



Thinking Breakthroughs



**We are many,
yet we are one**

25 countries **8,400+** experts

No single HQ · Many nations · Lots of diversity · One manifesto

Caring is our superpower



These **7 core values** are at the center of everything we do:

How we conduct ourselves · How we measure ourselves · What we promise our clients

Our Multi-domain Experience



Non-profit &
Education



Gaming



Media &
Entertainment



Energy & Utilities



Life Science &
Healthcare



Banking



Manufacturing &
Automation



Public Sector



Retail & CPG



ISV



Telecommunications



Travel & Logistics

Services Spectrum



Consult

- Ideation
- Strategy, Roadmap
- Architecture, Technology
- User Experience Design
- Process

Develop

- Cloud Native, Web, & Desktop
- Native & Hybrid Mobile
- Embedded
- Enterprise Platforms
- Integrations

Digitize

- Data
- Content
- Processes
- Operations
- Automation

Transform

- Tech Upgrade
- Tech/Platform Port
- Re-engineering
- Cloud Migration
- Security

Innovate

- Thinking Breakthroughs
- Idea To MVP
- Data-driven Decisions
- Non-UI Interface
- Cognitive

Service offerings



Application
Development



DevSecOps



ECM & Portals



Mobile Solutions



IOT & Embedded
Development



360-degree Audit,
Consulting



Cloud Services &
Security



Digital Solutions



Enterprise
Architecture



BPM, ERP, CRM, SAP



Big Data & Analytics



IV & V



Augmented &
Virtual Reality



Machine Learning &
AI



User Experience &
Design



App. Transformation
& Support

Nagarro's Focus Areas

Software and system development



Practice highlights

- 5000+ developers across multiple technologies and platforms
- 1500+ focused on Java technologies
- 1000+ front end developers - Angular, React, iOS, Android, etc.
- Dedicated practices for enterprise platforms
- Dedicated CoE's for emerging technologies

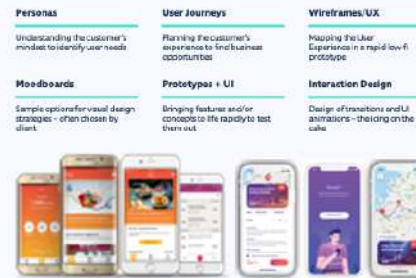
Architecture



Practice highlights

- 550+ solution and DB architects
- TOGAF certified architects
- Expertise in developing future proof and configurable solutions
- Strong focus on open APIs, open data and open standards
- Attention to security while considering modular structure

Design competence i.e. UX/UI Service design



Sample screenshots from projects delivered by Nagarro
Link to Android app: <https://play.google.com/store/apps/details?id=com.baywatch.fitness>

Practice highlights

- 100+ design professionals and UX/UI analysts
- Dedicated in-house product studio
- Our design services include:
 - Personas and user journey development
 - UX/UI Design
 - Usability Testing
 - Product branding and design systems

Requirement and test, quality assurance services



Practice highlights

- 900+ QA professionals (Manual + automation)
- ISTQB certified engineers
- A2A-DRIVEN - Advanced Test automation framework
- CQA-PROVEN - Continuous Quality approach
- Maintaining global defect removal efficiency of 92.96%

Front End



Practice highlights

- 1000+ front end developers - Angular, React, iOS, Android, etc.
- Our front-end services include:
 - Web portal development
 - Cross platform development
 - Hybrid mobile app development
 - Data visualization
 - HTML5 games
 - Server-side JavaScript

Cloud Computing



Practice highlights

- 500+ Cloud experts and dedicated Cloud practice
- Our Cloud services include:
 - Cloud analysis and strategy
 - Cloud design and architecture
 - Cloud transformation
 - Cloud operations
 - Cloud compliance, governance and security

Agile transformation i.e. Agile Coach



Practice highlights

- 1000+ certified professionals on various Agile methodologies
- Dedicated Agile CoE - Experts with extensive experience
- Industry Certified Trainers - Provide trainings for SAFe and IC Agile accredited courses
- Over 250 live projects aligned to the agile ways of working
- Atlassian Platinum Solution Partner

Practices & Centers of Excellence (CoEs)



Automotive Practice

Personalize Consumer Engagement
Contextualize Emerging Technologies
Enterprise Transformation
Auto OEMs Modernization
Defect Detection

