

# 2011

**Logic eEngineer | Simplifying Process**



**Logic eEngineer Private Limited**  
**| ISO 9001:2000 certified company |**

**Who we are** | Logic eEngineer an ISO 9001:2000 certified company, is broad-based information technology solutions provider. It offers a comprehensive understanding of IT infrastructure solutions and application deployment. It can manage virtually any IT environment from legacy systems to futuristic sophisticated distributed service topologies. The comprehensive range of services offered by Logic allows the client to select the specific capabilities that best need their business needs.

Logic does this through innovation and efficient execution - steeled by the principle of consistency. Logic believes that there are some core attributes that underpin success - such as: Being driven by market need, Being innovative, Staying focused , Being true to best processes, hiring and retaining outstanding people, Being fair and ethical at all times, Assessing its progress through the satisfaction of its clients, through teamwork and goal congruence at all levels.

Incorporated in 1998 ,Logic eEngineer has strong technical background, sales expertise and promises to deliver to the satisfaction of the customer. Since its inception, Logic eEngineer has been growing consistently and has earned respect for its deliverance.

**Our Value Proposition** | In today's world Companies buy technology for competitive advantage to achieve parity with others. Our world is full of new applications, technologies, processes, methods and resources created by enlightened people and companies. Getting all the pieces to work together as one coherent solution is not an easy task. So in simple terms, our value proposition is to "Pull it all together". This could mean by putting together any combination of hardware, software, firmware and advice and making sure that the assembly works to a client's satisfaction. **As a full-system & service integrator, this is what we do: we will pull all the pieces of a solution together to create differentiated offering.**

**Our Vision** | To be preferred, trusted and successful long term partner to our stakeholder-clients, associates and our employees. For this to happen we will stay viable and relevant through practical innovation and a continuous focus on efficient and consistent execution.

**Our Mission** | We will strive to attain a leadership position in the market, we chose to serve by creative innovative and differentiated IT and IT enabled solutions that are delivered with impeccable quality. We believe that this will enable us to add tangible value to the business of our clients, in every engagement.

**Our Integrated Quality System** | Logic has continuously thrived to achieve high quality standard and subject ourselves to most stringent quality system practices in industry.

Logic has not only lived up to benchmarks created by the industry but has surpassed them in customer satisfaction and organizational performance. Logic has achieved integrated quality certification ISO 9001:2000. The adherence to this standard raises the internal quality bar.

**Our Quality Policy** | Logic is committed to provide best quality Sales & Services, to match the requirements of customer satisfaction. Our goal is to exceed customer expectations through customer focus and continual improvement by effective implementation of quality management System.

**What we deliver** | We understand that in today's competitive business world, a "one-size-fits-all" approach does not produce optimal results. We recognize that every business is different and has a unique set of challenges and objectives. At Logic eEngineer, we carefully evaluate your business needs and deliver customized solutions in the following service areas.

**Software Development** | We utilize the latest technologies to develop high-quality custom software applications that meet your unique business needs.

- business applications
- web-based applications
- ecommerce applications
- intranets and extranets

**Network Support** | We will architect, implement and manage a highly available, functional, and secure technology environment for you so you don't have to.

- network design
- remote monitoring
- server setup
- ongoing support

**Total IT Outsourcing (TITO)** | Under Logic's TITO services, we provide management of your complete IT infrastructure. The specific services under the TITO umbrella include:

- auditing existing IT hardware and Software Infrastructure.
- understanding Business Objectives and their impact on IT deployment
- infrastructure enhancement planning and procurement advisory based on your budget
- design, implementation and maintenance of Networking, Security & Access Control.
- application delivery, ongoing maintenance & support.
- web presence including website management, e-commerce
- processes and People integration with IT vision

Logic is currently working on new and emerging technologies and has developed **Cloud based services** like sales force management, service escalation management, document management, campus management, practice management, infrastructure management and many more. ([www.logicengineer.com](http://www.logicengineer.com) )

Logic is very actively working on **Cyber Law** and have taken many training class with Dept. of Prosecution, where prosecutors are trained with different aspect of cyber crime , forensic analysis, seizure procedure and cyber law. ([www.cyberlawonline.in](http://www.cyberlawonline.in) )

The Govt. of Uttar Pradesh has introduced new **UP Stamp Act 2008** in which the stamp duty shall be charged vide e-stamping & franking. This will enable the Banks to get the licenses for collecting stamps duty through e payments or franking. Logic offers the bank Network Enabled Stamp Duty Evidencing with Data Capture in association with Pitney Bowes, the world's leading provider of integrated mail and document management systems, services and solutions. ([www.logicengineer.com/postagemeter.php](http://www.logicengineer.com/postagemeter.php) )

## **LOGIC IT SOLUTION & SERVICES CAPABILITIES**

### **Wireless Campus**

- Wired and Wireless Local/Wide Area Network, Hotspots , Internet/Intranet Connectivity .

