Agenda

BULPROS
BUILD ON OUR EXPERIENCE

About us

Portfolio

BULPROS is a dynamic Eastern European IT Services company focused on:

- Software development
- Web & Mobile Development
- Infrastructure Services
- Customer Services

Locations

BULPROS is located in:

Bulgaria
- Sofia
- Plovdiv
- Varna

Germany
- Frankfurt am Main

Team

Currently the team of Bulpros consists of more than 100 people. Through our partner network we have the access to more than 500 professionals in IT services and consulting roles.

Industries

BULPROS serve enterprise customers in various industries:

- Information technology
- Telecommunications
- Utilities
- Services

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About us

Team

- The BULPROS team is comprised of senior professionals with proven track record in the services we offer

Professionals

- Our professionals have a long-standing experience in the multi-language, multi-cultural delivery of global clients

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Executives

- Our executive team is built by recognized industry leaders who spent their careers leading international businesses in Eastern and Western Europe

Management

- All members of our core management team have successfully led large projects & operations

Why Bulpros?

Capability to build the bridge between European onshore with Asian offshore delivery locations by delivering excellent nearshore services (SMARTSHORE)

Experience in leading outsourcing projects both from the customer and provider side

Experience in setup, transition and operations management of large scale outsourcing projects in Bulgaria

One of the few companies in Bulgaria which has experience in taking responsibility for the development and maintenance of business critical solutions in Western Europe and USA

Proven and certified BULPROS Business Process Framework (BBPF) for our entire portfolio

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Company Portfolio

Software Development

Web & Mobile Development

Infrastructure Services

Customer Service

Professional Staffing

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BULPROS COMPANY PORTFOLIO
SOFTWARE DEVELOPMENT

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Software Development Services

Bulpros is a nearshore software development services partner, offering its customers the ability to scale their IT organizations, while maintaining the highest degree of control, quality and flexibility.

Services

Extended Project Development Centre

Extended Product Development Centre

Custom Software Development

Application Maintenance & Migration

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Extended Project Development Centre

Bulpros Extended Project Development Center model is a custom approach to offshore outsourcing that provides optimal flexibility to structure business relationships that create win-win situations. This allows clients to achieve their mission-critical goals cost effectively.

Extended Project Development Centre

Service Scope

- Enterprise technologies based development
- Open source technologies based development
- Web & Mobile development

Key advantages

- Highly qualified technical staff, acting as an extension of the client's own project development team
- Project staffing flexibility
- On/Off-site support
- Fast ramp-up times of technical staff
- Access to a wide range of senior consultants in different technologies

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Extended Product Development Centre

Bulpros Extended Product Development Center (EPDC) model is an approach to outsource product development related work that provides flexibility to customers to focus on core product development activities and provide flexibility for a wide range of usage scenarios, including the flexibility needed to sustain multiple product generations.

Extended Product Development Centre

Service Scope

Outsourcing of:
- Separate development tasks
- Complete feature/module development
- Complete Service Pack development
- Testing activities
- Proof of concept development

Contribution to:
- New product version development
- Installed based maintenance

Key advantages

- Building a fully dedicated team of highly qualified technical staff, acting as an extension of the client's own product development team
- Decrease product development costs
- Speed-up product development
- Effective communication due to cultural proximity and time zone

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Custom Application Development

With its client driven approach, Bulpros Custom Application Development services meet our customers specific needs and bring added value through the transformation of business requirements into tailor made solutions.

Custom Application Development

Service Scope	Key advantages
• System requirement specification • Analysis and design • Code programming • Quality assurance • Training • Maintenance and Support	• Subject matter experts in new IT technologies and platforms • Application of agile methodology for software project management & development, to allow maximum control and flexibility over project • Quality Assurance best practices for managing software development & maintenance

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Application Maintenance and Migration

Bulpros Application Maintenance & Migration services help you unlock the potential of your existing applications and extract the best out of them. Our solutions address key issues like reducing Total Cost Ownership, slicing-down application downtimes and enhancing legacy systems without compromising on productivity or business flow.

Application Maintenance and Migration

Service Scope

- Application Maintenance support (1st, 2nd, 3rd Level)
- Technology/Platform Migration
- Change and release management
- Web Enablement to make apps web/mobile compliant

Key advantages

- Outsourcing of non-core maintenance and migration work to minimize ongoing operations costs
- Mitigation of risks, disruptions and threats
- SLA and KPI driven approach for maintenance

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BULPROS COMPANY PORTFOLIO
WEB AND MOBILE DEVELOPMENT

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Web & Mobile Development

We at Bulpros are specialized in the development and design of custom-made web and mobile products. Our team is experienced in the translation of your specific business requirements into functional online solutions, centered around your company or your customers.

Web & Mobile Portfolio

Web Development

Mobile Development

Web and Mobile Design

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Web Development

We are specialized in the development of customized web solutions according to your specific industry and business needs.

Web Development

General Solutions

- E-Commerce
- Web and Enterprise Portals
- Content Management Systems
- Intranet, Extranet
- Custom Online Solutions
- Custom Web Applications

Open Source Solutions

- Custom web applications with full accessibility and practical ownership
- Development from scratch
- Implementation of proven, high-quality ready-made solution platforms

