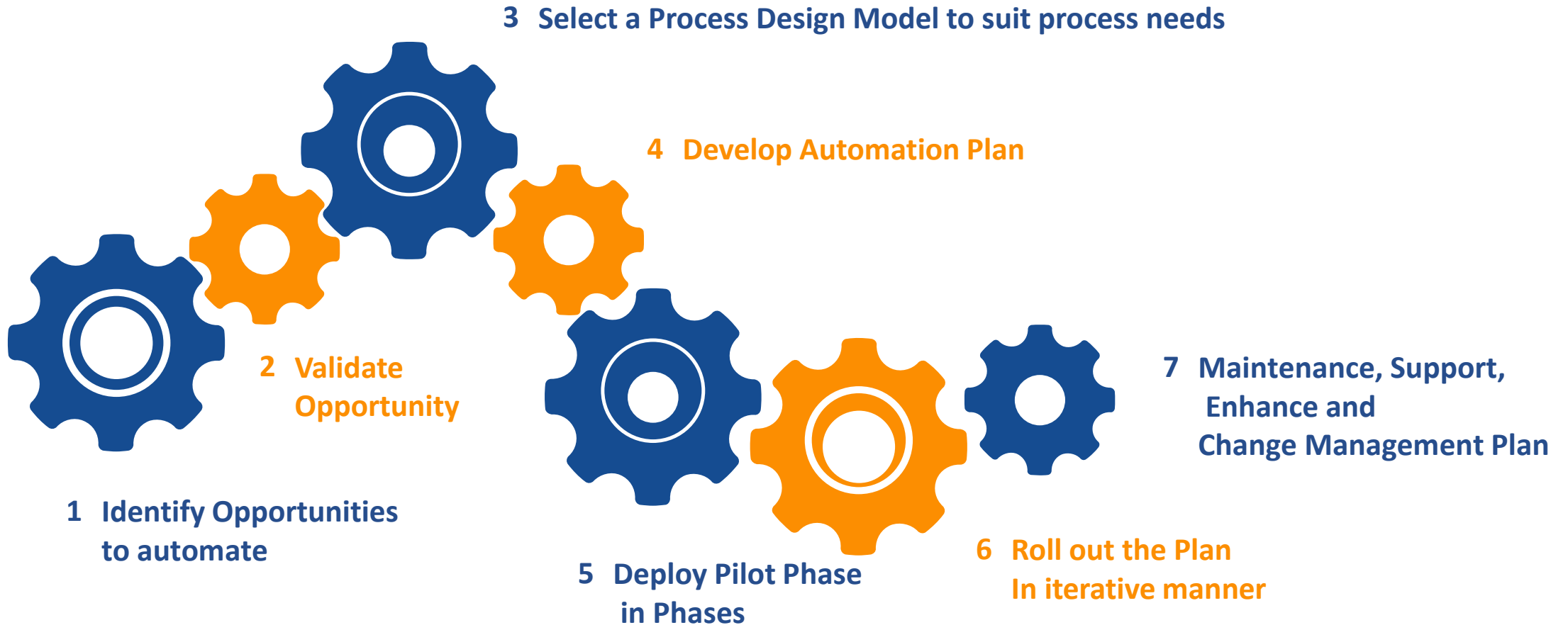
- Consultancy at Conceptual level
- Understand the Business Requirements and study existing infrastructure
- Define Cloud Strategy
- Define Roadmap for customers

Cloud Readiness Assessment

- Identify suitable applications for migration and which cloud solution is best
- Business model and financial Analysis with predictable ROI
- Technology stack and operational/process Analysis
- Suggest the best Cloud offering - IaaS / PaaS / SaaS

Cloud Implementation

- Implementation Strategy and roadmap
- Architecture audit and design
- Integration and testing
- DR and BCP with hot/cold DR site deployed in different datacenters



BUSINESS FOCUS

OPERATIONAL EFFICIENCY

EMPLOYEE
EMPOWERMENT

PREPARE FOR THE
FUTURE

COST SAVING

INSIGHTS & ANALYTICS

BUSINESS BENEFITS

EFFICIENCY AND COST
REDUCTION

APPLICATION INTEGRATION VIA
UI

REDUCED DELIVERY RISK

QUALITY, ACCURACY AND RISK
MITIGATION

AUDITING & SECURITY

FLEXIBILITY & MULTITASKING

TECHNOLOGIES



AI/ML



Cognitive
Intelligence



Computer
Vision



SERVICES

1 RPA Strategy/Process
Assessment

2 RPA Proof of Value for Selected
Opportunities

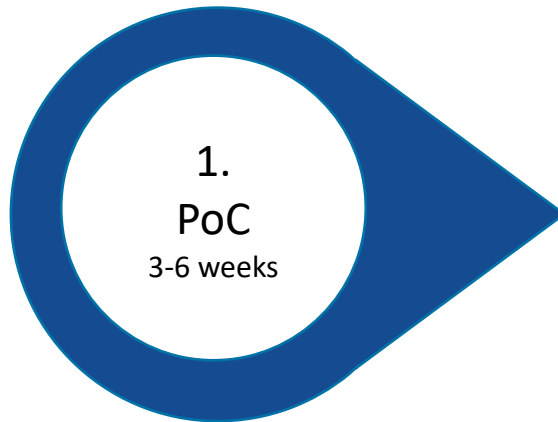
3 RPA Business Case
Development

4 RPA Production Rollout

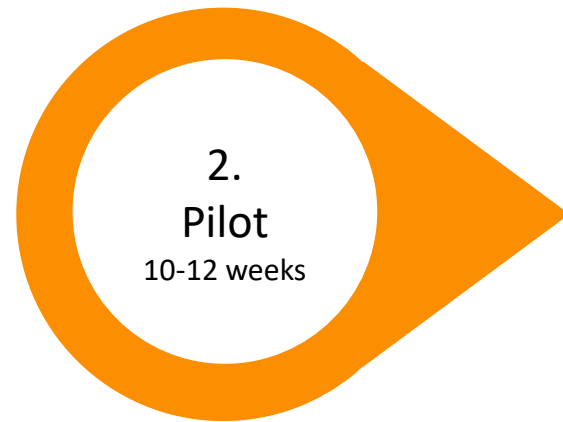
5 RPA Centre of Excellence

6 RPA Managed Service

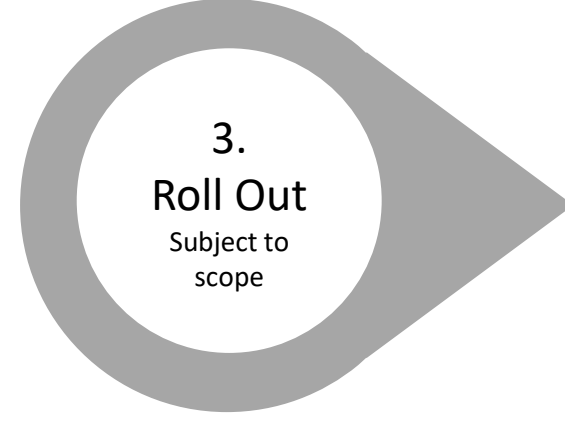
Intelligent Automation Services (Core RPA) | Typical Approach - How to Execute?



