



CORPORATE PROFILE & SERVICES OVERVIEW

DATA CENTERS | DATA ON CLOUD | OUTSOURCED SUPPORT



CORPORATE OVERVIEW

Cyfuture is a leading provider of data center, cloud hosting and outsourced support services to global clients in e-commerce, retail, information technology, software services, education, banking and financial services industries. Our solutions help clients increase their productivity and performance whilst we efficiently manage their business critical IT infrastructure and business support functions.

Cyfuture owns and operates state-of-the-art, tier III data center facilities in Noida and Jaipur (India) which are equipped with cutting-edge technology hardware to deliver industry leading data center and cloud hosting solutions. We have a team of more than 1200 qualified professionals across nine locations in India, US and UK, delivering end-to-end technical support and business process outsourcing solutions to reputed clients.

Our data center and cloud hosting businesses operates under the brand names of Go4hosting, CloudOYE and DialWebHosting while our outsourced support business is marketed under leading brands such as Go4customer and AskPCExperts. We also operate standalone brands such as DataBaGG for online file storage, and Ninja TuneUp for PC clean-up services.

Cyfuture is CMMI level 3 assessed and ISO 20000-1:2011 and ANSI/ TIA942 certified organization. We also possess other industry leading certifications that include ISO/IEC 27001-2013, ISO 27001:2005, ISO 9001:2008, ITSM 20000, and ISO 22301:2012.



Managed Hosting Services

- Dedicated Server Hosting
- VPS Hosting
- Colocation Hosting
- Shared Hosting
- Reseller Hosting
- E-mail Hosting



Cloud Hosting Services

- Public Cloud Hosting
- Private Cloud Hosting
- Hybrid Cloud Hosting
- Cloud Storage
- Cloud CDN

Website Hosting Services

- E-commerce website
- CMS Website
- Corporate Website
- Static Website



Application Hosting Services

- Microsoft SharePoint
- phpBB
- SugarCRM
- MediaWiki



OUTSOURCED SUPPORT



Outbound Call Center Services

- Appointment Scheduling
- Information Verification
- Soft Lead Generation
- Customer Survey
- Telemarketing Services
- Third Party Verification Services

Inbound Call Center Services

- Customer Support
- Technical Help Desk
- Inquiry Handling
- Call Answering
- Toll Free Services
- Product Information Request

Web Enabled Services

- Order Taking
- Billing Queries
- Email Support
- Chat Support

Market Research

- Customer Surveys
- Data Collection
- Opinion Polls

Product Promotion Services

- Viral marketing
- Telemarketing



CASE STUDIES

An online consumer portal for a Fortune 100 Oil Company

The client was looking for a partner to help build an efficient, transparent and technologically advanced online consumer portal for its more than 2 million consumers and 8000 distributors spread across India. Cyfuture helped the client achieve its objective by developing a user-friendly online platform that eased the interactions between the client and its large customer base, increased efficiency of client operations and boosted transparency leading to high customer satisfaction levels. In addition to development and hosting of the portal on its Tier III Data Centers, Cyfuture was also responsible for providing regular maintenance and tele-support to the client's end consumers.

An efficient IT infrastructure for a diversified Indian conglomerate

A leading Indian conglomerate with interests in financial services, manufacturing, healthcare, education and research engaged Cyfuture to build an efficient data center infrastructure for the company in North India. Based on a detailed assessment of client business need, Cyfuture hosted the IT infrastructure of the client in its state-of-the-art Tier III Data center facilities in Noida with dedicated bandwidth and P2P leased lines. The solution offered by Cyfuture helped the client shift from a traditional in-efficient IT environment to an optimal and responsive IT system with faster network speed, rich functionality and reduced total cost of ownership.

Increased customer acquisition and business growth for an online B2B Marketplace

The client was facing issues reaching out to its intended target audience and generating necessary leads for its sales team. The client needed a specialized business partner that could help them reach out to its target audience, generate high volume leads and also reduce the long sales cycle. Cyfuture delivered an end-to-end BPO solution to the client that included generating potential leads with effective telemarketing, an advanced customer relationship management tool and closing sales on behalf of the client with an online payment platform. The solution provided by Cyfuture helped the client register significant business growth and achieve high profitability in its business.

