COMPANY
PROFILE

nevaeh
Building Partnerships, Creating Value

NEVAEH TECHNOLOGY PVT LIMITED
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Preface

Nevaeh Technology Private Limited, headquartered at Kolkata, West Bengal, India is an Information Technology Services Company promoted by a Group of senior IT and Management Professionals. The company is ISO 9001 & 27001 certified by DNV. The company operates in a few niche areas and in its last twelve years of operations has established a reputation for cost effective, timely and quality services. Nevaeh is a MSME unit and is rated 'SME-1' by CRISIL, a global analytical company providing ratings, research, and risk and policy advisory services.

At a competency level, Nevaeh is strongly positioned in various fields of Information Technology and Enabled Services, viz., Document Management (DMS), Digitization, Software Development, Datacenter Design & Implementation, IT Infrastructure, Fire & Security Services, Networking & Communications, Building Management System, and Consulting.

Nevaeh aspires to deliver outstanding services and solutions in its areas of expertise to the Government Sector, Corporate Houses and Small & Medium Enterprises (SME).

Nevaeh is committed to customer satisfaction at its highest level and to the Digital India initiative of the government. The Nevaeh Advantage coupled with our core values, position Nevaeh as your unique partner of choice.

Vision

Nevaeh aspires to be an IT solutions and services partner of choice, in our focused areas of operations through innovative, cost effective business driven processes which provide long term value to our customers.

Mission

Nevaeh seeks to provide solutions & services to meet & exceed customers' current and future business needs.

Quality Policy

Nevaeh aims to maximize customer satisfaction by:

Providing dependable, transparent and cost effective solutions which integrate technology with best business practices.

Developing a productivity environment that fosters improvement of all

ADVANTAGE
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| Teamwork | Engagement | Career Growth | Integrity | Innovation |

Services Portfolio

Nevaeh has major experience in design, consulting, implementation of IT Infrastructure, Document Management and Software Development and can be a single point contact for large projects. Our services can be broadly classified under the following six heads.

IT Enabled Services
- Digitization
- Document Management System (DMS)
- Citizen Centric Services

We have a vast experience in design and development of large integrated DMS applications customized to user needs. We also offer outsourcing or contract programming services on either onsite or offshore basis. Though not limited to, the following list provides an indicative list of the Software Technologies we work on:
- Platforms: Windows, UNIX, Linux.
- Database Technologies: MySql, Oracle, MS SQL, Postgres etc.
- Language Expertise: .Net, Python, Java, C++, VB/VC, web technologies like DHTML, XML etc.

IT Infrastructure Services
- Datacenter & mission critical infrastructure design & implementation
- Electrical & Power Management
- Networking
- Renewable Energy (Solar Power)
- Fire & Security
- Heating, Ventilation and Controls
- CCTV Surveillance

Managed Services
Our Managed Services are available on-site at customer locations or remotely through our NOC based Remote Infrastructure Management (RIM) services and cover:
- Desk Top Management
- Network Management
- Server Management
- Mail/Messaging Systems
- Security and Change Management
- Help Desk Services

Information Management, Monitoring and Control
- Audio, Video and Information Management
- Building Management, DCIM and Automation
- Consultancy

Our Software Products
Over the years, with our experienced team of professionals, we have undertaken software development for both Domestic & National customers for wide-range of requirements. The current line up of products includes:
- Missile Inspection System in Mobile Device
- Trajectory Generation System
- Document Image Processing Suite
- B'Zer (Large Scale Scanning Digitization Platform)
- Library Digitization System (Adapted from D-Space)

Facility management Services
- Facility Management Services
- Manpower Augmentation
- Site Audit and Certification

Functional Departments

Nevaeh has six major functional departments across three business divisions, viz., IT Infrastructure, IT Enabled Services and Software Services, operating through their respective functional heads.

Sales & Marketing Department
The marketing department promotes the business and drives sales of products or services. It provides the necessary research to identify the target customers and other audiences. Nevaeh has strong presence in the government and has been operating in the Banking, Oil, Defence, Education verticals along with several PSU's.

