



# Company Profile

Microsoft  
Partner

Gold Application Development  
Silver Windows and Devices



BRONZE  
Solution Partner



Power BI  
Power Apps  
Power Automate  
Power Virtual Agents





# Introduction





# About Us



Hello, we are **Cynoteck Technology Solutions**

More than 10 years of strong industry exposure

Clients in North America, Australia, Europe, Middle East and India

115,000+ person-hours worked on projects with global clients

Multiple Industries Exposure

**Cynosure + Technology + Knowledge = Cynoteck**

**Cynosure** is something that is the center of attention or admiration, our **Technology** innovations keep up with our name to create a WOW factor and **Knowledge** has always been our key differentiator.





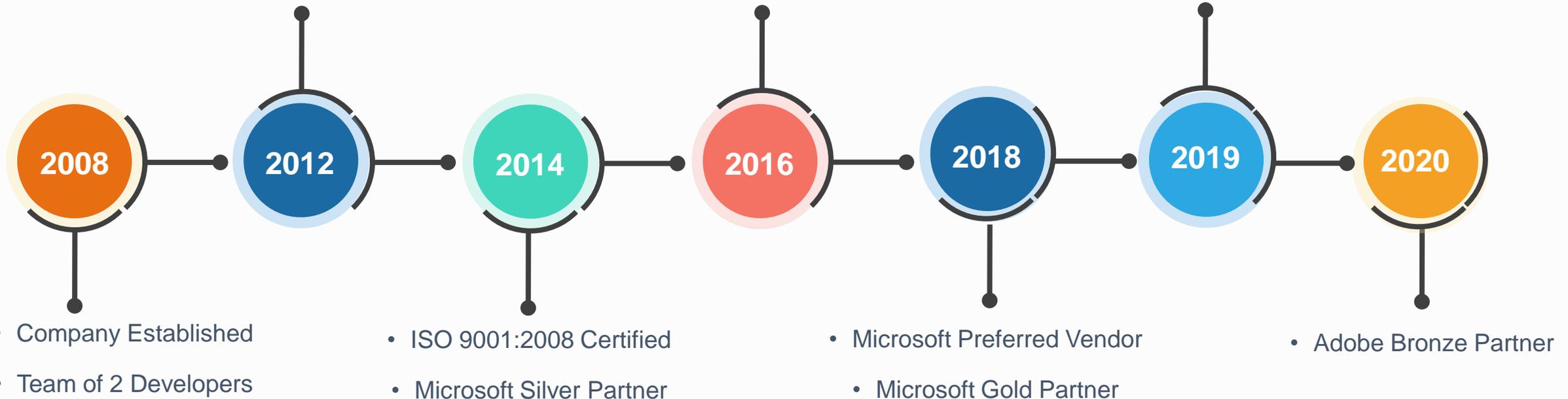
# Company Timeline



- Microsoft Small Business Partner
- Changed from Proprietorship to Pvt. Ltd.

- NASSCOM Member
- One of 20 Most Promising CRM Solutions Providers

- Awarded one of the Top 1000 Global Companies by Clutch





# Industry Affiliations



## Certifications

## Partnerships





# Major Achievements



PilotZeus was awarded the best Field Service Mobile App on Windows Phone platform by Microsoft in 2015



Recognized as one of “20 Most Promising CRM Solutions Providers” by ERP Insights Magazine in 2016



Achieved Gold Partner status for Application Development competency by Microsoft in 2018



Named Top Indian IT service firms by Clutch for 2020





# Recent Recognitions





# Industry Exposure



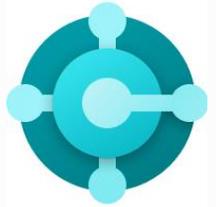
 Real Estate	 Travel	 Education	 Utilities	 Finance
 Services	 IT	 Manufacturing	 Pharmaceutical	 Hospitality





# Technology Expertise



## CRM & ERP

- Salesforce
- Dynamics 365 CRM
- Dynamics 365 ERP



Power BI



PowerApps



Azure Logic Apps



Power Automate

## Emerging

- PowerBI
- PowerApps
- Flow
- LogicApps






## Development

- ASP.NET MVC
- Magento
- Angular & Node.js
- PHP & WordPress








## Cloud

- Amazon Web Services
- Microsoft Azure
- Microsoft Office 365





## Mobility

- Android
- iOS
- Flutter



# Service Delivery – Project Management



## Planning

- **Milestones** to be defined and tracked. Team to identify and document scope of Release
- **Effort estimation** — estimating the probable duration of individually schedulable tasks and activities

## Control

- **Bug Tracking, code versioning and task management** using Zoho Projects
- **Quality:** Make sure the quality objectives are met throughout the project