Enterprise Solutions

- Custom dynamic web applications with high scalability and security
- ASP.NET is considered one of the most popular and advanced technologies for building dynamic websites, web applications, and web services.
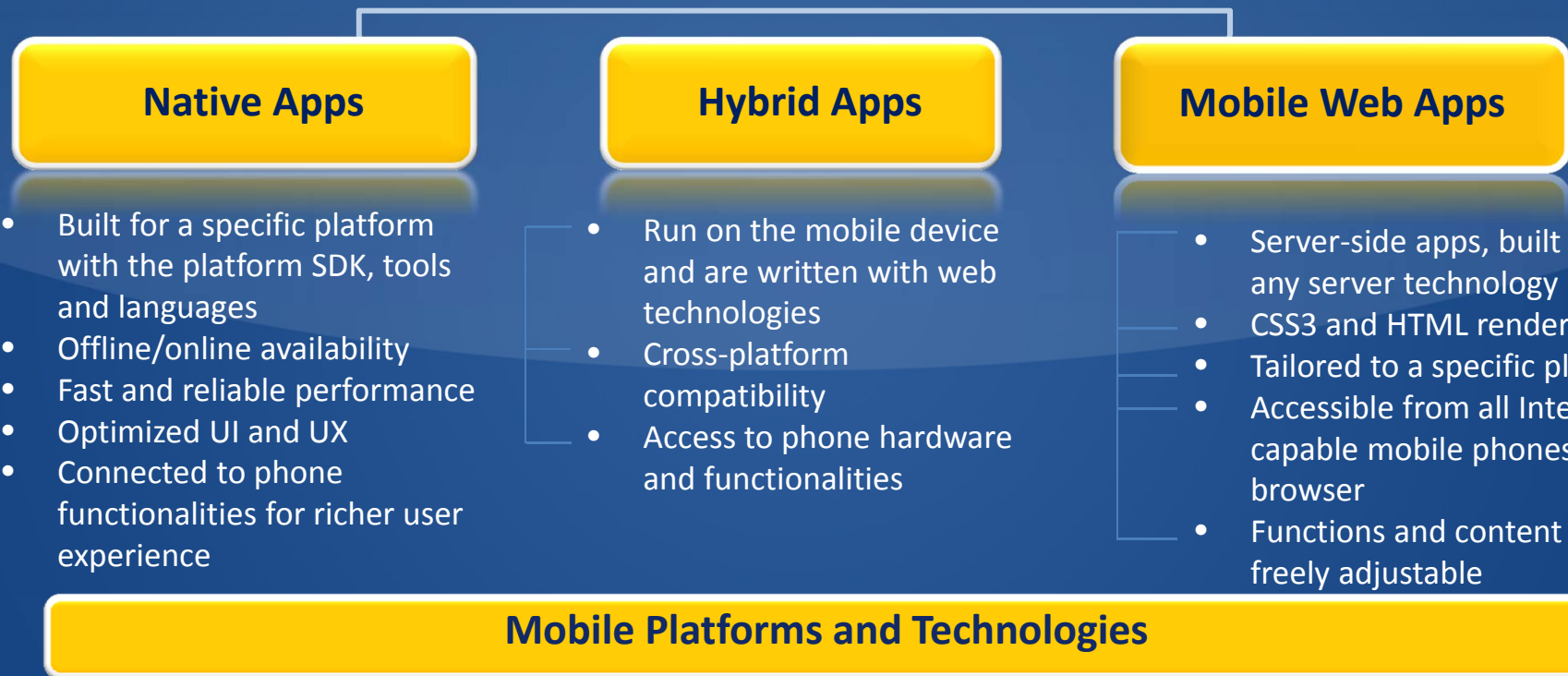
Web Platforms and Technologies

- Magento, Wordpress, Typo3, Drupal CMS, MODX, Liferay, SharePoint
- PHP, MySQL, Java, JavaScript, Ajax, HTML, CSS, ASP.NET

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Mobile Development

Our team of mobile experts will help you translate your business idea for mobile expansion into clear business requirements and will implement it to a perfect fit.

Mobile Development

Native Apps

- Built for a specific platform with the platform SDK, tools and languages
- Offline/online availability
- Fast and reliable performance
- Optimized UI and UX
- Connected to phone functionalities for richer user experience

Hybrid Apps

- Run on the mobile device and are written with web technologies
- Cross-platform compatibility
- Access to phone hardware and functionalities

Mobile Web Apps

- Server-side apps, built with any server technology
- CSS3 and HTML rendering
- Tailored to a specific platform
- Accessible from all Internet capable mobile phones via browser
- Functions and content are freely adjustable

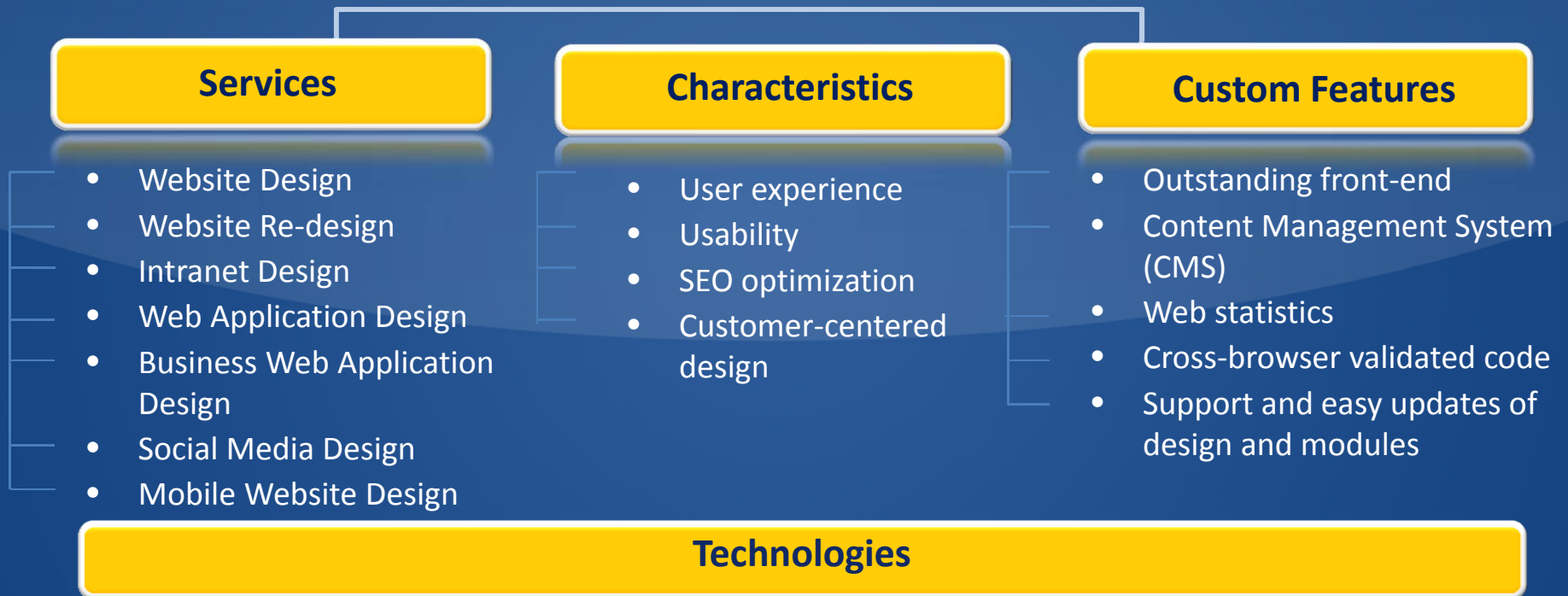### Mobile Platforms and Technologies

- Apple iOS, Google Android, Windows Phone 8, Blackberry
- HTML5, CSS, Java Script, PHP

Web and Mobile Design

When designing your new online identity, we base it on essential milestones that will enhance your online business presence and drive traffic to your website or web application. We create modern looking, clean, professional design and a smooth, properly scaled version of your website to explore on mobile devices.