Deep Learning COE

Computer Vision
NLP
Robotics
Neural Networks

AI/ML Practice

Data Exploration
Optimization
Predictive Analytics
Machine Learning
Model Design

DevOps COE

Analysis
Design
Transformation
Support
Optimization

Cloud COE

Analysis & Strategy
Transformation
Operations
Innovation

Mobility COE

Mobile Strategy
Enterprise Mobility
Experience Design
Analytics
App Testing

CMS COE

Technology Selection
Experience Design
Configuration
Integration
Development
Training

Testing Practice

Automation Services
Functional Testing
NFR Testing
Mobile Testing
Specialized Testing

UX COE

Discovery
UX Strategy
Information Arch.
Visuals, Wireframes
Prototypes

AMS Practice

Helpdesk (L1)
App. Monitoring
App. Support (L2/L3)
Maintenance
Modernization

Agile COE

Analysis
Discovery
Elaboration
Support

IOT COE

Gateway
Communication
Platforms
Visualization
Integrations

ERP/CRM Practice

Planning
Implementation
Managed Services

Technology partnerships



Adobe

Solution Partner

Bronze



Atlassian

Solution Partner

Platinum (Norway)
Gold (India)



AWS

Consulting Partner

Select



CA API MGM

Partner

n/a



Marklogic

Partner

n/a



Microsoft

MPN
CSP (Europe)

Gold
Direct



Google

Cloud Services
Apigee Service

Silver (Partner)
Gold



Hybris

PE Service

Silver



ISTQB

Partner

Platinum



Magento

Partner

n/a



Sitecore

Solution Partner

Silver



UltraServe

Consulting Partner

Advanced



Oracle

Partner

Gold



Salesforce

Consulting Partner

Gold



SAP

PE Build
PE Service

Silver
Silver



ServiceNow

MSP Partner

Premier



Differentiating in a highly commoditized space...



Innovation



Thinking Breakthroughs

Co-creation and open innovation model enabled by our **innovation and digital enablement** toolkits



Amazing product studio

Product studio for rapid **design** and development of new digital ventures initiatives of our clients

Agility



Start-up mentality

We think like a **start-up** (agility, ideas, and openness) and scale like an enterprise



CARING culture

For us, it is always **relationships** over contracts

Quality



Technology geeks

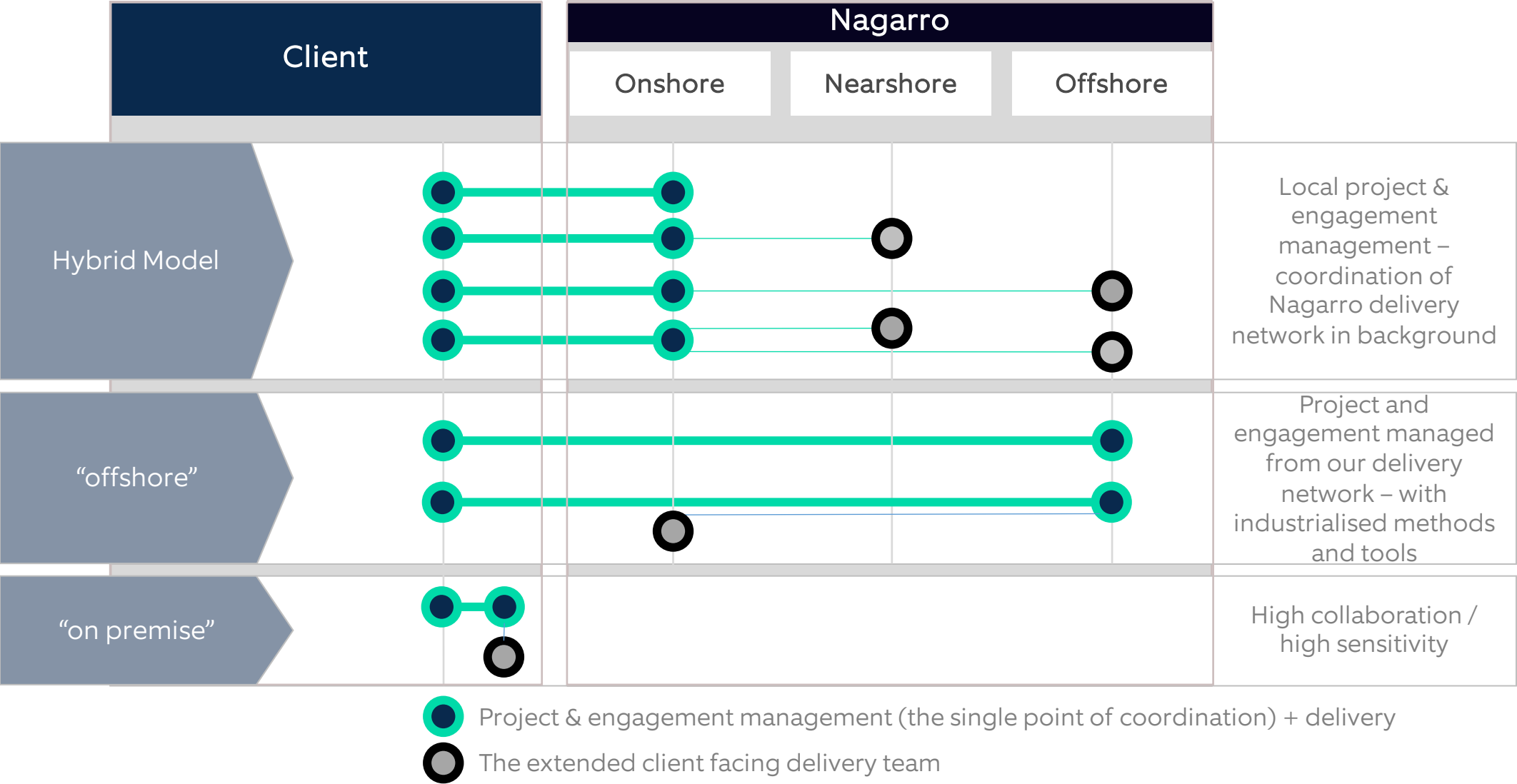
Always excited to solve complex business problems through **smart use of technologies**