Proof of Concept: A quick 30-day PoC on selected process to validate the applicability of RPA



Piloting of additional processes with a parallel set-up of governance and roll-out planning



Roll-out of the Robots for all relevant business processes and handover to the customer

How Espire can help:

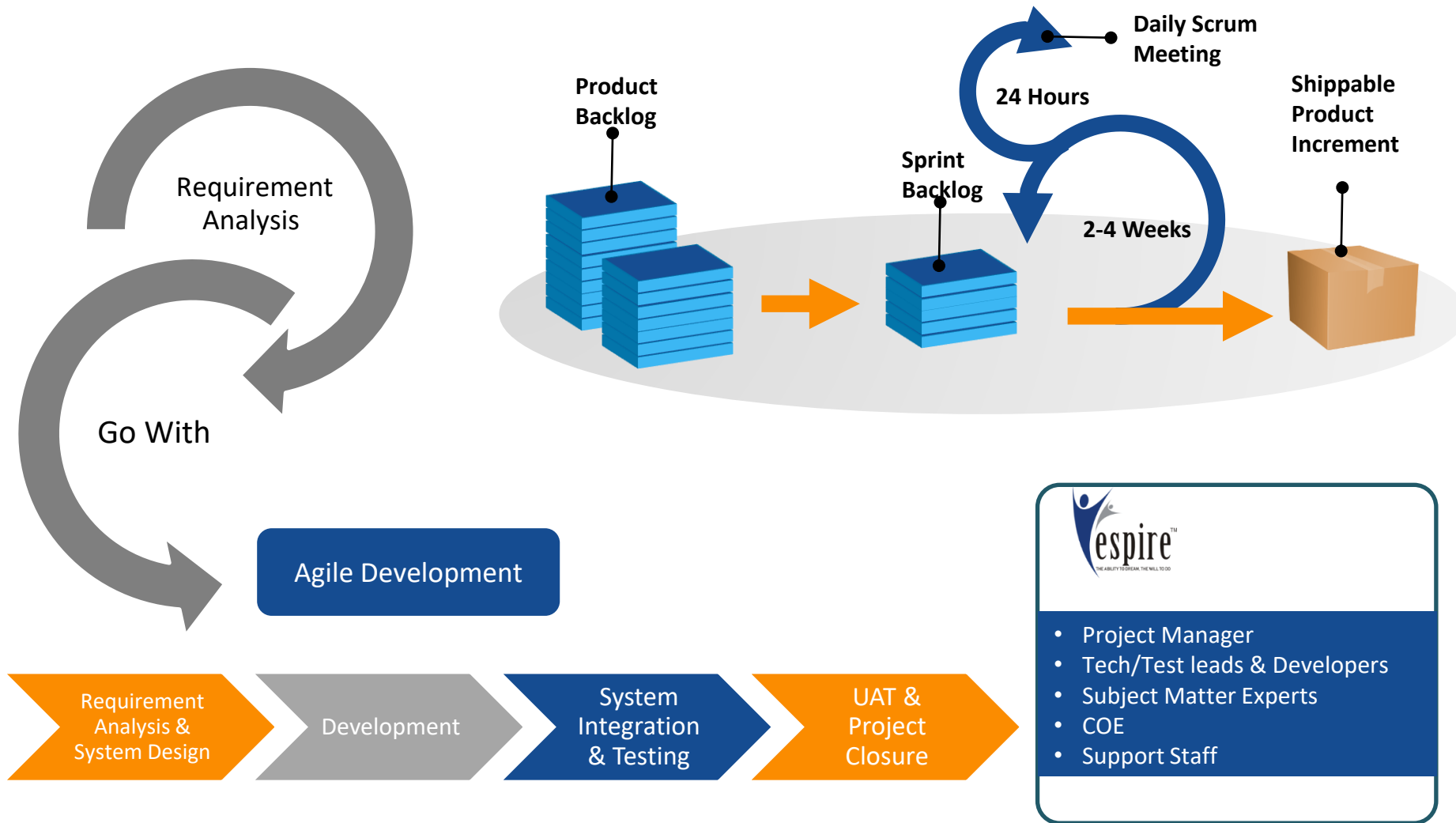


- Identify Candidate Processes for RPA
- POC Implementation
- Pilot and Production Roll-out Support
- L2 and L3 technical support & maintenance
- Inhouse Competency Enablement
- Infrastructure Support

Engagement Model

ENGAGEMENT	PROJECTS	MANAGED SERVICES	PROFESSIONAL SERVICES						
Commercial Model	<ul style="list-style-type: none"> • Fixed Price • Time & Material 	<ul style="list-style-type: none"> • Fixed Price • T&M 	T&M						
Management	Espire	<ul style="list-style-type: none"> • Outcome 	Client						
Service Elements		<table border="1"> <tr> <td>BAU</td> <td colspan="2">Production Support</td> </tr> <tr> <td><i>CR</i></td> <td><i>IM</i></td> <td><i>SR</i></td> </tr> </table>	BAU	Production Support		<i>CR</i>	<i>IM</i>	<i>SR</i>	Any
BAU	Production Support								
<i>CR</i>	<i>IM</i>	<i>SR</i>							
Methodology	Agile/Scrum	Scrum/Kanban	Client Driven						
Dev. Standards	<ul style="list-style-type: none"> • CMMi Dev Model • ISO 9001 	<ul style="list-style-type: none"> • CMMI SVCs Model • ISO 9001, ISO 20000 & ITIL 	Client Driven						
Key Metric	OTD, FTR, RU	SLAs, KPIs	Any						
Security Standards	ISO 27001 GDPR	ISO 27001 GDPR	Client Driven						
Business Continuity	ISO 22301	ISO 22301	Client Driven						

Espire Development Model



DevOps will be used for Planning, Development & Testing, Release and Monitor of the Solution

It starts with an idea and a plan how to turn this idea into reality

Plan



Once the iteration starts, developers turn great ideas into features ...