Web and Mobile Design

Services

- Website Design
- Website Re-design
- Intranet Design
- Web Application Design
- Business Web Application Design
- Social Media Design
- Mobile Website Design

Characteristics

- User experience
- Usability
- SEO optimization
- Customer-centered design

Custom Features

- Outstanding front-end
- Content Management System (CMS)
- Web statistics
- Cross-browser validated code
- Support and easy updates of design and modules

Technologies

W3C standards, PSD2HTML, xHTML/CSS2, HTML5/CSS3, JavaScript, Flash

Infrastructure Services

Infrastructure Services

IT Infrastructure Integration

IT Service Desk

IT Infrastructure Management

Application Management

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IT Infrastructure Integration

With the proper mix of technical expertise in the latest technologies, project management skills and application of industry standards ISO 9001, ISO 27001 and ITIL, we are able to deliver solutions with excellent quality. At Bulpros we can manage end-to-end IT Infrastructure integration projects through their entire lifecycle:

IT Infrastructure Integration Lifecycle

| Audit and analysis | → | Business and technical design | → | Implementation and testing | → | Monitoring and support |
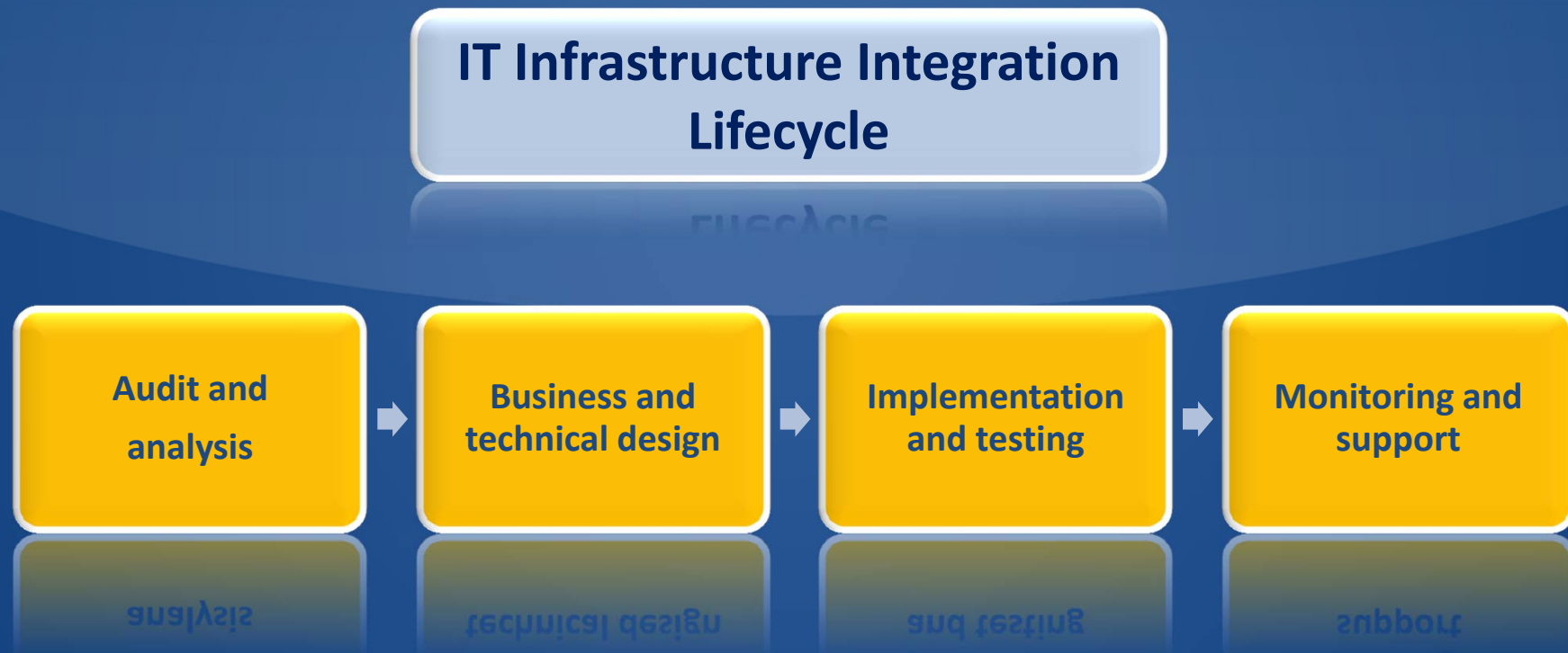
IT Infrastructure Integration

Bulpros provides design, integration and support of proper IT infrastructure, meeting companies requirements in terms of size, budget and organizational structure.
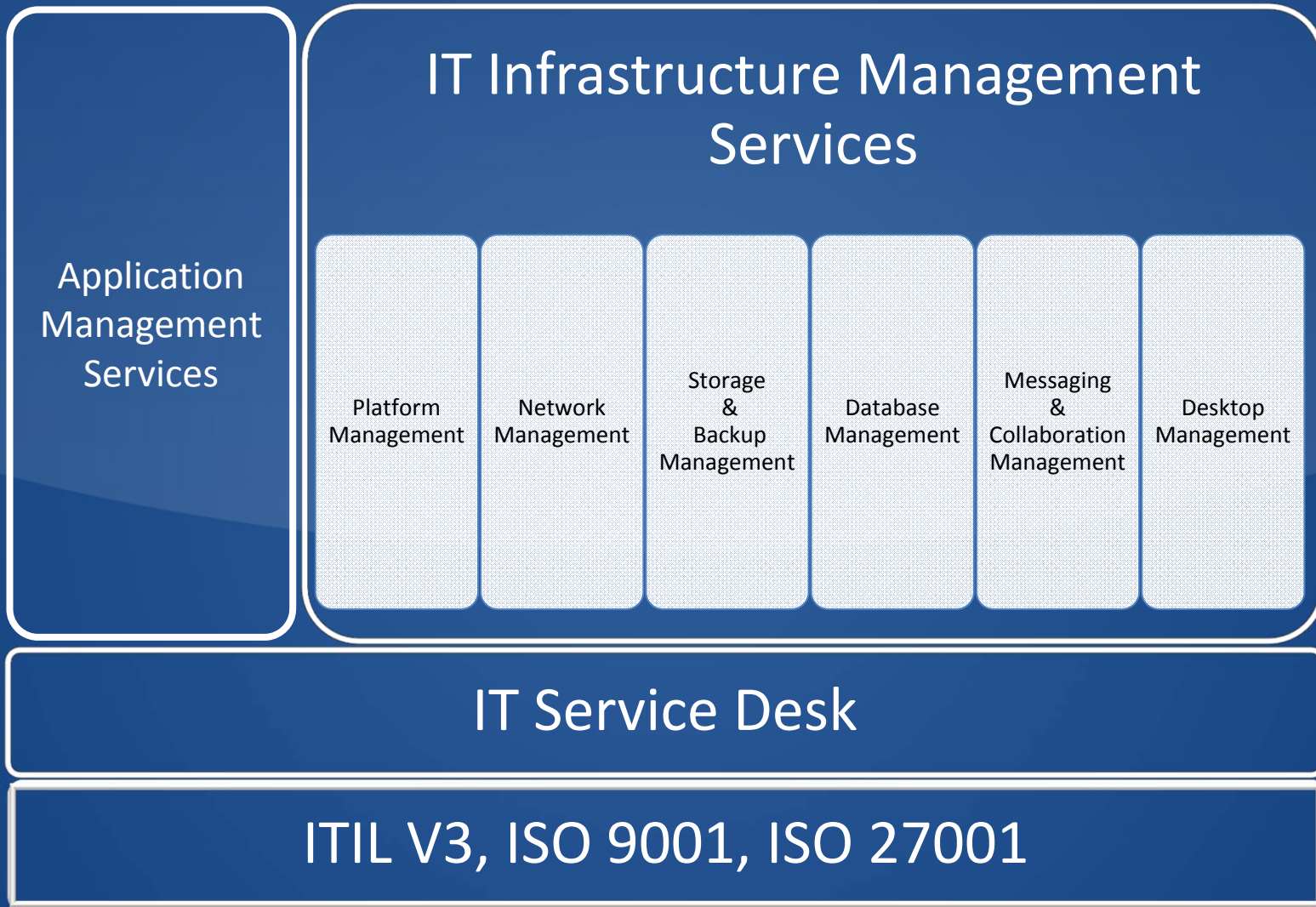
IT Infrastructure integration