## Communicate

- **Timesheets:** Maintain and share weekly work timesheets with the team
- **Organization & Communications :** Note how the project will be organized, including reporting on progress via mail, Zoho and bi-weekly meetings on overall status

## Execute

- **Team Management:** Determine roles and responsibilities of the project team
- **Risk Management:** Identify risks, assess impact and identify appropriate risk mitigation plan



# Implementation Approach



	Discovery	Build	Rollout	Stabilization
Activities	<ul style="list-style-type: none"><li>Discovery workshops</li><li>User Interviews</li><li>Prototype Development</li><li>Gap identification</li><li>Blueprint/ Roadmap development</li></ul>	<ul style="list-style-type: none"><li>Plan Development sprints</li><li>Sprint Execution</li><li>System Integration Testing</li><li>Quality Assessment</li><li>UAT</li></ul>	<ul style="list-style-type: none"><li>Deployment Scripts Development</li><li>Production deployment</li><li>Train the Trainer</li><li>User setup</li></ul>	<ul style="list-style-type: none"><li>Production Support</li><li>Issue analysis</li><li>Fix deployments</li></ul>
Deliverables	<ul style="list-style-type: none"><li>Business Requirements Document</li><li>Solution Roadmap</li><li>Project plan</li></ul>	<ul style="list-style-type: none"><li>Sprint plan</li><li>Sprint Completion report</li><li>Show and tell for each phase</li><li>QA Test logs</li><li>Working functionalities as part of each phase</li><li>Source code/ configurations</li></ul>	<ul style="list-style-type: none"><li>Deployment Checklist</li><li>Live System</li><li>Training for Trainers</li></ul>	<ul style="list-style-type: none"><li>Issue Fixes</li></ul>



# Licensing Services



All Microsoft 365 SKUs can be subscribed in an annual commitment model.



All Dynamics 365 SKUs; subject to availability in the country.



All Office 365 SKUs can be subscribed in an annual commitment model.



We provide Microsoft Azure subscription both in a monthly commitment model and an annual commitment model.



Subscription to any/all of Microsoft's Power Platform components in an annual commitment model.



We provide Amazon Web Services cloud subscription as well.

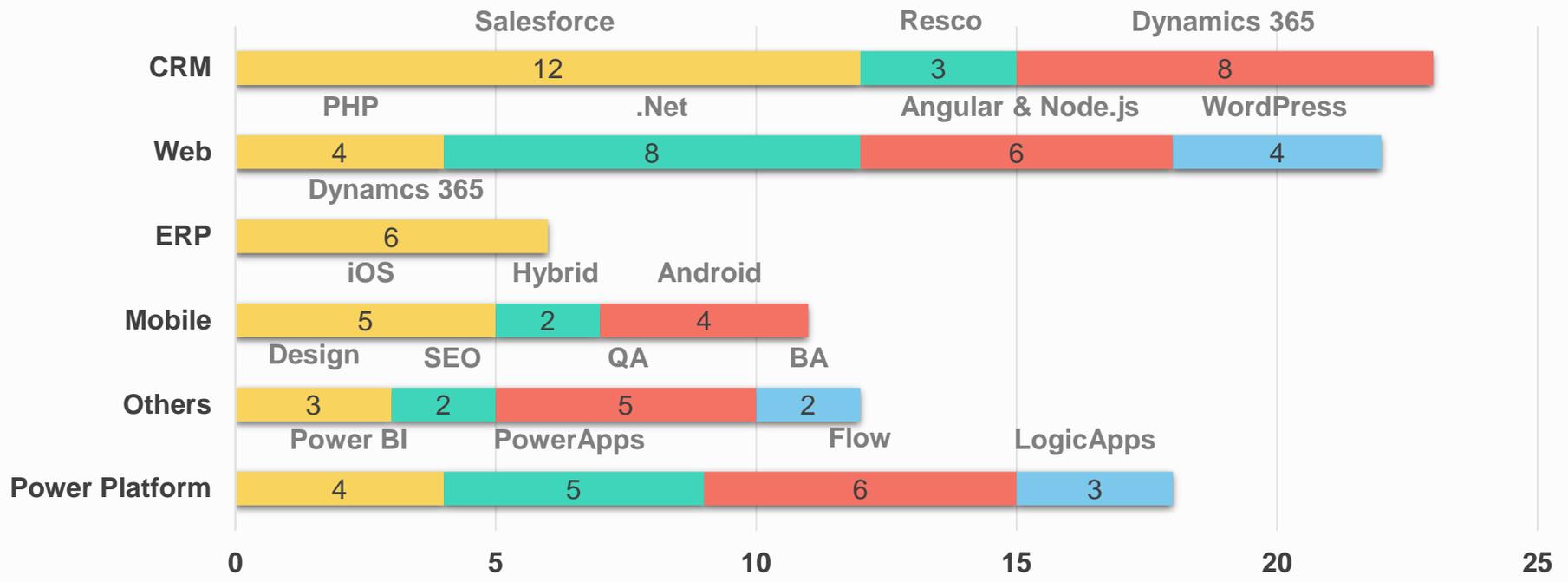




# Our Employees



2020



At Cynotek, we encourage learning and our employees keep themselves up-to-date with the latest versions of their respective technologies by appearing for certifications and tests for their technologies.





