



# SYSTIME COMPUTER SYSTEMS LIMITED

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## Message from Vishal Grover, President & CEO

USA is the prime market for most IT companies and will continue to contribute significantly. However, in recent times, globalization has been playing a paramount role leading to companies looking towards other regions, such as Asia-Pacific and EMEA. These factors make it imperative for companies to become more cost effective and remain competitive. This has seen an increase in demand for IT-related services over the years. Business arising from Asia-Pacific may eventually match business coming from the West.

SYSTIME is tapping on this opportunity and is already ramping up its Asia-Pacific operations to address the ever-increasing market needs. We also have plans to open a Global Delivery Center in Singapore, to be able to service all customer requirements around Asia-Pacific. We are also expanding business in the US, UK, Japan and other countries. SYSTIME is geared to address the burgeoning business requirements, in line with our business mantra of Global Presence – Local Delivery through our Global Delivery Model (onsite, offshore, near-shore capabilities).



## About SYSTIME

Systime Computer Systems Limited (SYSTIME), a 100% subsidiary of the CMS group, is a global business solutions provider operating since the past 30 years. Comprehensive business and technology expertise along with experienced personnel has enabled SYSTIME to deliver innovative business solutions in the areas of ERP, CRM, business intelligence, business integration, infrastructure management, process & quality, testing & validation and retail-point-of-sale. Besides a wide array of in-house solutions, SYSTIME also provides comprehensive solutions through strategic alliances with leading business and technology organisations in the world.

SYSTIME has a global presence in 30 countries worldwide. The company has served hundreds of clients and has a high ratio of 85% renewals. The company has been able to serve in various verticals with the help of wide service offerings, industry expertise, proven global delivery model and flexible engagement models.

## SYSTIME's Offerings and Products

SYSTIME has been an Oracle JD Edwards partner since 1994 and is the third largest JD Edwards Practice globally with over 450 experienced consultants. It offers comprehensive, end-to-end business solutions spanning from solution assessment to evaluation and sales to implementation as well as post-implementation support.

SYSTIME offers a wide spectrum of SAP services including Evaluation, Solution mapping and Implementation, Solution Architecture, Onsite/Outsourcing Support, Roll Outs, Upgrade and Migration, IT Strategy Management and Portal Services.

SYSTIME enables organizations to gain a competitive edge by leveraging solutions provided by leading Business Intelligence vendors, such as Cognos, MicroStrategy and Business Objects.

SYSTIME's Open Systems expertise enables it to successfully develop, implement and support solutions in the areas of Web Applications, Portal Solutions, Content Management Solutions, Product Development, Mobile Applications and Enterprise Applications Integration. SYSTIME's teams have proficiency in latest technologies, tools and platforms like Java/J2EE, Microsoft.NET, VC++, BEA, IBM, Oracle, Open Source technologies, UNIX, Linux, Windows.

SYSTIME's products include Calibre, a comprehensive software integrating HR, Payroll and Time management systems; and VersaPOS, a retail management system software which combines flexibility with capability of handling varied needs.

SYSTIME also provides Smart Card solutions in collaboration with its parent company CMS. CMS-SYSTIME, combined, provide end-to-end solutions starting from card personalisation to smart card readers, interactive kiosks to acquiring software.

The company also provides services in the areas of process definition and improvement, process consolidation, project management framework, process compliance monitoring, aligning operations to standards, process re-engineering, and measurement and analysis. SYSTIME also provides testing and valuation services and infrastructure management services.

## Revenue Break-up

SYSTIME caters to various industries including manufacturing, food & beverages, oil & gas, entertainment, financial services, hi-tech, pharmaceuticals & life sciences and retail among others. The company earns 30% of its revenue from manufacturing companies, 12% from retail industry and 10% each from financial services, hi-tech, life sciences and food & beverages.

SYSTIME earns 82% of its revenue for ERP solutions and the balance coming from products, business intelligence and technology.

The US is the biggest market for SYSTIME, contributing 68% to the total revenue. The company also supplies its products to India, UK, ASEAN countries, Japan, the Middle East, Australia and New Zealand.

**HR Initiatives**

SYSTIME has a comprehensive training facility to groom the manpower to suit the industry demand. Its training modules include product specific training, improvement training and methodology training.

At SYSTIME, the average lifecycle of an employee is 5 years, which is higher as compared to the industry average. SYSTIME's attrition rate is 9%, much lower than the industry average.

**Quality Management**

SYSTIME has established, documented, implemented and maintained an efficient quality management system with the necessary in-built mechanism to progressively enhance its effectiveness. The company has been accredited with ISO 9001:2000 certification.

The company's quality management system is a comprehensive scheme of set processes, interwoven with standards, templates, guidelines, checklists, polices and built-in operational and management controls. Based on a strong measurement and analysis framework, it is supported by the best tools used universally.

**Future Plans**

SYSTIME has well-established practices in the areas of ERP, CRM, Business Intelligence, Business Integration, Infrastructure Management, Process and Quality, and Retail/ Point of Sale. SYSTIME recently added its Testing and Validation solutions to its portfolio. Based on its long-term commitment to growth, it is adding new practices by identifying core products and services required by the global market. While it adds newer practices, the

existing practices will be given enhanced focus to expand into all geographies.

SYSTIME at present has a strong presence in global markets like the US, Europe, UAE and APAC regions, with its corporate headquarters in Mumbai. SYSTIME started its Japan operations few years back followed by an expansion in the Middle East. As a part of the geographic expansion strategy, the company plans to add a new region every year. SYSTIME has plans to establish a presence in the markets of China, South America, Africa, and expand its operations in Europe in the near future.

In order to support this growth, the global delivery function is also being expanded. Currently, the SYSTIME global delivery centre in Mumbai is being enhanced to support the business expansion plans. SYSTIME has already come up with a global delivery centre at Pune and would also be starting operations in Chennai from a global delivery point of view, early next year.

SYSTIME intends to make significant investments in India in terms of infrastructure. The present investment in infrastructure amounts to Rs 500 mn at its global delivery centre in Mahape, Navi Mumbai.

**Total Income**  
Rs 437.93 mn

**Manpower**  
592

**Delivery Centres**  
Mumbai and Pune

**Quality Certifications**  
ISO 9001:2000

**President & CEO**  
V Grover

**Chairman & Managing Director**  
R D Grover



*SYSTIME Global Delivery Centre, Mahape*



*SYSTIMErs working in different time zones*