



ALLIANCE INFOTECH

Mobility, Convenience, Realization

**"...enabling the enterprise to manage its relationships and interactions"**

Alliance Infotech is a leading provider of enterprise grade computer telephony components and e-business infrastructure software. Through our products, custom application development and consulting services we enable companies to manage their interactions that build stronger customer relationships. Alliance gives its clients, their vendors and their customers - the freedom to communicate and transact

**"you need to communicate"**

**we enable  
seamless communication**

In a dynamic business environment, success depends on your ability to manage corporate relationships and customer interactions.

We give mobility to your critical data,  
the convenience to access it from anywhere,  
and help you realize your corporate vision.

"Our vision is to simplify things for every one by communicating with our customers better. Alliance is in the middle of that vision"

- Amway India

We offer our clients, many of whom are global, leading edge solutions to their business problems, helping them to raise the standards while interacting with customers. Our solution enables access and control of critical business information from almost any communication device and enhances communications workflow by improving the way in which company stakeholders exchange information. Alliance TotalXchange™ and Alliance InterAct™, provide the convenience of hassle free and seamless communication over all wire-line and wireless device types. Our professional services- from CRM consulting to custom application development and finally, training, help you in the realization of your corporate goal.

## You need an integrated, Collaborative environment

"It was the need to offer a superior client interface, that led us to approach someone like Alliance. Alliance solutions enabled us to better manage our relations and utilize our resources effectively"

- American Express (India)

People who work for Alliance are people with a real flair for technology. People who aren't just fascinated by intellectual problems, but who strive to find solutions to help businesses perform better. Our teams are a step ahead when it comes to thinking of new applications. We prepare our clients for tomorrow, giving them the flexibility and the mobility to transact business with speed. Whether you're in manufacturing, healthcare, finance, entertainment, retail, or any other sector, Alliance delivers the software and services to mobilize your data.

## Product Offerings

The next generation of customer relationship management (CRM) applications help you to better understand, target, and interact with your customers and partners. Our products help you to increase your revenues, reduce your costs and manage your information assets better

### Alliance TotalXchange™

Alliance TotalXchange™ is a platform of multi-channel business applications. TotalXchange™ makes it easier to sell to, and service customers across multiple media. Built on industry standard open architecture, which leverages your current investments in technology and seamlessly integrates with existing infrastructure, Alliance TotalXchange™ applications are designed to deliver support for multiple computing platforms. It comes with the Alliance Support and Upgrades that significantly reduce the total cost of ownership.

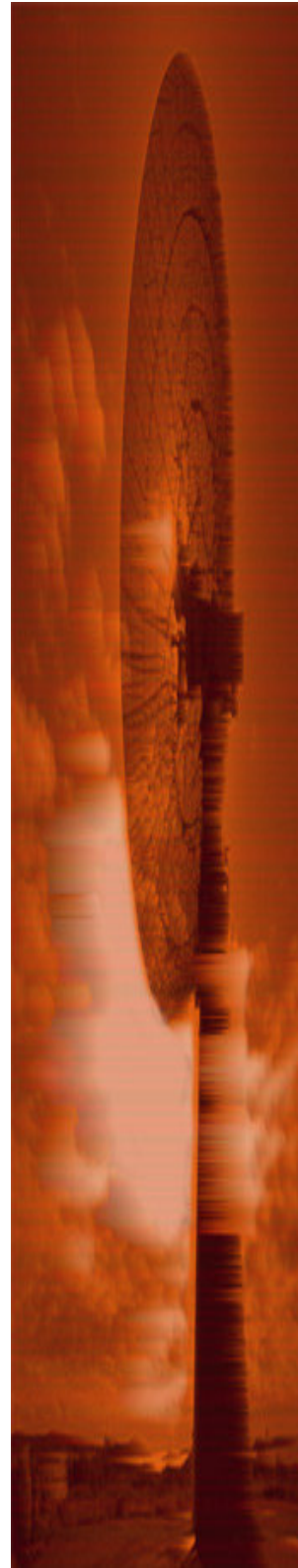
### Alliance InterAct™

Alliance provides real-time infrastructure software for the enterprise. These solutions dynamically link internal operations, business partners, suppliers and customer channels- thus enabling businesses to achieve the speed they need to succeed. Whether you're a brick-and-mortar business looking to take advantage of the Internet for the first time, a dot-com retailer that wants to expand your market share, or a cutting-edge commerce intermediary that wants to bring buyers and sellers together, we can help you realize your vision

### Alliance Secure™

As a part of the Alliance Interact group and in partnership with E-Lock technologies, we provide end-to-end security products and services for protecting and lending trust to electronic transactions, communications and information. Our security component offerings are based on Public Key Infrastructure (PKI) standards, which has become the defacto standard for security on the net.