Project Department
All business at Nevaeh is done through projects. The projects are of varied nature and are broadly classified as short-term and long-term projects. The project department therefore assumes immense importance in the company as all the projects are driven through the skilled resources of the project department. Respective projects are handled by specified project managers who are further assisted by a coordinated team.

HR & Administration Department
HR operations at Nevaeh is very strong, which reflects the Managements' concern towards employee welfare, career growth and retention. Nevaeh has a strong and well a defined HR Policy, which looks into every aspect of its employees, as Nevaeh believes that Human Resources are its greatest asset.

Human Resources (HR) administrative executives support management-level staff and handle sensitive employee and company information, which requires to be maintained with a high level of professionalism and confidentiality as per ISO norms. HR plays a key role in making the organization employee-centric and employee friendly.

Finance & Accounts Department
The F&A is a key department managing the finance of the company and accounting. This business function typically include planning, organizing, auditing, accounting for and controlling the company's finances including publication of the company's financial statements and statutory compliances. It is assisted by a legal team, as when required.

Technical / Operations Department
Nevaeh possess several technical skill sets from software experts, engineering professionals to management wizards. Over the years, we have build a strong technical team who extends their support to the projects. The technical and the operations team takes care of project assessment, bid management, technical training and project review. Procurement and logistic functions are handled by the operations team.

Systems Department
Computing systems, network and the internet are the backbone of any IT organization. The systems department therefore assumes immense importance in facility availability. Company assets are additionally taken of by this department.

Management Team

Advisory /Support Team

Tamal Sen Gupta
Managing Director

Founder and Managing Director, BE (Aeronautics) with over 30 years experience in IT Infrastructure, ERP, database management, networking and e-commerce. Has extensive experience in Technology Consulting and Solutions Architecture. Has implemented several large and complex IT projects in India and extended his services in several advisory and consultancy roles.

Ranajay Ghosh
Director

Director, Post Graduate in Economics from Jawaharlal Nehru University with more than 15 years of experience in service delivery and project management. Has been instrumental in delivering several key ITeS projects in India.
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Malay Kumar Bag
Vice President- Marketing

40 years of experience at Senior Management levels in Public & Government Sector undertakings like Hindustan Fertilizer Corporation Ltd., Webel Technology Ltd. (WTL) etc. in Industrial Engineering, Materials & Maintenance Management, Quality Control, Marketing & Business Development, and Production & Operations.

Supriyo Ghosh
General Manager (Sales & Marketing)

A networking professional, certified in Structured Cabling from BICC Brand Rex, Routing & Security Services from Juniper Networks and 3Com. Has a vast sales and marketing experience of over 25 years in IT Infrastructure Services in India. Has been managing key accounts like SAIL, Railways, Coal, Oil, and Defence.

Dilip K Banerjee
General Manager (Technical & Operations)

A management professional with more than 18 years of rich experience in IT Infrastructure design and implementation with specialization in datacenter infrastructure design. A certified datacenter professional (CDCP), has been instrumental in designing many datacenters in India.

Tarit Bhowmick
HR & Administrative Consultant

Amrita Sengupta
HR Consultant

Debarati Dutta
Manager (HR)

Sourabh Chakraborty
Manager (Systems)

Suchi Bhattacharya
Manager (Accounts)

Data Digitization & DMS

Recently, Government of India has taken aggressive steps towards streamlining government processes and digitizing relevant information. The key to successful implementation of the above are:
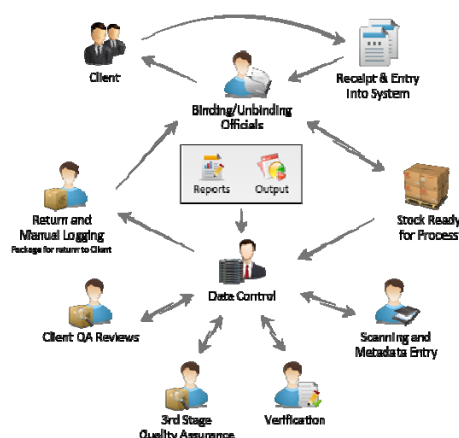
- A central repository also acts as a single source of information.
- Ensuring Quality of Digitization output.
- Ensuring accuracy of Indexes for quick retrieval in future.
- A centralized, secure, scalable Document Management System that will allow access over web.