Develop + Test



When all tests pass, the build is deployed to testing environments for each stage in the release process

Release



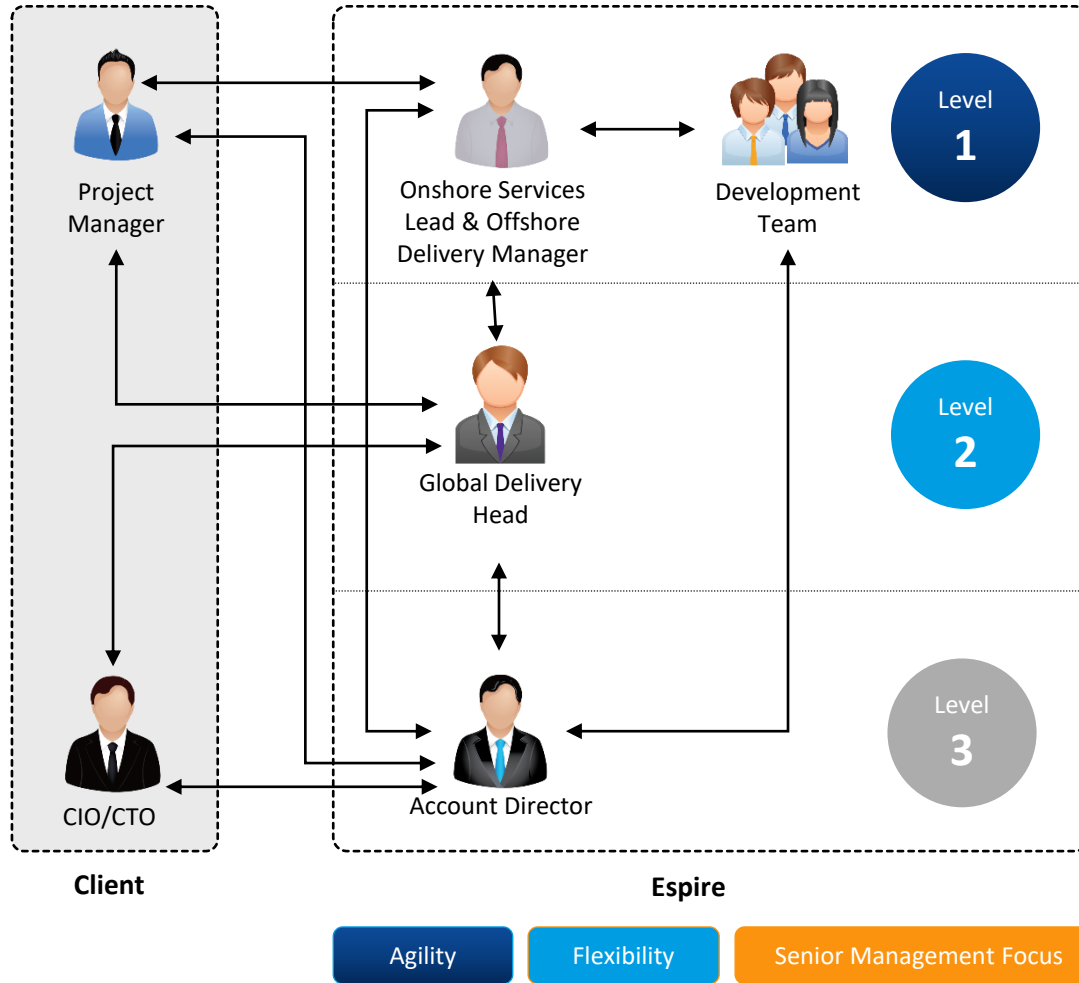
Learn and understand how users use your app, how it reacts and quickly fix issues and bugs

Monitor



Amazon CloudWatch

Espire's IT Governance Framework



Level 1

- *Espire Delivery Manager will be the single point of contact for the Client and manage all day-to-day activities*
- *Planning and execution of on-going project activities*
- *Providing periodic project progress reports while highlighting any risks & issues*
- *Conducting weekly/periodic calls*

Level 2

- *Espire Global Delivery Head is available for any second level escalation*

Level 3

- *Espire Account Director is available for any third level of escalation, and ensure critical business continuity measures are put in place*
- *Available locally, quicker turn around*

CMMI SVC 2.0 Level 5 Appraised Processes | Complaint with our certification on ISO 9001:2015 & 27001:2013 & ITIL Frameworks

