



Agent **World**



Agent **World**  
**PORTFOLIO**



Agent **World**

ABOUT US

# THIS IS ABOUT US

WE ARE AGENTWORLD

We are a multidisciplinary team of strategists, designers, storytellers, & creative coders.



UMAR JAJJA  
Chef Executive Officer

Agent World was started to render multi-disciplinary services across the world for every type of client. We cut the geographical bounds with our cutting-edge digital expertise. Our ambition is to create a better product portfolio with you and minimizing extra start up costs with aggressive market-research. Our staff is multi-tasking and motivated to prove their mettle in whatever you ask them of.

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Agent **World**

## OUR VALUES & VISION

# Values

## Vision



### • **Mutual Respect**

We are respectfully candid and open to new ideas while conducting business affairs.

### • **Simplicity and Frugality**

Simplicity is the hallmark of In box-ethos. We keep things straight, simple and functional.

### • **Agility**

We keep ourselves fast and flexible in order to cope up with swiftly changing demands and technology.

### • **Integrity**

Our word, that's all we give. Our integrity is unquestionable.

### • **Value Generation**

We believe in generating value for each of our stakeholders.

### • **Eagerness to Learn**

We constantly seek improvement and purposeful-learning.

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THE BRAND AGENTWORLD

AgentWorld believes  
in providing solutions  
that add value to  
businesses.

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## OUR TEAM

"We locate such employees who practice discipline while still sticking to creativity"

**We employ the cream of the web cum business world, so you can recover maximum return on your investment. Our team members are a multi-skilled mix of graphic-designers, creative coders, Business strategists, writers, market researchers and web-developers.**

Agent World provides a platform where business-ethics are practiced not just outside the organization but inside, as well. We solemnly believe that motivation is the fuel for productivity. The better leaders we have today, the better performance we accomplish tomorrow. We keep ourselves updated with fresh skills and newer equipment. The objective of our efforts is not to manipulate your ideas but to generate maximum ideas out of the original one. That being said, the environment within the organization is highly influenced when a new project is assigned. We can never sit back and give up, we keep proving and improving with rigorous training to adapt to changes. It excites us to be challenged!

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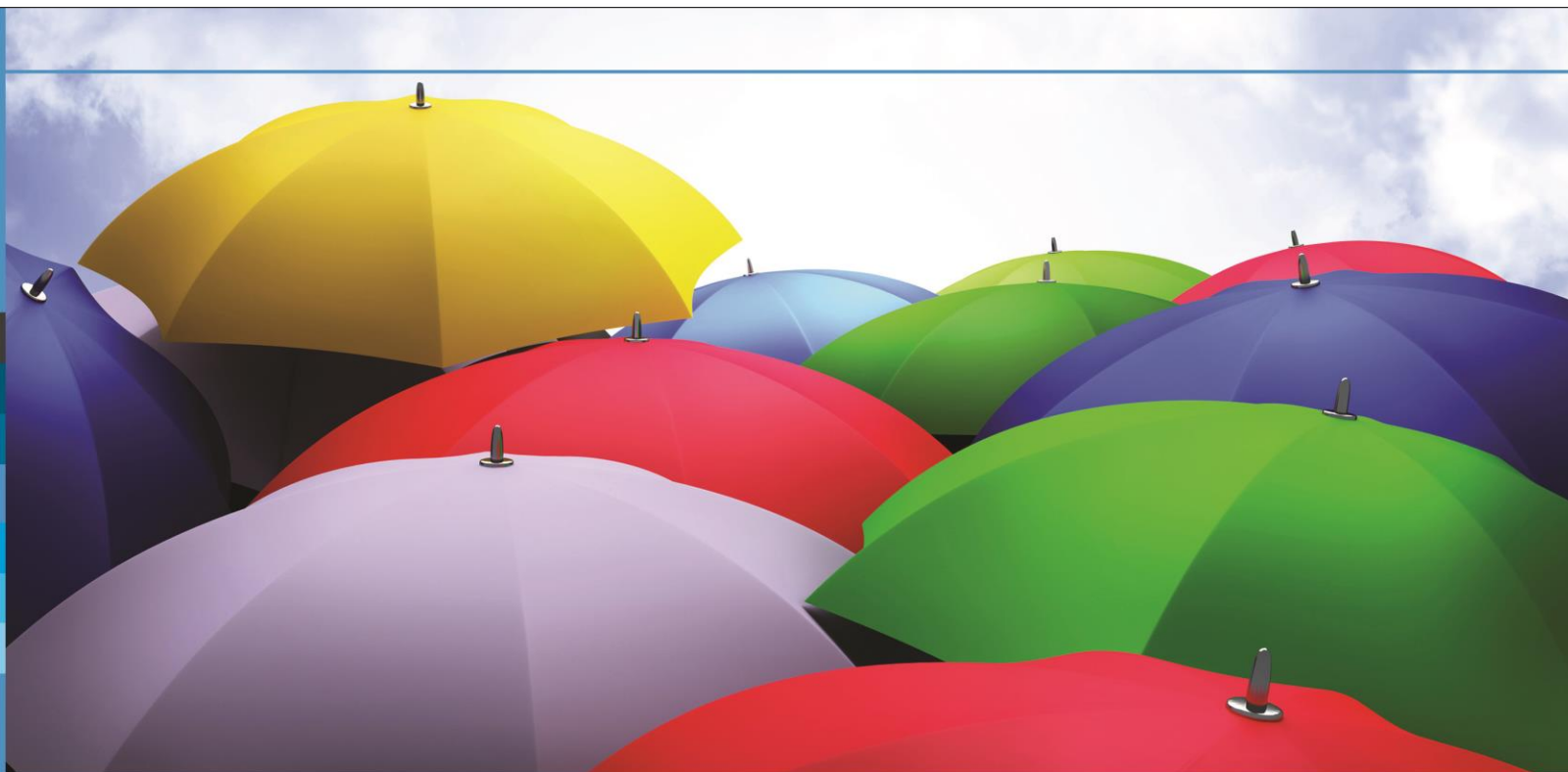