Unified Messaging...



## Services

### CRM Consulting:

We work with our enterprise customers to help them select the most appropriate options for investment in extending customer relationships and interactions.

Alliance Infotech has built a top-tier CRM Consulting team with decades of combined experience in CTI, Wireless, CRM, EAI, Security and the web. The team's services are divided into two main areas: Strategy Consulting and Application Deployment.

### Custom Application Development:

We can define, design, develop and deploy any solution to best suit our clients' needs. Whether it is implementing your CTI solution, setting up your call center or implementing an eCRM solution....our professional services team has the knowledge and expertise to enable businesses to manage their relationships and interactions. an eCRM solution....our professional services team has the knowledge and expertise to enable businesses to manage their relationships and interactions.

### Education and Training:

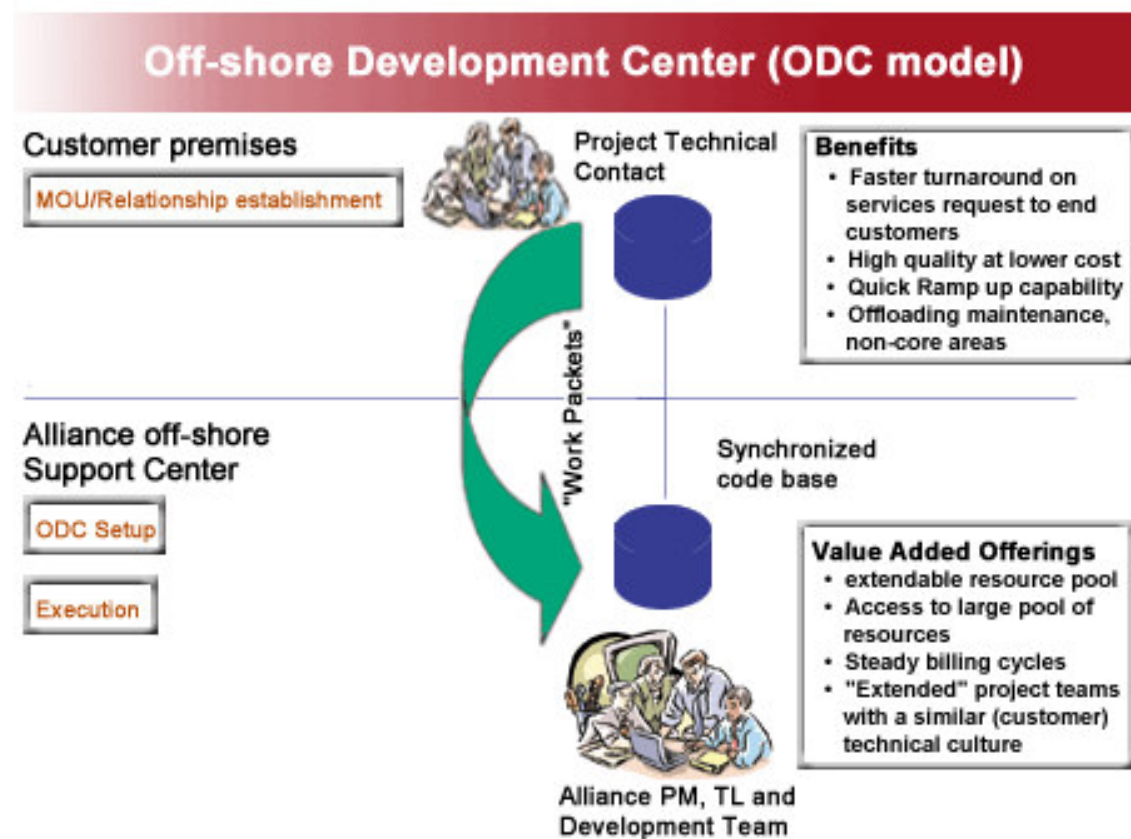
We offer a library of instructor-led courses to keep your company up-to-date about CRM and embedded technologies.