Service Delivery Communication & Reporting



ANNUALLY

- Business Relationship and Engagement Review



QUARTERLY

- Business Relationship and Engagement Review
- Service Improvement



MONTHLY

- Engagement level updates
- Performance metrics



WEEKLY

- Engagement update meeting
- Services level interactions

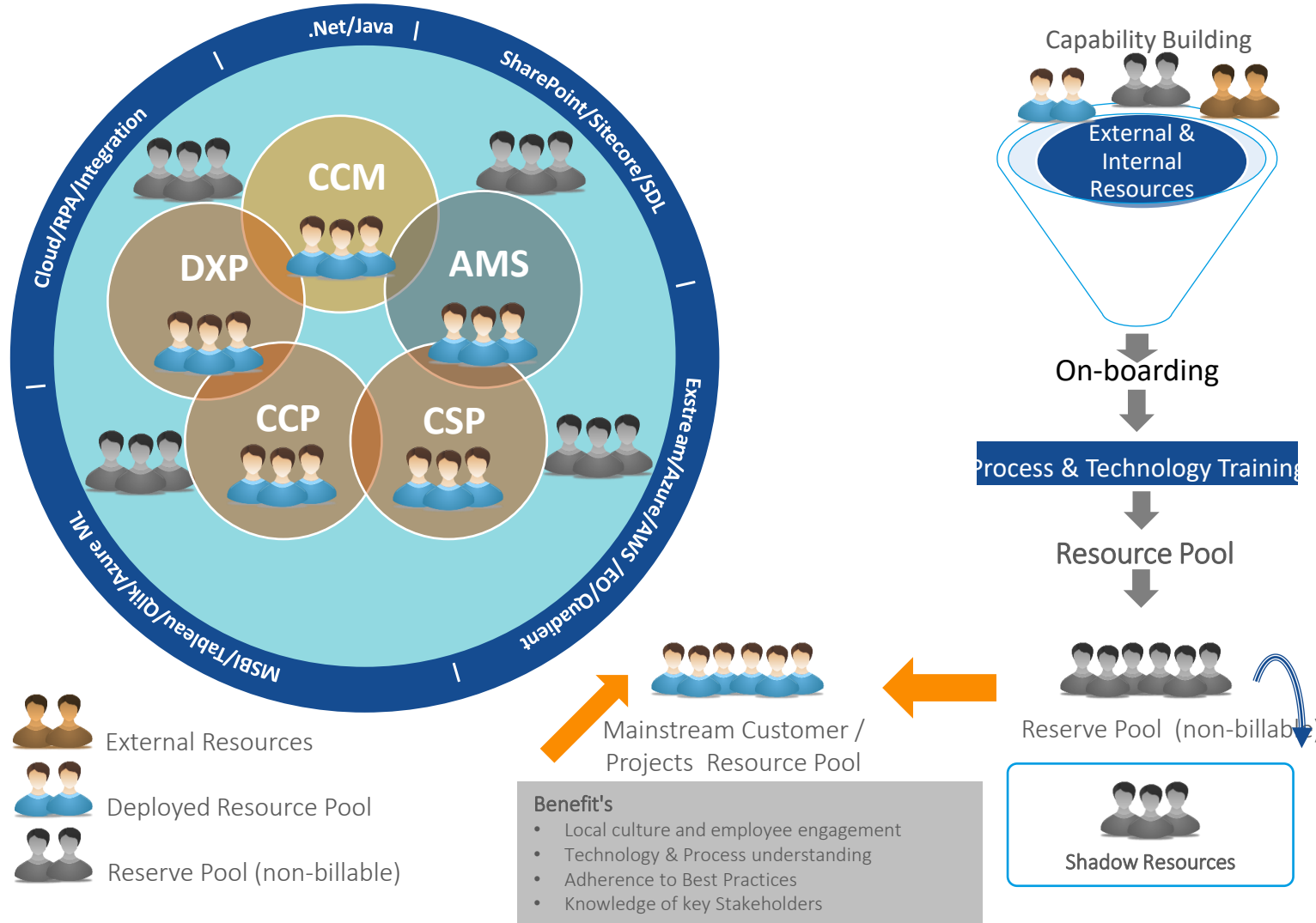
Espire Team
Communicate using following tools



Transparent Reporting		
REPORT	OWNER	REVIEWER
Weekly Status	Espire Leads	Client Team & Leads
Monthly Status	Espire Delivery Manager	Client Leads & Management
Quarterly Status	Espire SDM	Client Management
Annual Status	Espire Account Manager	Client Management

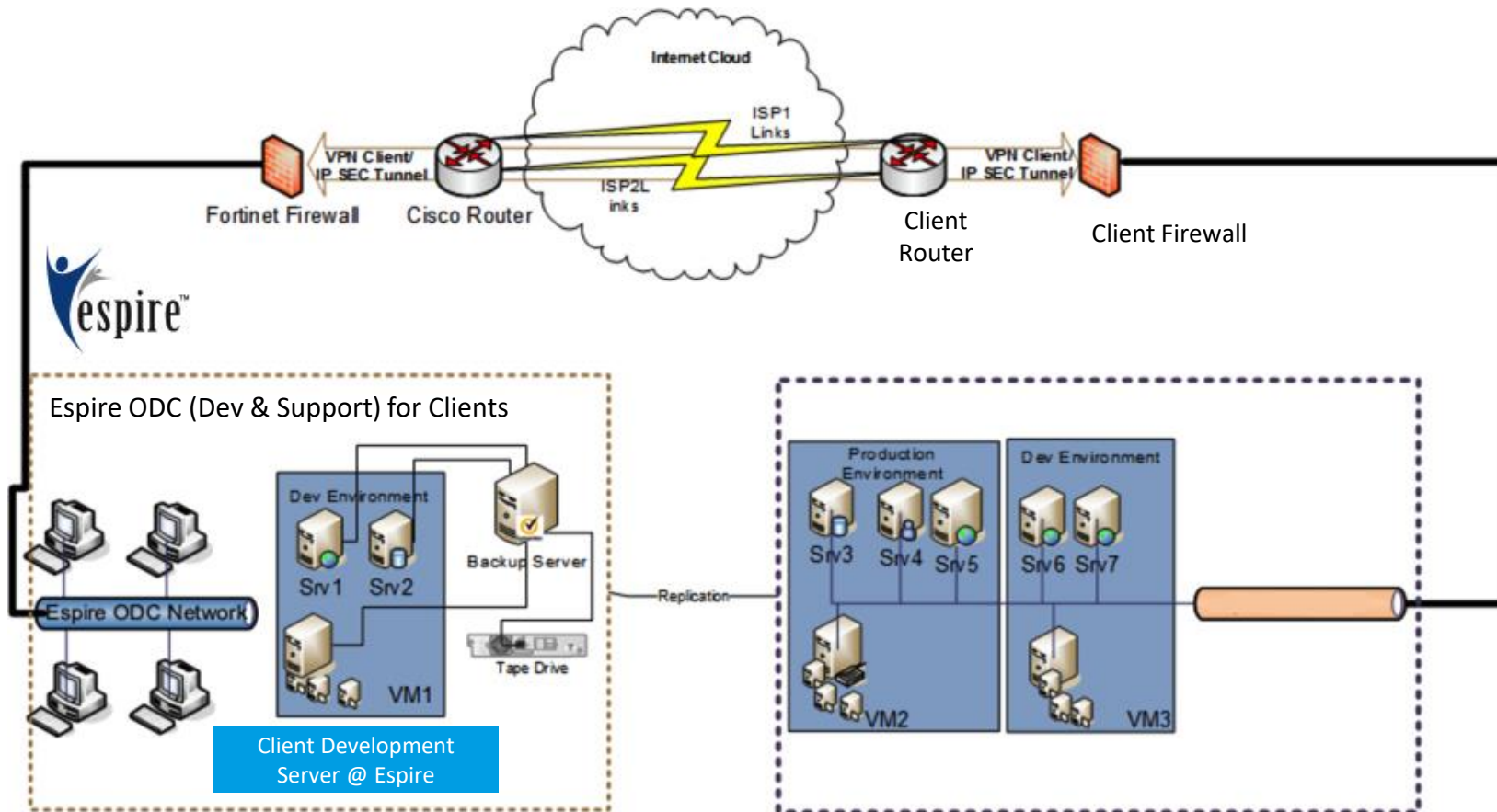
Espire Team is comfortable in using client's tools for Service delivery communications