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AGENTWORLD GROUPS

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in providing solutions  
that add value to  
businesses.



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Board of Directors

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in providing solutions  
that add value to  
businesses.



UMAR JAJJA  
Chairman, CEO

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Strategic Partnerships

AgentWorld believes  
in providing solutions  
that add value to  
businesses.

◎ Vision

◎ Strategy

◎ Partnership

AgentWorld focuses on building and managing global and local partnerships that enable us to realize our vision and offer augmented products, services and solutions to our customers.

AgentWorld Partner Programs enable AgentWorld to join hands with the best technology companies locally and internationally in order to meet the needs and challenges of its customers more effectively.

Our Partners are market leaders in their domains and our relationships with them go far beyond simple vendor-dealer exchanges. We consider our partners highly valued allies who create synergistic value propositions.

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Agent**World**

Business Lines

AgentWorld believes  
in providing solutions  
that add value to  
businesses.

## AgentWorld Business Lines



### IT Infrastructure Enablement

- Servers & Storage
- Turnkey Infrastructure Projects
- Enterprise Licensing
- Enterprise Information Security

### IT Infrastructure Services

- Managed IT Services
- Infrastructure Software Services

### Business Applications

- Oracle Enterprise Resource Planning
- Customer Relationship Management
- Business Intelligence

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Agent**World**

IT Services



## AGENT WORLD COMPLETE IT SOLUTION

WE ARE A CLOSE FAMILY OF TALENTED AND DRIVEN PEOPLE THAT  
STRIVE TO DELIVER QUALITY AND HONESTY.

Since 2010 we have proven that just 50 or so, nice people working with the right tools is all it takes to outperform larger organizations which are often more concerned with their pecking order than their productivity. Good designers, developers and marketers want, need, and deserve responsibility for their work. We are busy building applications for companies who know that an empowered team builds a more effective business.

## COMPLETE IT SERVICES



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Call Center Services

## INBOUND CALL CENTER

AgentWorld Inbound Call Center Services primarily focuses on maximizing business and profits for our customers. Our Inbound Contact Center Services are based on superior product and industry knowledge garnered over the years of experience that we possess in the offshore call center services industry. Our experience in inbound call handling enables us to meet the requirements of our call center customers.

We have extensive experience in providing inbound call center outsourcing services to global customers in varied industries, such as travel, real estate, airlines and banking. Outsource inbound call center solutions to AgentWorld and benefit from strategic contact center services that help you attain your business objectives and stay ahead of competition.

