

CSS Corp provides end to end cloud computing solutions

By Kunal | December 6th, 2011

1. CSS Corp seems to be one stop shop for any business who wants to implement IT. Be it Software or Networks. Systematically integrating all of the above in the form of various brands, platforms, and solutions is a serious task. Can you elaborate on what sort of human/financial/infrastructure resources and expertise does CSS Corp have to successfully implement such wide range of IT implementations?

CSS Corp is an Integrated Technology and Operations company. We have 4 business lines which are Tech Support Services, Cloud Remote Infrastructure Management, Product Development & Testing including Mobility and Telecom/Carrier Services. We have a 5500 number strong employee team to support our customers.

Our nine delivery centers are spread across five countries including India, Philippines, Poland, Mauritius and the USA. We are in the process of adding six more delivery centers.

2. Give us more info on what CSS Corp Labs is about. How does your Research and Development Department work? Can you describe some of the innovations made by CSS Corp Labs and how it benefits customers?

CSS Corp Labs is our R&D center and our Technology arm, to build Intellectual property that helps us differentiate our services in the IT services space. It also helps us to bring new service portfolio to stay ahead of our competition.

CSS Corp Labs focuses on applied R&D for developing specific platforms like Cloud Computing, Mobility & Social Networking. The Lab's core value is to build IP's that give us an edge in catering to our client mandates and provide innovative solutions to existing as well as new clients. We also contribute back to the community through the CSS Corp Labs by open sourcing some of our Key tools such as Hybridfox and CloudSmart. These tools are beneficial for developers exploring newer platforms, just like we do. The technology and platforms developed in the labs goes back into our client delivery processes. The primary benefit is that the cost of the service comes down drastically because the IP is shared across the customer base.

3. Let us say an offline retailer approaches you for IT services because they wanted to go online. How does CSS Corp help the business attain its IT goals? Can you walk us through a typical client implementation process?

CSS Corp has a well tested methodology to elicit the business requirements, sequencing them based on clearly established priorities to arrive at the most suited solution architecture and execution model to align with business goals. Once the solution is base-lined, CSS Corp helps its customer with the implementation nuances by assembling the various parts together by either buying or building the right components and services, on-premise, on-demand or as a hybrid model. Typically, e-retail / e-commerce implementation would include various aspects such as:

Once the solution is designed, built and ready for deployment, CSS Corp hand-holds the entire deployment process right from IT capacity planning, establishing the IT infrastructure either on-premise or on cloud and helps with the implementation nuances end-to-end.

Once live, CSS Corp extends the pro-active monitoring of IT systems and applications and would help in the adaptive and perfective maintenance of the application components on an ongoing basis. Thus, CSS Corp would not only develop the application, but be with the customer throughout their online foray, by being with them right through with relevant solutions and services.

4. Has the adoption of cloud computing increased in India? If so, by what business verticals?

Today cloud is a platform that enterprises have actually migrated to and this transformation has happened rapidly across the globe. However, for us cloud computing is a development phase. The R&D team of CSS Corp started the ground work about 3-4 years back and hence we have been able to develop tools that are completely our IP.

Cloud computing adoption has started taking place even in India, enterprises and financial institutions are looking at cloud implementation for some of their non-critical computing and storage needs. Many Indian online media companies have also adapted to this technology. Telecom, BFSI, Healthcare, Media & Entertainment are some of the verticals that will definitely benefit from this technology.

5. What are the factors that a business should consider before moving the cloud?

Any business or organisation that is trying to reap long term benefits by managing effective cash flow with minimal load on capital expenditure will benefit by migrating to the cloud. Yes it does involve some capital expenditure initially however, but it is easily maintained, has better scalability and reduces the operational burden on the IT department. The key factors one needs to consider before migrating to cloud are:

- I. Availability of equivalent services on cloud
- II. Complexity in defining the cloud migration path: Prioritization of app and data, what goes first and what remains should be planned well before migration
- III. Accessibility of services for their customers (both internal and external)
- IV. Legal regional boundaries to operate the business
- V. Strategy to be independent of cloud provider: Wisely choose between what goes on the public cloud and what remains on the private cloud
- VI. Analysing the cloud built blocks to ensure data security
- VII. Easy handling of business continuity and disaster recovery
- VIII. Technical support from either the cloud provider or third party system integrators like CSS Corp. Players like us provide 24x7 customer support via remote help and technical instructions
- IX. Authentic references by the cloud provider
- X. Training and documentation support from the cloud provider

6. What are the advantages of a cloud based environment? When should a business NOT shift to a cloud based environment? Any pitfalls?

The obvious advantages of migration to cloud are cost advantage, scalability, better access to information and so on. This also helps an organisation save the fatigue of going through the approving, acquiring, configuring, updating, administering the infrastructure cycle. But other than that, there are many advantages in cloud based environment. To list a few:

- I. Lightening speed of deployment with the help of automation
- II. Triggering innovative business engagements with clients
- III. Increased focus on business rather than IT support and sustenance
- IV. Flexibility and mobility in extending services via cloud

- V. Independent of specialized training
- VI. Lower energy consumption and carbon footprint per organization also is a motivation for many enterprises to migrate to cloud

Though many are concerned about the security issues on the cloud, they need to keep in mind the usage of cloud building blocks to manage security related issues. If the business is experiencing a consistent demand for application or infrastructure requirements, it is not necessary to migrate to cloud. Also migration to cloud is not recommended for a closely integrated system which may result in latency. If the legal compliance requirements do not sync with the business from other regions, then it's a road block for cloud migration for many organizations.

7. Why should business choose CSS Corp for Salesforce.com implementations? What are your USPs? Could you provide some examples?

CSS Corp offers a full range of services spanning the entire lifecycle of cloud based CRM adoption using the salesforce.com platform. These include:

1. CRM and Cloud Strategy Consulting to assess the needs, choices, and solutions to migrate from current tools and systems and integrate with their existing enterprise applications including the path to social CRM and harnessing the social models of networking and collaboration.
2. Implementation and Integrations Services that cover the implementation and customization of sales cloud and service cloud modules, integration with enterprise applications such as ERP/SCM/CMS/EAI middleware for their processing needs. CSS Corp has successfully helped some of its customers to integrate with Google Apps and Amazon web-services with relevant custom mash-ups too.
3. Custom Development on Force.com platform to implement custom business process flows that cover typical order management (lead to cash lifecycle) and partner management processes such as affiliate management, commission computations, receivables, payables, and reconciliation processes using simple yet sophisticated SOA models.
4. Post go-live Administration and live support Services for on-going user profile and access controls management. Setting up validation rules, reports and dashboards and overall administration of the sales and service cloud instances.

Thus, right from consideration to post production support, CSS Corp's portfolio of services helps its customers comprehensively as a one stop solution provider for force.com needs.

8. To conclude, what according to you is the future of IT for different business verticals? What role does CSS Corp hope to play in this?

CSS Corp will help customers move towards the cloud, manage the migration and also manage the performance of the cloud. CSS Corp will also help customers in mobile enabling their business applications and make it available across all platforms irrespective of the operating system it runs on.

Source: <http://bit.ly/Enterpriser>