BCORAL

BUSINESS CORAL

Enterprise Solutions Provider

www.bcoral.de

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Business Coral Consultancy is willing to discuss with your departments any aspects of this proposal/profile. Any issues or queries arising should be addressed to:

Business Coral Consultancy (SMC-Pvt) Limited:

3rd Floor KPN House, Expressway,

Service Road, Sohan, Islamabad

Tel: +92 51 26 12186

Fax: +92 51 26 12 185

ACRONYMS

Bcoral	Business Coral Consultancy (SMC-Pvt) Limited and the group of German companies that include VPS GmbH, GS promotioncom GmbH, Casado Mobile GmbH
VPS	Vertriebspartnerservice GmbH
VoIP	Voice Over Internet Protocol
VPS	Virtual private server
IT	Information Technology
IPS / IDS	Intrusion prevention systems /intrusion detection systems
VPN	virtual private network
CRM	Customer Relation Manager
HRMS	Human Resource Management System
IAAS	Infrastructure as a Service
PAAS	Platform as a Service
SAAS	Software as a Service
PHP	Personal Home Page
CDN	Content Delivery Network
SQL	Structured Query Language
POS	Point of Sale
RFID	Radio Frequency Identification
QR-code	Quick Response Code
OMS	Operations Management Suite
JEA	Just Enough Administration
JIT	Just in Time Administration
DIDs	Direct Inward Dialing
Wi-Fi	Wireless Fidelity
SIP	Session Initiation Protocol
SDK	System Development Kit
GUI	Graphical User Interface
ESS	Electronic Switching System
OSI	Open Systems Interconnection
PPQA	Process & Product Quality Assurance

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1. INTRODUCTION AND OVERVIEW

In 2018, BUSINESS CORAL CONSULTANCY SMC-PVT LTD has been launched in Pakistan as the sister concern, extension and a project of VPS- Vertriebspartnerservice GmbH established in 2015 (and formerly known as Sharzan GmbH). The top management of both the companies in Germany and Pakistan are the same. The Company is an Information Technology company catering the needs of the telecommunication sector by specializing in VoIP, switch and tariffs minutes and in the German market. The company has in no time attained popularity among the big players of the world like Telephonic Global to work as strategic partners in the German market.

We are based with our headquarters in Frankfurt and Islamabad and branch officers in Berlin, Munchen. We have the tremendous experience of global market as far as creating total and far reaching arrangements from the scratch to the usage and achievement level. Examining the market needs, we create ideas, structure, IT Architecture, solution and its coordination; promoting and usage for our customers and the mobilization of concerned partners of the product or program are additional services we give to our customers.

We take pride in our strong capability for designing and engineering robust software using mobile, web and cloud technologies. We have managed to rapidly build and grow a world class team of highly qualified Project managers, IT professionals, and Telecom engineers ready to take on diverse and challenging software and technology development projects.

Currently, we have a huge base of consumers and over 3000 clients. We have built highly successful partnerships with some of the leading technology businesses of the world and our highly satisfied customers include; Telecommunication Service providers like E-plus, Ortel Mobile and Vodafone International and clients in the consumer industry and medicine and pharmacy etc

We strongly believe in real value creation - for our partners, affiliates, community and society

For more information please log on to www.bcoral.de

1.1 OUR MISSIO AND VISION

Vision:

Our vision is to emerge as leading provider of technology solutions and platform provider to clients across industries, businesses and trade associations worldwide.

Mission:

Our mission is to contribute to the competitiveness, success and growth of our clients and partners through the delivery of scalable and customizable technology solutions and networks.

1.2 OUR CORPORATE SOCIAL RESPONSIBILITY AND SOCIAL SUSTAINABILITY

1. Bcoral is the proponent of technology that covers both solutions and services. Since its inception, Bcoral has been addressing health, education, worker welfare, and good governance through awareness campaigns, programs, novel and latest models and technology solutions in the form of gadgets and portals to expedite social mobility among the masses.
2. Bcoral believes that education empowers individuals and supporting this sector means creating change agents to bring about a positive change in the society, therefore, server based educational gadget as the digital ID or the assistant of the student for life is worked upon to be introduced in near future.
3. Bcoral has created job portal with the nameto place Pakistani professionals in UAE job industry, this portal is to be handed over to Pakistani consulate in Dubai.
4. Bcoral endeavors to boost and assist exceptional individuals who are limited by financial obligations in realization of their true potential through the platform of “Enterprising Pakistan”- to establish healthy and active industry-academia linkage.
5. Bcoral is also an economic portal to link Pakistani industry with the international businesses, trade associations and think tanks to promote exports