# Clients

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# Our Clients





# Clients Testimonials



“ I’ve been working closely with the Cynoteck team for well over a year now. They’ve helped our team in all phases of product development from concept to launch. This team has always been available for me to brainstorm with as well as shed light on new ideas I had not thought about...”

**Alexander Castillo**  
Founder – Requestky, LLC



“ I hired Cynoteck to develop an UWP app for us, by converting from iOS to Windows. The developer and manager did a very good job. The developer team was good to keep deadlines and was good at testing and we got a well tested product....”

**Robert Radut**  
CEO – Webia



“ Cynoteck’s expertise working on Android and iOS platforms are second to none. They are also outstanding in all aspects of website development and maintenance. Their team is extremely knowledgeable, dedicated, hardworking and competitive...”

**Justin Jackson**  
CTO – ACSG, LLC





# Services

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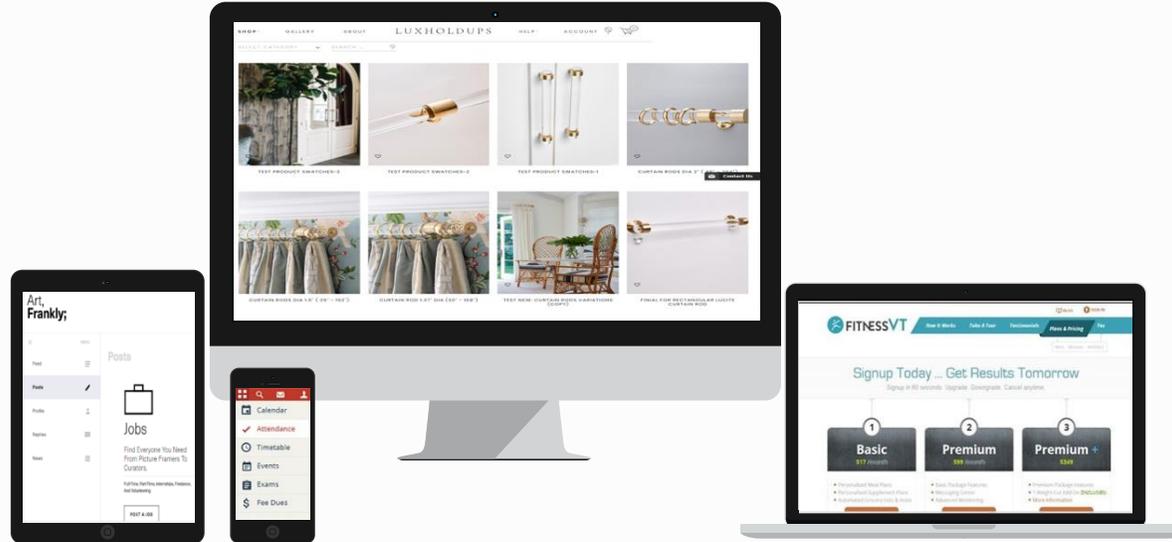
# Development Services