## AGENT WORLD INBOUND SERVICES



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Agent**World**

Call Center Services

## OUTBOUND CALL CENTER



At AgentWorld, we can help you connect with your customers with our complete range of outbound call center services. With our domain expertise in outbound contact center solutions, high-level of expertise and experienced outbound sales center agents, you can be assured of quality services.

Outsource outbound contact center services to AgentWorld and we will help you to increase your sales, follow-up your mailings, test unknown markets, develop good customer relationships and make your business a success. Outsource now and get access to these advantages and benefit from strategic contact center services that help you attain your business objectives and stay ahead of competition.

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Agent**World**

IT Infrastructure

Enablement

## IT INFRASTRUCTURE



Organizations are constantly searching for the latest IT products that can help them come up with a comprehensive solution to drive home the competitive advantage. Asset productivity through implementation of integrated technology solutions helps suit your domain's specific needs. AgentWorld is an end-to-end technology solutions provider, with products and services that are tailored to our customers' needs. As the cornerstone of any successful enterprise is a robust and reliable IT infrastructure, AgentWorld offers a complete array of technological products - servers, storage solutions, desktops, laptops, peripherals, UPS systems and software - that are configured to the unique demands of individual clients. We deliver products that are geared to address your technology infrastructure requirements. From a technology and business perspective, we study your organization to get a clear understanding of your requirements. We execute all projects cost effectively and deliver on predefined timelines, making your organization reap the benefits of a holistic IT infrastructure.

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AgentWorld

Servers & Storage



AgentWorld is here to help customers with a complete storage line of Disk Storage Systems, Storage Area Networks (SAN), Tape Backup Solutions and Network Attached Storage (NAS).

Our company offers the right mix of storage products, solutions, and services using new and innovative technology, open standards to help in infrastructure simplification, information lifecycle management and business continuity improvement.

## Turnkey Infrastructure Projects

A robust, reliable IT infrastructure is the foundation of any viable, progressive enterprise. Infrastructure solutions from AgentWorld allow Enterprise Customers to understand the availability and performance of their IT infrastructures, and give them control over it. Our services provide the appropriate foundation, technical know-how and best practices as well as extensive mentoring to minimize learning curves.

AgentWorld as an organization has the experience and capabilities to execute large projects, from the basics of setting up the physical location for a sound IT infrastructure setup, to having the project completed to the operational level. Setting up over 1,100 IT labs in Punjab, from the initial setup to the time the labs were fully operational, is one example which showcases the capabilities of AgentWorld as a completely equipped organization for Turnkey Infrastructure projects.

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AgentWorld

Enterprise Licensing

## ENTERPRISE INFORMATION SECURITY

This includes the advantages of Software Assurance, Microsoft's comprehensive maintenance program that helps you get the most out of your licensed products through a broad range of benefits that can also help you save time and money while increasing productivity.

With the Enterprise Agreement, you can be confident that your IT infrastructure can adapt and grow with evolving business needs through various benefits, such as access to the latest technology, numerous software tools and resources, software assurance facilities and much more.

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For any organization, information is an asset which adds value in gaining competitive edge and maintaining business continuity. Businesses are heavily dependent on the availability and accuracy of information stored on their systems. Consequently, it is vital that the information stored is secured and protected from external threats. Keeping in view the criticality of this matter, AgentWorld offers Information Security solutions to help organizations secure, accelerate and gain visibility of their information.

Information Security solutions protect the availability, visibility, privacy and integrity of information, all while giving control to IT to enforce corporate policies and adhere to federal regulations. By implementing suitable policies, practices, procedures and controls, businesses can stay focused on their core competencies while we take care of their most important asset, information.

AgentWorld, having strategic alliances with Bluecoat Systems and Narus, and having a team of dedicated resources who specialize in Information Security solution offerings, enables us to achieve best-in-class security solutions for our customers.

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Agent**World**

IT Infrastructure Services

Managed  
IT Services

Infrastructure  
Software  
Services



## Managed IT Services

Our Managed IT Services focus on keeping clients' systems operational and available so that they can focus their efforts on the demands of a growing business by managing costs and increasing revenues. With our Managed IT Services, we provide businesses with the highest level of support. Managed IT Services include Helpdesk Management and Hardware Maintenance.

