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**BelWo's core values:**

- **Professionalism:** with our business partners and clients.
- **Results:** for our company and clients.
- **Innovation:** cutting edge business services and solutions.
- **Dedication:** to our work, team and clients.
- **Excellence:** in everything we do.

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## **1.0. About BelWo**

Belwo Inc. is a global IT services company. Our company provides comprehensive IT services and solutions to organizations and associations of varying size. BelWo's business solutions include; systems integration and implementation, website development and maintenance and document management.

Founded in 2002 BelWo Inc. provides an international client base with custom software development and document management. At BelWo Inc. we are committed to each client's specific and individual needs. We take pride in our incredible high-level of service and professionalism. We are a global and innovative leader in the area of outsourcing technologies. The BelWo team is constantly exploring new ideas and developing successful cutting-edge products and services for our clients. Our offices are conveniently located in the United States, Middle East and India.

BelWo is dedicated to outperforming the competition by making ourselves available 24/7. BelWo's team works in three shifts providing our customers with around the clock service. An account representative will always be available to assist you. We are based in Troy, NY with our offshore development centers in India and Kuwait. Our on-site accountability ensures a senior manager will always be available to our clients. BelWo's highly educated team helps you to achieve a new level of performance. We hire professionals such as doctors, lawyers and engineers to work on projects that are relevant to their expertise. We spare no cost to bring you reliability and professionalism. Our commitment to deliver unmatched support using the best technology, structure, pricing and resources make us an ideal, specialized services and IT solution partner!

BelWo Inc. provides its customers with services and solutions required to keep their business operating as cost effectively and efficiently as possible. All that BelWo clients need to concentrate on is their core business. BelWo delivers unmatched business value to customers through a combination of around the clock service, process excellence and cutting edge innovation.

## 1.1 Clients



## 1.2. Case Studies

### 1.2.1 National Renewal Energy Labs (NREL)

#### **Overview:**

National Renewal Energy Labs (NREL) is the U.S. Department of Energy's primary national laboratory for renewable energy and energy efficiency research and development.

#### **Challenge**

Every year NREL organizes an Industry Growth Forum, which is widely recognized as the premier investor venue for the clean energy industry. A valued aspect of the forum includes a business plan competition which seeks out and rewards innovative ideas. Major corporate partners and industry experts have the opportunity to review and rate the submitted applications based on the meeting of key criteria. The participants gain international exposure and often raise capital as a result of their involvement with the forum.

#### **Solution**

BelWo Inc. is extremely proud to be associated with NREL and their Industry Growth Forum initiative. In collaboration with NREL program managers, we designed the forum website to address the needs of the various user groups. Members of media and the general public use the information provided on this website to learn more about the clean energy initiative. Presenters use the business plan section to submit their applications. The forum attracts more than 50 representatives from venture firms, major energy companies, government agencies, etc. These representatives log in as reviewers and are able to use the rating system that was custom designed by BelWo. NREL administrators use the system to run reports and qualify the applications to compute the final results of the competition.

#### **Results**

The BelWo team worked diligently and expeditiously to enable NREL to make last minute changes and updates. The website was live on schedule and provided a mission critical experience to all end users. All requests to customer service were resolved within the approved service level agreement (SLA). Above all, National Renewal Energy Labs (NREL) continues to be a valued customer of BelWo Inc.

## 1.2.2 Center for Economic Growth (CEG)

### **Overview**

The Center for Economic Growth (CEG) is a private, not-for-profit; membership based economic and business development organization committed to visionary, regional economic expansion throughout New York State's Capital Region.

### **Challenge**

TechnologyRoadmap.com was created as an online medium to connect various resources and services provided by local businesses in New York State's capital region. It affords local organizations a way in which to create company profiles, receive inquiries, search for a particular technology and participate in discussion boards on local issues. TechnologyRoadmap.com, in essence, is a forum created for the exchange of ideas and company information in New York State's Tech Valley.

The Center for Economic Growth (CEG) was looking for a technology partner to keep the TechnologyRoadmap.com website up to date by way of programming, content development and support.