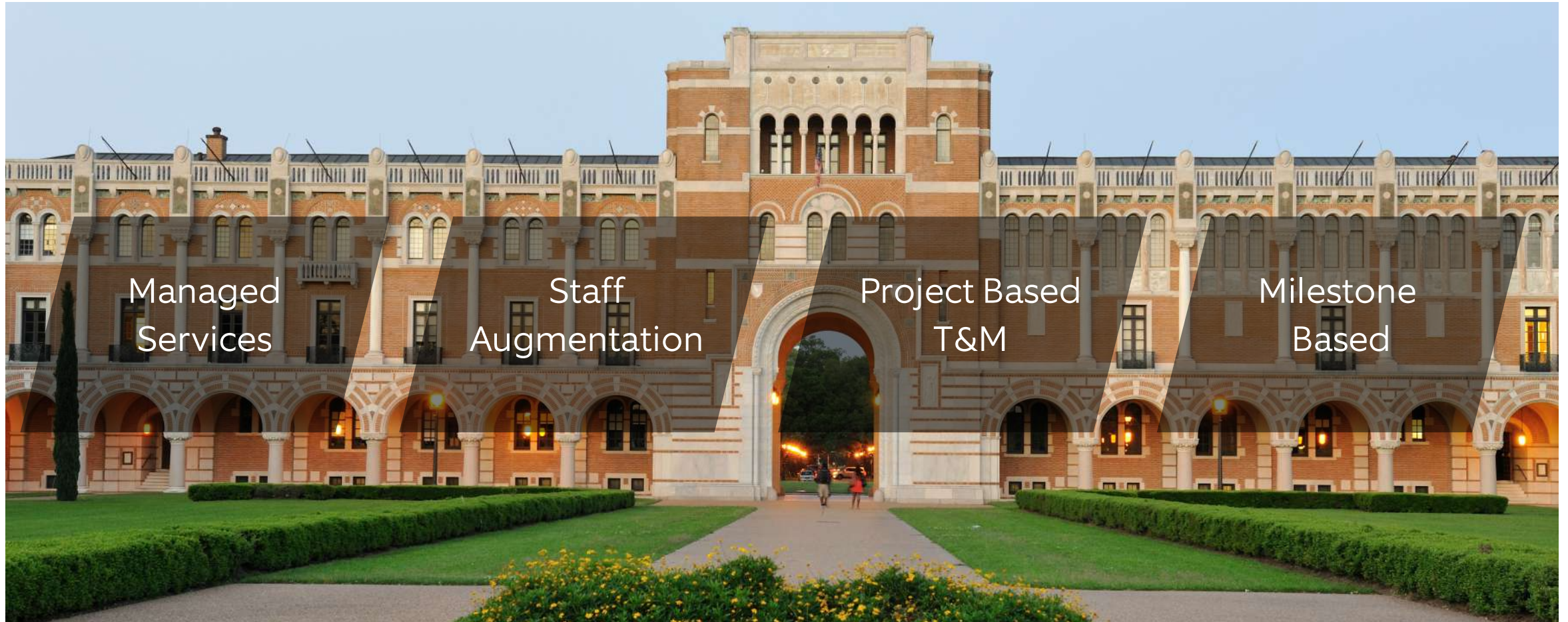
Top notch software engineering

Product development for enterprise and consumer apps, DevOps, app modernization, and experience design

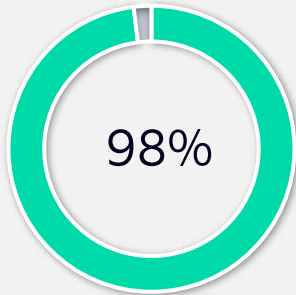
...providing flexible operative model...



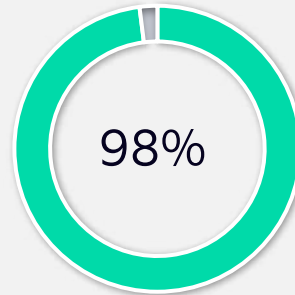
...and the right engagement model...



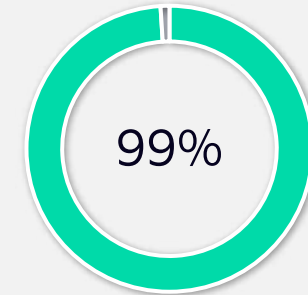
...results in amazing client satisfaction scores



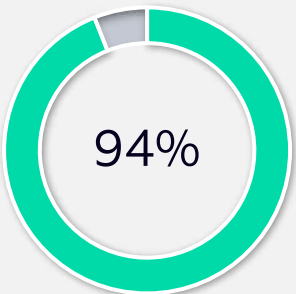
Did the Nagarro team understand your business needs effectively and accurately?



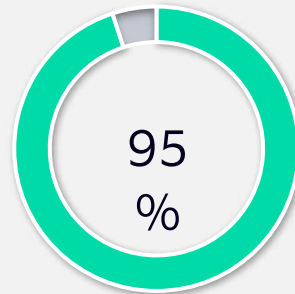
Did the solution designed and offered by Nagarro match your expectations?



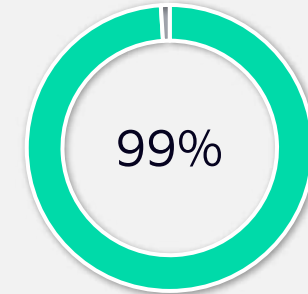
Was there quick and clear response to any queries that you had regarding the design specifications?



Has the delivery of the solution met committed timelines?



Was the deployment of the solution smooth and trouble free?



Was there adequate technical support for any issues you may have faced during the maintenance phase?

Our experiment in non-profit sector

Non-Profit: Key focus areas



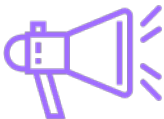
Partnership:



Donor Management System



DONOR MANAGEMENT SYSTEM

Constituents Relationship Management	Marketing and Communications	Prospects	Fundraising Management
 • A comprehensive view of entire constituent ecosystem and a single reliable source of managing communication and interaction for the complete lifecycle	 • Effective marketing strategy and automation solutions to increase donor outreach and engagement • Multi-channel communication along with personalized donor experience using advanced analytics	 • Prospect research and profiling to identify new donors • Targeted outreach based on donor's affinity and capacity to give, aligned with organization's strategic goals	 • Strengthen donor base and maximize ROI on fund raising efforts coupled with data driven actionable insights • Streamline workflows and measure key success metrics with intuitive reporting capabilities

Financial Management



Core Accounting

01

General Ledger

- Subledger management
- Multi-account setup and integrations

02

Accounts Payable

- Payment authorization processes
- Liabilities handling
- Invoices, purchase orders, credit memos processing

03

Receivables

- Tracking money owned by third parties/clients
- Tracking accounts, pledges, grants, etc.
- Receivable aging reports and statements

