Canarys Automations Pvt Ltd
About Canarys

Over 30+ years in the industry, having offices in, New Jersey USA, Bangalore India
Canarys is a comprehensive solution provider specializing in Azure DevOps,
Azure Cloud Consulting, Dynamics 365 Business Central, Application
Development, Mobile Apps and Staffing across broad spectrum of domains.
1988
Started

Growth
Consistent Growth over years

Management
Management Team with vast & diversified experience

Business
Consistent Growth over years

Team
Dedicated team of brilliant software professionals
Canarys has adopted best practices and optimized processes to improve overall service delivery to its customers. Our business model has been refined by the experience gained, by partnering with leading organizations for end-to-end solutions.
Azure DevOps Consulting

01 Version Migration
02 Upgrades
03 DevOps/ALM Best Practises
04 Release Process Automation
05 Deployment & Tech Support

Kick start your DevOps journey -using Visual Studio, VSTS, Azure, TFS.

Containerization of the Apps using Docker, Kubernetes and Azure Container Service.

Implementation of CI-CD pipelines using VSTS & Azure for SQL Database.

DevOps implementation with Microsoft tools and Open Source.

DevOps Best Practice Consulting, Implementation and coaching/training.

Implementation of CI-CD pipelines using VSTS & Azure and Open Source tools like Jenkins.


DevOps Services
Cloud Assessment
Analyze current IT Application and Infrastructure Portfolio. Identify and recommend delivery models: IaaS, PaaS, & SaaS and public, private & hybrid cloud migration.

SQL Azure Consulting
Assist organizations in designing & implementing a scalable & secure database on SQL Azure and also ensure the use of best practices for using SQL Azure.

Cloud Technical Support and Maintenance
Provide with best-in-class training, support, and maintenance services based on Microsoft Azure.

Cloud Migration
Create the strategy, design, and implementation plan for cloud adoption.

MS Azure Offerings
Microsoft Dynamics - 365 BC

01. Microsoft-D365 Business Central (Formerly NAV)

02. Microsoft-D365 Customer Engagement (Formerly CRM)

03. Microsoft-D365 Finance & Operation (Formerly AX)
Microsoft Dynamics 365 BUSINESS CENTRAL

- Project Management
- Operation Management
- Reporting & Analytics
- Supply Chain Management
- Sales & Service Management
- Financial Management
Microsoft Dynamics CE is an integrated customer relationship suite helping businesses - both large and mid-market alike - to win and cultivate profitable customer relationships. Dynamics 365 CE provides a comprehensive set of cost effective Sales, Marketing, Social, Service and Project Management tools to enable you better understand and engage with your customers.

Centralize customer information
Automate marketing interactions
Provide business intelligence
Facilitate communications
Track sales opportunities
Enable responsive customer service
Analyze data

MSD-365CE (Customer Engagement)
Microsoft Dynamics 365 for Finance and Operations provides powerful tools to optimize utilization of resources and drive growth. The tools they need to connect and manage their clients, finances, projects, and people in a unified, integrated environment.
Canarys Dynamics Services Offering

- Business Consulting and Advisory Services
- Business Process Re-engineering
- Implementation Services
- Addon/Vertical Solution Development

- Support Services
- Upgradation
- Application Integration
- Migration
Genesys Services

01 Development
02 Maintenance
03 QA
04 Monitoring
05 24/7 Support
**Genesys Platform**

**Development**
- IVR Development
- Routing Development
- UI Development

**Scrum Meeting**
- Create stories and apply the points for that sprint
- Create FSD with the help of business
- Use the Jira tool for creating the stories in scrum meetings

**Monitoring**
- Monitor Genesys IVR applications using Emperix dialing every defined intervals.
- Monitor servers and services using Splunk, get the alerts and based on the alerts send an automated call to an “on call” person.

**24/7 Support**
- Work on critical P1 and P2 tickets on crisis call and involve all the departments to resolve the issues, if needed involve vendor as well.
- Open a ticket with Genesys for critical issues and work on them on priority basis.
- Validate the inbound and outbound calls. Validate calls as successful with recordings.
- Work with Genesys for maintenance and enhancement changes.
- Document the change tickets, incidents and share with the team and managers.
Genesys Pure-Engage Components

- Genesys Platform Administration (GAX)
- Genesys Agent set up
- Genesys Designer for developing the IVR/routing applications
- Genesys pulse for monitoring the users in real time.
- Genesys Interactive Insight (GI2) for reporting.
- Speech miner for pulling the recordings of the user
- Genesys softphone for all the users to take the calls and perform all kind of operations like transfer, conference, etc.
- Genesys call back for outbound dialing and click-to-call.
Application Development & Maintenance

- Maintenance
- Offshore Dedicated Team
- Product Development
- E-commerce
- ODC
- SharePoint Services
Mobility Services

- Cross platform Mobile App development using VS
  - 2015 (Xamarin) for Android, iOS etc.

- Mobile Strategy Definition Product Roadmap Definition
  - Mobile User Interface Definition

- Integration with Social Networking Sites

- Cloud Based Services
  - Google App Engine, Microsoft Azure,
  - Amazon, LAMP

- Application Platform Porting

- Mobile App Testing using Xamarin Test Cloud

- Product Launch and Adoption
How we work?

- 100% offshore
- Offshore & Onsite combination
- 100% onsite (USA Region)
- Concept to rollout (100% ownership)
- Post delivery – Support and Maintenance
- ODC – Offshore Development Centre
- BOT – Build, Operate, Transfer
Why Canarys?

Knowledge Acquisition Process (KAP)

Agile process

Certified engineers

Maturity 30+years in the industry

Metrics Driven Project Management

US Presence

Usage of Tools to Improve Productivity

Project Management Office

Client & End-User Involvement from Requirements Phase
Our Team

- Uniquely strong combination of knowledge and experience.
- Industry-certified and highly qualified people from best universities and institutions.
- Well-structured team providing increased resource bandwidth.
Certifications & Rewards

Microsoft Partner
2017 Partner of the Year Finalist
DevOps Award

Microsoft Partner
2018 Partner of the Year Finalist
DevOps Award

Microsoft Partner

Gold  Application Lifecycle Management
Gold  Collaboration and Content
Gold  Devices and Deployment
Gold  Business Intelligence

Silver  Cloud Competency
Silver  Data Platform
Silver  Application Development

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