



### Trucent's CARMS™ model guarantees superior ROI

Trucent designed an operating model CARMS™, with five key elements that when combined, allows us to deliver better results for clients than any other firm.

**C**ommitment

**A**ccountability

**R**eturn on Investment

**M**anpower Allocation

**S**ecurity and Quality

### State of the Art Infrastructure

Well-equipped centers with the state of the art facilities with modern computing and communications infrastructure.

Latest security technologies to ensure data integrity, confidentiality and security to our clients' business data.

High performance UPS backup for our facility and for our server room.

Generator systems to energize the UPS systems.

Tie-up with a power backup facility.

In addition to our primary facility in Mumbai, we have an alternate facility in Pune as a back up strategy.

### Trucent Profile

Trucent – A global IT and BPO service provider partners with its clients to extend and energize their business processes by offering solutions for technology and operations co-working.

Trucent is focused on providing outsourcing solutions in logistics, translations, transliteration, software development and IT enabled services areas. We provide services across architecture, application development and integration, application management and business process outsourcing.

We provide innovative, flexible, and cost-effective technology support solutions that reflect our commitment to building successful long-term partnered relationships.

Trucent has an extensive offshore infrastructure for IT Development and Business Process Outsourcing with centers at key locations in India. Trucent partners and works with their clients through their branch offices worldwide.

### Trucent Locations

**India** : Mumbai, Pune, Belgaum

**United States** : New York, Los Angeles

**Germany** : Munich

**Belgium** : Brussels

**Australia** : Sydney

**Canada** : Vancouver

Contact : [info@trucent.com](mailto:info@trucent.com)

Visit : [www.trucent.com](http://www.trucent.com)

## **BPO**

### **Healthcare**

- Electronic Claims Processing
- Medical Coding
- Payment/ Credits Posting
- Report Generation
- Receivable Management
- Enrollment Assistance
- Follow Ups

### **Translations**

- Translations done in German, French, Spanish & Japanese.
- Translators skilled & qualified in Business and Technical vocabulary.
- Use the latest Computer Aided Translation (CAT) Tools and a variety of physical & computer-aided dictionaries.

## **IT Services**

### **Application Development**

- Application management.
- Application maintenance.
- Application Support.
- Helpdesk.

### **Usability Engineering**

- The full front-end spectrum of design and technical implementation.
- Information and Interaction design.
- Content and Navigation taxonomy and interface design.
- GUI Visual Design (graphics design/ software user interfaces and e-branding).

### **Quality Consulting**

- Software Development Practices.
- Software Process Improvement planning.
- Software Quality Assurance.
- Effective quality testing Techniques.
- Training staff to address specific issues

### **Web Services**

- Website designing and web user interface engineering.
- Scalable enterprise secured web hosting.
- Enterprise web centric application development viz. intranet / extranet development.
- Website/ Portal maintenance.

## trucent™ Service Methodology

We enable our clients through the following methodology:

- **Initial Analysis** – Trucent works with the client in analyzing requirements and identifying the components that Trucent could add value as a co-partner thereby enriching returns to them.
- **Confidence Building** – Trucent carries out a pilot project to enable the client to build confidence in Trucent's capabilities and confidence for a long-term relationship.
- **Smooth Transitioning** – Trucent ensures flawless performance during critical phases of the process of moving some of the components that need to be outsourced by the client.
- **Project Management and Execution** – Trucent manages the project at both the executional and the business levels.
- **Client Relationship Management** – Trucent will have a dedicated client relationship handling team, which will ensure that any client queries get sorted out quickly with effective resolutions.