Over the years, Nevaeh has developed capabilities in the field of –

1. Scanning and indexing of business documents into digital image format.
2. Conversion of printed matter into ASCII/MS - Word/ HTML/ XML formats using OCR/ICR technologies.
3. Developing & customizing document retrieval application software.

Nevaeh has in-house equipment ranging from high-speed document scanners to fast compact disk recorders. Nevaeh has developed its own scanning and digitizing software called B'Zer.

Nevaeh has worked extensively for clients across public and private sector in the above areas and have scanned more than 25 crore documents till date.
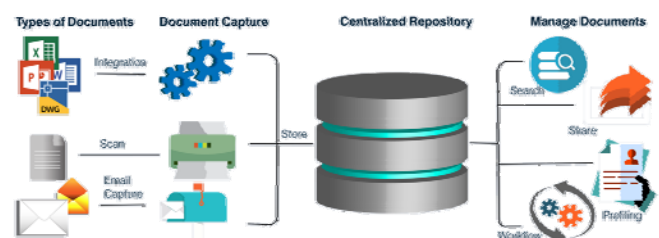

National Digital Library Program

Government of India has taken up an initiative towards Digitizing of rare books, including pre-Independence newspapers, journals and other documents housed in public libraries and creating a Digital Repository that will provide access to all stakeholders to digitized documents.

Selected copyright free materials, including paintings, photographs, manuscripts etc., available in public libraries will also be digitized and will be made available to the public.

This National Digital Repository will be progressively developed to contain metadata of all rare materials available in public libraries in India as well as the Digital version of the copyright free works as part of National Digital Preservation Programme. This digital repository will also host contents on Libraries, Library System & Services and Library Development in India.

In line with the country's vision and leveraging its own strength Nevaeh has gone into Library Digitization. Its offerings include:

- Scanning, Digitization, Indexing of rare, brittle books using very specialized overhead book scanner, that will ensure a very high resolution scan of the books without damaging them. This is a specialized skill that requires lot of perseverance.

- Digital Content Repository Software - Nevaeh uses open source software D-Space for this application. Nevaeh has successfully implemented and configured D-Space.

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Citizen Centric Services

Registrar General and Census Commissioner of India, Ministry of Home Affairs and Government of India on a regular periodic basis carry out Indian census. That includes information on demography, economic activity and literacy, etc. It provides valuable input to planning and policy formulation of the government. The outcome of this census is the National Population Register. Based on this information, Ministry of Rural Development collects further socio-economic data. This is collected through field visits (reaching out to the remotest corners of the country) using hand-held terminals. This data then be updated to a central database after due verification.

Nevaeh played a major role in this program. They carried out bilingual door to door surveying, managing the data collection centres' at Tehsil level across the country and facilitating printing of the enumerated data. This involves cataloguing of NPR data, collection of catalogued data for enumeration and thereafter uploading the data into the server including enumerated file, supervisory file, correction file and draft list.

During 2009, Government of India took another related step in the form of setting up 'The Unique Identification Authority of India (UIDAI). The UIDAI was mandated to assign a 12-digit unique identification (UID) number (termed as Aadhar) to all the residents of India. The number is linked to the resident's basic demographic and biometric information such as photograph, ten fingerprints and two iris scans, which are stored in a centralized database.

Nevaeh worked with Government of India in a landmark program that intended to link the NPR and Aadhar data.

Datacenter Services

We specialize in planning, designing, engineering, constructing, monitoring and maintaining data centers, computer rooms and server rooms that integrate, 'best-of-breed', critical infrastructure technologies. The result is an always available, scalable, redundant, fault-tolerant, manageable, and maintainable data center environment.

Nevaeh Technology is committed to excellence in the datacenter design / build process. Nevaeh 's datacenter construction strategy condenses the design / build exercise into clear and concise processes. By integrating both design and construction services, a tighter schedule can be met, costs can be better controlled and unforeseen problems can be avoided. Our proven methodology is designed to minimize the disruption of your business during deployment.