1.3 INDUSTRY SEGMENTS

Bcoral believes that real value lies in the smooth and consistent relationship between the customer and the provider that require innovative technology solutions and platforms to foster interactivity and connectivity to bring real change in the dynamics and indicators of economy. Bcoral have been serving following industry segments.

- Telecommunication Sector
- Corporate Sector
- Education Sector
- Health Sector
- Job Industry

1.4 PORTFOLIO

Bcoral has a chain of partners in the international industry through its sister company VPS GmbH which provides a strong base of various technologies, working experience, certified and skilled human resources and financial backing of millions of euros. With a resolute commitment to delivering the very best work for our clients, we will continue to build on our position and serve solutions in the following areas:

- VoIP applications.
- Retail Distribution portals
- Digital Marketing Solutions
- Recruitment Portal
- Economic Portal
- Enterprise Solutions.
- Process Automation.
- Helpdesk solutions

Our solutions excel in providing organizational objectives through managing information, planning activities, and automating business processes to ensure successful delivery of expected business outcomes.

1.5 CORPORATE PROFILE SUMMARY AND COMPANY MANAGEMENT

Registered Name	Business coral Consultancy (SMC-Pvt) Limited
Established Since	18 November 2018 (Pakistan)
Company Executives	CEO: Mr. Mohsin Raza
Board of Governors	Mr. Syed Mohsin Raza Mr. Gulam Haider Mr. Ashfaq Jumani
Company Management	Vice President Technology Consulting: Vice President R&D: Vice President Service Delivery:
Islamabad Head Office	KPN House, Express way, Service Road, Sohan, Islamabad-Pakistan
Frankfurt Office	Munchener str.48, 60329, FFM, Germany
Eschborn Office	Mergenthalerallee. 45-47, 65760, Eschborn, Germany
Head Office Phone & Fax	Phone: +92 51-2612186 Fax: + 92 51-2612185
Company NTN Number	2812687-4
Company Registration Number	5127097
Company STRN Number	

1.6 PARTNERS IN THE INDUSTRY

Business Coral Consultancy (SMC-Pvt) Limited being the sister company of VPS-GmbH is proud to be in the club of international partners/ strategic allies that help us offer turnkey solutions and consulting services including:

GS Promotioncom GmbH

Casado Mobile GmbH

Ortel Mobile GmbH

Tebio GmbH

1.7 OTHER AFFILIATIONS

Sister Company of VPS-GmbH

Legally Registered with FBR

Legally Registered with SECP

BANKING PARTNERS

Soneri Bank

Habib Bank Ltd

Naspa

Post Bank

Sparkasse

2. BCORAL SERVICES

We have a vast experience of international market, running a group of companies and providing multiple IT, Telecom sector related products and services and enterprise solutions to the international clients. We offer customized and scalable services to serve your needs on both an enterprise level or on a smaller scale.

2.1 IT INFRASTRUCTURAL SERVICES & MORE

We **offer turnkey solutions and services** to the businesses **through our strategic alliances** around the globe leading to great help for them to achieve targets and create value for them. Our offerings include.

Business Continuity Services:

The business continuity or disaster recovery plan is one of the most important items in any company's armory. Bcoral can help organizations plan and maintain their business continuity in case of any disaster. For this purpose Bcoral has comprehensive expertise in upholding data and system availability, backups and restorations through different storage types using following:

- Business Continuity Planning
- Storage Backup & Recovery Solution
- Data Replication

Security and Networking Services

A secured, robust and reliable IT infrastructure is every organization's need. We can build such IT infrastructure through various state of the art hardware and software solutions from different partners,

- Firewalls
- IPS / IDS
- Routers, Switches, Access Points
- Spam & Web filtering Solution
- Endpoint Protection/Antivirus Solution
- VPN/Remote Access Solution

Virus / Spyware Detection and Intrusion Prevention:
We can help protect your computer systems from the escalating and never-ending threats posed by harmful viruses, intrusive spyware and adware, as well as malicious hackers.

