

Tathya

Company Profile



We Mean Information, Literally

Company

- Company founded in 1997 by an academician with just one computer and 3 owner-executive-operatives. Presently employing 200+ FTEs with 500+ computers! Installed capacity to employ 900 FTEs.
- First Project: A contour generation software that was offered as a service. Early experimentation with the KPO concept!
- Angel funding by a satisfied client in 2005. We implemented e-commerce and various service oriented architecture elements way back in 1998-99 for their Car Rental Reservations business!
- World class infrastructure in place. Redundant capacity. **ISO 9001:2000.**
- Satisfied reference clients from USA, UK, Ireland and Dubai.



Sustainable Competitive Advantages:

- **Thought Leadership capabilities in the core leadership.**
- **Diverse leadership experience providing a wide coverage of business as well as technical areas.**
- **Consultative and intellect intensive approach to drive process improvements for the clients.**
- **Agile training facility in-house that transforms fresh graduates into valuable resources very quickly.**
- **Strong alignment with local academic and research institutes drawing a steady stream of talents into the company.**



The IT and IT Enabled Services:

Enterprise Applications:

- Car Rental Reservations ERP and Workflow Automation.
- ERP System Deployment for Mining Industry.
- Workflow automation and ERP for Life Settlement Industry.
- Online Learning and Tests.
- Document Management.

Healthcare:

- Electronic Health Records Processing including Redacting Services

Forms and Transaction Processing:

- Paper Forms Digitisation, Indexing and Coding.
- Large Scale Litigation Coding and Document Review Services.
- Web research and content aggregation services.
- Back Office outsourcing facilitation, implementation and resourcing.

Quality:

We follow rigorous automated and manual testing for our IT projects and all our Back Office offerings are backed by quality guarantees of more than 99.97%. We follow the BS-6000 Sampling Inspection Plans to keep a check on the Outgoing Quality of all work.



Inbound and Outbound Call Center:

Recently we have added a Front Office component to our already successful Back Office Outsourcing offering. This has made our offerings more wholesome and has enabled our clients to deal with a single provider for all their process outsourcing needs.

Tele Sales:

Be it a B2C sales/survey campaign or be it a high end B2B appointment fixing engagement, we have highly experienced tele-sales professionals who are fanatic about what they do.

Inbound Support/Booking:

Our BPO executives are highly experienced and quick on the uptake because they have honed their skills on a number of challenging KPO/BPO projects for the last 3 years - both in the Back Office and the ones requiring voice interactions.

Call Quality Monitoring:

Our real time quality inspection detects agent call quality variations within minutes and our training/re-training team takes over within a maximum of 15 minutes. This real time caller re-training increases our conversion rates dramatically even for fresh recruits. We will guarantee you your money's worth.



Innovation Incubation Services:

We incubate innovative ideas in Build-Operate-Transfer model. The following are some of our current projects in this genre.

Cloud Computing:

IMOD Technology Platform for Kaavo Inc.: Infrastructure and Middleware On Demand (IMOD) is an innovative idea to use the Amazon Elastic Computing Cloud (EC2) platform for on demand hardware/software provisioning.

Power System Simulation:

Power Network Simulator for PowerSys Technologies Pvt. Ltd. (A company formed by Tathya and two IIT Electrical Engineering Professors): This software was written for use by the National Power Grid Corporation by the Electrical Engineering Department, IIT, Kharagpur. The software is now being re-packaged for commercial release at Tathya.



Virtual Tour:



Tathya Customers and Partners

भारतीय प्रौद्योगिकी संस्थान खड़गपुर
Indian Institute of Technology
Kharagpur



PRICEWATERHOUSECOOPERS



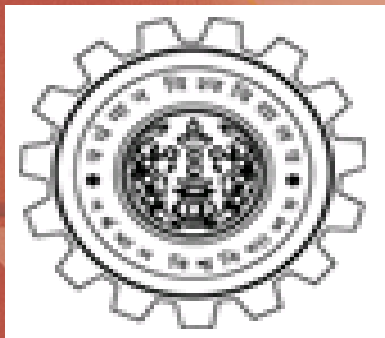
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Thank You

Tathya Headquarters

Contact: Indranil Mukherjee

Swastik, 4th Floor

V.I.P Road, Teghoria

Kolkata - 700059, India.

Phone: +91 33 2573 0888

Fax: +91 33 2573 8041

Email: indranil.m@mailtathya.com

Website: <http://www.tathya.com>

Tathya Europe

Contact: Colin Hoskins

Donaghadee, Ireland

Tathya Europe

49 Warren Road.

Donaghadee, Northern Ireland

BT21 0PQ

UK

Phone: +44 781 012 2229

Email: colinhoskins@btinternet.com