- Platform
- Network
- Storage & Backup
- Database
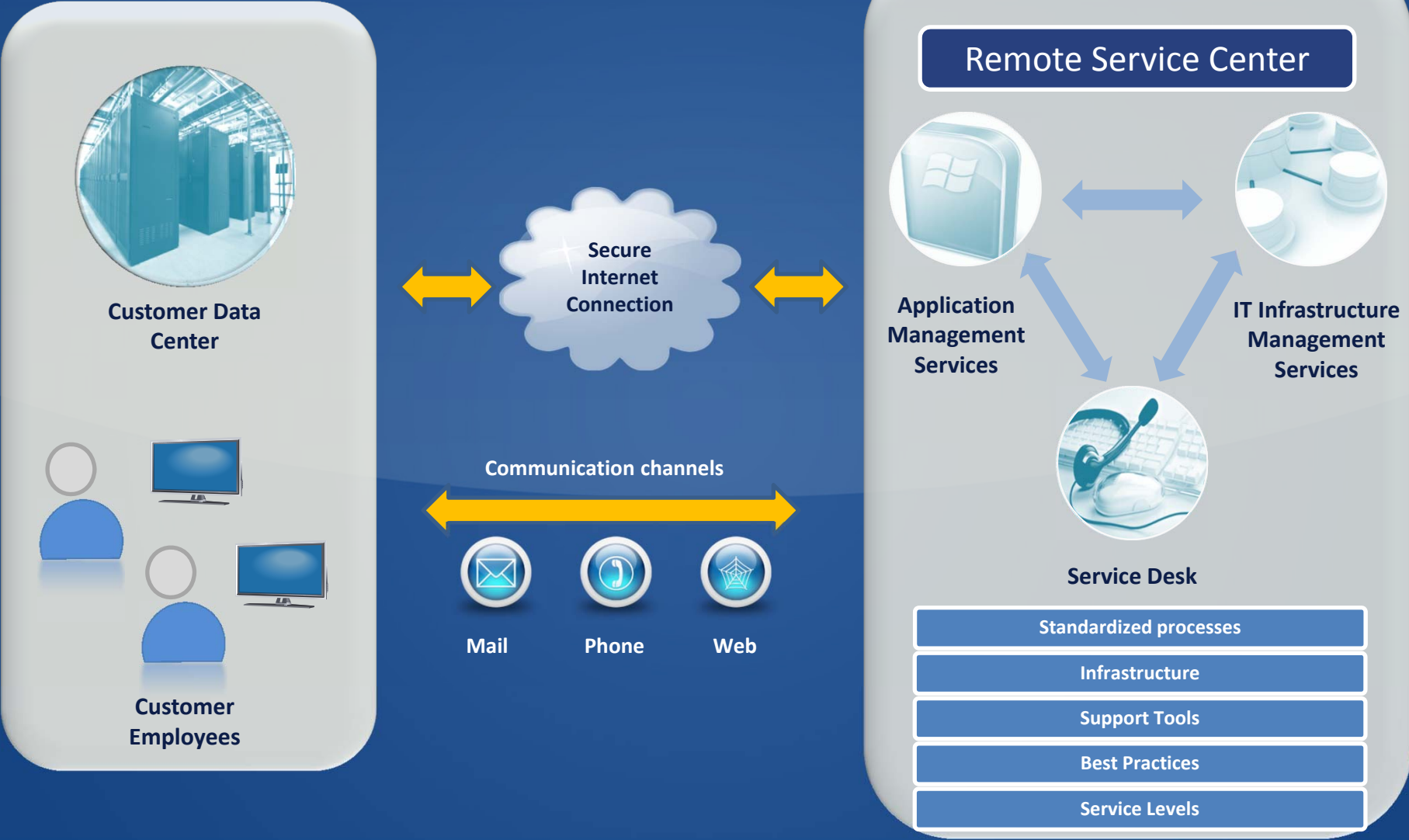- Messaging & Collaboration
- Desktop Management

Key advantages:
- Robust infrastructure design applying industry standards
- Reduced downtime through implementation of high availability solutions
- High data security assured by comprehensive backup and replication methodology

