SPARSH IT
SOLUTIONS

BUILDING A
TECH TOMORROW

Contents

About Sparsh

Sparsh Technologies has over two decades of experience in automating HR systems and processes based on deep industry expertise and technology prowess. We have over 150 clients across the globe in all sectors i.e. Manufacturing, Health, Education, IT, Textiles, Start-Ups, etc. We also provide consulting in the field of HR and IT to our clients to improve the profitability of the organization.

So, when people ask, "What's different about Sparsh?" the answer resides in the many specific examples of where we have helped our clients achieve remarkable goals, solve complex problems, or make meaningful progress. We are guided by the principle that marketplace success begins with a thriving employee experience. Our solutions are flexible, reliable, and scalable to ensure efficient outcomes.

At Sparsh, good isn't good enough. We aim to be the best at all that we do- to help maximize the success of our clients. That's what makes us truly different at Sparsh.

What do we stand for?

MISSION
To earn our client's trust & maximize value of their businesses by providing solutions based on deep industry insights.

VISION
To become the no.1 destination for HR and IT solutions.

OUR VALUES
A.C.T. shapes our actions, decisions, and interactions to provide exceptional service. We are:

A Agile
C Customer-centric
T Trust

Sparsh Offerings

HCM Cafe

HCM Cafe is our technology platform that helps our clients automate employee lifecycle to enhance employee experience.

Sparsh IT Solutions

We provide a set of services, software, and hardware to help our clients manage complex technical operations.
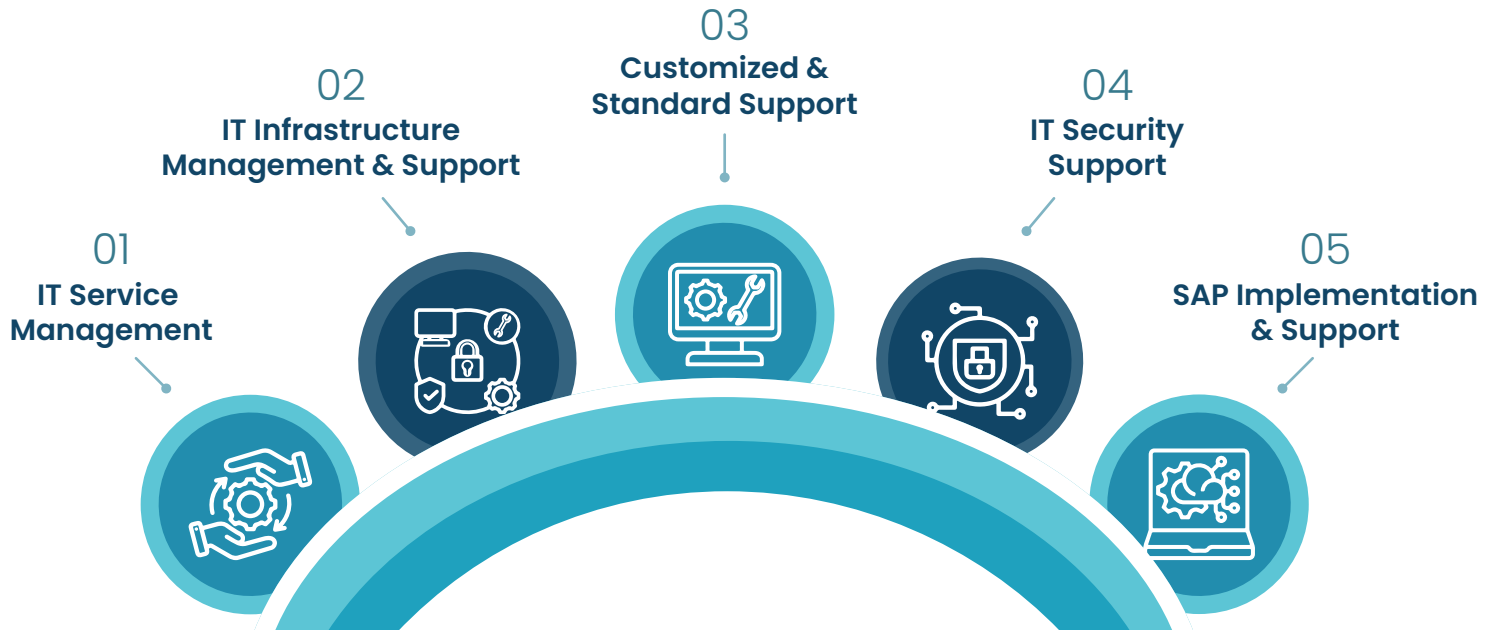
HR Consulting