Our approach to every engagement starts with defining and understanding the project requirements for the data center and identifying the business objectives. This is followed by an assessment and audit of the available assets and inevitable detriments. We then establish the design criteria and create a preliminary design to summarize the associated project build costs.

- Assessment
- Planning
- Design / Engineering
- Equipment Sourcing & Scheduling
- Installation / Testing / Integration
- Commissioning
- Operations & Maintenance

Nevaeh maintains relationships with the industries 'best-of-breed' suppliers. Our skilled engineers' and technicians would work round the clock to deliver the best in the shortest possible time. Nevaeh is qualified to help businesses assess their data center and support infrastructure risks, provide recommendations for improvement and offer accurate project cost estimations and guidance for datacenter build, operations and support services.

In today's competitive markets, where you measure facility downtime as a direct relation to lost profits, Nevaeh designs solutions that protect against some of the leading factors of downtime, hardware damage, data loss, and decreasing productivity.

Managed Services

Our Managed Services cater to every operational requirement of an IT services/data center and cover:

- Desk Top Management
- Network Management
- Server Management
- Mail/Messaging Systems
- Security and Change Management
- Help Desk Services

Managing a complex and growing server and hardware environment is challenging and time consuming. Nevaeh Technology's Remote Infrastructure Management (RIM) addresses these challenges directly by giving you best in class systems management at a fraction of the costs normally associated with such quality. Typically, RIM allows for 90% of all systems management to be done remotely – Stress free IT !

NEVAEH uses " MANAGE ENGINE Desktop Central" and "Spiceworks" as RIM & NMS tool. But to meet different customer requirements (respecting both service and commercials) we also offer our remote monitoring through "KASEYA", "N-CENTRAL" and "C A UNICENTRE" Remote Infrastructure Management Tool.

IT Strategy and Architecture

From planning to designing of IT strategies and architecture, Nevaeh provides proven paths for any infrastructure. Strategies and architecture reduces environmental impact and operational costs of maintenance. Global consulting and system integration capabilities include end to end solutions in ERP, CRM, business analytics, infrastructure management and middleware to offer high value systems integration services. Our system integration services are aligned with our strategic approach to improve operational excellence and increase customer satisfaction.

Internet Security

Get relieved from worrying about data security and up-time services. Nevaeh provides services ranging from Identity & Access Management, Security Governance, Threat Mitigation and Physical Security Measures. Our IT Security services are designed to help any business enhance their information security policy along with compliance of security guidelines as per proven business standards.

Power Management

Power management in data center facilities has become increasingly complex with explosive growth of IT load, variable IT rack densities, and virtualization, combined with lower capital budgets and the need to optimize existing infrastructure. These new pressures are challenging traditional power management systems and methodologies. Business as usual is not only unsustainable; it threatens the continuity of your core services. We at Nevaeh therefore monitor, measure, and optimize data center performance throughout its lifecycle.

Our design, implementation and support for effective electrical and power management includes-

- Load estimation
- Redundancy design as per requirement
- LT power distribution and switching
- Uninterrupted power - UPS and battery banks / modules
- Secondary power – Diesel Generators
- Busbar trunking
- Lighting controls
- Energy monitoring and alarm notification
- Power quality monitoring
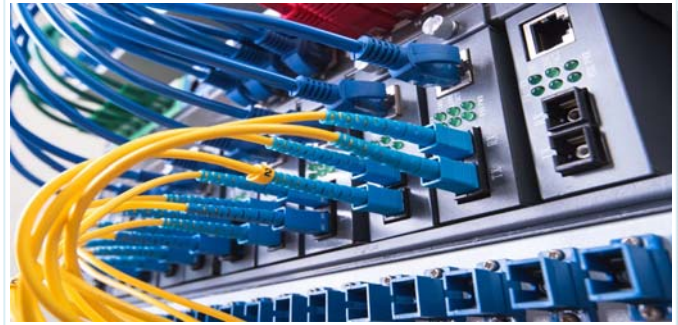- Track power usage effectiveness (PUE)

Architecture & Compute Hardware

The data center is home to the computational power, storage, and applications necessary to support an enterprise business. The data center infrastructure is central to the IT architecture, from which all content is sourced or passes through. Proper planning of the data center infrastructure design is critical, and performance, resiliency, and scalability need to be carefully considered.

