Our Goal Is Your Digital Success

32 years in IT business

700+ employees

Partnerships with world leaders in IT services

ScienceSoft is an IT service and software development company headquartered in McKinney, TX, with offices in Europe and the Middle East.
Our Customers

76% of our revenue comes from 1+ year Customers

- **Baxter**: Multinational Healthcare Company
- **RBC Royal Bank**: The largest bank in Canada
- **Walmart**: Largest global retailer
- **IBM**: Multinational technology company
- **PerkinElmer**: Healthcare & Life Science Innovation Provider
- **Belgazprombank**: European reputable commercial bank
- **Nestle**: Largest global food company
- **A1**: Telecom provider operating in 8 countries
- **CHIRON HEALTH**: Modern telemedicine company
- **Eurasian Bank**: Award-winning universal bank
- **eBay**: Multinational e-commerce corporation
- **T-Mobile**: Telecom provider with 230M+ subscribers
- **MDx Health**: Molecular diagnostics company
- **Viber**: Instant messaging provider
- **Leo Burnett**: Advertising company
- **NASA/JPL**: Leading aeronautics & space research center
We appreciate their proactive approach and ability to suggest improvements to a prospective solution on both architectural and business levels.

Mikhail Anfimau, Senior Solution Architect at Leo Burnett, a globally active advertising agency

They have always been able to guide us and manage projects, delivering on time and on budget.

Bob Penland, CTO at TruMethods, an MSP training service provider

We are fully satisfied with the work completed by ScienceSoft. They do the job, and they do it well.

Dmitry Kazak, Enterprise Architecture Director at itravel2000, Canada’s major travel retailer
Whom We Serve

**Midsize businesses**
- Companies with 200-5,000 employees
  - IT consulting
  - Business automation
  - IT outsourcing

**Small and midsize digital businesses**
- Ecommerce, professional services, financial services, XaaS companies, etc.
  - Digital consulting
  - Digital service implementation
  - IT support
Industry Competencies

**PRODUCT-CENTRIC INDUSTRIES**
- Manufacturing
- Retail, Wholesale
- Logistics
- Oil & Gas

**SERVICE-CENTRIC INDUSTRIES**
- Healthcare
- Financial services
- Insurance
- Professional services
- Marketing, Advertising
- IT
# Our Services

## IT consulting

We **optimize IT operations** to increase their value for business.

- Business digitalization strategy (business-IT alignment)
- Refined IT operating model
- Roadmap on new solution/technology implementation

## IT outsourcing

We cover **30-100% of your IT operations**:

- IT service planning, management, and evolution
- Managed IT services: infrastructure, application and help desk services, software development and QA

## Business automation

We implement and launch **cost-effective and efficient IT solutions**:

- Business-critical applications
- Customer-facing applications
- Human capital management software
- Data analytics and BI
Our Core Values

Across all digital services, we commit to top quality and lasting security of our solutions.

**Service quality**
Since 2008, we’ve been elaborating our quality assurance processes. Now, our quality management system is ISO 9001-certified.

**Information security**
Applying 114 security controls required by ISO 27001, we safeguard the information assets that we access during the project.
Our Services in Detail
IT Consulting

Digital strategy consulting (for CEO)
Boosting business performance with creating digital channels to customers and digitizing business processes

IT strategy consulting (for CIO)
Bringing together a diversified IT landscape to make it work towards supporting current and new business processes and initiatives.

Solution consulting
Strategic guidance on prompt and reliable implementation of business-critical solutions.

Digital transformation initiative consulting
Verification and planning of digital transformation initiatives tuned in with the business strategy.

Technology consulting
Help with adoption and steady evolution of the technology prominent for the business growth.
Planning and implementing digital transformation initiatives

- Digital transformation initiative consulting
- Software design and development
- Introducing advanced techs: machine learning, big data, IoT, image analysis, blockchain

Supporting business operations

- Application support and evolution
- IT help desk services
- Software development
- Managed analytics
- Digital crisis management, digital workplace and remote work consulting

Optimizing the quality and cost-effectiveness of IT operations

- Infrastructure support
- QA and cybersecurity services
- Cloud migration and development
Our Approach to IT Outsourcing

**Effective collaboration**
Structured approach to communication helps us design, build and maintain effective multilevel collaboration

**On-time project delivery**
We are flexible to scale up our team at any time in order to meet a hard deadline

**Self-management by objectives stated in SLA**
We minimize management resources on a Customer’s side while providing a high level of transparency and risk management
Delivering our software development outsourcing services, we support two project formats:

**New applications**
developed from scratch, put into production and evolved further

**Existing software**
that requires support and evolution
Software Development Outsourcing

**Business analysis**
by domain-focused consultants

**Software development process and management**
driven by Agile, DevOps, CI/CD

**QA process and management**
continuous testing, high coverage with unit tests, reasonable test automation

**Change management**
prompt review of change requests, implementation with consideration to the interdependencies

**Risk management**
monitoring risks from the start, defining a mitigation plan for each risk

**Infrastructure configuration management**
based on DevOps and CI/CD practices

**Application support**
administration, troubleshooting, L1-L3 support
Solutions We Implement and Support

- Information security
- eCommerce
- Web portals
- CRM
- Customer mobile apps
- Intranet
- Elearning
- HR
- Data analytics
- Financial management
- Supply chain management
- Asset management and monitoring
- Project operations
- Business automation
- Document management
- ITSM

Cloud
Internet of Things
Computer vision
AR/VR
Big data
Blockchain
### Testing Types We Provide

We apply all-round testing to ensure your software is well-functioning, secure and user-friendly.

<table>
<thead>
<tr>
<th>By Aims &amp; Goals</th>
<th>By Automation Level</th>
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<tbody>
<tr>
<td>- Functional testing</td>
<td>- Manual testing</td>
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<td>- Performance testing</td>
<td>- Automated testing</td>
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<tr>
<td>- Usability testing</td>
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<tr>
<td>- Security testing</td>
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<tr>
<td>- Compatibility testing</td>
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<table>
<thead>
<tr>
<th>By Application Nature</th>
<th>By Formalization Level</th>
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<tbody>
<tr>
<td>- Web application testing</td>
<td>- Formal testing</td>
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<tr>
<td>- Mobile application testing</td>
<td>- Exploratory testing</td>
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<tr>
<td>- Desktop application testing</td>
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<tr>
<td>- Data analytics, including big data testing</td>
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Our flexible QA outsourcing offering generally covers the following stages:

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<tr>
<th>Transition stage</th>
<th>Service delivery stage</th>
<th>Evolution stage</th>
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| ● Current QA process assessment  
   ● QA process redesign  
   ● Incorporating QA into existing workflows | ● Test planning  
   ● Test team ramp-up  
   ● Test design and implementation  
   ● Test monitoring and control  
   ● Performance evaluation and reporting | ● QA and testing process improvements  
   ● Business process validation and optimization |

**Additional services**
Pre-certification aid for the regulated industries
Application Modernization

Application modernization consulting
Evaluating app modernization feasibility. Choosing a modernization option, a cloud vendor, and cloud services. Delivering a high-level modernization roadmap.

Migration to cloud
Moving on-premises applications and data to the cloud (from simple as-is re-hosting to re-platforming and re-architecting).

Legacy system reengineering
Examining, analyzing and restructuring legacy software to improve its maintainability and quality, prepare for reuse, integration or functionality enhancements.

Legacy system recoding
Migrating legacy software to modern languages, frameworks and databases.
Managed Infrastructure Services

INFRASTRUCTURE COMPONENTS WE COVER

- Desktops
- Laptops
- Mobile devices
- Windows, macOS, Linux
- Networks
- Cloud services (IaaS, PaaS, SaaS)
- Cybersecurity tools (SIEM, IAM, firewalls, etc.)
- Applications
- Websites and web portals
- Databases, data warehouses, data lakes
- Development infrastructures (CI/CD, development and testing environment)
- On-premises data centers
To reduce response time and optimize IT support costs, we segment the support team into levels according to the complexity of issues they are expected to handle:

**L1 Support**
A user support team answers questions about software usage and provides instructions to solve usage issues and minor problems.

**L2 Support**
A technical support team deals with issues that cannot be resolved by L1 specialists: configuration issues, account administration, services restart, etc.

**L3 Support (optional)**
A team of engineers tackles complex issues on the code or database levels and provides hotfixes.

**Coverage options**
- 24/7
- 12/5
- 12/7
- 8/5
Security Testing

- **Penetration testing**
  to check the protection of the entire IT infrastructure or applications by finding and exploiting security vulnerabilities

- **Vulnerability assessment**
  to detect and prioritize security weaknesses in the IT infrastructure and provide recommendations on their mitigation

- **Infrastructure security audit**
  to find vulnerabilities in security policies and procedures, security monitoring tools, physical access control, etc.

- **Compliance testing**
  to ensure the compliance with PCI DSS, HIPAA, and other regulatory standards

- **Security code review**
  to identify encryption, buffer overflow, XSS vulnerabilities, and other security weaknesses possibly overlooked in the development phase
## Our Technology Competencies

### Front end
- HTML
- CSS
- JS
- React
- Angular
- Vue.js
- Meteor
- Ember

### Back end
- .NET
- Java
- Python
- Go
- PHP
- Node.js

### Mobile
- iOS
- Android
- Xamarin
- Flutter
- React Native
- PWA
- Cordova

### Databases
- Microsoft SQL Server
- MySQL
- Oracle
- Azure SQL Data Warehouse
- PostgreSQL

### Big data
- Hadoop
- Spark
- Cassandra
- Kafka
- ZooKeeper
- Redshift
- DynamoDB
- Azure Cosmos DB
- MongoDB

### DevOps
- Docker
- Kubernetes
- Ansible
- Chef
- Puppet
- Jenkins
- CI/CD

### Cloud
- AWS
- Azure
- Google Cloud
- DigitalOcean
- Rackspace

### Platforms
- Microsoft Dynamics 365
- Salesforce
- Magento
- SharePoint
- ServiceNow
- SAP
Our Organization and Processes
Management Team