We provide services that include HR advisory, outsourcing, technology adoptions, policy framework, etc.

Sparsh Security Solutions

We provide comprehensive security systems for office premises which include access control systems, security, cameras, sensors, detectors, alarm, etc.

Sparsh IT

We are an effective IT Service Delivery Organization that ensures that IT services support the overall goals of the business while maintaining high standards of quality, security, efficiency, continuous communication, collaboration, and adaptability.

01
IT Service Management

02
IT Infrastructure Management & Support

03
Customized & Standard Support

04
IT Security Support

05
SAP Implementation & Support

Why choose Sparsh IT?

Cost Efficiency
Reduced cost of operations which is in line with industry benchmarks.

Service Improvements
SLA-driven service delivery model with an ability to drive higher resolution and process compliance.

Improve Strategic Focus
Managed service delivery enabling focus on its strategic initiatives.

Scalability & Flexibility
Highly responsive and flexible services with the ability to scale up and scale down as per business requirements.

Leverage Partner's Expertise
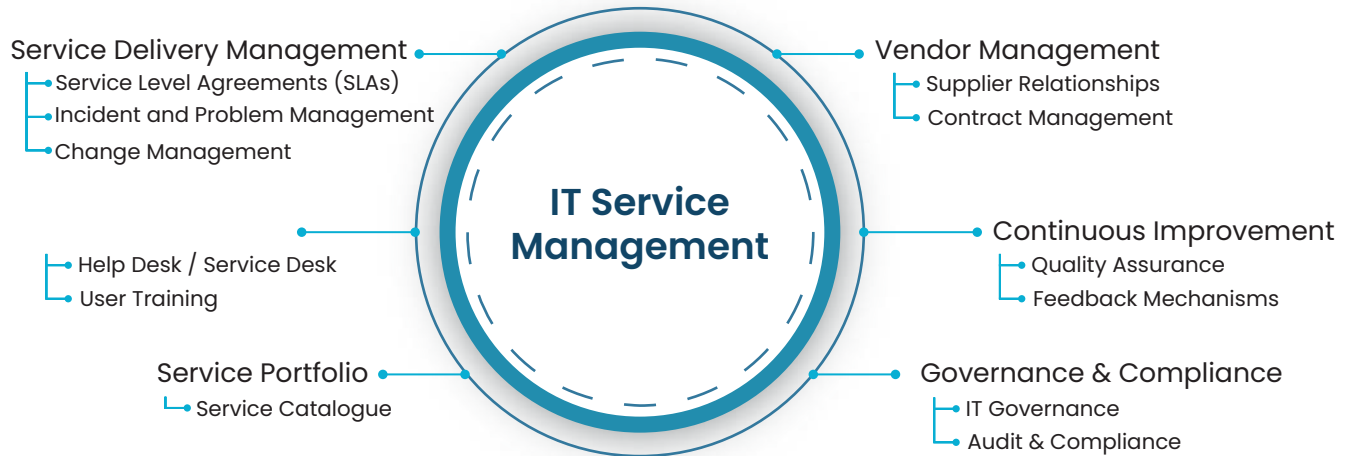Technology and process innovation to achieve transformations and continuous improvements.

