



## ABOUT US

Hiya TechSolutions is a Private Limited Company developed by its Directors in the year 2009. We are licensed to carry out IT and ITES Services. We are currently handling domestic as well as International Projects and our strength is always growing. Our Main business interest are to obtain a good height in IT and ITES outsourcing Industry offering quality services in a cost effective manner but with employing capable Individuals. We are located in Madurai; one of the Ancient cities in the India as well as it qualifies as one of the architecturally enhanced historic places that have many occurrences in older epics in Hinduism. Even though Chennai is the Head quarters of Indian IT and BPO sector in TAMILNADU, Madurai can be said as the next biggest place for Outsourcing and we already have several companies doing both IT and ITES services with the Global Customers here in Madurai. We are one among them offering IT services like Software Development, Web Development, Software Testing, Web Development, Website Maintenance, Website Designing and ITES Services like Technical support through Voice, Chat, Remote Support, Business Processing and Outsourcing Services (BPO) dealing with both backend and Front end tasks, health care services, MIS and also Knowledge Processing and Outsourcing (KPO) dealing with data organization, database maintenance, Content writing, Technical Writing, Search Engine Optimization, Traffic Building, Bookmarking etc..

We have a Medium Sized Set up with more than 20 seats and is expandable up to 50 plus. Our Infrastructure has wireless connectivity from two different leading Internet Service Providers in India. Our Mainstream Data line functions at 8 MBPS and our back up line operates at 2 MBPS thus facilitating nonstop work pleasing our existing employees and Clients. We believe in Raw Power when we look into the Computing Needs and that's why we have all quad cores and I core 3 Machines capable of stretching more than 24 hours per day. We always respect People's clear and bigger vision which is very vital for better productivity and that's why we have all LCD Monitors measuring 20 Inches.

Our Directors are young and qualified Masters in Physics and Computer Science with rigid experience in Managing Different International Software Programming projects, Web Development projects, Software Testing Projects, Symantec Support Projects and British Telecom Support projects from Multi National Companies like Toshiba, HCL, E4E who are the leading IT and ITES service providers in INDIA.

*We have a clear cut Employee Management techniques and we follow our own Hierarchy of Employees were not only the leads and Managers have the power of creating Ideas but also the Level 1 Employees, we are passionate to create a difference and to re-iterate Indian Outsourcing Industry.*

We Employ people who can practically implement the Ideas the papers they turned over taught them and all of our Employees will have a challenging level of Education behind them. Since we are located at the extreme south of India, we really add cost effectiveness and quality to your business at surprising costs that would keep you interested without making you search for other providers in future....

### **Our Mission**

We always know our capabilities and our reach, we are set to expand with aid of presence of our customers throughout the world, Mission of our Company is to "stabilize our company as a skill full, inevitable and cost effective service provider who can exceed the expectations of global customers and redefine the Indian Outsourcing".

### **Our Vision**

We believe in offering quality service with satisfaction guaranteed at the same time we don't aim at maximum benefit but will keep our Employees satisfied to the core as well as offer them most innovative and advanced facilities while working for us. We believe that managing the Employee satisfaction is directional to the growth of our Company. We recruit those who has a promising career experience rather than those who have academic excellence but poor communication or creativity.

### **SERVICES**

We Offer exceptional IT services for global customers throughout the world and we aim at turning out as an comprehensive IT business solutions provider and your favorite offshore Outsourcing Solutions provider cutting your business costs more than many times. We have a profound experience in Software Development, Application Programming, Software Testing Solutions, Web Development, Web Designing and we are deep in following Technologies:

Microsoft Technologies (Asp.net, .Net, Vcc, C++, Vb, Database, MS SQL, SQLite, XML, PHP, AJAX)

Java Technologies (Java Script, J2EE, My SQL, ORACLE Etc)

Linux and Unix Technologies (Linux Application development, RPM package Building, Python, Pearl, Shell scripting, Kernel Development, Linux Application Compatibility Testing etc)

Software Testing Solutions (Black Box Testing using Silk Test Tools, Load Runner tools etc and White Box (coding) testing.

Website Maintenance, adding dynamic content, maintaining the customer database, website traffic analysis, Search Engine Optimization services involving link submission, increasing keyword density, Click Through Rate increasing, optimizing content inline with keywords, article rewriting to enhance stickiness of visitors, Social networking, forum installations etc are out other major services.

We offer the above services through qualified professionals certified in various domains by respective Software and Hardware leaders like Microsoft, Red Hat, SUSE, CISCO, IBM STS etc. Apart from above services we offer, we are maturing on Web Designing and Mainframe and other Server Technologies like Apache, Tomcat etc. We are confident to offer competitive solutions as we have a challenging team of individuals always focused on creating new ideas and inventing straight through solutions realizing the complexity of spiral techniques. We currently have several US and European Customers to whom we offer high level of service in Software Development and Web Development. Our offshore Outsourcing Solutions adds value to your business by ensuring higher quality, faster productivity and we analyze your business requirements before we start the development process. We have achieved high level of accuracy and less number of bugs in the recent application development projects we were involved in and hence we are looking forward towards complex challenges. Feel free to reach our [Contact Us](#) page to ask for the service, cost quote, time requirement etc. We respect our customers and will offer you the most comprehensive solutions and hence you can be more confident while doing business with us. We do respect our visitor's feedback and the request of operations they are looking forward to outsource to us. We guarantee you that we will not only give you a chance to cut cost but we will analyze your business strategies and will offer you added value services that would best suit your business and catalyze its development.