The solutions we deploy and manage will help:

- Prevent the infection and spread of computer viruses, worms and Trojans.
- Detect and remove spyware and adware programs that may be
  - Consuming your computer's precious resources.
  - Capturing and transmitting sensitive information to third parties.
  - Creating conflicts and instabilities on affected systems.
  - Detect intrusion attempts on your system(s) that may otherwise go unnoticed.

Content Management:

We can implement a solution that will allow you to monitor and filter your organization's Internet usage. These solutions will enable you to:

- Monitor your employees' Internet use.
- Restrict what information is retrieved or sent out via the Internet.
- Block web surfing for a list of unapproved sites.
- Avoid liability for inappropriate Internet use (e.g. gambling etc.).
- Ensure compliance with company policies.

Offsite system back-ups:

We can create a backup system that will allow your information to be stored securely on one of our servers as well as on your server. This can ensure you that your information is available in case of an emergency at your place of business.

Managed Security Services:

We can monitor and maintain your Internet security systems for you once they are in place. We have a variety of fixed-rate services depending on your needs. Our proactive approach to security can save you money and help keep your network safe and reliable.

Computer Hardware Solution:

We are specialized in the field of both **Computer Hardware and Software** and have expertise in mapping, designing and deploying of following computer hardware solutions and products.

- Blade Server Solution
- Storage Network Solution

The products covered by us include:

- PC (All in One, Desktop, Notebook, Tab, Mobile/Handheld devices & Workstations)
- Servers (Desktop and rack servers)
- Monitors

- Power Backups (Small and Enterprise Online UPS solutions)
- Storage
- Computer Peripherals & accessories like Adapters, battery, Pen Drive, USB Hard Disk and Toner etc.
- Projectors / Presentation Products
- Printers (Dot Matrix, Deskjet, Laser and Multi-functional Printers)
- Security (UTMs and Antivirus etc.)
- Software Solutions

We have a vast experience of international market, running a group of companies and providing multiple IT, Telecom and mobile sector related products and services to the international clients. These services are;

- Desktop Software & Website Development
- Mobile Application Development
- SMS Marketing
- Web Hosting & Server Maintenance
- SEO Services
- Blogging Services
- Graphic &Web design services
- Cloud Services

2.2 TELECOM SECTOR SERVICES

Business coral consultancy helps customers in overcoming business challenges in the telecommunication market and we provide following services:

Online Recharge System

The system allows the clients in the retail channel to offer following services to the consumers as:

- Recharge Prepared Cards
- Transfer credit quickly with safety

Online Sim cards Activation

This activation portal enables the buyers of the new sim connections to easily and quickly register themselves with the sim card providers

VPS Billing System (CMS)
We provide diverse services to our clients in online business that optimizes their business processes and online transactions

- Track, categorize, and send invoices to your clients online
- Accepting online payments and booking these with the help of powerful accounting reports
- Track inventory in real-time

2.3 WEB BASED SOLUTIONS

We Provide Web Based Solution in Different Departments

Education:

- School/ College Management System
- Exam & Library Management System

Office Solutions:

- Customer Relation Manager (CRM)
- Human Resource Management System (HRMS) & Payroll

Retail/ Business:

- Cargo Service Management System
- Restaurant& Hotel Management System
- Hospital & Pharmacy Management System

Web Based Portals

- Bulk SMS Web Portal
- GYM Management System
- Real Estate Portal

Windows Solution:

- School Management System
- Hospital Management ERP
- Inventory Management System
- Medicine & Pharmacy Management

2.4 CLOUD SERVICES

Cloud computing is on the rise. In practice, it is the use of remote servers or development platforms on the Internet rather than an own physical local server. It facilitates storing and managing data in most efficient way and those businesses that have already tried the cloud, now wonder how one could run business operations without it. Commonly, we categorize cloud services into infrastructure as a service (IaaS), platform as a service (PaaS) and software as a service (SaaS). It is all about efficiency, resource economy, cost reduction. Bcoral Cloud Platform helps to build, deploy, and manage apps with using such programming languages as Node, Go, Ruby, Java, Swift, Python and PHP. Among 120 offering services and products, you can find tools to operate compute process, network (CDN, VPN), security, data management (SQL, NoSQL) and analytics (Apache Spark), etc.