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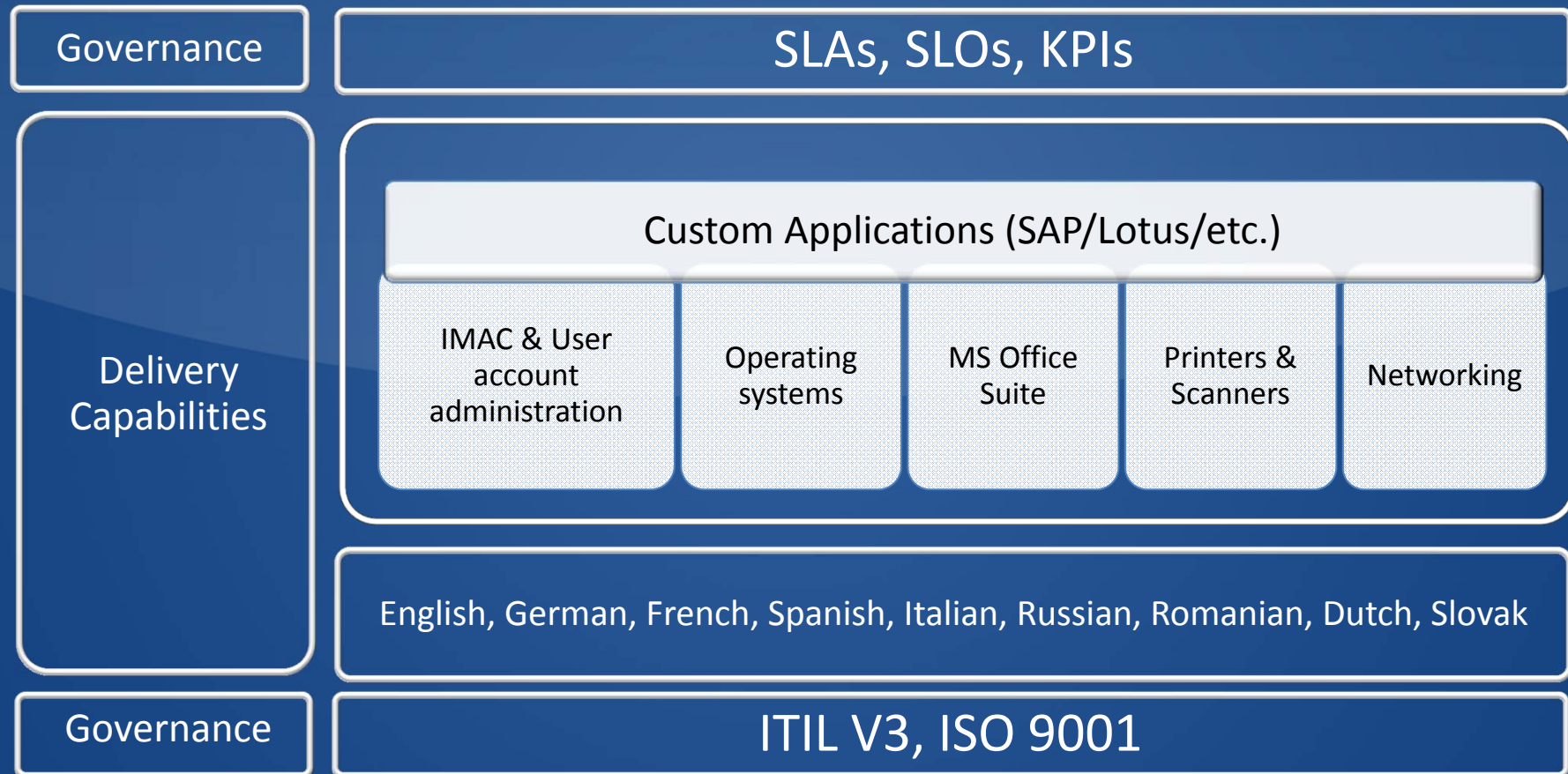
Bulpros IT Service Desk - Overview

Bulpros IT Service Desk provides a single point of contact for logging, routing and managing the resolution of IT service requests & incidents by customer End-Users, using a set of standard processes and procedures.

Governance	SLAs, SLOs, KPIs				
Delivery Capabilities	Custom Applications (SAP/Lotus/etc.)				
	IMAC & User account administration	Operating systems	MS Office Suite	Printers & Scanners	Networking
	English, German, French, Spanish, Italian, Russian, Romanian, Dutch, Slovak				
Governance	ITIL V3, ISO 9001				

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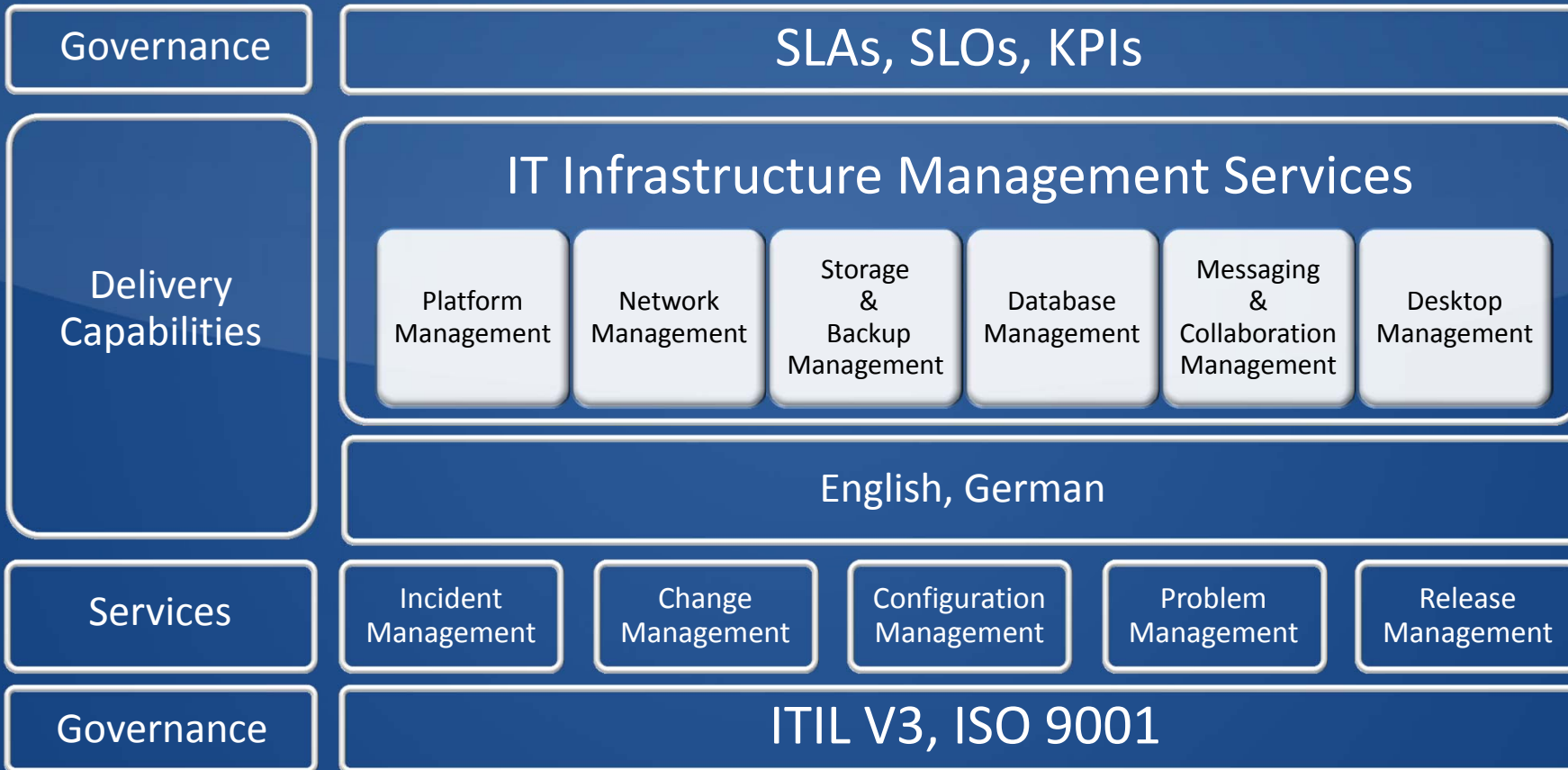
Bulpros IT Service Desk - Details

Bulpros IT Service Desk is in the heart of our IT Service Management model. With focus on people, process and technology it provides high quality support to end users, minimizing cost and maximizing resolution on first contact.