### **Smart Card Based Campus**

- Personalized Smart Card, Photo Identity, Barcode/Magnetic Strip/Sign Strip, Biometric Recognition Standard 256 byte Memory, Secure, Powerful yet cost effective

### **IP Video Conferencing**

- Personalize your calls, Connects to PC/Laptop/TV/Projector, Talk to your Teacher sitting in Library, Stay connected from anywhere, Conduct Portable Classrooms, A new level of Communication

### **Internet Management and Security Options**

- Internet Management and Content Filtering ,Network Security, Virtual Private Network (VPN)
- Bandwidth Management, Antivirus and Antispam ,Web Proxy server and Caching, Printer control and Management ,Messaging, Mail Server with Web Interface ,Multi Wan Support, Firewall

### **University-College Management Solution: CampSys-Campus Automation System**

- Administrative office Computerization, Budget and Finance Computerization including Purchase ,Registry Computerization, Human Resource Management ,Admission Module ,Examination and Confidential department Computerization, Grievance Management System., ,Hostel and other students , ,Placement Cell at Department level, Grooming and Finishing Workshops, Industry-University Interaction, Web enabling of different Applications and Intranet for the University, Total Property and Asset Information Computerization

### **RFID Based Library Automation based on IIT-K LAS**

- Electronic Article Surveillance System, RFID Tags in Books, CDs etc. Effective Library Asset Tracking System SoftGranth is the result of more than two decades of experience in using IITKLAS (IIT Kanpur Library Automation Software) by IIT Kanpur Library experts. The objective of Library Automation Software is to completely automate the operations of the library like Acquisitioning, Cataloguing, Circulation, User & member Management and Managerial Information System etc. SoftGranth is based on ASAP.net and can be accessed remotely, while taking care of all security solutions.

### **Practice Management**

- Health care providers and administrators today demand more from their practice management solutions than ever before. The need to increase efficiency and reduce costs while providing high-quality service has led to the creation of Logic Practice Management. It delivers unparalleled power, flexibility, reliability, and ease of-use. Logic's Practice Management has primary functions of Patient Information Management, Appointment Scheduler, Practice Management Reports, Document Scanning, Financial Ledger, Essential System Reports, Account Inquiry ,Medical Claims, Medical Insurance Verification , Audit Trail, Multiple Security Levels and more.

### **Certification & Education**

- Cisco Network Academy, IBM AIX Academy

## LOGIC IT TRAINING CAPABILITIES

Knowledge Solutions requires proper training & Logic recognize this fact and caters to all such unique learning requirements. We develop customized training/learning content in a variety of delivery modes. We have developed courses in a multitude of subjects for widely varied audiences ie; everything from IT. Our background of over 11 years in training and custom training content development gives us the unmatched edge that clients need.

**Instructor Led Training Development** | Logic recommends Instructor-led training for critical staff ,who are new to the technology or do not have the full support of skilled staff on the job. With over 11 years in technology based training, Logic is uniquely placed for this type of training. A dedicated, in-house team tracks and absorbs rapidly changing technology, thus our unique On-Site corporate Training Programs provide your personnel with the objective, up-to-the-minute, practical education in the technologies. These programs are ideal for organizations that need to train as few as eight people, or larger organizations with hundreds to train.

**Accreditation** | Logic is also accredited by DOEACC Society (an autonomous body of the Department of Information Technology, Ministry of Communications & Information Technology, Government of India ) for conducting “O” Level course.

## LOGIC IT INFRASTRUCTURE SOLUTIONS CAPABILITIES

Logic can provide service through its partnership with leading vendors and offers world class products & services. Logic has expertise in following domain;



Logic has been in the forefront for providing various levels of hardware, software and networking support to its customers. Logic has its Support Engineer at 8 locations in Uttar Pradesh including Lucknow. Logic has a workforce of highly trained engineers on various Hardware and Software and third party products.



**Foundation services** | Logic Services and support for multivendor environments cover a broad range of standard support services that optimize even the most complex Unix, Windows NT, and mixed environments. These services are divided into the following general categories:

- Services for Unix environments, which include installation and configuration services, hardware, software and network support.
- Services for Microsoft Technology environments, which include installation and configuration services and hardware, software and network support.



**Mission critical services** | The ever expanding need for increased application availability exposes IT to greater vulnerability and additional potential areas of exposure and failure. Businesses must determine their optimum service strategy and availability levels across their IT environments to ensure maximum uptime for mission critical applications. Businesses cannot afford to operate without mission critical services.