IT Service Management

IT Service Management

Service Delivery Management
- Service Level Agreements (SLAs)
- Incident and Problem Management
- Change Management

- Help Desk / Service Desk
- User Training

Service Portfolio
- Service Catalogue

Vendor Management
- Supplier Relationships
- Contract Management

Continuous Improvement
- Quality Assurance
- Feedback Mechanisms

Governance & Compliance
- IT Governance
- Audit & Compliance

IT Service Management

Service Delivery Management

- **Service Level Agreements (SLAs):** Establish SLAs that clearly define the expected level of service for each IT offering.

- **Incident and Problem Management:** Implement processes to identify, manage, and resolve incidents and problems in IT services promptly.

- **Change Management:** Govern the process of introducing changes to IT systems and services to minimize disruptions.

Customer Support

- **Help Desk/Service Desk:** Provide a centralized point of contact for users to report issues, seek assistance, and request services.

- **User Training:** Develop training programs to enhance end-user capabilities and ensure effective utilization of IT services.

Service Portfolio

- **Service Catalog:** Define a comprehensive catalog of IT services offered, including details about each service, service levels, and associated costs.

Vendor Management

- **Supplier Relationships:** Manage relationships with external vendors and service providers to ensure the delivery of quality services.

- **Contract Management:** Oversee contracts, negotiations, and performance evaluations with third-party suppliers.

Continuous Improvement

- **Quality Assurance:** Establish processes for continuous improvement and quality assurance in IT service delivery.

- **Feedback Mechanisms:** Collect and analyze feedback from users to identify areas for improvement.
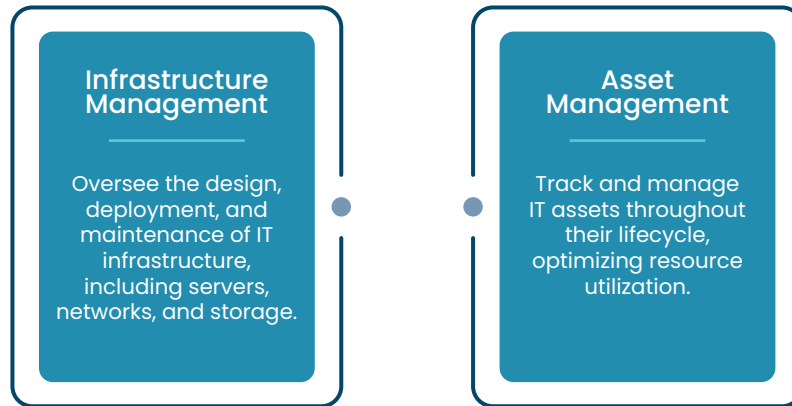
Governance & Compliance

- **IT Governance:** Implement governance frameworks to ensure alignment with business goals and regulatory compliance.