04

Cash Mgmt./Treasury

- Liquid account management
- Integrating multiple bank and cash accounts
- Centralized processing of cash inflows and outflows

05

Fixed Assets

- Inventory management
- Acquisition & disposal of assets
- Depreciation calculation

06

Allocation Management

- Allocate amounts from one account, projects, classes, or grants to another
- Even allocation of investment and income from multiple projects
- Moving gifts to revenue record

07

Expense Management

- Employee initiated expense handling
- Fraud management

Healthcare Management



Patient Care System



- Care pathways system for doctors, hospital coordinators, & patients
- Real-time care recommendations to patients
- Patient data reconciliation through surveys/mobile app
- Assessing impact of COVID-19 on existing patients
- Managing more than 500 mutually exclusive healthcare rules

Patient & Donor Data Analysis & Reporting



- Patient survey data analysis
- Campaign revenue forecasting
- Analysis of donation patterns & total life value of donors
- Personalized reporting and interactive dashboards for business users
- Unified reporting view of individual and foundation donors

Process Automation, Security, & Compliance



- Automation of data retrieval process from multiple applications
- Automation of periodic patient surveys
- Enabling secure point-to-point or site-to-site connections
- Streamlining O365 security & compliance, email security, cyber security
- Enabling FDA/HIPPA compliance



Our Success Stories



Business process automation and reporting compliance

Client is a non-profit organization committed for restoration and protection of Bay in the US

The client was facing challenges with its Luminate CRM solution as it required many manual interventions to perform activities. Evolving solution as per changing business needs added to the cost. Also, IT landscape coupled with data accuracy and reporting posed challenges.

Nagarro with vast experience in the non-profit CRM domain came up with a customized solution catering to client's specific needs. Key highlights of the solution:

- Automation of business workflow
- Efficient and enhanced reporting system for internal and external stakeholders

This helped increase the operational efficiency of accounting management processes and streamlining of core business processes related to fund raising and digital marketing strategy.

The reporting solution was compliant with regulatory requirements.





Interactive reporting and dashboards for better business insights

A US-based non-profit organization dedicated to research and finding cures for diseases.

The client was creating reports manually by compiling data from various source systems and wanted to have a cost-effective reporting system which can help them generate customised reports.

Nagarro used an innovative approach for reverse engineering and documentation of the existing as is process. We automated the manual work by creating data structure models in SQL and SSIS and analytical reporting in PowerBI. The solution helped create Complex Custom Data visualizations for key performance indicators required by higher management in the reporting tool PowerBI.

Additionally , we created the forecasting model for revenue related to various campaigns in SQL.

This helped in significant workload reduction for business and key stakeholders (due to reduced manual overhead) and prebuilt canned and user interactive reports.

The platform also enabled quick turnaround of data into actual insights for taking timely decisions supported by self-service data visualization.





Effective implementation of pathways for better patient care

A US-based non-profit organization dedicated to research and finding cures for diseases.

The client did not have proper tool to guide a patient for Anemia Care Path and was looking for proper data capturing methodology from patient to suggest the proper care path based on inputs received.

Nagarro built a web-based engine to suggest recommendations to patients based on 500+ mutually exclusive health care rules, depending upon labs & other parameters. Java-based Drool Engine incorporating all engine rules was hosted on AWS Cloud Infra, having Auto Scaling, Load Balancer, API Gateway on dashboard.

For data collection, Survey Monkey was integrated with Salesforce. Android & iOS apps were created as per FDA standard.

This has helped the client to have centralized database with different portals and secure access for sites & patients. The application is also FDA/HIPPA compliant.





Digital marketing automation and optimization software

Client is a supplier of software and services specifically designed for non-profit organizations

Client wanted to build a platform which could automate a series of marketing actions and provide a unified view of donor engagement journey across channels.

Nagarro designed and implemented a digital marketing automation and optimization software which offers a rich set of features assisting non-profits in:

- Effectively managing the acquisition, retention and evaluation of new donors
- Extracting better donor insights from digital interaction touchpoints like social media etc.
- Personalized communication to donors and content automation based on real time behaviour.
- Generating a constant stream of new qualified donors.
- Tracking campaign effectiveness across all marketing efforts.
- Tracking campaign response and aligning donor interest with associated messaging.