### AgentWorld Managed IT Services

Helpdesk  
Management

Hardware  
Maintenance

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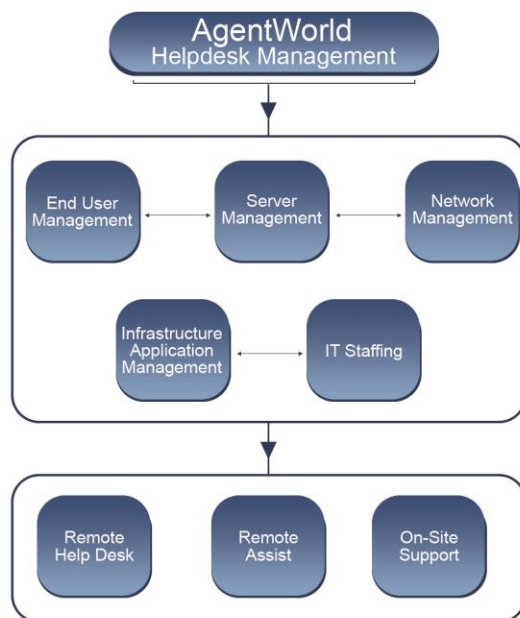
Helpdesk Management



## SUBMIT A **HELP DESK** TICKET

For all your computer-related problems

### Remote Help Desk



To accomplish and successfully manage Managed IT services, AgentWorld provides three general categories.

Agentworld Remote Help Desk provides organizations with a single point of contact for all end user issues.

Organizations will receive consistent guidance and advice in addition to dependable restoration of regular services. Users can access the Help Desk by phone, e-mail or the web.

AgentWorld live support technicians provide application technical support. Our support covers assistance with the features, functions and usage of software applications.

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## On-Site Support

Incidents that cannot be resolved remotely require assistance at the user's site. While the goal is to ensure this happens as seldom as possible, AgentWorld On-Site Support provides on-site assistance when it is necessary to address these infrequent events.

## Remote Assist

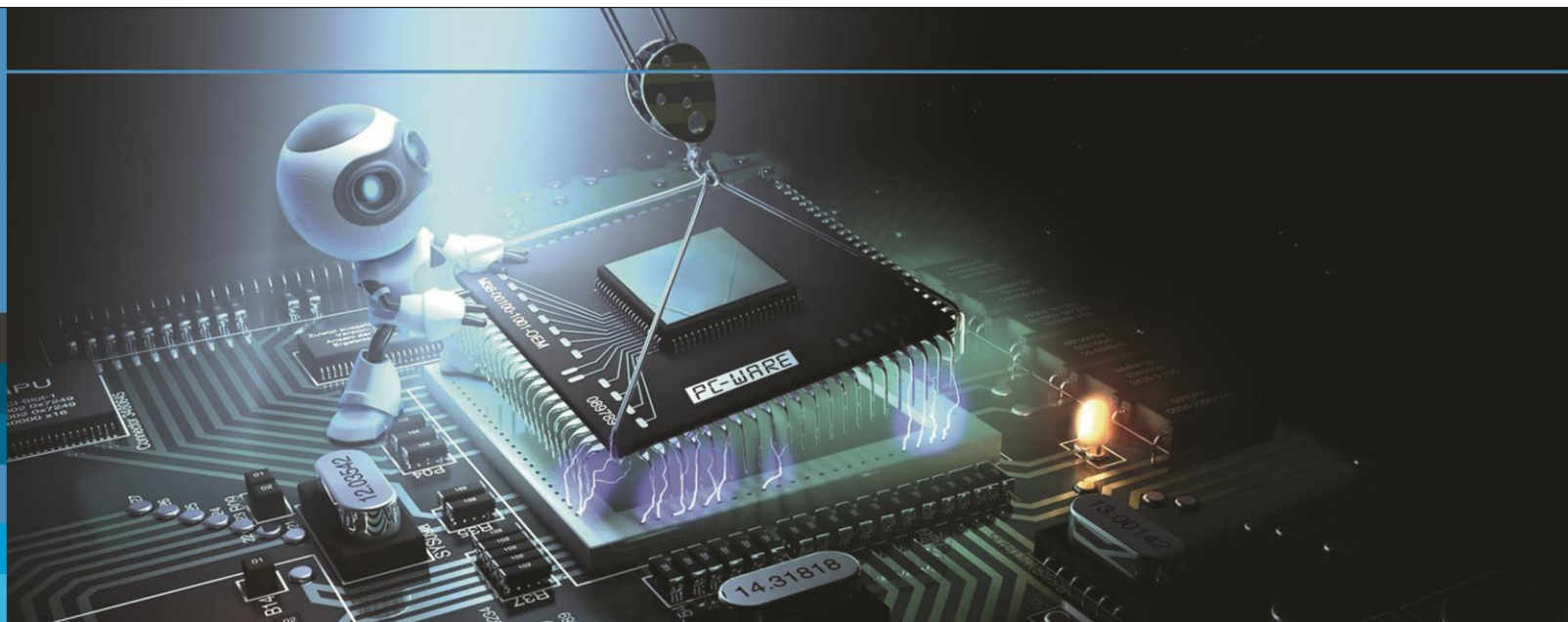
For incidents that cannot be resolved by remote Help Desk contact, our Remote Assist capability reduces both the time to resolve a request and the frequency of site support dispatches.