### **Solution**

BelWo Inc. brought its expertise to the table in understanding business requirements and then converting those specifics into a fully functional programmed website. Working along with the program managers at CEG, the functionality of the website was defined, implemented and made available for businesses and services in the capital district.

In addition, making use of the improvements in technology, BelWo used Google Maps API to graphically show the locations of Technology Roadmap members.

### **Results**

BelWo Inc. is proud to be associated with CEG and continues supporting their business initiatives with technology solutions. All requests given to BelWo's customer service team are resolved professionally and within the approved service level agreement (SLA).

### 1.2.3 RPI E\*ntrepreneurship Initiative

#### **Overview**

RPI is one of the most prestigious technical universities in the North-East, with an emphasis on Entrepreneurship. Over the last 184 years RPI graduates have excelled in creating trendsetting companies both locally and globally.

#### **Challenge**

Keeping that focus in mind, RPI created an office of Vice Provost of Entrepreneurship to involve students and faculty with entrepreneurship initiatives world wide. Rob Chernow, the Vice Provost of Entrepreneurship, conceptualized and developed a series of lectures, workshops, events and competitions to promote the cause of entrepreneurship in the student community. The initiative required an internet presence and a technology partner with experience in bringing ideas to life.

#### **Solution**

BelWo worked with the office of Rob Chernow and RPI Media Planning to lay the foundation of the Entrepreneurship (ESHIP) campaign with the web presence of Rock the World Concert. In subsequent semesters we followed up the offline initiative with a portal showcasing; lectures, workshops, events, registration, schedules, videos, competition results, speakers, alumni bios, case studies, school details, faculty information, as well as other secured sections.

#### **Results**

The President of RPI University recognized the E\*ntrepreneurship website as an extremely powerful tool for promoting the entrepreneurship campaign. After reviewing what BelWo created, the faculty was encouraged to develop their own sections and modules on the website.

### 1.3. Testimonials

"BelWo has been exceptional in helping us develop and support our website, which is very much at the heart of our entire program. I have been especially pleased with BelWo's recommendations, thoroughness and timeliness. BelWo has always gone well beyond what I expected."

**Robert A. Chernow,**  
**Vice Provost for Entrepreneurship, RPI**

"BelWo gave us the option to go through hired consultants in India that would work for us full time and would take care of the logistics and infrastructure. They saved us an estimated \$50000."

**Bill Gamble, CTO, LabPrints**

"As we transitioned from an incubator-focused website to a member-focused incubation domain, BelWo made the appropriate suggestions and implemented a very company-centric, informational site. The new site is attractive, easy to read, and is very user friendly.

**Michael J. Tentnowski, Director - Incubator Programs, RPI**

BelWo offers comprehensive professional services for Solimar software solutions to ensure they are implemented effectively and meet client expectations. BelWo relies on its well defined solution implementation process to understand the client's business requirements and objectives. Their analysis results in the best practices for automation and process reengineering which improves document workflow. BelWo's professional services include design, development, installation, configuration, testing, training and support of Belwo's custom developed code. BelWo's highly trained Solimar-certified specialists deliver the expertise needed to reduce risk and manage projects on-time and within budget.