IT Service Desk

- Single point of contact for IT related issues to users
- Multilingual support for over 10 languages
- Support for desktops & laptops, office suites, e-mail and browser, network, business applications
- Incident management of user queries, through their whole lifecycle within agreed (SLA)
- Handling user account management
- IMAC Support - Installation, Movement, Addition and Change of new hardware and software
- Log and Dispatch - Creation of tickets from various inbound channels (phone, email, web portal)

IT IMS Services - Overview

Bulpros IT Infrastructure Management Services are targeted in achieving seamless alignment between business and IT, assuring high availability of IT infrastructure and avoiding business interruption.

Governance	SLAs, SLOs, KPIs

Delivery Capabilities

IT Infrastructure Management Services

Platform Management	Network Management	Storage & Backup Management	Database Management	Messaging & Collaboration Management	Desktop Management

English, German

Services	Incident Management	Change Management	Configuration Management	Problem Management	Release Management

Governance	ITIL V3, ISO 9001

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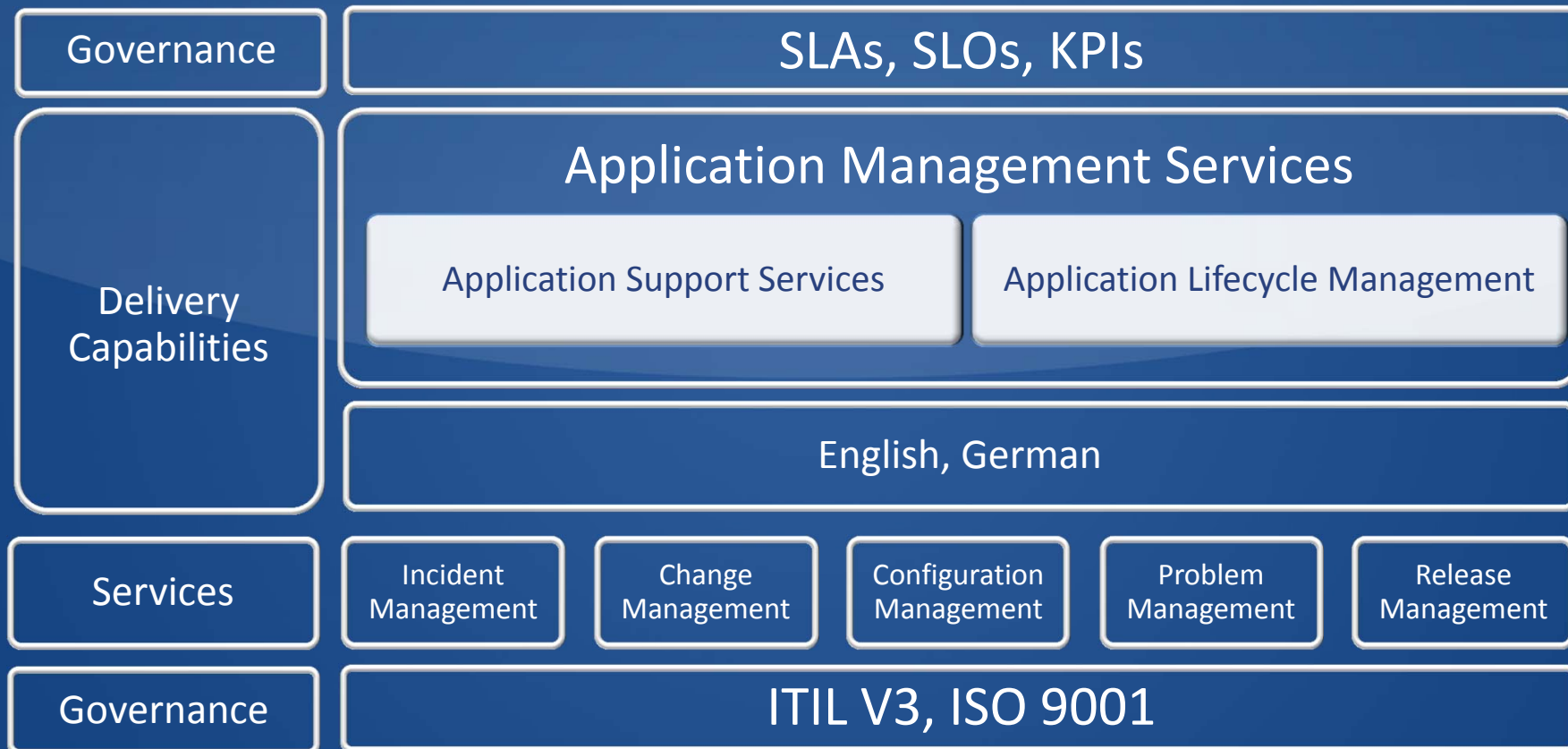
IT IMS Services - Details

Bulpros IT Infrastructure Management Services offer reliable ITIL-compliant support for complex environments. Our 1st to 3rd level system administrators work in real time to assure normal infrastructure operations and to prevent interruptions and downtime.

IT Infrastructure Management Services

- 24/7 monitoring and administration of servers, using latest technologies
- Remote Incident, Problem, Change and Configuration management
- Capacity Management and resource optimization
- Patching and security management
- Installation, upgrade and migration
- Performance management

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IT AMS Services – Overview

Application issues can cause significant impact to the business, resulting in customer dissatisfaction, employee performance degradation and even financial loss. Bulpros Application Management Services ensure availability, performance and interoperability of enterprise applications portfolio (SAP, Lotus, etc.)

Governance	SLAs, SLOs, KPIs				
Delivery Capabilities	**Application Management Services**				
	Application Support Services		Application Lifecycle Management		
	English, German				
Services	Incident Management	Change Management	Configuration Management	Problem Management	Release Management
Governance	ITIL V3, ISO 9001				

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AMS - Details

Bulpros Application Support Services, through technical competence and structured problem solving approach, provide end-to-end support for business critical applications (SAP, Lotus, etc.) and ensure uninterrupted service.

Application Management Services

- 24/7 monitoring and administration of business applications
- Remote Incident, Change , Problem and Configuration Management
- Application updates and migration
- Application packaging and distribution
- Application security and access control

Contact Center Services

Bulpros Contact Center Services cover broad spectrum of customer support and telemarketing needs of enterprises. With commitment to excellence and utilization of latest technology and best practices we provide services that can meet and exceed the requirements of any business model.