Typically, in response to a request for assistance using our Remote Assist service, a specially trained Agent World Help Desk technician gains end user's permission to take virtual control of the user's desktop.

This allows the technician to perform a hands-on investigation and resolution. This service includes capabilities such as configuration changes, file updates, driver updates and software reinstallation.

Remote Assist services are stringently managed according to AgentWorld Security best practices and standards.

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## Hardware Maintenance Services

Choosing the correct maintenance service provider for your organization's IT equipment is an important step in providing a sound business continuity program. AgentWorld offers a variety of maintenance plans to help support your business service level agreements and reduce your present and future IT spend. Whether your organization's infrastructure is homogeneous or heterogeneous, AgentWorld Business Technologies can help simplify and streamline your maintenance contract complexities to reduce your cost and your valuable personnel resources.

	Platinum	Gold	Basic
Access to Technical Support	24x7x2	9x5x4 local business hours	9x5xNBD
Dedicated TAM	Yes	Yes	
Technical Support	Dedicated RE placed at Customer's Premises	On-Demand Resolution through shared technical support team	On-Demand Resolution through shared technical support team
Major Fixes, Updates and Drivers	Yes	Yes	
Access to Inventory	Critical Parts inventory maintained at Customer's Premises	Inventory maintained Off-site at Inbox Stores *Customer can visit to check the inventory.	Inventory maintained Off-site, will be serviced through a shared inventory pool
Customer Portal (Available)	24x7x365	24x7x365	
My Account (Case, Status, Solutions)	Yes	Yes	
My Software Downloads	Yes	Yes	
Knowledge Base	Yes	Yes	
Learning Center	Yes	Yes	
Documentation	Yes	Yes	
Customer Newsletter	Yes	Yes	
Site Visits (by TAM)	4 x Per Year	2 x Per Year	
Invitations to User Events	Yes		

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## Business Lines

System Management Services

Business Continuity &  
Disaster Recovery Services

System Virtualization Services

Security And Networking

Business Productivity  
Application Services

Identity And Access  
Management Services

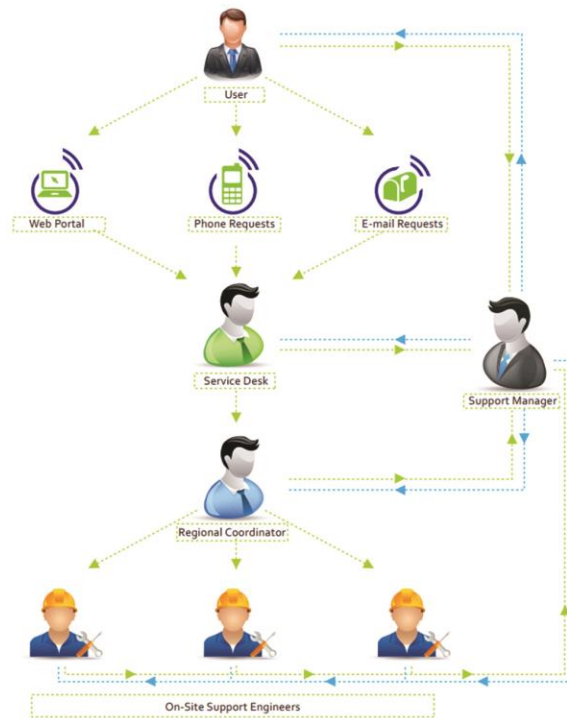
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## Comprehensive Managed IT Services

AgentWorld managed IT Services follow a simple workflow process that delivers fast and efficient incident resolution, keeping all users at maximum productivity.