An efficient customer care support center for a global footwear brand

One of the largest footwear brands in India with annual revenues exceeding INR 8700 million, partnered Cyfuture to set up an efficient and service oriented customer care support center for its consumers. Cyfuture built a state-of-art call center facility for the client with advanced technologies like IVR, auto recording and a customized Database Management System. Trained and dedicated resources were assigned to handle specific client enquiries or complaints and daily call volume reports submitted to client. Weekly meetings were organized to incorporate any necessary changes to ensure satisfaction of the end consumer.

KEY DIFFERENTIATORS

- Tier III Data Centers ensuring 99.95% uptime
- State-of-the-art infrastructure and technologies
- Enhanced security tools for increased data protection
- Competitive Pricing to deliver best returns on investment
- Round-the-clock technical support services
- Professional and qualified workforce

AWARDS & RECOGNITIONS

- Government of India, Micro, Small & Medium Enterprises Award for outstanding entrepreneurship, quality production, innovation & product development
- Government of Rajasthan State Award for Export Excellence
- Government of Rajasthan State Award for Excellence in IT Industry
- NSIC-CRISIL Performance and Credit Rating for Small Scale Industries

CLIENTS

QUALITY CERTIFICATIONS



paytm

Reckitt Benckiser

Edelweiss
ideas create. values protect

VIDEOCON

Network 18

LAVA

AVIVA

AXIS BANK

Biglife

fly
mobile
Keep in touch.

Bank of Baroda

unicef

ICICI Bank

Le MERIDIEN

WIPRO
Applying Thought

HP

DOW JONES
Newsires™

Bharat Petroleum

GAIL

Tejas

IndianOil

altitude
software

Manipal
INSPIRED BY LIFE

NTPC

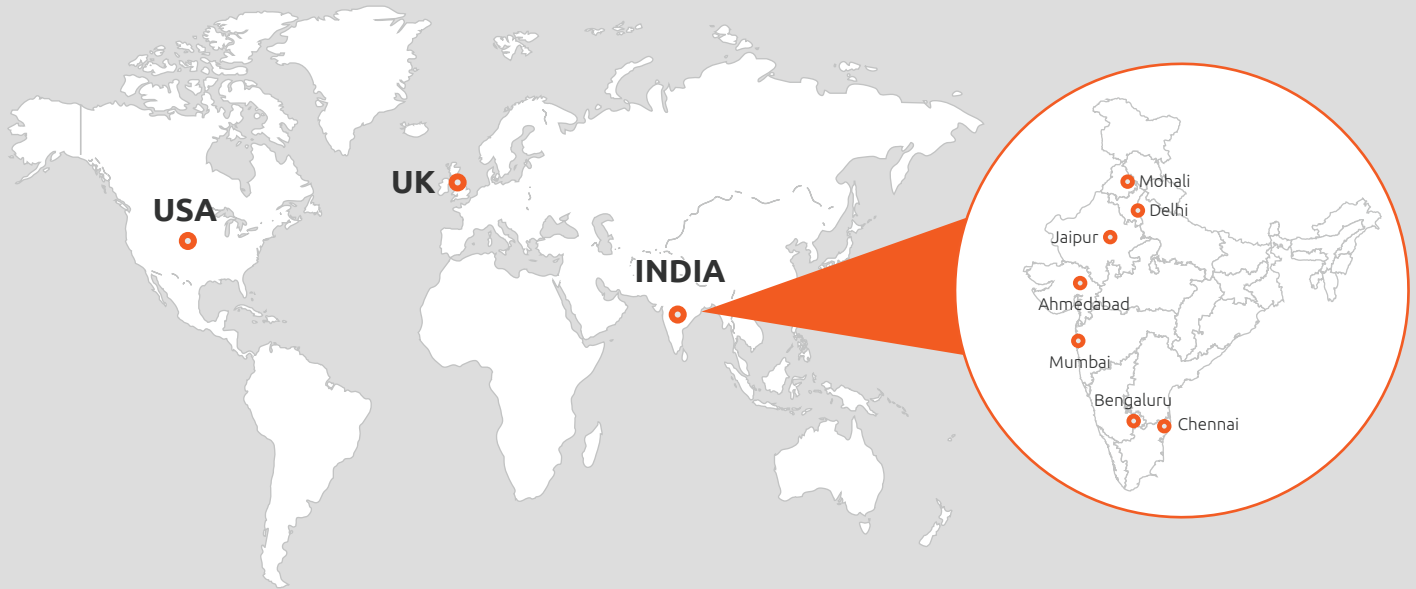
HONDA

IBM

STANFORD
UNIVERSITY

HISTORY

GLOBAL FOOTPRINT



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