- **Audit and Compliance:** Conduct regular audits to assess compliance with internal policies and external regulations.
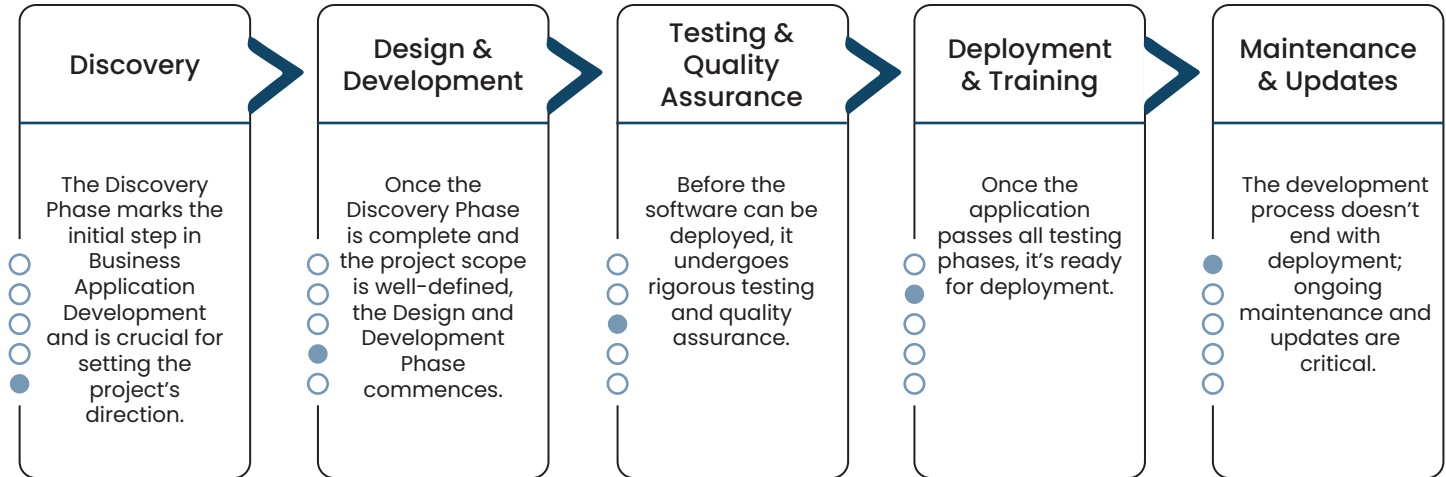
IT Infrastructure

IT Infrastructure Services provided by Sparsh Technology include a range of offerings such as Annual Maintenance Support (AMC), IT facility management services, Network Operations Center support, Hybrid IT Managed services, projects, and professional services. The scaled-out design of these solutions offered by Sparsh Technology Services aims to address various business needs, enhancing productivity and filling the voids in IT infrastructure requirements.

Sparsh Technology's portfolio of services encompasses the entire infrastructure lifecycle, including data-center management, infrastructure consulting, enterprise networking, IT infrastructure operations management, and transformation services.

Infrastructure Management

Oversee the design, deployment, and maintenance of IT infrastructure, including servers, networks, and storage.

Asset Management

Track and manage IT assets throughout their lifecycle, optimizing resource utilization.

Business Application Support & Development

Sparsh Technology's Business application support is a comprehensive service aimed at aiding organizations in maintaining, managing, and supporting their enterprise-level applications. This service encompasses various activities such as technical assistance, troubleshooting, software upgrades, and ongoing maintenance. Application support plays a crucial role in helping organization in optimize the efficiency and effectiveness of their software tools and enhancing overall productivity.

Discovery	Design & Development	Testing & Quality Assurance	Deployment & Training	Maintenance & Updates
The Discovery Phase marks the initial step in Business Application Development and is crucial for setting the project's direction.	Once the Discovery Phase is complete and the project scope is well-defined, the Design and Development Phase commences.	Before the software can be deployed, it undergoes rigorous testing and quality assurance.	Once the application passes all testing phases, it's ready for deployment.	The development process doesn't end with deployment; ongoing maintenance and updates are critical.

IT Security

We are dedicated to assessing, developing, implementing, and managing end-to-end next-generation solutions customized to your requirements. Our commitment aligns with yours in safeguarding your data and enhancing your business and cyber resilience.