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AgentWorld

## **Building a reliable, efficient and robust infrastructure is fundamental for all applications and services running above it. Efficient directory design for customers integrating their multiple sites is the key to an optimal infrastructure.**

Core Infrastructure Optimization helps an organization better understand and move toward a more secure, well-managed and dynamic IT environment with reduced cost. AgentWorld Business Technologies provides optimized Infrastructure Design and deployment to cater customer's application business needs.

### **1. System Management Services**

IT staff spend much of their time on routine operations, and lose focus on strategic initiatives for their organizational success. They require implementation of a streamlined and comprehensive approach to system management. Microsoft System Center Suite incorporates robust options for managing both physical and virtual systems, helping administrators to seamlessly manage the layers of their environments, increase overall operational efficiency and free time to focus on other initiatives.

System center solutions close life gap between development, operations and IT - evaluating dependencies and optimizing business process performance from inside the operating system, application and composite services.

AgentWorld can provide complete guidance on managing servers, desktops, mobile devices and automation of OS/application deployments.

### **2. System Virtualization Services**

Virtualization is changing the way resources are deployed and managed by simplifying and speeding up the IT response. With fewer machines to maintain, the IT team can focus on innovation instead of maintenance. AgentWorld delivers Microsoft and VMware based virtualization solutions to provide flexible infrastructure that can easily scale to handle growing business needs. The solutions can include virtualization at all levels from complete.

#### **• Server virtualization**

Allows multiple workloads to be consolidated and virtualized onto a small number of servers and makes maximum use of under-utilized machines. Such a strategy can help significantly reduce power and cooling requirements to create a green data center. Windows Server 2008 R2 Hyper-V provides enhanced features to create a complete dynamic data-center. VMware vSphere 4.x is another robust solution providing complete virtualization and cloud-based solutions.

#### **• Desktop Virtualization**

Allows organizations to centrally manage desktops in data-centers while providing the same ultimate desktop experience for end users.

Microsoft VDI, Citrix XenDesktop and VMware View are leading solutions in this area.

### **3. Business Productivity Application Services**

Increasingly, customers are looking at driving a transformational agenda with reduced Total Cost of Ownership (TCO) and increased productivity of business. AgentWorld can articulately deploy a complete suite of Microsoft Business productivity applications as per customer requirements to provide maximum productive efficiency from anywhere. This suite is a set of Enterprise applications that includes:

- Microsoft Exchange 2010 and Migration Services
- Microsoft SharePoint
- Microsoft Unified Messaging
- Microsoft Live Meeting
- Microsoft Office Communication/Lync 2010 server

Customers can choose any or all of the products from the suite, which will provide Enterprise-ready collaboration, content management and messaging along with advisory, migration and maintenance services. Access of these applications from a unified control provides an ultimate productivity experience across Personal desktop, phone and web browser.

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Agent **World**

## Business Applications

Oracle Enterprise  
Resource Planning

Business Intelligence

Customer Relationship  
Management



## Comprehensive Managed IT Services

### 4. Business Continuity & Disaster Recovery Services

Business continuity is extremely necessary for an organization to guard against failures and future disasters that could endanger the health of its mission critical services.

Continuity and recovery is provided through a combination of various high-availability clustering, replication, virtualization and backup/restore methodologies. AgentWorld can tailor your requirements to provide minimum downtime based on Service Level Agreements.

The advanced planning can help an organization minimize the amount of loss while simultaneously utilizing the best option for fast recovery after a disaster. Agent World provides complete methodologies for:

- Data and System Availability
- Data Backup and Restore methodologies in DAS, NAS, SAN setups
- Data Replication and Protection Management

### 5. Identity and Access Management Services

As the organization grows, it is likely to build up multiple systems and standards for storing and managing digital identities. These systems can include Active Directory services, directory tools for central administration of desktop/server configuration and security, Information protective infrastructure, role based administration, centrally managed user provisioning across heterogeneous systems, federated identity management across organizational and platform boundaries, databases, financial systems, and custom applications, as well as websites for employees and customers.

AgentWorld covers a broad spectrum of services in the following domains:

- Directory Services
- Strong Authentication
- Information Protection and Rights Management
- Federation Identity Services
- Forefront Identity Management using FIM 2010

### 6. Security and Networking

Every organization demands a reliable, available and highly secure IT environment. There should be no compromise in securing infrastructure network and services from external threats. Agent World provides its customers with cost effective security solutions while achieving complete high availability and reliability for end-to-end design. Security levels via Antivirus Software, Centralized Firewall, Policy-Managed Firewall, Secure Wireless Networking, Threat Management and Mitigation across clients server edge are some of the advantages of solutions provided by Agent World.