Another important aspect of the data center design is flexibility in quickly deploying and supporting new services. Designing a flexible architecture that has the ability to support new applications in a short time frame can result in a significant competitive advantage. Such a design requires solid initial planning and thoughtful consideration in the areas of port density, access layer uplink bandwidth, true server capacity, and oversubscription, to name just a few.

Networking & Communication

Structured Cabling Systems
A structured cabling system, most simply stated, is based on following a standard methodology (defined by EIA/TIA 568 specifications) while planning and installing network cabling for commercial buildings. We therefore create systems that can support a multi-product, multi-vendor environment.
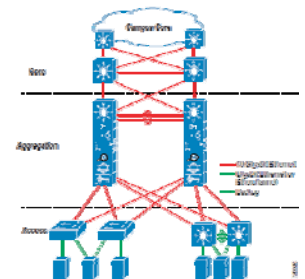
Fiber Optic Network Infrastructure
The use and demand for optical fiber has grown tremendously in recent years. We have the ability to design and install fiber optic systems that will fit your needs. Be it a small system, or a wide area network, we have manufacturer-trained installers and industry-leading equipment to get the job done. Our people recognize how critical your fiber infrastructure is to your everyday business needs, and they go the extra mile to ensure timely cutovers and efficient service. Our installations are certified with some of the best testing equipments.

Wireless Infrastructure
Work has permanently moved out of the office and into the conference room and onto warehouse floor; to the car, home, airport, hotel and coffee shop. To take advantage of this freedom, small businesses are using both wireless networks and WiFi hotspots to stay in touch with co-workers, customers, and partners. The benefits of wireless networks are both short- and long-term in terms of Convenience, Mobility, Productivity, Ease of Setup, Scalability, Security and Cost.

Switching and Routing Infrastructure
The network is the hub of your organization's IT. It moves data within the local network and routes data in and out from external networks. A fast and secure network is essential to organizational productivity. At the heart of your network is routing with switching connecting the arterial pathways of your network. With an array of options for networking, and a multitude of providers and product options for switching and routing, we help you choose the right architecture and products for your network which otherwise can be a challenge.

Fire & Security Services

The safety and integrity of critical facilities are of paramount importance. This makes the security and the fire protection system in datacenters a very crucial aspect.

Additionally, subsystems including physical security devices at room and rack level also come into play. Certain physical security devices include biometric devices, codes. keys and cards, whereas the intelligent types like smoke detectors, clean agent fire suppression systems and linear heat detection come under the examples of fire detection and suppression systems.

Our deliverables in the area include design, supply, installation, commissioning, testing and support for :

- Fire Rated Partitions, Doors and View Panes
- Addressable Fire Detection and Alarm System
- Very Early Smoke Detection and Alarm System
- Fire Suppression System
- Access Control System
- Perimeter Security System
- Beam Sensors
- Boom and Swing Barriers
- CCTV Surveillance

Audio Visual Services

Identifying Commercial Audio Visual Systems can sometimes be a very lengthy process to get it right, so it's important to have a good partner to help you work through. Audio Visual systems can be installed for a number of reasons and with different desired results depending on the venue, e.g., board rooms, conference centers, auditoriums, airport, railway stations, factory floor, smart classrooms, shopping malls, etc. However, in most cases the customer usually desires to provide their staff, guests, and patrons with the best possible visual and sound quality experience at an affordable price. Our video and sound professionals shall help you design and select the correct components, including presentation software, projectors, projections screens, monitors, video controllers, matrix switchers, speakers, audio electronics, and many more.