3. BCORAL PRODUCTS

Bcoral has the ample experience of international market in terms of producing complete and comprehensive solutions from the scratch to the implementation and success level. Studying the market needs, we develop concept, design, IT Architecture, solution and its integration, marketing and implementation for our clients and the mobilization of concerned stakeholders of the product or program are extra service we provide to our clients.

Some of the products are mentioned as follows:

- Customer Royalty Card Solution
- View On Air
- Novacall International Calling App
- Bcoral Economic Portal
- Jobneedi Portal

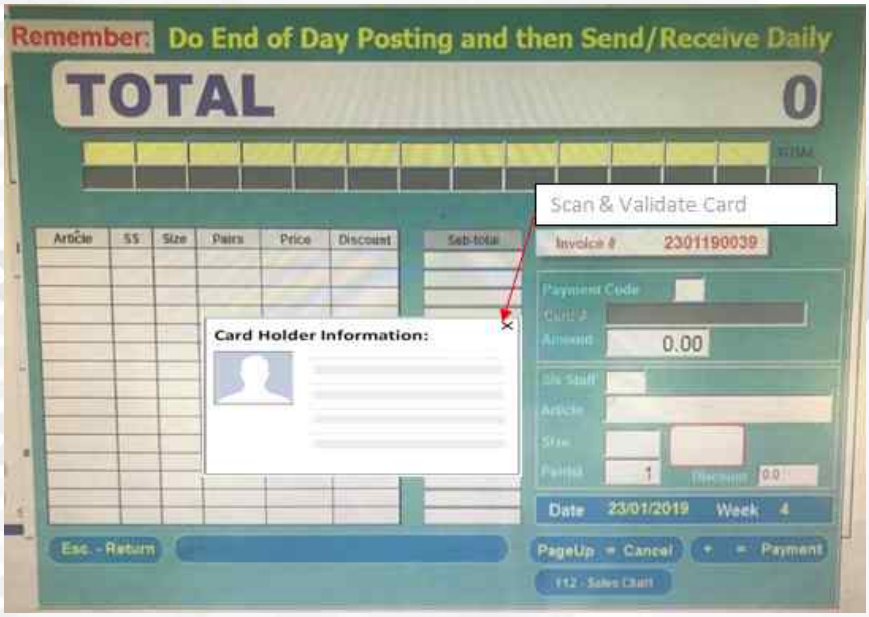
Bcoral is focused on investing in new products and developing long-term plans with incremental milestones to benefit from the technology's future progression.

3.1 CUSTOMER LOYALTY/ROYALTY CARD SOLUTION

Bcoral provides complete solutions of both Loyalty Program in the form of points collected by the purchaser to cash those when certain limit is achieved or Royalty program in which the card is the tool to ensure the royalty in the form of fixed discount to the cardholders by integrating it with the market through a full-fledge IT solution.

The integration or connectivity of card is a challenging task as it requires particular infrastructure in the market to read it by means of certain devices at the sales point. In order that the POS module of the vendor is able to validate the at the time transaction, we provide features on the card:

- ❑ Barcode,
- ❑ RFID or
- ❑ QR-code
- ❑ There has to be certain features in the POS module of the vendor to validate the card and to share the data of the usage with the portal in form of report as complementary part of the program that confirms the effectiveness of the initiative. The following photo explains this fact:



All such arrangements help establish a proper channel to run the program on stable and long term basis

We provide login rights or interfaces of the portal to the stakeholders of the program. In order to provide services to a huge number of applicants that are scattered in different regions. We engage following stakeholders and assign their definite roles in a special working relationship with their login rights as

1. Company Login-- who want to use card services for its workers
2. The Card provider—Bcoral is the super admin
3. Vendor Head Office Login—The Brands
4. Card Merchant Login-- Points where card issuance requests will be processed
5. Sale Merchant Login--Points of discount deliverance/ POS

Our client company may have full controls over the program as:

- Edit/ Disable Card Holder Profile
- Assign Card to Allowed Vendors and their branches
- View Employee Card Usage
- Apply Card Rights
- View Vendor wise/ branches wise card usage Data and reports
- Daily/ Weekly, Monthly Card Usage per employee, per vendor and per branch reports
- Total employees statistics and reports
- Generate API key and Secret Key to integrate Card Features in their System