Talent Management & Deployment



ITL Framework

In this scenario Espire proposes to host Client Development environment at Espire India DC to provide the high service uptime with low latency. Data will replicate from Espire India DC to Client DC though Batch processing on regular basis.



Engagement & Delivery Models



Key Customers

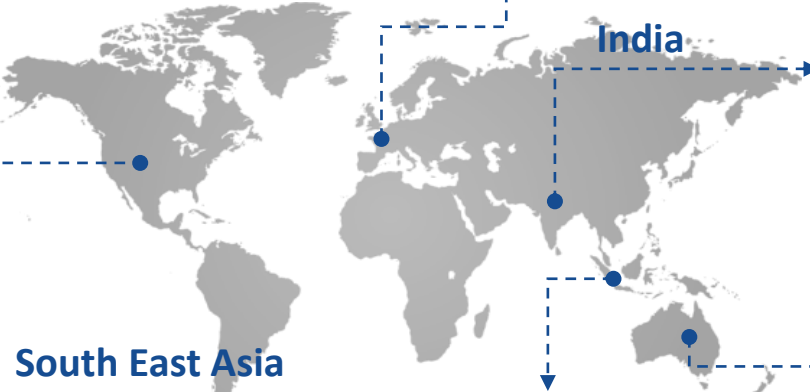


EMEA

xerox	williamsleatag	communis	OKI	Department for Work & Pensions	RICOH	Bank of Ireland	pitney bowes	messagepoint	REDPOINT GLOBAL	OakNorth	uia mutual	Thomas Cook	GQR	MRM METEORITE	Baloise Group	Bennetts	Adare SEC	سابك سابك
TRADEX	heathwallace	radley yeldar.	Impellam Group	BBC	ESKO	SWISS POST	bluecar	morgan hunt	REBOUND	bynx	tmotions	r.	ERGO	TDS Tenancy Deposit Scheme	SGN	CX Reinsurance	SIG	
SDL*	Brandsdal Group	BRIDON - BEKAERT	St Albans City & District Council	n	MEDACS GLOBAL GROUP	PARAGON Customer Communications	TWOFOLD DOCUMENT SOLUTIONS	ceva LOGISTICS	3 BIG GROUP	BREWIN DOLPHIN	MediaBeacon	NHS	aru	KOFAX	AA	Tribepad		
RADIOMETER	UNIPART GROUP	HEMOCUE	The New India Assurance Co. Ltd	Pro GLOBAL	Rig Quip													

US & Canada

quadient	TRANSAMERICA LIFE INSURANCE COMPANY	HBCS REVENUE CYCLE
r ⁴	HEXAGON	OSG
MSCOM	F	DIRECT TECHNOLOGIES INC
FIRST BANK	Atmel	COMPUMAIL
NEOPOST	PACIFIC LIFE	OKI Data Americas
Northbridge Insurance	pitney bowes	NETGEAR
ORIANGE	HYDROPOOL	



South East Asia

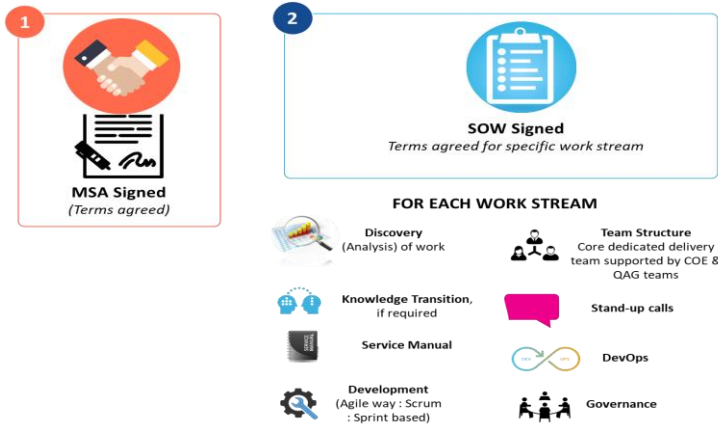
PRUDENTIAL	PSA The World's Port of Call	MOH HOLDINGS	ASM TECHNOLOGIES	HERBALIFE NUTRITION	EZC
quadient	F Systems	FUJI XEROX	SEIKO	UWC UNIVERSITY	ALLEN & GLEDHILL
THE LINDE GROUP	gramscopora	SIEMENS	sports hub	NUHS National University Health System	IHS
SRG					
CARDELA LABS	EXECUTIVE SHIP MANAGEMENT	SingHealth	POLYLINKS	SIM	KOFAX
CRIS	tonik	Keppel Land			

adglobal360	agl	SAMSUNG	DATAMATICS Data to Intelligence
Max Bupa Health Insurance	ONS TRAVEL SOLUTIONS INDIA PRIVATE LIMITED	IBCH ELECTRIC LIMITED	SAXO BANK