Social Media Logins



SEO Friendly



Web Services



Responsive Design



Secure



Payment and Wallet Gateway Integration

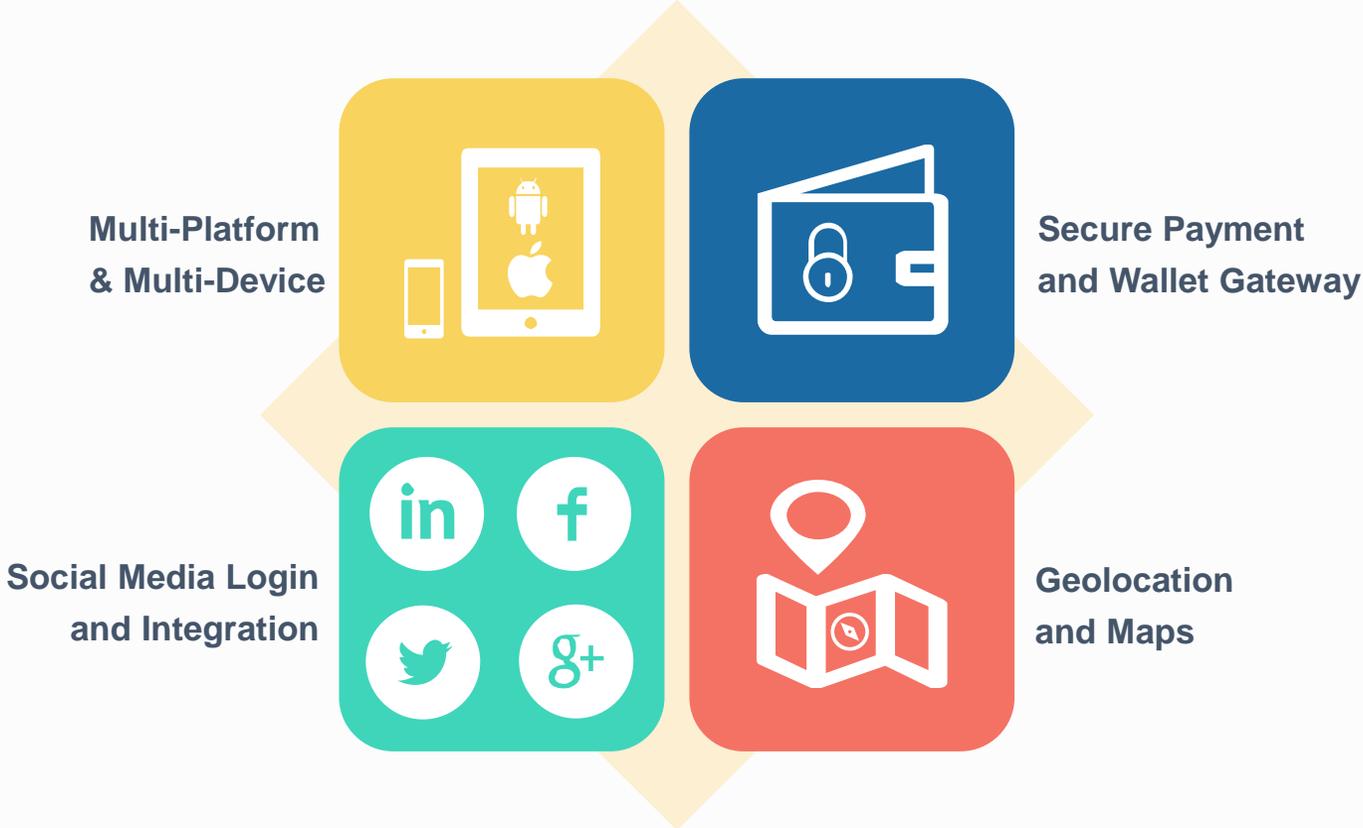


Seamless Integration



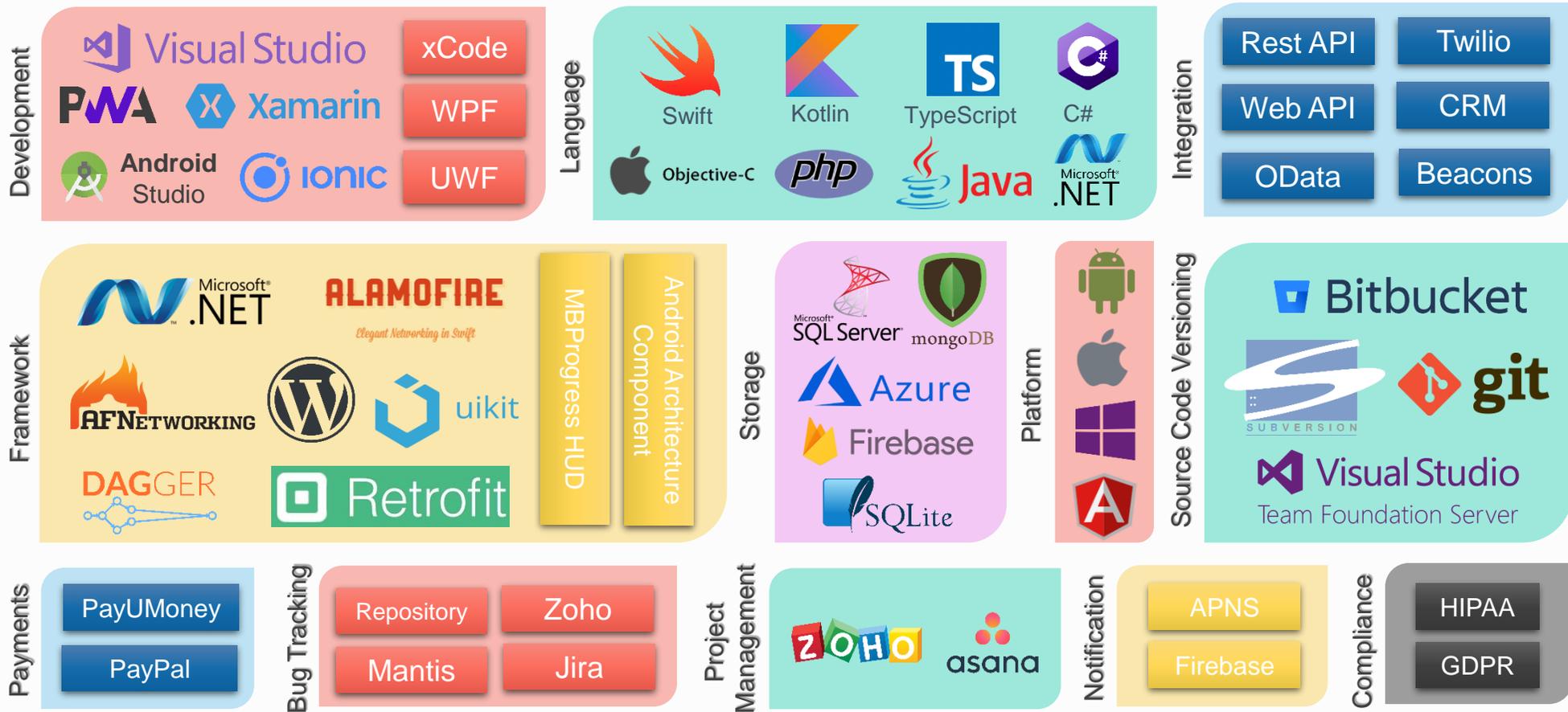


