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## Empower to Enrich User Experience

ABS India Pvt Ltd has introduced a new strategy, *Empower To Enrich User Experience* that focuses on customer support. A decade plus of experience, support capabilities, investments in resources and incorporating customer feedback to establish strategic focus are the guiding forces behind this strategy.

ABS India, a leading enterprise communication solutions provider designs, deploys, implements, and maintains some of the most complex next-generation communication networks that enable enterprises to experience communications, information, and technology.

The system integrator offers end-to-end converged solutions by integrating some of the world's leading technologies in the domain of voice, data, enterprise applications, and unified communications. The organization has served a range of enterprise communication needs, including multi-site networks. Headquartered at Bangalore, ABS India has a wide presence across the country, with sales and support offices at prime locations.

With decade plus of experience in enterprise communications, the team believes that customer service in a multi-vendor environment is a challenging task and the key to success for continued relationships. The organization ensures continual training and certifications to its support resources fleet. This investment also ensures highest accreditations with technology providers like OEMs.

The organization ensures that its service processes are certified for standards. This brings in enormous amount of efficiencies and reduces MTTR drastically. The company has adopted technologies and uses web-based CRM operations. With huge pool of service resources, it offers support right from physical installations to remote site maintenance. With stringent SLAs, ABS India maintains networks across all the business segments including government, public transportation, BFI, manufacturing, hospitality, utilities, and media and entertainment.

ABS India ensures customer satisfaction survey on a regular basis and incorporates the findings to establish strategic focus. The company is investing in support resources for future requirements. Its training university ensures training of internal and client resources on voice, data, applications, unified communications, and related technologies and processes. The organization continues to invest for skill set-up gradation, labs for training university, test and repair center, and POC center.

ABS India facilitates Proof of Concept (POC) for prospects. The company also offers POC in enterprise segment by simulating all kinds of networks with inter-connectivity and benefits. The organization has invested in resources that can deliver NOC Network Operations Center Services to clients.

## NEC Strengthens Its Cloud Portfolio with Ramco ERP on Cloud

NEC India has announced a strategic alliance with Ramco Systems, an enterprise software product company focused on delivering ERP on cloud, tablets, and smartphones. The partnership aims to serve the growing customer needs for SaaS-based ERP to companies in the mid to large enterprise segments in India and could potentially expand into other geographic locations.

Cloud is a global initiative for NEC, and India is one of the focus countries for NEC's cloud business. The company is well positioned in the