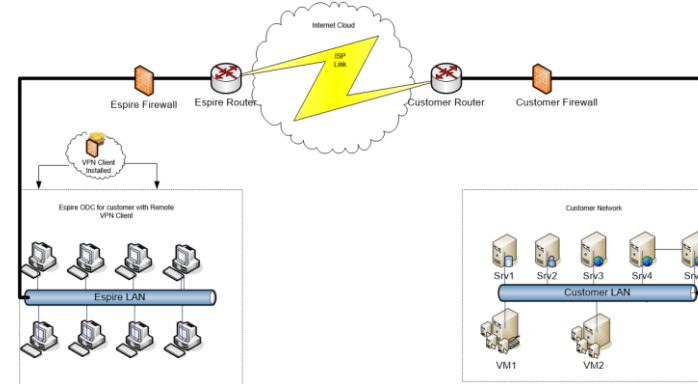
Australia & New Zealand

MACQUARIE University	ACU	TOYOTA FINANCIAL SERVICES	Catholic Education Diocese of Parramatta	gruden	WESTERN SYDNEY UNIVERSITY
FRASERS PROPERTY	QSuper	GREENSTONE G	PACKCENTRE	Cludo	VICTORIA UNIVERSITY MELBOURNE AUSTRALIA
Symantec	REXEL	UNSW SYDNEY	Australian Unity	FI SOLUTIONS	LINK Group
amcor	SXiQ	NEC	ASG	IPH LIMITED	LAUREATE AUSTRALIA
					Fronde

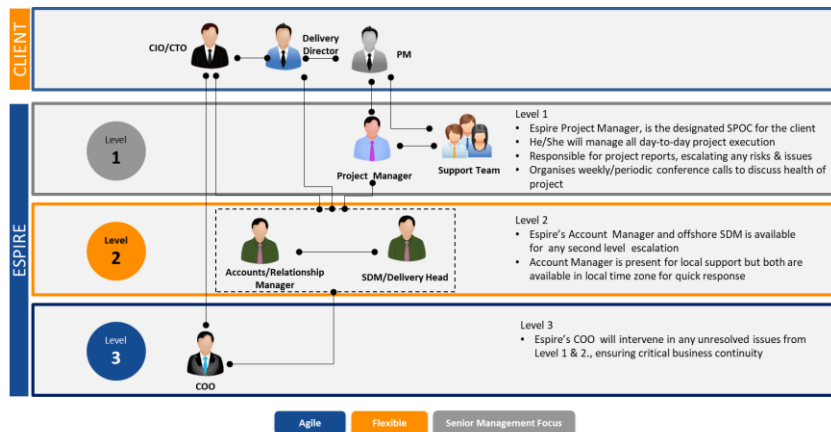
Well defined and easy Client onboarding process



