

Outsourced Product Development

Overview

Product development is turning into an increasingly complex activity with factors such as continuous upgrades, regional regulations, multiple versions, & multi-lingual support, each posing their own unique challenges.

Committed to driving continuous innovations, Sierra Atlantic brings distinct value with its end-to-end product development lifecycle solutions. We are a premier product development partner to world-class companies such as Oracle, Microsoft. Working with these customers over the last several years across continents, time zones and cultures, we have pioneered a comprehensive multi-site delivery framework called NShore™. Built on the best software industry practices, it ensures maximum value to our customers.

Having built our own suite of products, called Application Networks®, we understand the rigors of multi-site software product development. This translates to solutions that are highly configurable, flexible, and scalable allowing our clients to leverage the technology with ease, while maximizing responsiveness to business changes. Additionally, our CMMi Level 5 status ensures we maintain and enhance the quality of our technological solutions at all times.

Sierra Atlantic's state-of-the-art infrastructure and Global Development Centers in India and China complement our technological skills and deep domain knowledge.

Sierra Atlantic's Expertise Matrix

Vertical Expertise

Enterprise Applications	Enterprise Infrastructure	Networking	Systems Software
<ul style="list-style-type: none"> EAI Business Domain ERP CRM SCM Financial MFG Insurance 	<ul style="list-style-type: none"> Data & Storage (ILM) Security Portals Testing SW 	<ul style="list-style-type: none"> Switch & Router Security Wireless Mobile Storage 	<ul style="list-style-type: none"> Devices Database Windows internal Networking

Technical Competencies

Development Methodologies	Embedded Technologies	Languages	ERP Applications	Middleware	SOA Web Services
<ul style="list-style-type: none"> Waterfall RUP Scrum XP 	<ul style="list-style-type: none"> VxWorks Embedded Linux Windows CE DSP-BIOS NEMOS ERCOS 	<ul style="list-style-type: none"> Java C C++ C# Perl Ruby 	<ul style="list-style-type: none"> Oracle PeopleSoft Siebel SAP 	<ul style="list-style-type: none"> TIBCO JMS Vitria webMethods BizTalk BEA WLI MQ 	<ul style="list-style-type: none"> SOAP, WSDL, UDDI TIBCO webMethods WSI WS Security

Technical Competencies continued

Databases	Server Operating Systems	Application Servers	Web Services & Technologies	Network Technologies
<ul style="list-style-type: none"> Oracle MS SQL Server IBM DB2 Sybase MySQL 	<ul style="list-style-type: none"> Windows NT / XP / 200X Sun Solaris HP-UX AIX Linux Unix flavors 	<ul style="list-style-type: none"> BEA Weblogic iPlanet IBM Websphere JBoss Tomcat 	<ul style="list-style-type: none"> J2EE .NET SOA AJAX 	<ul style="list-style-type: none"> TCP / IP IP SAN NAS iSCSI SNMP

Service Offerings

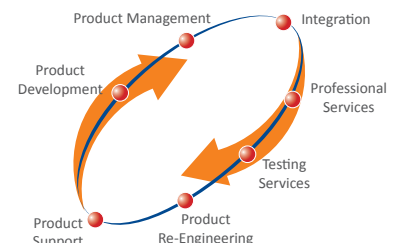
Sierra Atlantic offers complete lifecycle services that include Product Management, Product Development, and Product Support. We also offer Integration Services, Professional Services, Testing, and Product Re-engineering Services.

Product Management Services

As a part of our Product Management Services, we help customers in identifying and articulating the market requirements that define a product's feature set. We also help develop prototypes and Proof of Concepts (PoC) for feasibility studies and cost estimations.

Our product management services and activities include:

Services	Activities
<ul style="list-style-type: none"> Market requirements Requirement specification and detailing Proofing of concept and prototyping Product roadmap 	<ul style="list-style-type: none"> Customer and market requirements gathering Competitor research and tracking Prototype / wireframes creation Use cases and specifications Technology evaluation Product planning and release management



Product Development Services

Sierra Atlantic helps customers conceptualize, design, and develop products across a wide range of markets.

Our product development services and activities include:

Services	Activities
<ul style="list-style-type: none">• New product development• Build and release management• Architecture, design, development and testing	<ul style="list-style-type: none">• Testing specifications, architecture and design services• Code, build and unit testing• Quality control• Source code management and versioning

Product Support Services

At Sierra Atlantic, we understand that product support is a critical component of the software product management process.

Level 1 Support

Level 2 support – Escalation handling from Level 1

Level 3 support – Simulation and interaction with engineering

Our product support services and activities include:

Services	Activities
<ul style="list-style-type: none">• Help desk• Technical support• Training• Environment support	<ul style="list-style-type: none">• Engineering support - L2, L3, customs and specials• End customer functional help-desk• End customer training• Application and database support

Professional Services

Sierra Atlantic's Professional Services can help leverage customers existing Professional Services Organizations in a number of ways enabling customers to recognize revenues faster and improve their customer's satisfaction while minimizing their costs.

Our professional services and activities include:

Services	Activities
<ul style="list-style-type: none">• Product Implementation and Rollouts• Product Customization Services• Post Implementation Support• Marketing and Sales Support	<ul style="list-style-type: none">• Solution scoping• Implementation• Customizations/enhancements• Migrations and upgrades• Demos, Webinars and Road Show support

Integration Services

We utilize our highly effective integration services to help customers build products that seamlessly interface between their enterprise applications and other external applications.

Our integration services and activities include:

Services	Activities
<ul style="list-style-type: none">• Architecture and Planning Services• Adapter development• Enterprise Application Integration	<ul style="list-style-type: none">• Point-to-Point Integration• Integration strategy• Middleware-based integration• Business process mapping, object mapping, transformations

Testing Services

Sierra Atlantic helps customers by providing comprehensive testing services for their products.

Our testing services and activities include:

Services	Activities
<ul style="list-style-type: none">• Application testing• Interoperability testing	<ul style="list-style-type: none">• Functionality testing• Black Box and white box testing• Integration testing• Tool based performance testing• Load testing• Test design and automation• Interoperability testing

Product Re-Engineering Services

Sierra Atlantic provides our clients with the in-depth expertise they need to migrate to newer and more advanced technologies. In addition, we offer complete porting services to other operating systems/databases.

Our product re-engineering services and activities include:

Services	Activities
<ul style="list-style-type: none">• Technology refresh• Legacy migration	<ul style="list-style-type: none">• Platform porting• Language, technology, OS, database• Technology migration• Java to .Net and vice versa• Legacy migration• Green screen to contemporary technology



About Sierra Atlantic

Sierra Atlantic is the leader in offshoring enterprise applications and outsourced product development. With expertise derived from deep R&D relationships with enterprise software leaders such as Oracle and Microsoft, we provide full lifecycle product development and IT services including implementation, integration, development, testing and support. Sierra Atlantic is amongst the largest IT services companies, offering services in the "New Oracle Economy", Outsourced Product Development and Microsoft competencies, with global delivery from both India and China. Over 200 active customers currently address their business needs leveraging our Nshore™ methodology and best-in-class Global delivery capabilities. A recognized leader in quality, Sierra Atlantic has been the recipient of many distinguished awards including Oracle Partner of the Year (3 years consecutively), Microsoft Gold Certified and NXT Delivery Partner, IDC DQ Top 20, and Great Places to Work. Sierra Atlantic is headquartered in Fremont, California and maintains operations in 16 countries across North America, Europe and Asia Pacific. For more information, please visit www.SierraAtlantic.com.

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