

# CSS Fact Sheet

## FACT SHEET

### Company Overview

#### About CSS

CSS is a global technology solutions provider offering Enterprise and Consumer Technology Support, Remote Infrastructure Management (RIM) and Software Development and Testing Services, aimed at optimizing customer's IT operations. CSS has proven expertise in delivering the entire range of technical and customer support services for both enterprise & consumer technology products and applications across geographies. With a unique "100% referenceable customers" mission statement, the company provides best in class operations support with focus on excellence in customer satisfaction.

Head-quartered in San Jose, CA, CSS currently has people working out of its global operations centers in Chennai (India), Utah (USA), Poland (Europe) and in the Philippines (Asia). CSS has over 80 customers including Industry leaders such as Alcatel-Lucent, Sun Microsystems & Blackboard Inc. and other Fortune 1000 companies are its long-term customers. CSS is a professionally managed, privately held company with investments from SAIF, Goldman Sachs and Sierra Ventures.

### Strategic Business Units - Service Lines

#### Research and Development

The Research & Development team enables independent software vendors and enterprises find solutions to their technology & business challenges. The Research & Development CoE (Center of Excellence) possesses highly specialized technology resources, adopts industry leading methodologies & frameworks, and builds proprietary tools to augment its technology solutions, all of which are leveraged for the benefit of its clients. Through continuous research, design and improvement of development processes and practices, this Center of Excellence helps clients achieve quality deliverables efficiently. The expertise in technology and process is supplemented with specific vertical domain expertise to customize solutions for each client's unique needs.

#### Independent Verification & Validation (IV&V)

The Independent Verification & Validation (IV&V) CoE has an impressive track record of helping clients enhance the quality and performance of their applications / products across 400 engagements, delivered successfully.

The IV&V CoE has a proven track record of completing 95% of its projects on schedule and a 98% testing efficiency on all projects. This CoE is the first IV&V-focused center to achieve SEI's CMMI level 5 Certification. CSS's expertise spans functional testing, testing for non-functional requirements, test automation, developing agile testing frameworks, load testing, performance engineering & optimization of vertical business applications, E-business applications, Service Oriented Application (SOA) environments, N-tier distributed applications, open source application stacks and embedded software.

<p><b>Technical Support - Enterprise Support</b></p>	<p>CSS offers a unique framework to manage technology operations in an enterprise, encompassing infrastructure, applications and business processes. This framework, called Technology Operations Management (TOM), drives support management, linking business processes and outcomes with their underlying technology. The framework is built upon three strategic pillars - ITIL for Service Categorization and Nomenclature, ISO for Standards Management and Six Sigma for ensuring Continuous Improvement.</p>
<p><b>Technical Support - Customer Support</b></p>	<p>CSS specializes in helping technology companies extend world-class support services to their customers, and thereby retain and build their customer base. This helps their clients counter competitive pressures by helping reduce capital and operating costs. CSS brings to the table the expertise of handling more than 35 million support requests and a proven track record of supporting 30+ technology customers on 600+ products and services. CSS has consistently offered a superior quality solution and business value proposition, unmatched by regular support solution providers.</p> <p>CSS helps clients balance between increased qualities of customer services vis-a-vis cost containment via:</p> <ul style="list-style-type: none"> <li>• Increasing the probability of First Contact Resolution (FCR). Higher FCR is enabled through exceptional technical, diagnostic, problem solving &amp; customer interaction skills of CSS engineers. Significant reduction in number of "repeat support calls", means lowering of costs.</li> <li>• Increased per engineer productivity. High quality support provided during every interaction, and proactively offering recommendations to address probable future support queries, results in a lower number of "related support calls".</li> <li>• A Knowledge-centric approach to support solutions aimed at minimizing the support need itself. Frequent and appropriate additions to FAQ entries (or knowledge-based articles) as part of your self-service website will result in lowering of support requests.</li> </ul>
<p><b>Infrastructure Management</b></p>	<p>Ensuring reliable and optimal performance of IT infrastructure is one of the major business and technology challenges faced by CXOs today. CSS CoE for Infrastructure Management manages &amp; optimizes IT infrastructure for performance, compliance, security and aligns the clients' infrastructure with their business needs. The CoE for Infrastructure Management provides services to leading technology-driven companies that address all significant layers of technology. CSS maintains a state-of-the-art, Network Operations Center (NOC) with 24x7 delivery capabilities and delivery. The company has the experience of managing mission critical applications for many of its customers.</p> <p>CSS leverages people skills, global intelligence correlation and knowledge base of consumer devices to enterprise class servers, to ensure speedier resolution, preventive strategies in case of any security threats and proactive support to prevent problems from occurring.</p>

## Spokespeople

### **Nick Sharma, CEO, CSS**

Nick Sharma, the Chief Executive Officer of CSS, brings in a wealth of knowledge and expertise, and is all set to make the CSS brand a force to reckon amongst leading global technology operations management providers. With over 25+ years of experience in various leadership roles, he is renowned in the industry for playing a key role in conceptualizing and implementing successful exponential growth strategies for several global businesses.

Prior to joining CSS, Nick was with Satyam, where he was Head of Infrastructure Management Services (IMS) Business and an executive member of their Leadership Council. He was also instrumental in shaping Satyam's competencies around application of information and network technology. Prior to this, Nick was with Unisys (USA) as the Vice President and Managing Partner for Infrastructure Transformation Services. In his tenure with Unisys, Nick doubled the size of the business, and helped the company focus on solution-selling and integrating the ITS road map with the go-to-market strategy.

On the academic front, Nick earned a Bachelor of Science degree in Mechanical Engineering and a Master of Science degree in Industrial Management from the University of Texas. He is also a graduate of Executive Management programs from the Harvard Business School and the University of California, Berkeley.

### **Sanjiva Singh, President, CSS**

Sanjiva Singh has been the driving force behind CSS's growth over the last decade. With over 17 years of senior level experience in technology outsourcing, financial services and strategic management, he is a result-oriented business leader, with proven expertise in strategy, account management, operations management, sales and business development.

Having pioneered several strategic business and growth opportunities for CSS, Sanjiva has shown remarkable focus in keeping all of CSS's customers referenceable. He has also been responsible for successfully handling key global accounts and bringing in an elite array of Fortune 500 customers over the years. Prior to CSS, he was SVP with ICICI and was responsible for leading one of its regional operations.

Sanjiva is an Engineering graduate from the Indian Institute of Technology, Kharagpur, and has an MBA from the Indian Institute of Management, Calcutta.