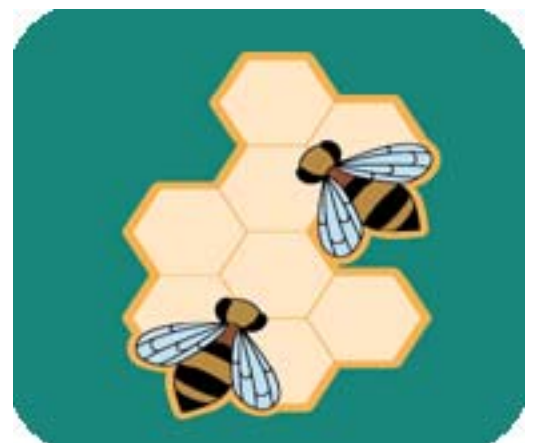
Today Logic can offer upto an industry leading 99.95% guaranteed uptime (less than five hours of downtime annually). Logic knows how to optimize the mission-critical computing environment for Unix and Windows NT systems. Logic is available to help companies to plan and deploy the latest technology trends across their mission critical life cycle to achieve unprecedented levels of availability.



**Storage services** | The storage market service segment is undergoing a spending crossover from Server to Storage. Keeping in mind the need for open, flexible storage solutions, the demand for Storage Area Networks (SAN) architectonic services is growing at a rapid pace. Storage is more and more viewed as an infrastructure/utility issue. Differentiators in the market are, more and more, the software, consulting and support offerings around the storage hardware, and more specifically the seamless integration of these various components.

**Networking and service provider services** | Logic provides industry leading network services and support specifically designed around multi vendor products. This emphasis on multi vendor support enables Logic to provide our customers with best-in-breed network solutions. Logic Network Services include:

- Lifecycle services from assessment, planning and design through implementation, operation and ongoing maintenance.
- Procurement of multi vendor products.
- Professional project management by certified professionals to manage complex, multi vendor network implementations



**Microsoft services** | Logic can help customers meet the challenges with Windows Server, Microsoft Exchange and other Microsoft Enterprise Server Products. With Logic, customers get a partner with more than 10 years of experience in Mission Critical and Enterprise wide computing that understands Microsoft Technology and has the expertise to help customers design, build and run comprehensive solutions for a business.

**Availability services** | The business growth and service delivery models depend on the stability of your IT infrastructure and the information that resides within, it is not possible to afford the risk of downtime or failure. Yet rapid technological advances and high operational expenditure in managing this infrastructure can prove costly for any business organization. Our comprehensive experience and consummate knowledge of this space helps you increase operational efficiencies while ensuring constant availability and optimum performance of your IT infrastructure.

Our availability services ensure your IT infrastructure is up and running all the time and unforeseen breakdowns are addressed in the shortest possible time frame. Our technology assistance is extended to your business through customer interfaces that can address any IT infrastructure problems. These include:

- **Help Desk:** Our proactive contact centre logs your call and directs you to technical assistance.
- **Telephonic Technical Helpdesk:** where our technical representative provides support and directions to resolve all IT infrastructure problems.
- **Field support:** Our multi-technology expertise helps us deliver the necessary on-site support. With wide access across locations, we provide quick response to any IT infrastructure issues you may have. Our robust logistics network also ensures that any spare part requirements are met in the shortest possible time.
- **Hardware Maintenance:** Our trained engineer offers services on LaserJet, Large Format Printer, Commercial Desktop & Laptops, Workstation and Storage & Server.

With a strong skill focus on training and development across the latest technologies, Logic eEngineer is geared to meet any of your IT infrastructure requirements through certified skills and processes. This includes:

- **Access to a structured knowledge base effectively leveraging over decades of customer service.**
- **Skill matrix includes Cisco certified professionals, IBM trained specialists & HP trained and certified engineers.**

**Escalation management** | Logic has a Complaint management system for Escalation management. This helps in providing prompt problem resolution to customers as well helps us in process analysis and improvements. All complaints are tracked after logging and closed only after a feedback from the customer on the call closure. This escalation management system helps tracks escalations till resolution and escalates to higher levels if not resolved within a defined time period.

**Membership & Accreditations** | Logic is registered as MSME (Micro ,Small & Medium Enterprise) by Directorate of Industries, Govt. of India, accredited by DOEACC, Department of Information Technology, Ministry of Communications & Information Technology, Govt. of India & empanelled with UP Electronics Corporation Limited under the category of "IT/ITES & Software Development Partner". Logic as a member of Indian Industries Association-IIA & Confederation of India Industries-CII and is actively contributing as partner to growth of Indian IT Industries.

## Alliances