Our deliverables include :

- Video walls
- Digital signage
- Large format displays
- Video conferencing
- Public address system
- Information display system
- Projectors and screens
- Display monitors
- Electronic whiteboard
- Video controllers and matrix switchers

Infrastructure Monitoring

Software Services

IT automation is increasingly becoming a key factor that is actively redefining how data centers are managed today. Organizations today need to ensure that customers remain satisfied and so they have upgraded their facilities to provide robust and consistent customer servicing. With skilled manpower in short supply, IT automation will help organizations run their data centers more efficiently.

When automation is used correctly, it can help reduce dependencies on manual processes and help organizations implement tools and processes that enable standard management and administrative tasks.

Our deliverables in the area include design, supply, installation, commissioning, testing and support for:

- Building Management System (BMS)
- Datacenter Infrastructure Management (DCIM)
- Network Management System (NMS)

Nevaeh develops, supports and maintains Open Source/J2EE web based applications in niche areas for government and corporate, mainly in the defense, health care, education, manufacturing and finance sectors.

Services Offered
- Development and implementation of custom built products/applications.
- Maintenance and support of existing systems, remotely at site.
- Creating/Managing dedicated off-site/off-shore software teams to achieve agreed targets as per international benchmarks and quality standards.

Nevaeh developed few simulation software using real-time time operating system, namely RTI-Linux. A real-time graphical Scan Stabilization Software was developed using digital controller based on i960 microprocessor. The console was a PC connected to the controller over the 1553 bus and through a RS 232 link.

Nevaeh worked with one of the defense units on a project that would get rid of complex and large hardware setup for health check-up of weapons. Nevaeh was assigned to identify and custom configure an ultra mobile computer which should be powerful enough to carry on such tasks in tablet like ultra-mobile rugged PC's and port existing software systems into a GUI based dashboard for carrying out health checkups of weapons.

Manpower Augmentation

In the last 10 to 15 years, manpower augmentation has gained wide spread acceptance as an outsourcing strategy across government organizations, public sector units and various mission mode projects.

Organizations have adopted this process in order to cater requirement of rapid implementation of projects as well as adaptation of rapid changes of technologies.

Manpower augmentation consists of sourcing, evaluation, training and retraining. Nevaeh over the past few years has provided this service to a number of esteemed government organizations.

Recruitment
- Campusing in Technical Institues
- Standard Selection Procedure

Training & Deployment
- Technical Training
- Process Training

Performance Monitering
- Establish Performance Indicator
- Production Analysis

Evaluation & Retraining
- Skill Gap Analysis
- Re-training

Facility Management & Support

The datacenter is at the heart of an organization providing vital access to and round-the-clock availability of IT systems and services and requiring a significant allocation of resources to ensure performance and reliability. Maximizing investments and achieving cost savings are critical business imperatives.

Datacenter Facilities Management services provide a full suite of offerings to manage the entire lifecycle of a data center. Our innovations in areas such as design, development, green IT, and service management give clients a competitive edge in environmental sustainability, network security and compliance.

Our support services can significantly improve your IT performance and reduce overheads. Our approach to service interruption avoidance is through proactive monitoring and providing responsive management. Should service interruption occur, our experts are quick to respond and minimize downtime. By making your support needs our responsibility, your organization not only benefits from an augmented IT support but also reduced operating costs. We carry out scheduled preventive maintenance activities to keep all the Data Centre Infrastructure systems in the best and desired working conditions. Back-to-back OEM support and SLA agreements are signed to extend the OEM support infrastructure and ensure high availabilities of the site.

Operation and Maintenance (O&M) Services

The objective of this service is to support and maintain all the systems supplied and installed during installation and commissioning. The O&M services shall essentially include but is not limited to the following.

- Day to day operation of datacenter systems
- Infrastructure systems monitoring
- Proactive and reactive maintenance
- Predictive and preventive maintenance
- Warranty support
- Call management
- Resource management
- Spare management
- SLA management

Major Clients

Key Partners

IT Racks & Enclosures

Managed Services

Electrical Distribution

Power Management

Power Generation

Interior Architecture

Compute Hardware

Networking & Communications

Fire & Security

Audio Visual

Monitoring Software

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