The solution provides a personalized digital campaign experience to prospective donors, thereby increasing donor engagement with non-profits and helping them achieve campaign's objectives





Transforming an accounting system for Non-Profits

Client is a supplier of software and services specifically designed for non-profit organizations

Client wanted to implement highly customized accounting system for financial executives which can cater to specific needs like Unique regulation and standards (reporting), Business process differences, Donor intent and grant restriction mandates and Accountability to multiple audiences.

Nagarro team in collaboration with client team identified the unique needs of Non-Profits from accounting perspective and devised a design strategy to implement the same by modifying their existing accounting system with minimum design changes. The system was developed with following features:

- Superior Grant Management
- Easy-to-Use Budgeting Tools
- Unparalleled Non-profit Financial Reporting
- Understand and Control Costs

Client was able to achieve its strategic goal of building a comprehensive platform which covers all aspects of back-office operations for Non-Profits.





Analytics solution for effective email campaigning

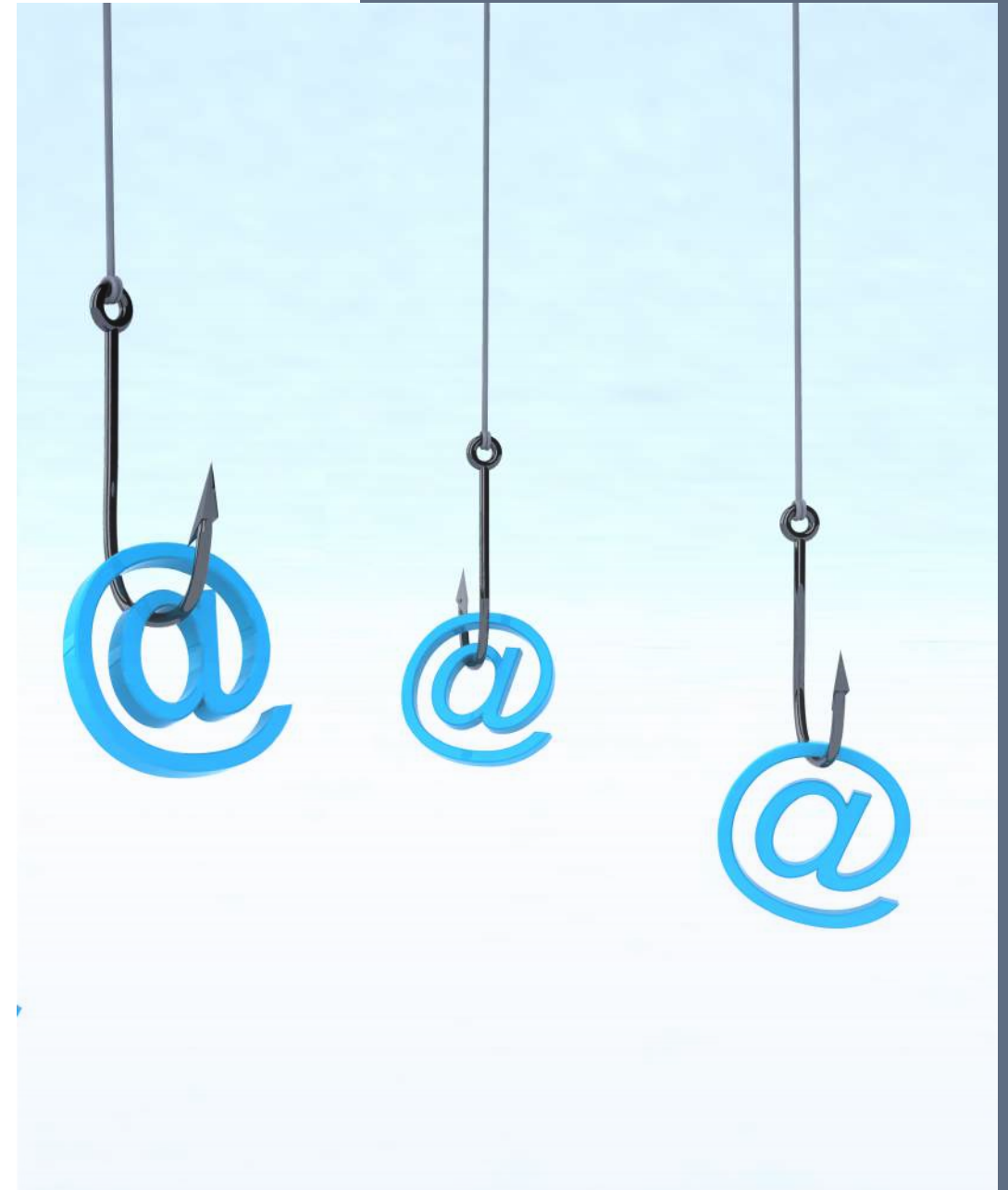
Client is a supplier of software and services specifically designed for non-profit organizations