Contact Center Services

Inbound Services

- Customer service
- Product support
- Order taking
- Sales support (upsells, down-sells, cross-sells)

E-contact services

- Web chat
- Email support service

Outbound Services

- Customer service and retention
- Lead generation and qualification
- Surveys and market research
- Sales support (upsells, down-sells, cross-sells)
- Renewals
- Web callback

Key advantages

- Outsourcing of non-core maintenance and migration work to minimize ongoing operations costs
- Mitigation of risks, disruptions and threats
- SLA and KPI driven approach for maintenance

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Data and Content Management Centers

Bulpros with its strict data protection control is a trusted BPO service provider for the organizations who need 24x7 service with excellent data security and accuracy.

Data and Content Management Centers

Data Management

- Data entry
- Data processing
- Data capture
- Data mining
- Data converting

Content Management

- Document management
- Catalogue management
- Content conversion
- Document archival and retrieval

Key advantages

- High quality assured through stringent processes compliant with ISO 9000 standard
- Strict security policy compliant with ISO 27001 standard
- Reduced turnaround time through 24/7 operations

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BULPROS COMPANY PORTFOLIO
PROFESSIONAL STAFFING

Professional Staffing

Our IT and BPO consultants offer practical and affordable staff augmentation for both short and long term projects. Providing technical staff and highly experienced professionals, Bulpros can supply your organization with flexibility and expertise necessary to meet even the most complex projects and business goals.

Professional Staffing Process

Build & Manage Database → Request Management → Contract Management → Feedback Management

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Build & Maintain Database

Our team
- We have a dedicated team which works closely with you to clarify your specific requirements

Our process
- We have a structured end-to-end process for building and maintaining our professionals database which is part of our BBPF (Bulpros Business Process Framework)

Our sourcing channels

We are using various sourcing channels:
- our own database
- professional network
- targeted recruitment

Our tools
- based on our long-term HR experience we have developed our own custom platform which is designed to maintain our database and to further develop it
- the platform enables us to track our IT professionals` availability and to respond to our most urgent client`s requests on time

Our network
- we are currently operating with more than 1000 IT professionals through all our sourcing channels
- set of predefined profiles pipelines

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Request and Contract Management

Request Management

Contract Management
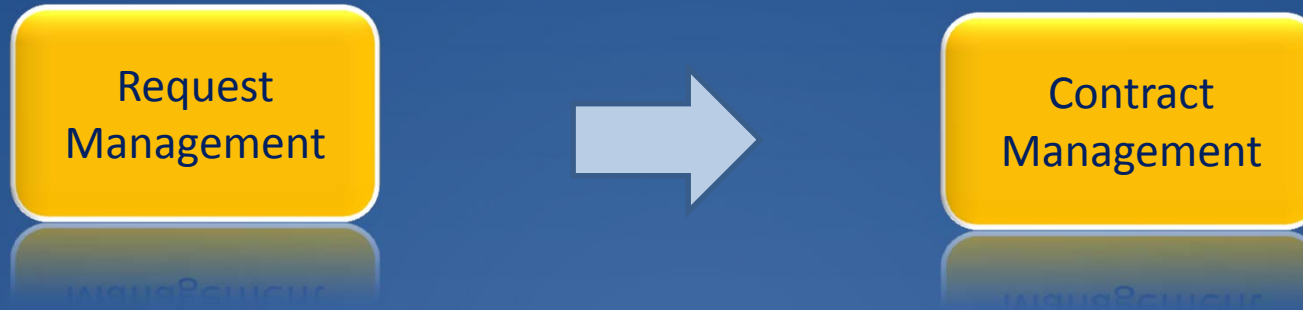
- Bulpros professional staffing team replies promptly to Client`s requests
- Bulpros and the Client clarify the profile`s specifics
- Initiating candidate`s search through the different sources
- Bulpros team presents a shortlist to the Client
- Client`s validation of the shortlist and final selection

- Bulpros is flexible in contractual agreements with the candidates
- Ongoing administration of the employee
- Payroll management
- Travel and logistics support to the new employee if requested

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Professional Staffing Model

The professional staffing model ensures highest quality and availability of staff with recruitment, legal and administrative obligations with the employee covered by Bulpros and project, team, and client relationship governed by the client.

Professional staffing model

Client	Bulpros
Project management	Recruitment & selection
Client relationship	Administration
Team management	Contract management
Operations management	Payroll management
Reporting	
Knowledge management	

Profile definition

Assignment definition

Project duration

Onsite or offsite

Key Characteristics

- Client in complete control of the project and end deliverables
- Bulpros providing quality staff for specific assignment
- Flexibility added to project team

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Added value

Recruiting

ISO

Service Delivery

Project Management

Proven Methodologies

Candidate sourcing

Own database

Professional networking

Targeted recruitment

Flexible geographic search

Services flexibility

Easy conversion to permanent employees

Partner in project life cycle

Project placements

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Software Development: Extended Product Development

Client

Leading Tool and Production Cost Calculation Software Development Company (Germany)

Project

One to one migration of the cost calculation application from Java to .NET and from XML file system storage to SQL server. The Java code was undocumented and a complete analysis has to be done.

Solution

Bulpros provided 10 senior developers, a quality analyst and a senior project manager. Two senior developers work onsite. The final solution is used by major automotive companies and the end users are involved in the business requirements and review phases of the project.

Expertise

.NET, C#, Visual Studio, Windows forms, WPF, Microsoft SQL Server, WCF Services, XML, LINQ

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Software Development: Custom Application Development

Client

An international oil & gas company

Project

Development of online system for lottery tickets management. The Client wanted us to create a multi-functional tickets selling system that will contribute to the practical achievement of the project

Solution

We developed a system for lottery tickets management using SharePoint lists. The system was for internal use only and contained the following functionalities: Data import from Excel; Live Database; List per different locations; Archive list ensuring that the centralized list contains only up-to-date information; Reports functionality that uses data from both the live and the archive databases

Expertise

Custom SharePoint 2010 application using SharePoint API, custom developed timer jobs and Workflows, utilization of SharePoint Web Services and custom front-end interfaces

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Software Development: Extended Project Development

Client

Leading Telecommunications and Information Services Company (Australia)

Project

Develop part of the Collaboration Portal (document management system) for external clients of the company, that provides ability to facilitate online contract negotiation and document sharing. The project is custom SharePoint 2010 Application.