Security Management

Implement measures to protect IT assets and data, including cybersecurity strategies.
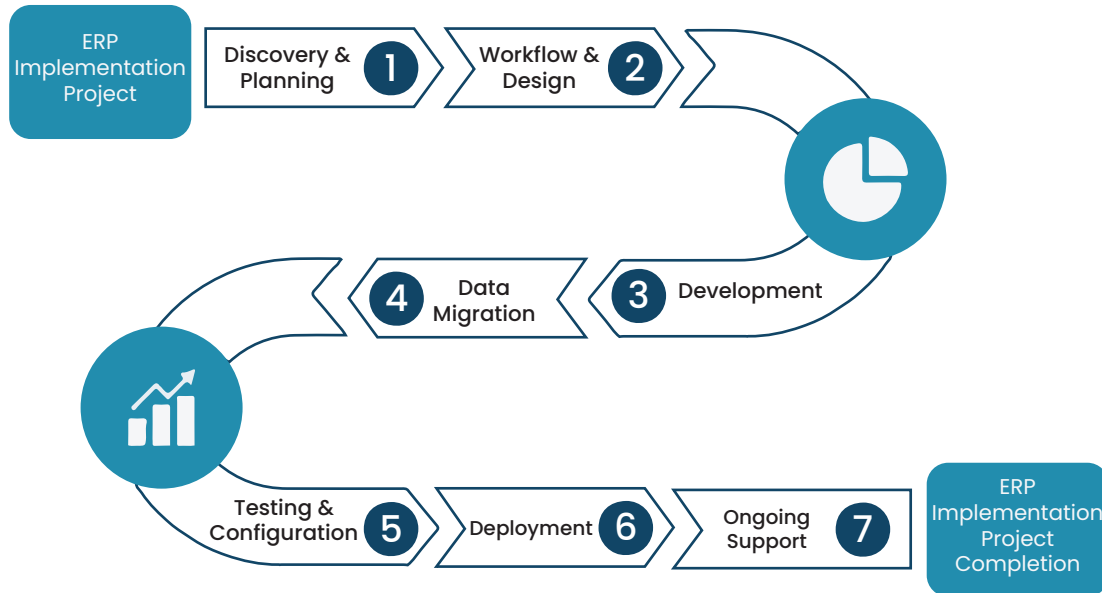
Compliance

Ensure IT services adhere to relevant industry regulations and standards.

SAP Implementation

We support customers in leveraging SAP ERP products and seamlessly integrating them with other applications to facilitate digital business transformation. Through our digital framework and product development initiatives.

Sparsh Technology's provides SAP services and offers a wide range of SAP services, SAP implementation, migration, support and training across various industries.

ERP Implementation Project

Discovery & Planning — 1

Workflow & Design — 2

3 — Development

4 — Data Migration

5 — Testing & Configuration

6 — Deployment

7 — Ongoing Support

ERP Implementation Project Completion

Sparsh IT Values

Driven by Technology

Guided by Our Values

Transformed by Innovation

Founders

Mahesh N and Suresh Pugalenthi, pioneers in their respective fields, established Sparsh with the vision to provide a comprehensive solution for addressing human-centric challenges in organizations through automation and innovation.

Mahesh N
Founder & Managing Director

Mahesh N, a B.Tech graduate, brings over a decade of experience from Infosys and is an expert in HR process automation.

Suresh Pugalenthi
Co-Founder & CEO

Suresh Pugalenthi, with a Master's degree in PMIR from TISS, previously served as the HR Head at Wipro / OD at HPCL, specializing in organizational transformation.

Clients

wipro · Continental · wistron · DANIELI · RPL · itti OPTIMIZING CUSTOMER VALUE · Sanyog · Azim Premji University · KARAM knowing your needs better · dura·line

HCG adding life to years · Green Sol ENERGY SOLAR · ALS · CAUVERY Heart & Multi-Speciality Hospital Caring for life · milann · FOURESS ENGINEERING (INDIA) LIMITED In the business of flow · rexroth A Bosch Company · CubeLogic · TATA · wavin

Government of Karnataka · Indian Spinal Injuries Centre · Triveni TURBINES · IAMPL · ovum Woman & Child Speciality Hospital · Satchmo Holdings Limited · veoneer · AURIGENE Accelerating Discovery · magma automotive · & many more

Sparsh Office Branches

India

Bangalore (Head Office)
Address: Sri Nilaya GSR Arcade
#150/3, 2nd Floor, 9th Cross,
24th main, HSR Layout,
Bengaluru-560102, India

Chennai
Andhra Pradesh
Delhi

Global

Middle East
Ireland

Website

www.esparsh.in