CLID, ACD, CDMA, ASIC, FPGA...it's easy to get lost in the "acronym jungle" of changing technology. Our Education Services team helps you sort out the terminology and guide you with frequent "technology refresh" opportunities.

### Our Partners

Alliance could not have become the leading provider of unified messaging solutions without the support and involvement of our strategic partners and our valued sales channel partners.

- Dialogic (an Intel company)
- Network Programs
- Reliant-Tech
- Microsoft
- E-Lock Technologies
- TIBCO
- Symantec



New Delhi

New Jersey

Mumbai

Dubai

Colombo

## What can we do for you?

"Because it can be integrated and used with any media device, Alliance's technology empowers us to reach users spread across the communication spectrum."

- Gogia Capital Services

Wade though the competition by deploying applications that capture new markets. Whatever custom application you have in mind, we can **design it, build it, and deploy it.**

"We are the best when it comes to client servicing. We can differentiate and be selective when we choose a new technology..."

Making Alliance our technology partner re-emphasizes that we only go for the best."

- Broadcast India

## We can organize your communication habits

Organizations can now manage, synchronize, and coordinate service interactions across a broad range of communications channels including the Web, email, telephone, fax, text-based chat, and voice over IP (VOIP). Alliance TotalXchange helps organizations remain competitive and successful by minimizing the total cost of operations, improving service effectiveness, and providing full 24x7 customer service availability.

For businesses today, streamlined communications have become vital to the very existence. The need for cost-effective communications solutions has become evident in all market places. We offer you the following solutions:

### VoiceXchange™

VoiceXchange™ offers a fully integrated Interactive Voice Response (IVR) product to connect your customers, databases, telephones, and fax machines. Customers can call and receive answers to specific questions or place an order and receive faxed confirmation.

### FaxXchange™

FaxXchange™ has developed state-of-the-art faxing capabilities that have revolutionized the way we fax. This server provides the perfect network fax solutions for all business sizes. A superior client/server architecture enables FaxXchange to simultaneously handle complex fax conversions, record keeping, printing, and processing at the server.

## We can mobilize your critical data

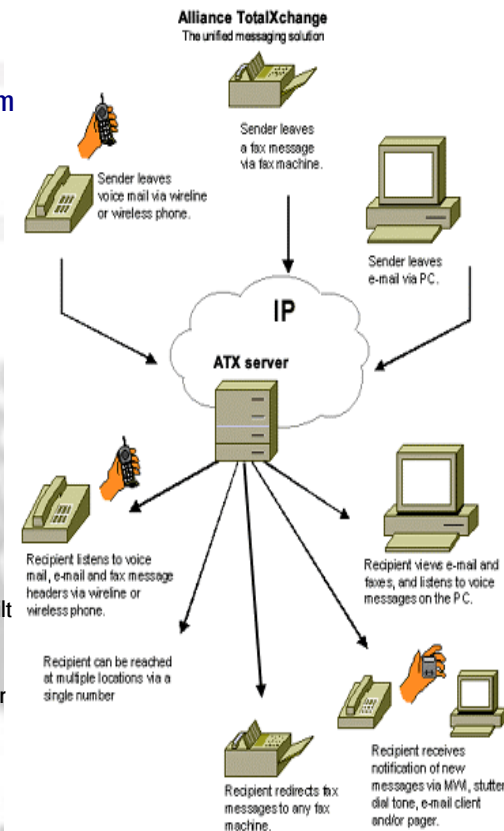
### Order tracking Platform

Alliance InterAct implements a private and secure web-based order tracking platform built to integrate a single organization with its established trading partners and existing systems. With this solution you can reduce your cost of servicing an order, improve delivery accuracy, avoid repetitive tasks, reduce communication costs, improve customer loyalty and increase your chances of repeat orders.

## We can bring you within reach

### UniVersus™

UniVersus™ is the unified messaging solution from Alliance. It rides on the top of Alliance TotalXchange technology™ to provide complete and true convergence solution. UniVersus™ users can now manage, synchronize, and coordinate service interactions across a broad range of communications channels including the Web, email, telephone, fax, text-based chat, and voice over IP (VOIP). UniVersus™ helps Telecommunications Providers and corporates remain competitive and successful by minimizing the total cost of operations, improving service effectiveness, and providing full 24x7 customer service availability.



helping your succeed...