Client was facing challenges to create, manage and monitor their email campaigns, which eventually affects the business growth. Client wanted to devise a solution which would cater to needs of managing email campaigns and provide meaningful statistics to the Non-Profits.

Nagarro team in collaboration with client team implemented an email campaign management solution that would help Non-Profits manage their email campaigns and provide meaningful statistics. Some key features of the solution are:

- Provides all key email statistics like Click Rate, Open Rate, Transaction Rate etc. in one single grid
- Displays how many emails finally converted into funds, and total funds raised
- Provides Bounce/Not Sent email count
- Has a provision to export the email statistics
- Also provides Current Email status (Processing, Processed, Accepted, Completed)

Our end-to-end business process and business value focus helped client define their campaign strategies, assess and evaluate the success of their campaigns resulting in a significant growth in donations





Enhancing agent productivity through Salesforce Service Cloud

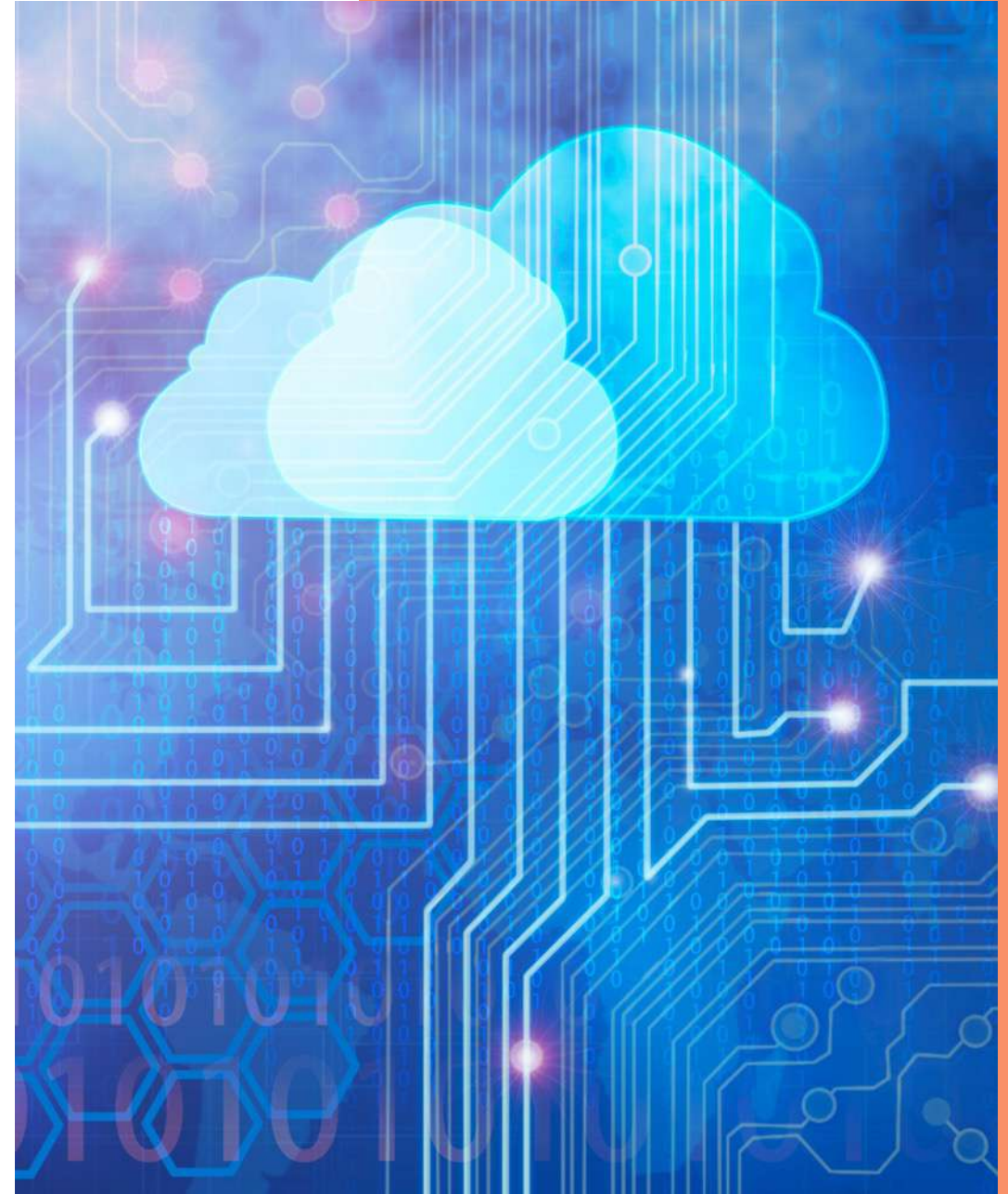
Client is a supplier of software and services specifically designed for non-profit organizations