# Apps Development



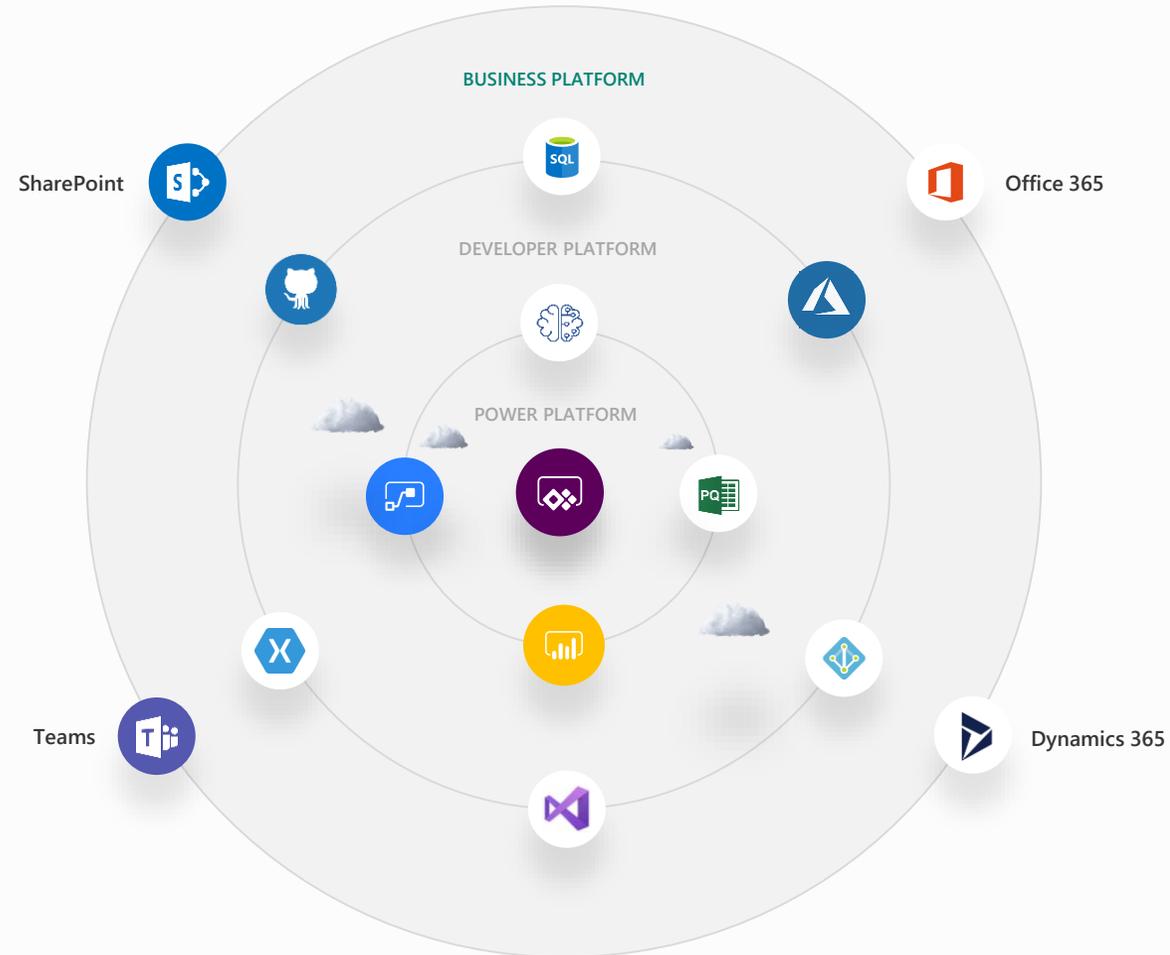


# Development – Technical Landscape



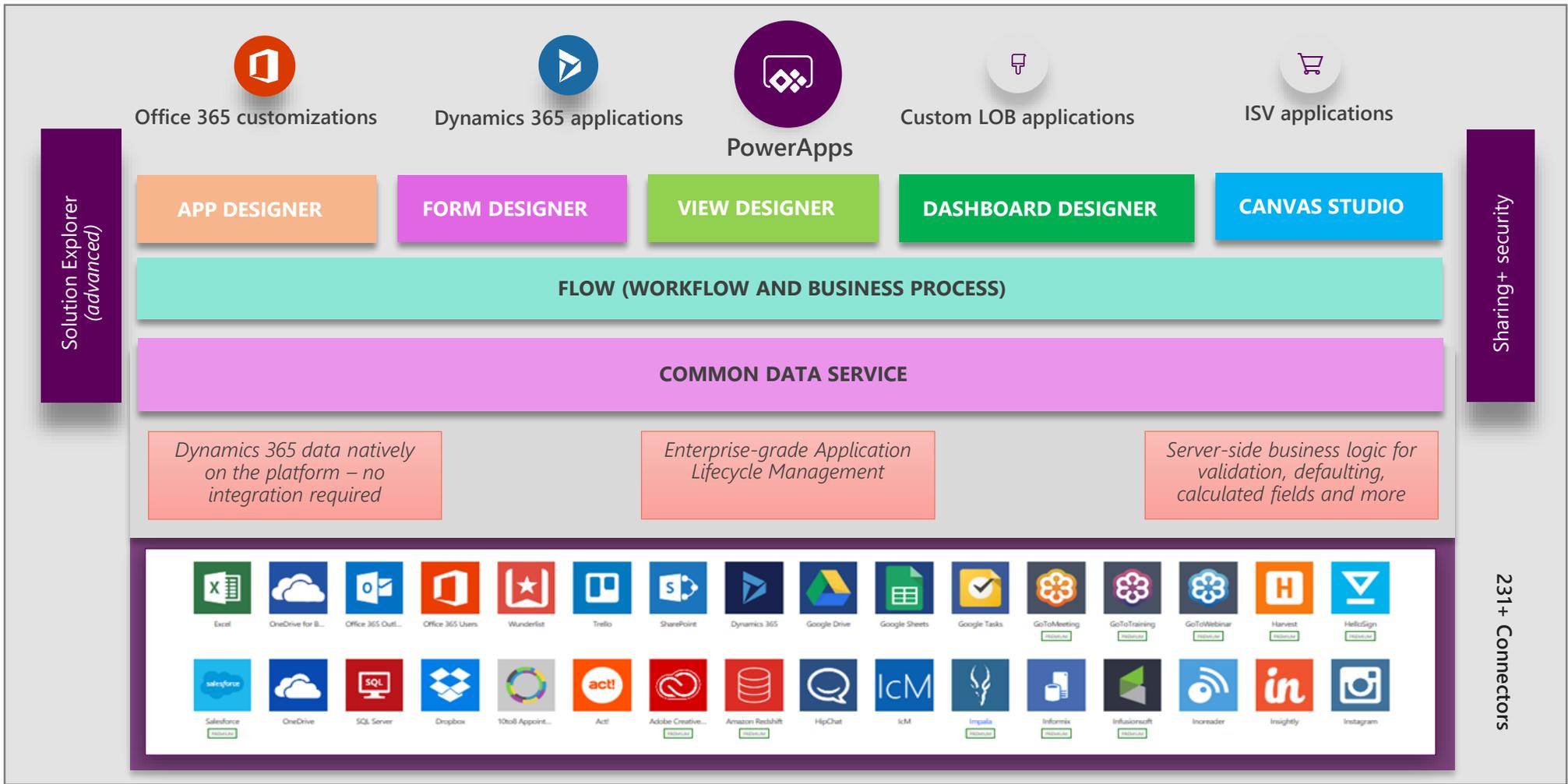


# Power Platform Development



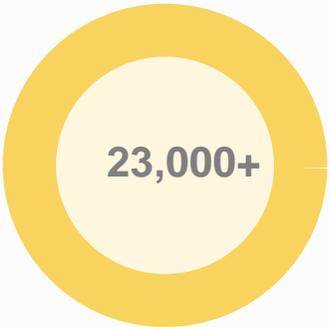