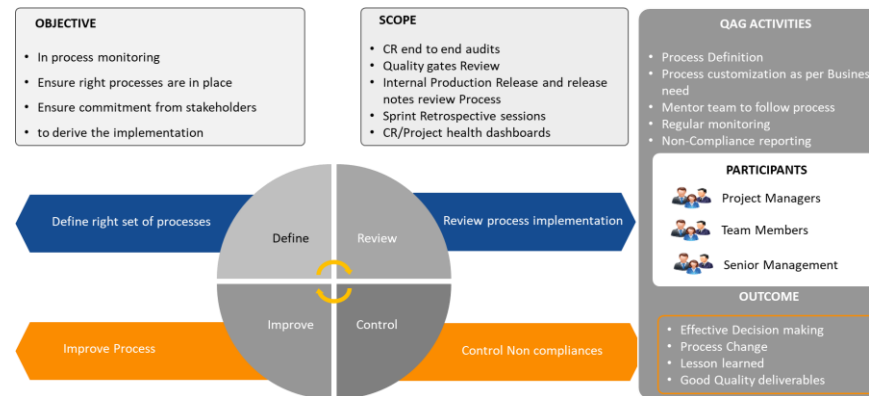
Secured connectivity using VPN/VDI

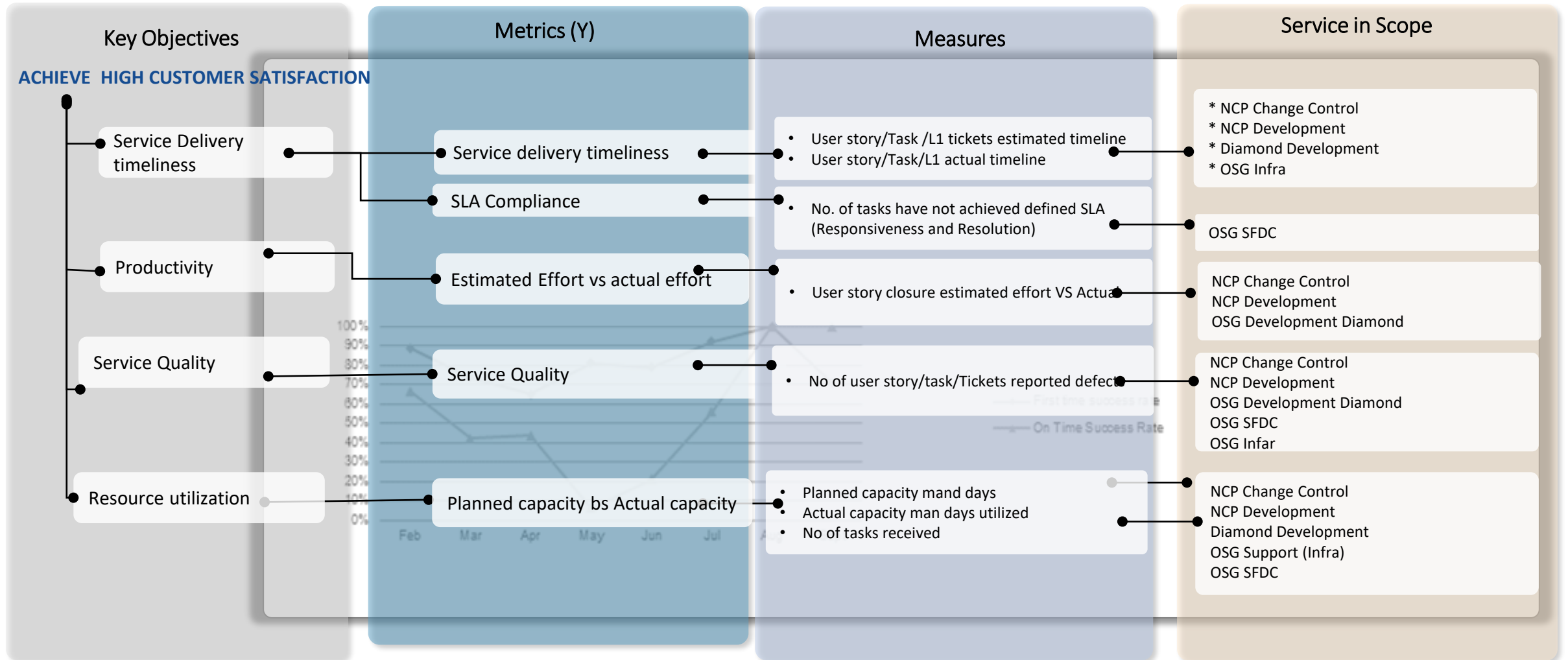


Robust Governance Model

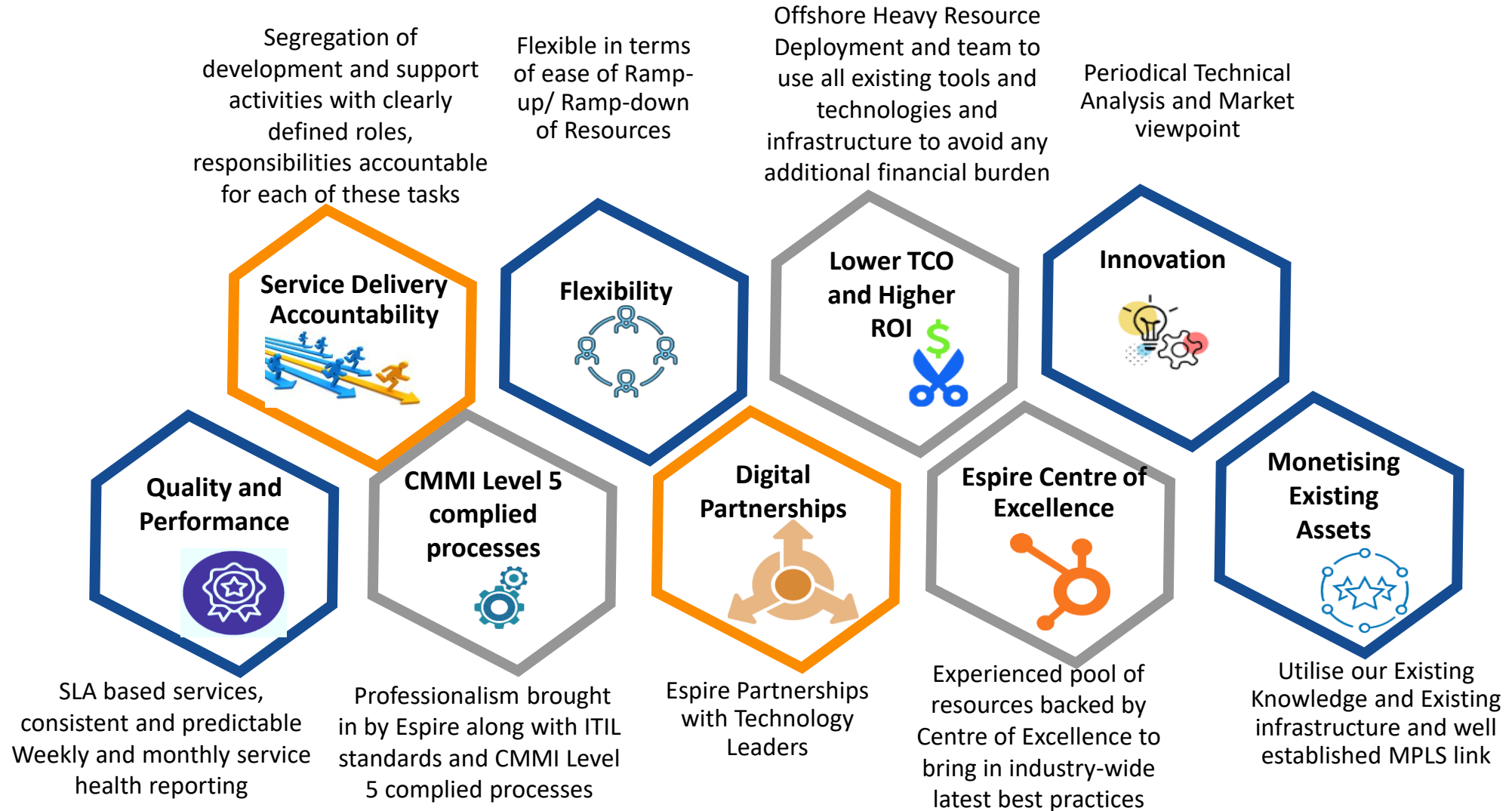


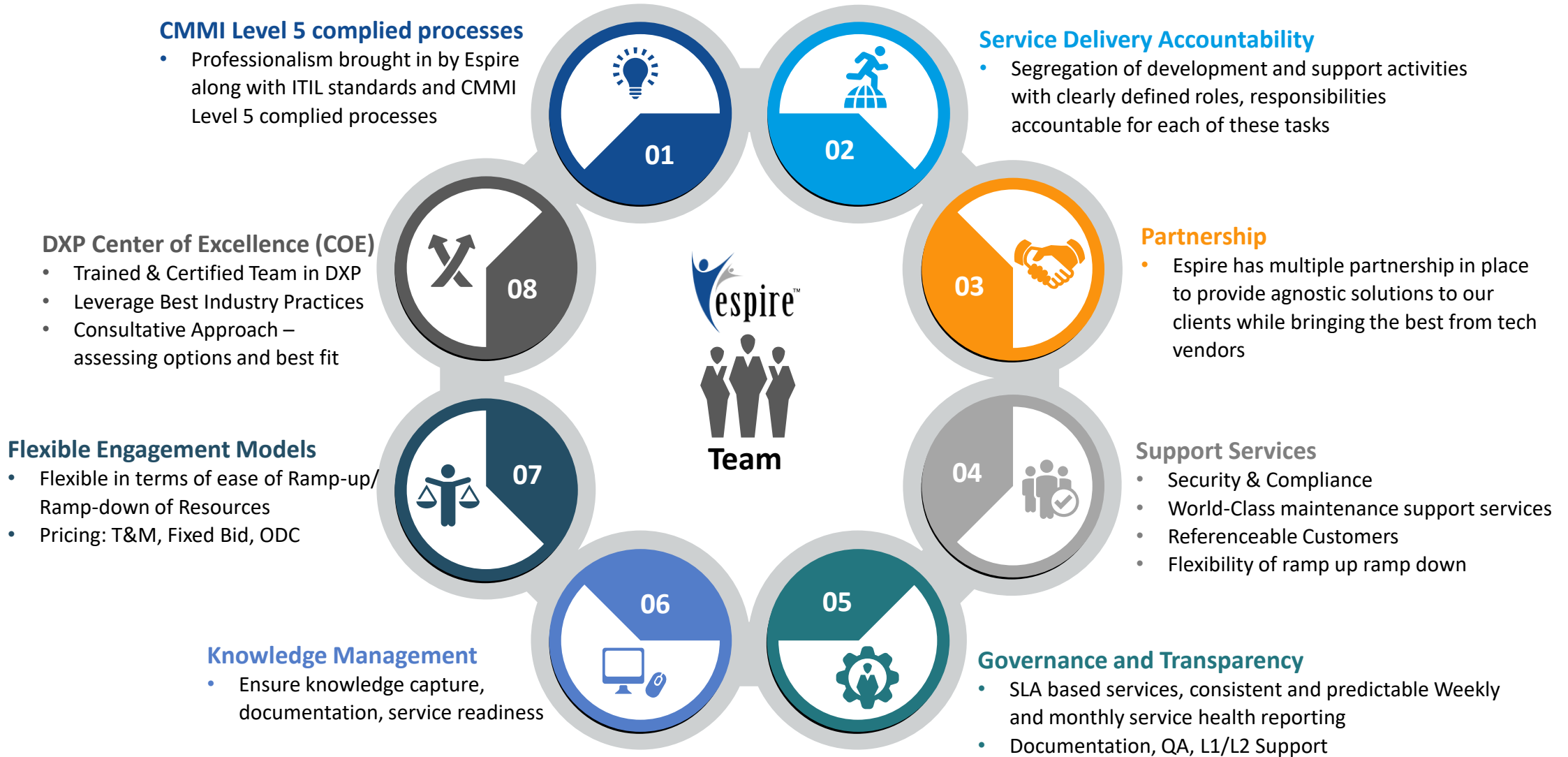
QAG and COE : Handholding and regular monitoring



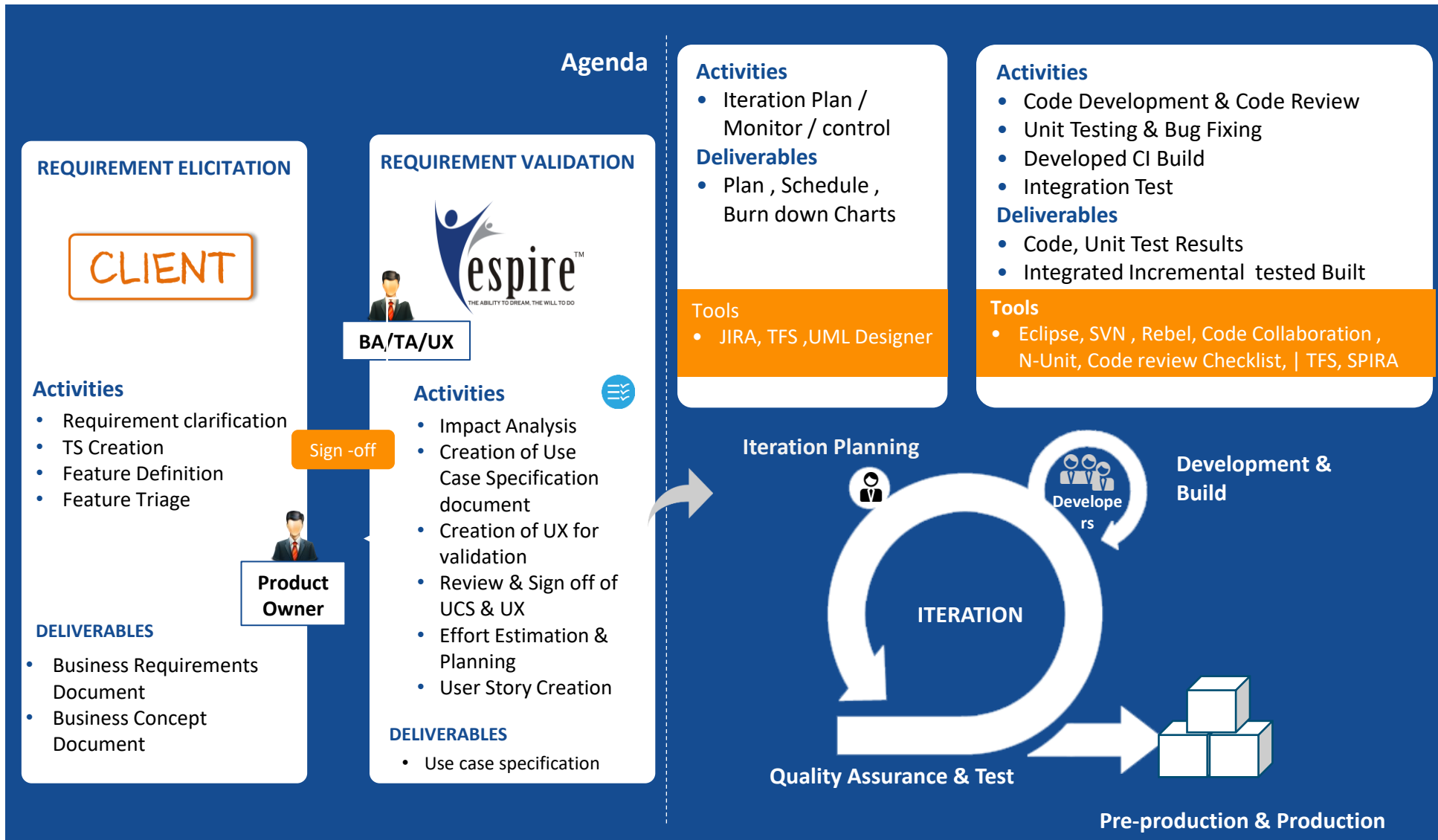


Why Espire





Espire Agile Approach for Projects



Tools Used
• Service Now
• Fog buzz
• TSO Timesheet
• QA Complete
• TFS
• Visual Code Grepper
• JIRA



Thank You

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 Enquiries@espire.Com

  India  Australia  New Zealand  Singapore  Malaysia  UK  USA  Ireland  Netherlands  Canada  Philippines

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