Features of Our Card & Key Applications

Bcoral Discount card can be used in following ways

- Brands Discounts
- As Identity Card
- Attendance Card
- Door Lock/ Unlock – Work with Door RFID Machine
- Companies Application Authentication
- Check-in / Check-out
- Special Authentication
- Access Controls
- Public transportation
- Event ticketing

PROGRAMMING FRAMEWORK AND ARCHITECRURE

Particulars	Recommended Configuration
Frontent & Design	HTML, CSS, Bootstrap, Javascript, Jquery
Programming Languages for Backend	ASP.NET, Microsoft Libraries
Database	MS SQL Database
Programming Architecture	BCoral
Server Specification/ OS	Windows OS

How we ensure security and prevent misuse? We

- Build a secure foundation. This section discusses how to help ensure Windows Server is a secure foundation for running your apps and services by using Windows Server security updates, Group Policy settings, Local Script tools, and Microsoft Operations Management Suite (OMS).
- Protect privileged identities. This section discusses how to help protect your privileged identities (accounts with elevated privileges, such as members of Domain Admins) from theft by using Just Enough Administration (JEA), Just in Time Administration (JIT), Credential Guard, Remote Credential Guard, and Advanced Threat Analytics. Additional

protections include the usage of Privileged Access Workstations, which is not covered in this document.

- Harden Windows Server. This section describes how to help protect the apps and services running on Windows Server by using Control Flow Guard (similar to /GS, DEP, and ASLR), Windows Defender, Device Guard, AppLocker®, and Microsoft OMS.
- Improve threat detection. This section describes how to help detect security threats faster by using improvements in Windows event log entries, Windows Server auditing, and Microsoft OMS.

3.2 VIEW ON AIR

Our company executes projects of hardware installation, maintenance and provides servers services both wireless and the local server networking. It is pertinent to mention as such project in which cloud technology helps in establishing and sustaining networks on wider area like we have “View on Air”, a digital signage project of our company to establish interactive kiosk. This is a marketing tool that allows the companies to reach to scattered audience, to target local audience for exclusive advertisements through the remotely installed screen. Exposure to messages with specific appeals not only helps in promoting cross-sales of special items but also transforms a screen into a point of sale. This ultimately helps companies to devise strategies to influence customer's decisions

The Technology requirements to establish this network include:

- Cloud technology helps in establishing and sustaining networks on wider area
- Android 5 plus versions installed on OTT TV BOX are the smart hardware to run the monitor
- Internet accessibility overcome the barriers of local servers
- Software solution allows the provider centrally control all screen from one point
- Smart monitors with multiple ports are installed at the desired location

The Features include:

- Audio-visual presentation
- Multiple admin rights to give access within given space in the cloud
- Every advertising company may have reasonable duration

for adverting in a given time slot

- The status of the monitors in the market place can be viewed to be active or inactive
- On the basis of which maintenance is ensured
- Multiple presentations can be given on the same screen like news, weather, time, photo-video advertisement so on

We have more than hundredinstallations of digital signage **display**Germany wide which are installed by our IT and engineers' team. ORTEL Mobile GmbH is one of the big buyers of our services that includesfull package of

(1) Hardware (18 inches Monitor+ android TV Box+ 10*3 Frame of beautifully designed fiber class display) that is
(2) Powered by our software
(3) Maintained by our company
(4) Providing Cloud services

For these country wide distributed network of installations that is connected through cloud server to get centralized data and access.

Our digital signage displays

3.3 NOVACALL

Novacall is Calling Card/ VoIP solution with Switch, Billing, DIDs, Mobile App and Backend Management. It is been used to servethe ethnic market for international calls and messages in Germany. This app enables Wi-Fi calling rather than using the traditional mobile network which makes it different from many of the previous calling tools as well. VoIP communication is more efficient than legacy telephony and benefits those in poor signal areas and be able to harness the power of available Wi-Fi networks to stay connected. Seamless connectivity on mobile and Wi-Fi is a key part of our future strategic direction to support embedded voice and text over Wi-Fi.