# Power Platform - Technical Landscape

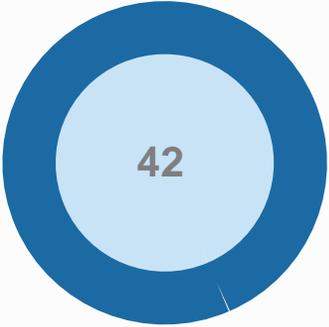




# Dynamics 365 Delivery Experience



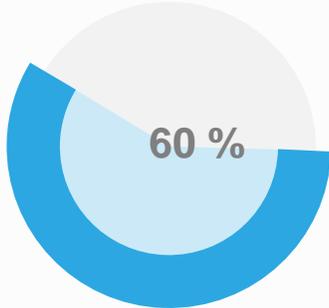
**Person Hours**  
Billable hours



**Projects**  
Customer projects executed



**Customers**  
Total customer organizations served



**Repeat Business**  
Projects awarded/ referred by existing clients





# Resco Mobile CRM

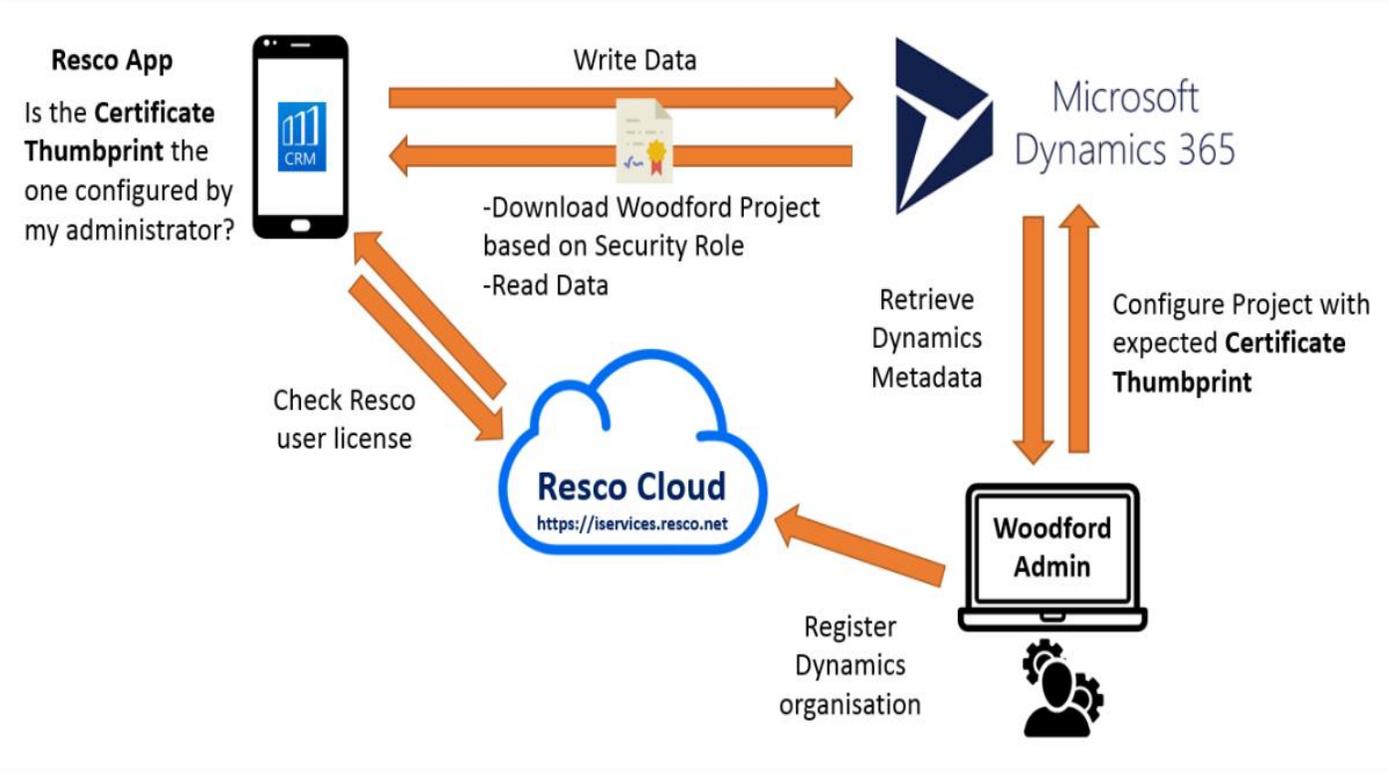


Mobile CRM for MS Dynamics 365 (CRM)