**Nikolay Kurayev**  
CEO  
CEO at ScienceSoft since 1999.  
Under his leadership, the company achieved 10-time growth.

**Boris Shiklo**  
CTO  
CTO at ScienceSoft since 2003.  
Leads the expansion to new technology domains and the growth of IT competencies.

**Dr. Ulad Radkevitch**  
VP of Sales & Business Development  
13 years in the position of VP Sales and Business Development at ScienceSoft. Holds a PhD in Management from RSM Erasmus University.

**Max Eliseev**  
CEO, ScienceSoft Europe  
Head of the company’s operations in Europe. Leads our European presence after several years of successful presales management.

**Wade Brantley**  
CEO, ScienceSoft USA  
In 2015 joined ScienceSoft to steer business operations in the US and Canada. 20 years of management experience in technology and finance.

**Dzmitry Viazmin**  
Director of Middle East Operations  
Organized and managed BA activities at ScienceSoft. Now drives the company's international presence and reinforces our position in the Middle East market.
Depending on a project and the nature of the delivered service, we resort to one of the following engagement models:

- **Fixed price**: Recommended for middle-size projects, where the scope of the project is clearly defined.
- **Time and Material**: Recommended for middle-size and large projects, and for consulting, which are dynamic and need fluidity.
- **Consumption-based pricing**: For managed services and help desk (e.g. # of tickets solved, cloud resources consumed).
- **Monthly subscription fee**: Used for support services.
How We Start

Option 1: You have an RFP

Option 2: You have a need

ScienceSoft responds with a Proposal

1. NDA
2. Vision
3. Solution description
4. Proof of concept
5. Budgeting
6. Contracting
7. Execution

You

ScienceSoft
Our Success Stories
IT Consulting for Enterprise Application Integration for a Multi-Industry Corporation

Customer

A conglomerate running 30+ diverse businesses and dealing with 300+ world-famous brands

Solution

Design of an integration architecture and 4 integration scenarios with different tech stacks aimed at bringing together diversified operational data from multiple enterprise software

Methodologies

Q&A sessions, functional decomposition, business requirements analysis, comparative analysis
Success Story

Outsourced Development and Support of a Marketing Campaign Management Solution

Customer

One of the largest global advertising agencies headquartered in the US

Solution

Development and continuous 24/7 support (L1-L3) of a complex web-based solution used for planning and controlling marketing-related activities in 60+ countries

Tools & Technologies

.NET, ASP.NET; Filebeat, Logstash, Kibana, Amazon CloudWatch, Datadog; TeamCity, Jenkins, AWS: CloudFormation, Auto Scaling
Success Story

Software Development Outsourcing for a US-based Insurance Company

Customer

US-based company specializing in insurance solutions and insurance-related services

Solution

Modernization and evolution of insurance software used for risk assessment, claim handling, reinsurance and other insurance-related services worldwide

Tools & Technologies

C#, Visual Basic, JavaScript, Knockout.js, Microsoft SQL Server
Success Story

Managed IT Infrastructure Support for a Private Diversified Business

Customer

A European company running a number of businesses including commercial & residential real estate development & a chain of gas stations

Solution

ScienceSoft continuously provides configuration, monitoring, backups, recovery management & other managed services for 28 IT infrastructure elements (servers, databases, LANs & WANs, virtualization systems, etc.)

Tools & Technologies

Zabbix, ManageEngine ServiceDesk Plus, Jira
Managed Testing Services for a US Multi-Industry Corporation

Customer

A US-based multi-industry corporation operating in the hospitality, retail, and wellness industries.

Solution

ScienceSoft performed testing of a Magento-based ecommerce solution, Microsoft Dynamics CRM (web and mobile), and a data warehouse, and verified their integrations with third-party systems.

Tools & Technologies

Knowledge Management Solution Support for a Healthcare & Life Science Innovation Provider

Customer

A multinational pharmaceutical company with operations in over 100 countries and $15+ bn revenue

Solution

Continuous multi-tier (L1–L3) support of a knowledge management solution that is applied in drug discovery, medical diagnostics, and other human and environmental health areas

Tools & Technologies

- Atlassian Jira
- VMWare
- .NET
- Microsoft IIS
- Putty
- WinSCP
- SQL Developer
- Toad
- Box
- GoToMeeting
- Salesforce Service Cloud
Let’s Keep in Touch!

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