**Mike Tyler, Solimar Systems Inc.**

### 2.0. Communication Plan

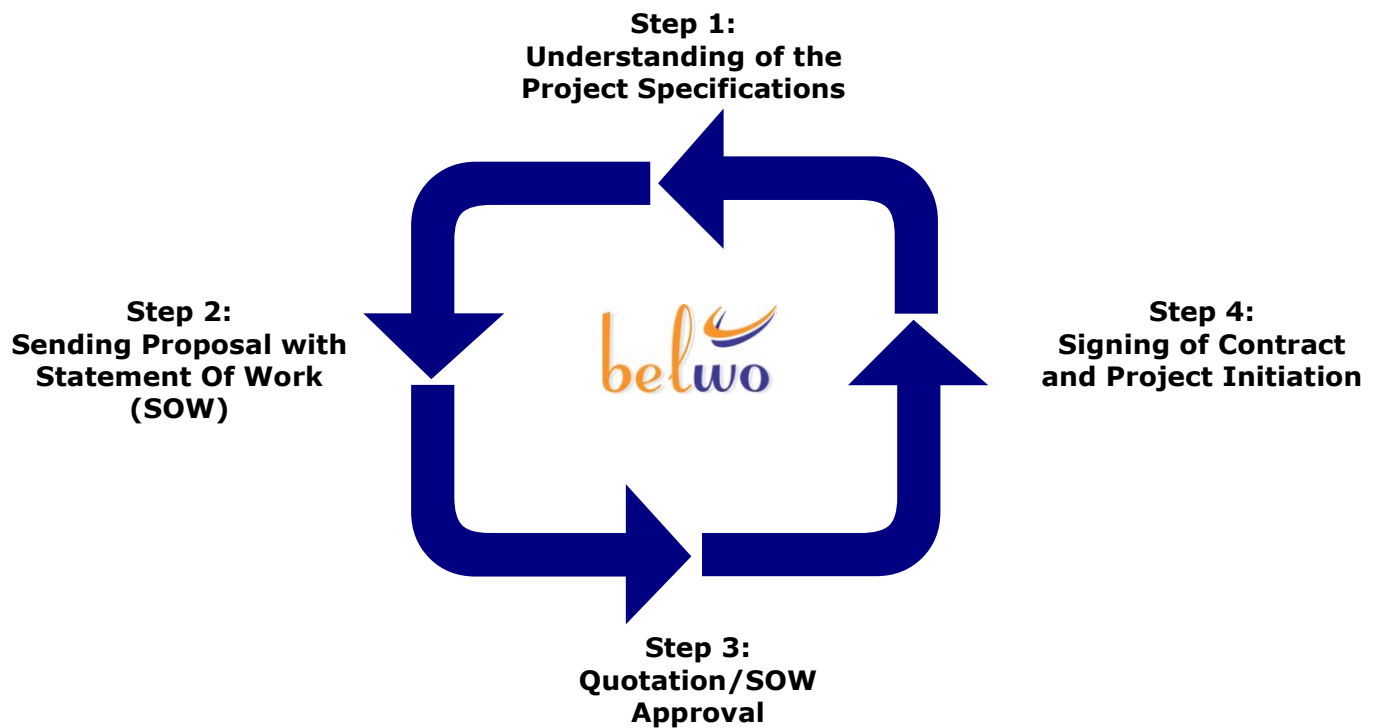
- Online support via Telephone, Emails and Instant messaging services.
- Data transfer via Secure FTP.

- Video-Conferencing on Demand

### 3.0. Process

A brief outline of the typical process is given below:

- Step 1: Specifications of the Project from Client: In this we understand client's business objectives and goals.
- Step 2: Send a proposal including estimate for time and cost: Analyze client's requirements and prepare proposal with estimate on time and cost for the project
- Step 3: Quotation Approval
- Step 4: Signing Contract



#### 4.0. BelWo Areas of Expertise

At every stage of the development process BelWo maintains the highest standard of quality. By thoroughly analyzing your business needs and requirements, we deliver custom, cost effective and innovative solutions.

##### **Document Management**

- Data Classification
- Technical Publishing
- Image Processing
- Content Management Services
- Title Processing
- Litigation Processing/Legal Documentation Management
- Violation Management Processing
- Clinical Trial Data Management

##### **Print Floor Integration / Automated Document Factory (ADF)**

- Composition / Pre Press (ExStream Dialogue, Desknet, XMPie)
- Print Floor (Solimar, Emtex Flex Server, Stream Weaver)
- Tracking and Auditing (DF Works, Pitney, Gunther, Job Tracker)
- Reporting (Crystal Reports)

##### **Website Application Development Services**

- Integration that involves various functions in multiple systems.
- Networks utilizing integration due to mergers and acquisitions
- Existing system integration support of new products.
- Inventory decrease by integrating with suppliers and customers.
- Manual Interaction reduction.
- Total project management solution including, but not limited to, design and system interface.

##### **Support & Maintenance**

- System Administration
- Content update and support
- 24/7 client support
- Level I, II, III maintenance (email and phone based)

## **4.1 Document Management Services**

BelWo is a rapidly growing, successful document outsourcing company, providing end-to-end solutions for the corporate market and various industries. From traditional documentation and management to the creation of “paper-free” environments, we strive to offer the best customer service focused to save you both money and time.

