

## About the Company

Kelsar, Inc. (Kelsar.com) is a progressive company which is revolutionizing the way people work with a focus on facilitating remote distributed development of IT software. Kelsar's solutions are revolutionary, feature rich and extensible tools for project management. They incorporate an innovative process control methodology in their product that can be conveniently tailored to suit your existing practices. It is proven to cut down on development and project management costs while improving the quality of deliverables.

The company was started in Ottawa, Canada in July 2000 and is now headquartered in the Bay Area, California with contract offices in different parts of the world. An office in Bangalore, India is the latest addition. Kelsar has recently received Venture Capital funding from the Bay Area.

For more information about Kelsar and its products, please visit <http://www.Kelsar.com/content/about.php>

## What can Kelsar do for you?

Kelsar™s solutions help implement, manage and monitor the complete life cycle of a software project. Software processes and tools for managing distributed teams are different from traditional methodologies and applications. Kelsar solutions (consisting of web-centric software and/or expert consultation) are built by experts who understand the nature of software management in today's environment and have adapted the latest technologies to make work easier, economical, manageable, and indeed pleasurable. If your company faces any of these situations then we offer a targeted solution for you:

- You outsource or are considering outsourcing
- You have part-time or full-time contractors working for your company
- Some of your employees have to work from a client location from time to time
- Some of your employees wish to work from home once in a while
- You would like more control and visibility into your development process
- You would like to collect relevant and insightful process metrics
- You would like to improve your processes

Advantages of using our solutions are enormous, and it will take your company to a new level of customer satisfaction, employee satisfaction and dramatic cost reduction. You will realize the benefits of new technologies and processes tightly integrated into your business practices to transform the way you do business.

Following are three (3) focused solutions offered by Kelsar

## 1 ORM

### ***ORM – Outsourcing Relationship Management***

Simplify and control the outsourcing process right from selection, engagement to project close

In today's competitive world outsourcing has emerged as a necessary part of business strategy. The advantages are obvious: **access to speedier innovation, improved efficiencies, cheaper labor, scale and scope economies, and flexible capacity**, but the industry lacks experience in procuring services, managing the engagement, implementing processes, measuring and controlling the process and the outcome. Kelsar ORM is an easy to use, distributed outsourcing management tool that allows companies to outsource IT software development with ease. Starting with providing access to the best suited software service providers, we help you to select the right sub-contractor, define the engagement (contract), outline processes ideal for the project at hand. Using our web-centric, secure global access work environment you can monitor the process to ensure prompt and good quality deliverables.

The **traceability matrix, collaborative tools, metrics measurement, reports and "health" indicators** give you an overview of the project status at a glance. Issues can be easily escalated, and you can access all parts of the project at all times. Several channels of communication are provided for interaction with your service provider.

## 2 DTM

### ***DTM – Distributed Team Management***

Implement, measure, control, and optimize software development processes in a collaborative environment

The software development environment is becoming more and more collaborative in nature. The business demands it, technology allows it, and the personnel enjoy it. It has several advantages for the company: **improved efficiencies**, cheaper labor, scale and scope economies, and flexible capacity.

**Secure access** from anywhere and greater transparency **empower your employees**. Working from home, office or on the move, they can be productive wherever they are. They can access all the project work-products and tools, communicate effectively and be part of the team. This extends your office seamlessly to incorporate **home based employees, outside contractors, satellite offices, off-shore outsourcers** and even vacationing on-call employees.

In order to manage software projects efficiently in the current environment new tools are required that take into account the distributed nature of the team. Processes become paramount to make up for less face-to-face contact. The Kelsar DTM combines tailored process templates (called worklets), integrated collaborative tools, and an optimization engine that lets you implement best practices, work from any location, and gather project metrics for controlling your project. The Kelsar DTM allows you to realize cost gains by improving **efficiency, quality, and reduced time to market**.

## *OPS – Outsourced Product Support*

Management and outsourcing of client support requests and fulfillment

**Customer involvement** in product development has emerged as the thrust area for companies to compete and win customer confidence. Kelsar OPS proactively implements these features taking customer services to a new level where **customer feedback** is actively sought and its implementation is easily viewed by the customer.

The customer can automatically request for product customization, modification, improvement or additional functionality online. The resulting support request is managed using Kelsar OPS to allow the Project Manager to have in-house staff work on it, or outsource it to customer support partners. The ongoing project work can be monitored and controlled by the PM while the customer can participate in giving suggestions and direction. The collaborative environment brings all parties together and the project can be tracked to successful completion.