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Agent**World**

## Business Applications

### Oracle Enterprise Resource Planning:

**For over 5 years, AgentWorld Oracle Practice has been innovating to add more business value to our customers.**

We offer a comprehensive range of services built around Oracle global business units, technology acquisitions and new releases of applications. We thrive on delivering superior Project, IT and Business Value to our customers.

#### Oracle Alliance

AgentWorld's association with Oracle dates back to 2006. The relationship grew stronger and deeper over the years. Continuously manifesting its world-class expertise in providing Oracle Solutions across various industries, AgentWorld Business Technologies has attained Platinum Partner status, the highest level of partnership in the new Oracle Partner Network program.

#### Benefits to Customers

We collaborate with Oracle regionally (SAGE). We gear our consultant regularly on the new technologies through Oracle enablements. Early access to the new products helps AgentWorld in accelerating and developing preconfined solutions based on customer's requirements. Our quick access to Oracle support teams helps us in solving bottlenecks in real time. These advantages allow AgentWorld to shorten development cycles, quickly deliver solution enhancements, provide excellent support services, and enhance customer satisfaction.

### Business Intelligence :

Oracle is the leader in Enterprise Performance Management (EPM), unifying Performance Management and Business Intelligence (BI), supporting a broad range of strategic, financial and operational management processes. Oracle provides a complete and integrated system for managing and optimizing enterprise-wide performance.

This allows organizations to achieve a state of management excellence - being smart, agile and aligned - which provides competitive advantage and leverages their operational investments.

#### Smart

Enable advanced integration that improves agility and lowers costs of ownership.

#### Agile

Integrate information from your financial performance management, operational intelligence, and transactional applications.

#### Aligned

Drive pervasive intelligence across the enterprise by linking strategic, financial and operational management processes.

### Customer Relationship Management

With AgentWorld Customer Relationship Management (CRM), your sales, marketing, and customer service teams can understand customers and deliver the right message or answer. By analyzing this information, you can make better decisions to do business effectively by reducing the cost of service and keep every customer satisfied.

Agent World CRM is a complete CRM suite, designed to provide an integrated 360 degree view of every customer across multiple channels and back-end systems over time.

#### Features:

- Lead and Opportunity Management
- Complaint Management
- Inbound and Outbound Call Center
- Campaign Management
- SMS and Email Alerts and Notifications
- Workflow and Task Management
- MIS Reporting
- Mail Room Management
- SOP Management
- Knowledgebase
- Fleet Management Information System
- Insurance Management System

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AgentWorld Portfolio  
for Oracle Services

# SERVICE



## 1. Consulting/Advisory Services

### AgentWorld offerings are:

- Enterprise IT Strategy & Business Alignment.
- Oracle-enabled Enterprise IT Architecture.
- Oracle Enterprise Applications Consulting.
- PMO Design and Set-up for large Oracle Programs related to Enterprise Solutions.

## 2. Enterprise Application Services

### AgentWorld offerings are:

- Oracle Enterprise Applications Implementation
- Oracle Enterprise Applications Upgrade
- Oracle Enterprise Applications Maintenance & Support

## 3. Technology Services

### AgentWorld offerings are:

- Custom Applications Development
- Application Integration Architecture Services
- Custom Applications Maintenance & Support
- Enterprise Business Integration
- Applications Testing Services
- Custom Process Integration Packs using Oracle AIA/Oracle Fusion Middleware
- Design/Build Data Warehouse and Analytics Applications

## 4. Database Services

### AgentWorld offerings are:

- Consult-Design-Implement (CDI)
- Database Performance Analysis and Tuning, SQL Tuning, Application Tuning
- Database Security Auditing and Setting Compliance
- Implementation and support of Business Continuity Solutions – Oracle RAC and Data Guard
- Database Upgrades and Migrations include Cross platform DB Migration
- Capacity Planning, Data Archiving

AgentWorld has been enabling enterprises across the region to transform their business models with Oracle Competencies. With innovative solutions and unmatched.

Our Oracle Competencies include:

- E Business Suite
- People Soft
- BI Apps
- Hyperion
- Oracle FMW
- Database

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Location



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