A leading supplier of software and services specifically designed for non-profit organizations was facing challenges in case management system –'Clarify'. The case creation process was complex due to lack of knowledge base and external/internal collaboration for case resolution.

Nagarro leveraged the Salesforce Service Cloud to design the case management system. We handled agent and client interaction via Salesforce Live Agent functionality, with customized user interface for proper error handling and session time out issues. Key highlights of the solution:

- Salesforce knowledge base articles were used to help support agents solve cases faster
- Salesforce Service Cloud out-of-the-box functionalities were used to simplify internal case creation process and send relevant notifications to users
- Relevant email notifications were designed for business agents to solve cases more efficiently

The introduction of Salesforce Service Cloud led internal users to manage cases more efficiently. Communications between business agents and end users became more efficient. The overall user experience and client satisfaction increased rapidly.





Product innovation and professional services partner

Client is a supplier of software and services specifically designed for non-profit organizations

A leading supplier of software and services specifically designed for non-profit organizations built their product Luminate CRM (LCRM) on Salesforce and **was seeking a professional services partner**, so that it could focus on the core product.

The client partnered with Nagarro as the professional services partner to help **implement and customize** their product for non-profit organizations. We have successfully implemented **LCRM for around 15 non-profit organizations** in domains such as education, healthcare, women rights, children, wildlife, and senior living.

Having delivered excellently on professional services, the client asked Nagarro to collaborate on **research and development of their product**. Hence we also started to perform research and development as per updated framework and design of Salesforce and design scalable and robust systems with strong focus on data cleanliness and integrity.





Implementation of Oracle NetSuite for a Software Supplier

Client is a supplier of software and services specifically designed for non-profit organizations

The customer is a supplier of software and services to the social good community- non-profits, foundations, companies, education institutions, and healthcare organizations. The client has different subsidiaries in different locations like UK, Australia, and New Zealand. We implemented NetSuite for the client so that they could have all the data within one software and access the data with ease from any location any time.

Nagarro collaborated with the client to implement/support NetSuite in the area of Finance & Accounting (General Ledger, Accounts receivables, Account Payables, Procure to Pay, Approval Workflows, Cash & Bank Management, and Contract Renewals). The solution ensured optimum user adoption without disrupted day-to-day operations.

With streamlined processes and enhanced technology platform on Oracle NetSuite, our client benefited from consolidation of financial analysis and reporting data, reduction in time needed to perform crucial processes; and in-depth visibility into all stages of sales.

Nagarro also improved customer satisfaction through integrated agile developments and by incorporating the superlative quality checks.





Microservices-based solution for legacy architecture modernization

Client is a supplier of software and services specifically designed for non-profit organizations

The client was seeking to develop a high speed modernized system capable of handling huge volume of data when in need, generally around festive times like Thanksgiving.

Nagarro recommended a microservices architecture with Angular UI built on top of Microsoft Azure cloud architecture. We re-designed existing application to Angular with data layers to reduce implementation time and developed microservices architecture with Microsoft Azure resulting in following benefits:

- Integrative multifaceted team structure allowing speedy delivery
- Automatic/manual scaling (up/down) of the services during peak hours
- Negligible downtime for releasing new features which in turn lowered risks during change management
- Increased overall performance of the system

This newly designed solution, with Android and iOS compatibility, provided improved maintainability and almost 30% increased usability. The system performance increased by 20%.



Helping you
create an
Intelligent
Enterprise