Solution

Bulpros provided 3 senior SharePoint application developers to work offsite (Management Team was in Australia). The overall solution won 2011 Microsoft Portals and Collaboration Partner of the Year Award

Expertise

SharePoint 2010: API, integration with ASP.NET solutions, Workflows, SharePoint Web Services, InfoPath forms, Provisioning

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Web Development: E-Commerce Portal

Client

A German retail company for home energy-saving devices

Project

E-commerce portal.
The main goal was to create a consumer and partner shop for home energy-saving devices, which can be managed remotely from a smartphone.

Solution

We developed a custom Magento theme and several custom features such as: introduction of featured products, affiliate models and generation of promo codes.

Technologies

MySQL, PHP 5, Javacript, HTML 4 und CSS; Magento 1.6.x / German Market, Ready 2.x / Payone Gateway 2.5.x

Web Development: Web Portal Development

Client

A leading German online-marketing agency

Project

Development of a credit comparison portal.
The client wanted to present a dynamic comparison of credit interest rates from different banks.

Solution

We used WordPress as a primary content management system and developed additional functional modules known as widgets to receive financial XML data from third party systems.

Expertise

WordPress, XML, HTML 4, CSS 3

Mobile Development: Native App

Client

A leading German company operating an online shopping portal

Project

A mobile application solution for storage of loyalty cards. Adding loyalty cards by using the camera of the smartphone.

Solution

We developed an Android app. The app is adapted for appropriate Android devices resolution. Developed and installed in Eclipse. The app was delivered as an APK file and uploaded to Google Play, ready for download.

Expertise

Java 1.6, SQLite, Jason, Android SDK 7

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Infrastructure Services: Management & Migration

Client

A world's leading manufacturer of pen tablets, interactive pen displays and digital interface solutions (Japan/ Germany)

Project

Upgrade and optimization of the current IT infrastructure

Solution

Bulpros built new IT infrastructure and migrated the existing one by building of a Server room, Structured cabling system, Communication and network equipment, UPS hardware, Server infrastructure, Secure Network access, Public KEY Infrastructure, Active Directory, Network Policy Server, Microsoft TMG, Backup & Disaster Recovery, Patch management, Software updates, Printing/copying/scanning equipment etc.

Expertise

Active Directory Infrastructure, MAC OSX Open directory, Server and Profile Manager, 802.1X Enterprise Network Security, Network Policy Server, Integration of MAC OSX machines into Microsoft Active Directory, Migration of Atlassian products and service to Active Directory, Enterprise backup and restoration

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Infrastructure Services: Infrastructure Maintenance & Support

Client

A top-rated hotel member of the Small Luxury Hotels of the World

Project

Maintenance and support of complete IT infrastructure (Servers, Network, Clients)

Solution

Bulpros provides 24/7 ISO 9001:2008 certified technical support service in compliance with the ITIL processes. The support includes: Proactive Monitoring of IT infrastructure; Remote Server and Client HW and SW support; Onsite Server and Client HW and SW support; Network and access management services; Ordering and delivery of SW and HW, etc.

Expertise

Microsoft Windows Server 2003, Windows XP, Windows 7, Network Infrastructure, Monitoring

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Infrastructure Services: Infrastructure Integration & Support

Client

A leading German online price and product comparison portal

Project

Set-up, maintenance and support of complete IT infrastructure (Servers, Network, Clients)

Solution

Bulpros provides 24/7 ISO 9001:2008 certified technical support service in compliance with the ITIL processes. The support includes: Proactive Monitoring of IT infrastructure; Remote Server and Client HW and SW support; Onsite Server and Client HW and SW support; Network and access management services; Ordering and delivery of SW and HW, etc.

Expertise

Structured cabling system installation, Active Network Devices, Routers, Switches, Windows 7, Windows Server 2008

Customer Service: Data & Content Management

Client

A leading German online price and product comparison portal

Project

Transition of a data processing service center of 30 editors to Bulgaria. The team is in charge of the internal data quality assurance. Customer needed a trusted local partner for the complete process setup. Cost reduction and scaling of processes was central to the project

Solution

Bulpros applied a managed service model for the full setup of the administrative and technological framework. In three months a fully functional team center was established, including professional recruitment, administration, infrastructure and facilities, operations management according to SLAs and KPIs. The project is planned for further expansion.

Expertise

Data Management, German language

Customer Service: Outbound Services

Client

A German sales professional company for initialization sales phases for investment goods and services that require explanation.

Project

Ongoing outbound solution-selling campaign with native speaking sales agents in Dutch, German, Russian and English

Solution

Bulpros is running an ongoing outbound solution-selling campaign in Dutch, German, Russian and English. The sales team is specialized in B2B Profiling, Solution-selling, Business Value selling. Our end customers are some of the biggest IT companies in the world.

Expertise

IT Solution Selling in Dutch, German, Russian and English languages

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Customer Service: Outbound Services

Client	One of the largest providers of enterprise applications and services, helping 70,000 customers in 194 countries
Project	Profiling campaign in different languages for more than 21 European countries (Groatia, Slovenia, Serbia, Slovakia, Ukraine, Russia, Poland, Bulgaria, Czech Republic, Austria, Hungary, Romania, Albania, Bosna, Kazakhstan, Macedonia, Moldova, Montenegro, Belarus, Lithuania, Latvia etc.).
Solution	Bulpros conducted a profiling campaign which was aimed at reaching decision makers in more than 21 European countries. The native speaking agents achieved excellent results reaching more than 600 decision maker contacts out of 1000 company database.
Expertise	Profiling campaign in Croatian, Slovenian, Slovak, Ukrainian, Russian, Polish, Bulgarian, Czech, German, Romanian, Macedonian, English and other languages

Professional Staffing

Client

A global diversified company in the building and automotive industries

Project

Ongoing professional staffing project where Bulpros provides qualified contractors for a period of 6 months, with the option the client to convert them to permanent employees after the 6 months period expiration.

Solution

Bulpros provides 5 different profiles:
- Embedded C Developer
- Graphical user interface Developer
- Test Engineer
- Requirements Engineer
- Visual Basic Developer

Expertise

Embedded C, C++, Electronics, Visual Basic

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Professional Staffing

Client

German leading full-service agency for social media

Project

Ongoing project for professional staffing where Bulpros provides Java Specialists for a long period of time, with the option the client to convert them to permanent employees.

Solution

Bulpros provides Senior Java Specialists who work on the development and support of software products for market research, monitoring and specific implementation of social media concepts and measures

Expertise

Java, Flex, MySQL, SOLR

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Professional Staffing

Client
A global leader in the enterprise software applications services

Project
An ongoing project where Bulpros provides experienced software engineers for a short or long period of time which can vary depending on the client's needs. There is an option for conversion from contractor to a permanent employee after the trial period.

Solution
Bulpros provides Senior Java Developers who work onsite on the development of enterprise application software solutions.

Expertise
Java 1.6, Eclipse plugin development & SAP Application Server

Contacts
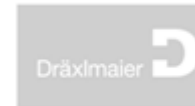
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