We are specialized in providing IT Services like Web Development, Application Management, Development, Software Testing and ITES Services like Remote or Technical support through Email, Chat, Backend Process, Data Capturing, Data Management etc. We Will be Keen, focused and Sharp to analyze your support system deployed and will offer outsourcing Ideas and will take up your support and backend tasks sharing your business load almost at no cost offering the support services at same quality without compensating on productivity with the aid of support and data management experts with professional experience in worlds biggest telecommunication networks. We offer following BPO Services and KPO Services:

### **Customer Support:**

We offer customer Support solutions through Chat, Email and Remote. We have a set up ideally suited to carry out customer support with high speed connectivity and hassle free wireless networking and calm atmosphere. Our founders have five plus years of experience in planning different support solutions for various foreign companies. We can tell you the right kind of support solutions and would guide you with right kind of resources to excel your back end and support activities cutting the cost beyond your expectations.

### **Technical Support:**

We are experienced in providing high end technical support to resolve calls on Os failure, pc hardware failure, Internet troubleshooting Broadband ISP support, Antivirus trouble shooting. As said above our facility is again ideally suited for tech support through chat, Emil and Voice, We have out of box voice solutions where we can reach your customers anywhere in the world and can offer call backs to resolve their issues real fast. We maintain very good AHT and offer 24/7 solutions and can serve you all 365 days per year. As you expect, we employ highly skillful Indian support experts who are geeks in technical trouble shooting. We respect every customer as our Main stream customer and will appoint independent managers to control your support process. We also recommend direct quality checks so that you can keep up your confidence in outsourcing to us.

### **BACKEND and Data Related Processes:**

We have dealt with International US and European Clients in Data classification, data organizing kind of works and have earned huge respect among our clients. We are determined to resurrect your backend tasks and Non voice backend operations with the aid of Data experts and technically sound candidates who can definitely bring out the performance you ever dreamed off and can satisfy your customers paving you the way for more business for you. Data entry operations, Captcha entry processes, web path setting, Article writing, Data manipulation, site down time analysis are our other backend processes which can undertake professionally and perform to your expectations.

## **SOLUTIONS**

We Offer Straight-through Solutions without disturbing your Business Model with the aid of Intellectual resources. We have a team of experts who would analyze your business requirements, who will compare your requirements with the service potential of our company and then offer you wise solutions only if we are able to satisfy you completely. Our Business Interests are always to get more customers and to stamp the presence of our Company Globally while doing the business for minimal profit. We are currently capable of providing IT solutions as well as ITES solutions including all sorts of Development, Support and KPO works. We recommend our Customers to [contact us](#) directly without any sort of hesitation as we never consider the boundary restriction. We are looking forward to have Domestic clients as well since we are already into couple of domestic projects.

**We respect each of our customers as the big hearts of our company since we are just raising and we aim at building an empire rather than a company. We live by performance and quality hence offering free of cost back up resources considering your business loss and productivity loss as we respect each day in our office as a special day. We do not indulge ourselves in the projects which we are not expertise. Once we get your quote or business interest proposal, our team will get in touch with you, will request certain time to fully deploy the service you expect and then will progress on Agreement, other terms and the Start of the process. We also offer you comprehensive direct recruitment option since we don't want our Customers to be restricted while we recruit for them. We always welcome our clients to our place to discuss facts, analyze our infrastructure and to discuss the pre requisites and future requirements. We always give you the chance to implement the changes you expect in the process if you are interested to tweak certain aspects in the process on the due course and also offer probation time before we enter into an annual agreement so that you can have a check on us and analyze our performance before making the agreement a perennial one. We are prepared to work on your timings rather than on Indian timings if you want us to. Our flexibility will definitely impress you since we are not scared of working 24/7 and on all days of the year if your business demands.**

### **CLIENT TESTIMONIALS**

"Hiya TechSolutions have always given us the flexibility, confidence and Transparency we were looking forward to, as they manage our process as their own business and they take it professionally adding more value and satisfaction."

By: Mr. X, European Company

"Hiya TechSolutions have really benefited us and we never thought domestic outsourcing will be our perfect solution until we started working with them"

By: Mr. Y, Indian Company

## CONTACT US

We are an Indian based Information Technology, Business Processing and Outsourcing (BPO) and Knowledge Processing and Outsourcing (KPO) Solutions provider located at Extreme southern part of India, in a city called Madurai which is considered to be the second best centre for outsourcing following Chennai. We have clients and contacts all over the globe our slogan is *"We mean uniqueness and cost effectiveness in every aspect and we don't follow this world but rather want this small world to follow us"*

Feel free to contact us regarding the nature of work you are planning to outsource to Us, you can observe the difference we offer compared to other Companies just through our quote and solutions. We welcome proposals from all over the World and we offer complete business solutions that would favor your business, lets you concentrate on your front end, helps you do more by cutting costs considerably. We are a new born Indian IT and ITES Company but we have a rock solid confidence and strong hearted resources to help your business grow.

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