NOVACALL SIP Phone SDK provides tools and components to quickly add SIP (Session Initiation Protocol) based dial and receive phone calls, audio and video conferencing feature in your software applications. It accelerates the development of SIP softphone having your own GUI (graphical user interface) and brand name.NOVACALL SIP Phone provides SIP tunneling Server which makes the SIP and VoIP communication possible and users dial and users receive

VoIP phone calls in VoIP blocked countries.NOVACALL provides functionality to develop call center coaching services. In which supervisor instructs to the agent in real-time. But customer does not hear the voice of the supervisor.

Technologies include:

- VoIP:- WebRTC, FreeSwitch, Asterisk, Kamailio
- Mobile :- Android, iOS, Windows, HTML5
- Backend :- Linux, PHP, C#, ASP.NET
- Databases :- MySQL, MS SQL,

The electronic **switching** system (ESS) and Open Systems Interconnection (OSI) communication model are responsible to channelize the incoming data from any of multiple input ports to the specific output port that will take it toward its intended destination by enabling

- Digital electronics and
- Computerized control

The Features of the app include:

- Audio Call
- Messaging
- App-app connectivity

We solve customer's network and integration problems by using diverse technologies, customized software solutions and switch services to any company in the world. Our expertise helps our customers in getting the most out of their network investments through network planning and design facilitation, network infrastructure optimization and diverse customer's network integration and our dedicated telecommunication switch allows us to handle huge call traffic interconnecting telephone circuits for the purpose of establishing telephone calls.

3.4 BCORAL ECONOMIC PORTAL

This platform is created to promote exports by creating linkages among the trade associations and the individual business members across the globe that can sell their expertise or ask multiple trade enquiries to save time and reach the desired party. This platform best serve the interests of economic diplomacy due to its design and features

The Features:

- Trade Enquiry Mechanism
- Connecting with Bigger Community
- Dialogue Tools
- Database of Importers and Exporters
- Market Intelligence
- Online Trade Consultancy
- Event Planner

These are some of the features going to make it the best IT platform to provide opportunities for engagement of the government officials, institutions, economists, buyers and sellers to evolve a new business eco-system just like the phenomenon of corals in marine settings with the exception of creating a mini Wikipedia of economic information of Pakistan.

What makes Bcoral different from other solution providers is that the others make features but we make solutions. As the concept, platform and administrative model or the division of tasks on the basis of role in the trade process make our product a complete trade solution for government institutions and the ministry.

This platform has support mobilization arrangements for problem solving and quality assurance of ongoing processes. As the tools of the platform provide best engaging environment to the service providers and the service recipients who are accessible to each other rather remain connected in real time. There is

- Query mechanism
- Online Presence
- Connectivity
- Messaging
- History
- Reporting
- Online consultancy and training

3.5 JOBNEEDI

Jobneedi believes that "Humans are creative and social beings in a productive enterprise" who can add to the betterment of the economies. Since hiring and firing is a continuous process so we have made our objective to supply the human resources to the companies and provide all the processing services to both the companies and the candidates--free of cost Jobneedi is a Germany based team of professionals who emphasize on attracting the top German talent to fulfill the demands of the Middle Eastern countries for higher quality professionals. This would not only keep their human capital investment under control but also would provide them the required candidates in time within the frameworks of consumer demand in the future.

JOBNEEDI Features for the user side:

- User can register your self
- login module
- User can update own profile
- change password
- Search Different Jobs
- Upload Resume
- Update Profile

Features for Admin:

- Admin can control the whole data from admin panel
- Change the prices of services.
- Manage the all register users
- Change the content of the site
- Update the users profile

WORKFORCE MANAGEMENT

Workforce Management allows service organizations to comprehensively monitor the attendance and productivity of their staff in by using effective scheduling, monitoring tools. Additionally, automation of processes, such as field operations, becomes simpler and faster. The key to success for maintenance companies lies in the speed and quality in which they can respond to the needs of the customer. Our services and solutions allow you to increase efficiency through:

- Data collection
- Task Management.
- Cloud based platform

4. ISSUE HANDLING & ESCALATION

The success of the Information Technology Systems depends on the sound support system. Client support within the time, graceful resolutions of the issue that user face while interacting with the system, enables solution provider to serve the user better and streamline their client support to follow on their Service Level Agreements that eventually gives Solution provider a Comparative advantage to capture the market.