### ***Business Process Management***

- Clinical Data Management
- Violation Tickets Management
- Title Processing
- Litigation Processing
- Mortgage Processing

### ***Publishing***

- Catalogue Conversion Services
- Technical Publishing

### ***Content Management Services***

- Image Processing
- Data Management Services
- Catalog Processing

## **4.2 Website Application Development**

Website Application Development helps you to unleash the power of your business with Technology Innovation. BelWo’s system integration expertise enables clients to identify, develop, and integrate proven state-of-the-art technologies into their business goals. Growth in the SI services market is fueled by the need for seamless business processes across a company's entire value chain of partners, suppliers, employees and customers. Factors responsible for solution integration to be deemed as a critical area of focus are as follows:

- Integration that need various functions with multiple system.
- Systems & networks need integration due to mergers and acquisitions
- Existing system integration with new products.
- Inventory decrease by integrating with business partners, suppliers and customers.
- Manual Interaction reduction.
- BelWo offers you a total project management solution including design, system interface and other aspects.

The BelWo team implements solutions both in windows and Linux platforms. The common technologies used are ASP.Net, ASP, PHP, MS SQL, Oracle, MySQL etc.

Our Software Development Policy defines that success comes from thorough analysis and specification, a well-established development process, knowledge of the latest technologies, expert management, effective communication, and full-cycle quality assurance.

### **4.3 Print Floor Integration/Automated Document Factory (ADF)**

- Composition/ Pre Press (ExStream Dialogue, Desknet, XMPie)
- Print Floor (Solimar, Emtex Flex Server, Stream Weaver)
- Tracking and Auditing (DF Works, Pitney, Gunther , Job Tracker)
- Reporting (Crystal Reports)

### **4.4 Support and Maintenance**

In addition to development services, BelWo works hand in hand with its customers during production. For a monthly retainer based on our clients needs, we ensure that our customers get timely content updates and expeditious resolution of issues.

### **System Administration**

We invest in understanding the network and software setups of our customers to maximize their operational up time. Our resources are consistently involved in upgrading the available infrastructure, as well as supporting the new installations per the organization's requirements. We help our clients grow faster and more efficiently with our support systems.

## **Level I, II, III Maintenance (Email, Phone based)**

Depending upon the contract, we have the ability to trouble shoot the problem remotely. Most of the work entails the software applications that have been custom developed by BelWo. Our client support level can range from simple support functions to complex troubling shooting and extends up to the development of a new patch in solving outstanding issues where needed.

## **Content Updation**

Our content update support service saves our clients both time and money. They no longer have to allocate a resource for such changes and we can provide them with quick turn around times and the efficiency that only a complete IT business solutions company can bring to the table.

## **5. Data Security**

To ensure the security of client's data, we take security measures at the following levels:

### a) Premises

- Custom bonded offices
- Random checks
- Prohibition of entry of unauthorized person in building premises
- Access Control Card System to lock the premises
- Regular monitoring of entire premises through CCTV
- Adequate security personnel
- Well protected document storage area
- Movement of devices is restricted

### b) Systems

- Security mechanism like Mail Scanning, highly secured server firewalls etc.
- No output devices in any of the systems
- Unique username and password for each employee to access their system
- Prohibition of unauthorized access to the systems
- Limited access to employees as per their work requirements

c) Personal Level

- Strict Non-Disclosure and Non-Compete Agreements to bind all employees
- Constant monitoring of PCs
- Careful monitoring of presence of any employee in the premises before or after working hours

d) Backup System

- Back up office for disaster management
- Servers and back up servers

## BelWo Offices



### **Corporate Office**

1223 Peoples Avenue  
Suite 2204A, Troy, NY 12180, USA  
Phone (O): 518 276 6797  
Toll free: 1-866-99 BelWo (23596)

### **India Office**

SCO 325, Sector 40-D  
Chandigarh, India 160036  
Phone: +91-172-2690325

### **Kuwait Office**

P.O. Box 1288,  
Safat Kuwait 13013,  
Phone: +965 – 65650101