



Mantec Consultants Pvt Ltd

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Message from the CMD

Mr. Arvinder (Ari) Singh Brara on the steps toward a secure, credible outsourcing industry...

Security breaches in the ITeS industry are most certainly a cause for concern, as they affect the entire community, as well as the overall credibility of the country as a preferred outsourcing destination. There are a number of steps the industry can take to prevent such loss of credibility.

The enforcing of ethical behavior and having a system of black-listing dishonest and unreliable employees on public fora will go a long way in reducing the potential for recurrent security breaches. Strict legal action against errant employees will also act as a strong deterrent.

In addition, the use of security measures such as fool-proof thermal technology based biometric access and automatic computer generated records of users and other stringent procedures will help maintain the credibility of the industry. It is worth mentioning that optical biometric security systems can be by-passed, where as thermal biometric security is fool-proof. Mantec is the first in India to install such a system. Also, it is most important to incorporate ethical behaviour in the training of young personnel in the ITeS industry and to reward and recognise ethical practices by employees.

Mantec has followed these practices with great success, leading to client reassurance and satisfaction.



History

Mantec Consultants Pvt Ltd was formed in 1979 by Mr. Arvinder (Ari) S Brara, an experienced professional with work experience in both USA and India. The company was the first to offer a wide range of advisory services. The organisation has since grown to its present form, attracting a large number of experienced professionals from various fields.

Mantec's team comprises technical and management experts from the upper echelons of various professional services. The company's in-house capabilities are augmented and strengthened by its panel of associates who are well-known experts in their respective fields.

Mantec has five independent divisions, including a full-fledged IT division at Noida, a satellite town of the NCR, Delhi. Mantec provides IT, ITeS and Business Process Outsourcing (BPO) services, including software development, data conversion and runs contact and call centres in Noida for the US and other foreign markets.

The company has been providing these services successfully since July 2000 to reputed global organisations, and has maintained the goodwill of these clients through timely, high quality and cost effective delivery.

Operations

Mantec's current and past clients cover some of the best known international organisations including:

- The world's largest software company
- One of the world's best known browsers

- A global pioneer in photographic equipment
- One of the world's largest automotive manufacturers
- The world's best-known engineering brand
- America's best known direct marketing company
- One of the world's largest ISPs

Mantec's services cover email support, inbound and outbound voice support, contract software development, scanned documents processing, BPO etc duly supported by offices in USA, UK and India.

Sales & Marketing

The company's sales & marketing organisation is structured around a head office, with a permanent sales and businesses development staff of 6 people, duly supported by offices in the US and UK to provide speedy interaction with clients in those time zones.

Mantec is committed to excellence and delivers value over and above what is committed to in its Service Level Agreements (SLAs).

Areas of Specialisation

Mantec's areas of specialisation are Call Centre, ITeS and BPO services covering voice, email, document processing and software development. Mantec has developed its own CRM software, which is being offered to users worldwide in partnership with Hewlett Packard (HP).

The Mantec top management team is highly qualified, with decades of experience in helping American companies

successfully do business in India. Mantec management has a thorough understanding of what American companies want in a successful relationship with a business partner and vendor. The company's operations managers are carefully selected, and have excellent experience in their fields. With top-notch management comes top-notch service. Mantec has evolved its processes by employing a strong quality review methodology and by ongoing training to improve performance matrices.

HR Initiatives

Mantec's HR division is headed by a senior director. The company focuses its attention on HR issues such as retention, ethics and productivity. In order to maintain a high level of morale and initiative amongst its staff, the company has designed various special incentive schemes, with job rotation schemes and promotion avenues.

Mantec has designed special ethics codes of conduct, which are followed by all. The attrition rate in Mantec is the lowest in the industry, at 7%. Mantec has a very effective training program covering besides the usual aspects ethical code of conduct, interpersonal skills, effective persuasion skills etc.

IT Infrastructure

Mantec has built its IT and telecom infrastructure using top-rung vendors such as VSNL, GTL, Nortel, Cisco and others, with a redundant backup service. Every critical infrastructure element is readily available with a standby backup.

Financials

Mantec is financially sound, with no debt and has consistently paid

dividends of 12% to its shareholders since its inception.

Quality

Mantec has very effective quality control systems, with every inbound and outbound call recorded for review by a full-fledged team of quality analysts, who then provide immediate feedback for constant improvement in performance and quality.

Testimonials

Mantec has received appreciation from a multitude of users across the world. These testimonials are available at www.mantecconsultants.com/appreciations.

CMD

Arvinder (Ari) Singh Brara

Key Personnel

Brig. S S Anand
Executive Director

Ish Brara
Vice President

J B Sodani
Director

Brig. V M Mehta
Senior General Manager

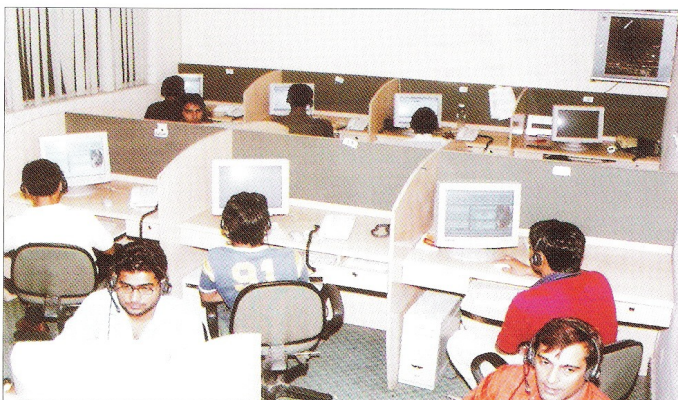
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View of Mantec's call centre at Noida



Mantec's unique thermal swipe biometric security system



Decide with Confidence

is pleased to certify that

Mantec Consultants Pvt Ltd

has been featured

in

Dun & Bradstreet's
India's Top ITes and BPO Companies 2006

released on the 14th day of November 2006

Dr. Manoj Vaish
President & CEO - India
Dun & Bradstreet



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