**Full offline capability**

**Direct connection to Dynamics 365**

**Information on-the-go**



**Support for custom entities**

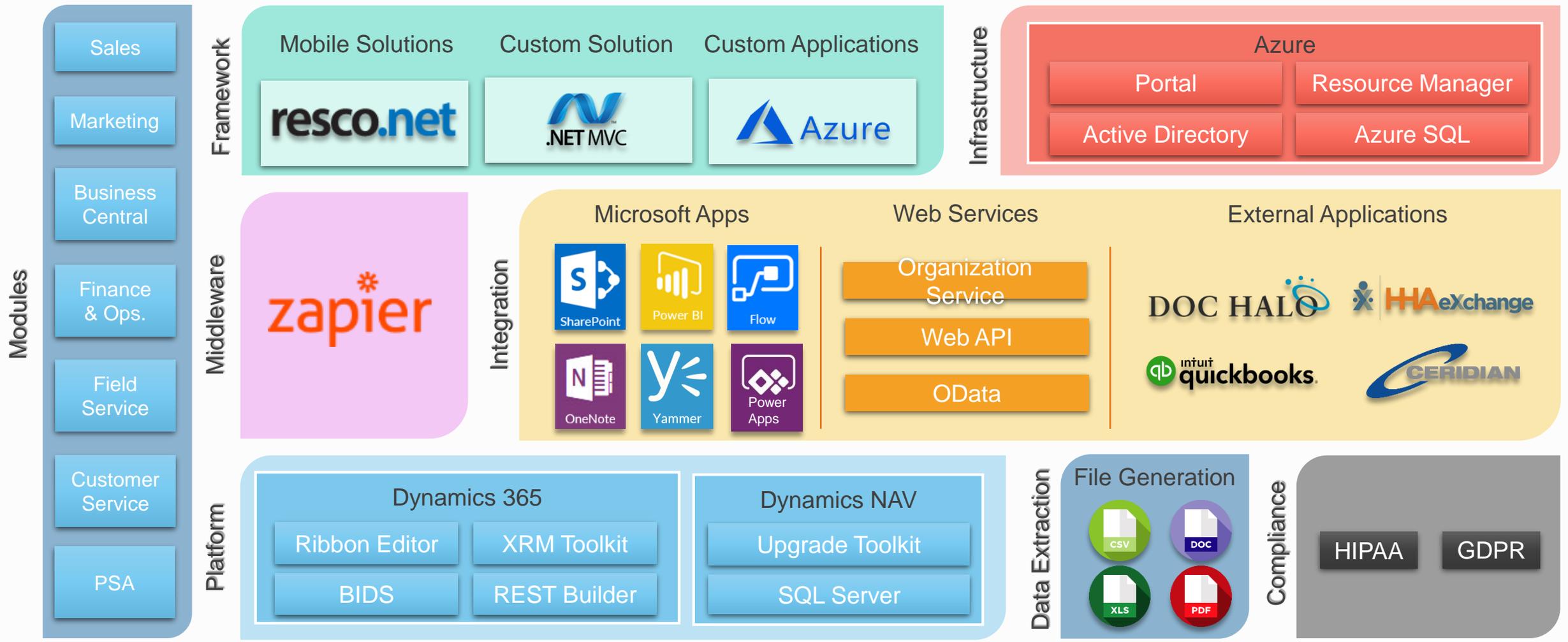
**Integration with all Dynamics 365 types**

**100+ features**





# MS Dynamics 365 – Technical Landscape





# Salesforce - Technical Landscape



## Market Applications

Accounting See Jira Software PayPal Dropbox Intuit QuickBooks Conga

DocuSign Box MailChimp Twilio Chargent Recurly

### Analytics

- Dashboard
- Reports
- BIME

### Security

- SAML
- OAuth
- Encryption

### Integration

API: SOAP, REST, OData

Middleware: Dell Boomi , Zapier , Microsoft Flow , db sync

### Development

- Apex
- Visualforce
- Lightning
- Sites
- Flow
- Process Builder

sales cloud | service cloud | community cloud | commerce cloud | einstein analytics

app cloud HEROKU





# Post Implementation Support Models



	Yearly	Popular 80 Hours/month	40 Hours/month	On-Demand
Model Description	Dedicated resources allocated to project. Billing based on resource allocation	Dedicated resources allocated to project. Billing based on resource allocation	Dedicated resources allocated to project. Billing based on resource allocation	Resource moved in-out based on requirements. Billing based on pre-defined milestones
Best For	Long term Projects Regular Support Maintenance	Regular Support Maintenance	Short Term Project with less resource Requirement	Occasional development/ support needs
Vendor Responsibility				
Dedicated Resource				
Engagement Duration	Long Term	Mid to Long Term	Short to Mid Term	Short Term
Pricing				Project Basis
Discount/Saving	\$\$\$\$	\$\$\$	\$\$	\$





# Thank You



## Connect With Us

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