Help desk support is inevitable for any new existing business. Even if the majority of business is off-line many people prefer online (Email) product and service support. What matters the most is that customers and their issues resolved quickly and personnel need a way to effectively manage their work.

To make and receive calls when you are on the go is a recipe that has added the element of novelty and creativity in V-Connect.

The solution can be deployed in the CSP infrastructure and can provide the following services to the subscribers.

- Audio Call.
- Online Presence.
- Messaging etc.

ESCALATION

As per our support services concept, we let our clients reach us using various tools like email, telephone calls and ticket logging on helpdesk facility can also be provided which is bind to category and farther distributed to sub category. A threshold value in term of time span in defined for escalation to respective manager. Both response time of ticket and its resolution time is monitored by the concerned individuals are mentioned below. Detail communication plan will be prepared for the major/minor issues with their respective resolution time.

Responsibility Matrix for Support Mechanism

Sr. #	Type of Support Task	Responded by / Action Taken by
1.	Ticket Logging & Tracking	Helpdesk Staff / Support Personal
2.	Incase no response is given within defined threshold.	Project / Operation Manager.
3.	Incase issue is not resolve within defined threshold.	Project Director / General Manager

No service is complete without support during and after implementation of the solution or the execution of the project.

Therefore, we will provide Level 2 and 3 technical support from 9 till 6,5 days a week for warranty period only. After warranty period a separate SLA will be signed in order to continue comprehensive support for the installed equipments of computer systems.

Typically, when a software / hardware user calls for technical assistance, a level 1 support personal tries to answer all questions, which might include help with simple problems or general "how-to" questions. This also includes the on –site visit in order to diagnose the issue on to the level resolve the issue as well. If the question is more complex, the use will be passed on to the level 2 support personal. Level 2 questions will deal with advanced features and possible product bugs or failures.

There are two main reasons for having a 2nd Level Support. Calls handled if the problem is complex and required system administrator to diagnose.

This is the highest level of support in a three-tiered technical support model responsible for handling the most difficult or advanced problems. It is synonymous with to make necessary changes in product (patch work) to provide

5. QUALITY ASSURANCE

Quality assurance has been our core value and prime responsibility throughout history of project execution in the German market. We emphasis on:

Process and Product Quality Assurance: The purpose of Process & Product Quality Assurance is to provide management with appropriate visibility into the process being used by the software projects and the products. Process & Product Quality Assurance (PPQA) consists of those procedures, techniques and tools used to ensure that Projects in BCORAL meet or exceed pre-specified standards during its development cycle.

It involves reviews and audits of the software work product and activities to verify compliance with the applicable procedures and standards and providing software projects and affected groups with results of these reviews and audits.

Process quality assurance activities are described under following headings while product quality assurance has been described under Verification and Validation process.

Quality Assurance/Quality Control Plan: Client satisfaction is of paramount importance to bcoral. Into each of our projects, we built a rigorous performance monitoring plan to ensure not only timely deliverables, but quality ones. We have a dedicated, in-house project management systems team to ensure quality and mitigate risk. We manage for quality based on constant client communication and feedback. Touching base early and often each process means that we remain is synch with the client expectations. We do not let unmet needs go unaddressed, and we make sure that the client's expectations are met.

Quality Assurance in all materials, supplies, and services provided to the department of state.

6. PROJECT LIFE CYCLE

BCORAL delivers the project utilizing the Project Lifecycle process as illustrated in the figure below and detailed in the subsequent sections.

7. HOW TO CONTACT US

We are glad to answer your queries. Please feel free to contact us at any time for any questions or additional information.

Tel: + 92 (51) 2612186

Fax: +92 (51) 2612185

E-mail: info@bcoral.de

OFFICE LOCATIONS

Corporate Head Office, Islamabad

KPS House, Expressway, Service road,

Sohan, Islamabad, Pakistan

Corporate Head Office Eschborn

Mergenthallerallee 45-48

65760, Eschborn, Germany

Frankfurt Office

Munchener Str. 48

60329, Frankfurt am Main, Germany

HELPDESK

Tel: + 92 (51) 2612186 / +49-69-26958320

Email: servicedesk@bcoral.de or info@bcoral.de

Website: ww.bcoral.de