

# ISO Compliance

Somnetics is an ISO 9001:2008, ISO 27001:2005 and ISO 20000-1:2011 certified organization and complying with its strict guidelines further boosts our capability statement in the various ways.

## ISO Benefits

### ISO 9001:2008 Quality Management

- A customer focused organization
- Leadership
- The involvement of people
- Ensuring a process approach
- A systematic approach to management
- A factual approach to decision making
- Mutually beneficial supplier relations
- Continuous improvement

### ISO 27001:2005 Information Security Management

- Protects critical and sensitive information from malign sources such as
  - Vandalism/ terrorism
  - Fire
  - Misuse
  - Theft
  - Viral attack
- Holistic, risk-based approach to secure information and compliance
- Demonstrate security status according to internationally accepted criteria
- Create a market differentiation due to prestige, image and external goodwill
- Ensure hassle free management of information, with digitized customer forms!

### ISO 20000-1:2011 IT Service Management

- Closer alignment to both ISO 9001 and ISO/IEC 27001
- Clarification of existing definitions and addition of new definitions
- Introduction of the term "Service Management System" (SMS) and aligning the standard with the concept of a SMS
- Clarification of the requirements for the governance of processes operated by other parties
- Addition of requirements for the design and transition of new or changed services

Policies and compliances of ISO 20000 maps directly to that of CMMI Service and facilitates seamless and flawless project delivery resorting to

- Capacity & availability management
- Incident resolution & prevention
- Service system transition
- Service continuity
- Requirement management
- Project planning
- Project monitoring & control
- Supplier agreement management
- Measurement & analysis
- Process & product QA
- Configuration management
- Service delivery



### Green Edge

Somnetics corporate social responsibility extends to environment protection in all its endeavors where it has promoted green computing methods. Somnetics product usage can lead the Customer's towards green computing. As a small contribution in reducing global warming we have cut down on the usage of our servers, networks, storage equipment, cooling and UPS. The bigger vision is to promote reduction of non-biodegradable pollutants and carbon content in ecology. Our products and solutions tend to save energy resources in every possible way and make the earth greener.

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# Capability Statement



**somnetics**  
Som Imaging Informatics Pvt. Ltd.  
ISO 9001:2008, ISO 20000-1:2011 & ISO 27001:2005  
Certified Organization

## Corporate Profile

Som Imaging Informatics Pvt. Ltd., branded as Somnetics, is an ISO 9001:2008, ISO 20000-1:2011 and ISO 27001:2005 certified organization, offering enterprise class, affordable, end-to-end solutions for business process management, imaging & information management and content management.

With a sole objective of complementing the IT demands of SMEs, corporate and government organizations at an affordable rate, our brand is already identified as a dependable, prompt and effective solution and service provider in the market. In the last two years, the organization has witnessed rapid growth with more than 650 clients in every possible domain.

- A decade of industry leadership
- More than **500 clients** from various verticals
- Successful implementation of many **national level** projects
- **ISO 9001:2008, ISO 27001:2005** and **ISO 20000-1:2011** certification

## Main Areas of Expertise



## I. Managed Services



### 1. Managed Copying and Printing Services

#### A. BUSINESS PRINTING

|                   |                 |
|-------------------|-----------------|
| Color/ Monochrome | Simplex/ Duplex |
| A3, A4, A5, A6    | 70-300 gsm      |

#### B. WIDE FORMAT PRINTING

|                   |                 |
|-------------------|-----------------|
| Color/ Monochrome | Simplex/ Duplex |
| A0, A1, A2        | 70-300gsm       |

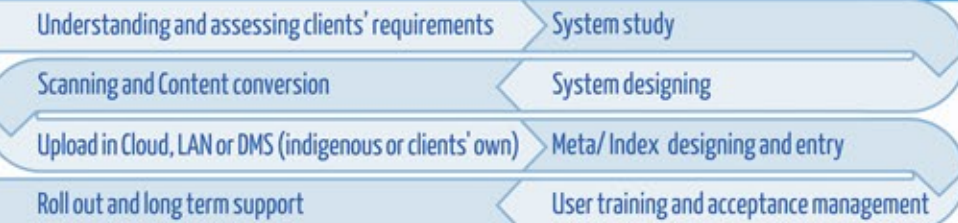


### 2. Managed Scanning and Digitization Services

#### A. SCANNING AND DIGITIZATION



#### B. INTEGRATED SCANNING AND DIGITIZATION (ECM) PROJECTS



### 3. Form Processing

#### Form Designing and Processing



## Capability & Credentials - Managed Copying & Printing

- Large fleets of high-end A3 MFDs and printers
- Highly trained support engineers and technical specialists
- Indigenous Cloud based service CRM (OwICMMS) to track support activities
- 24x7 customer self service portal
- Strict SLA compliance through ISO 20000-1:2011 framework
- 388 man-years of experience
- 600 million pages printed so far and continuing
- Diverse base of highly satisfied customers
- Recipient of "Solution Champ" award by DQ Channels in 2013

## Capability & Credentials - Form Processing

- Strong domain expertise
- OMR, ICR form designing and printing
- Bar code enabled OMR, ICR sheets
- Bulk form printing
- Processing of 60,000 forms/ day (with 100 questions/ page)
- Unlimited scanning stations can be integrated for bigger projects
- Processing of A4 legal and A3 duplex
- Backed by iFORM, an OMR processing application

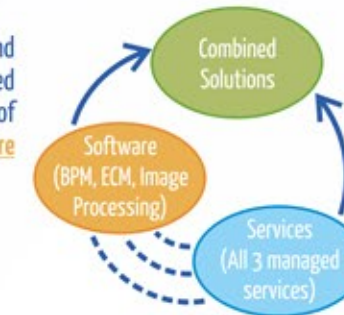
## Capability & Credentials - Managed Scanning and Digitization Services

- Conversion of diverse content - Books, Hard bound materials, microfilms, document, medical records, images, DICOM images, 3D objects
- Asset fleet consists of high speed production scanners, book scanners, face-up digitization systems, wide format scanners
- Trained team of analysts, project managers, scanning operators and index entry personnel
- State of art software development center, developing BPM/ECM connectors and handling customization
- Document, record and process workflow is powered by iDOC, a web and cloud based multi-platform document management system
- Hard copy warehousing management and on-demand on-site service
- Automated image capture application and image processing software to boost efficiency and reduce cost
- More than 100 million documents scanned in mission critical environment
- 140 man-years of experience

## II. 3S IT Enabled Projects



3S ITES projects are the complex and integrated projects, offering a combined output involving three main areas of expertise, or the 3 's'- Service, Software and Solutions.



### We offer

- Domain knowledge
- Project delivery manpower
- Project handling skills
- Quality Checks
- Equipments for -IT, Imaging and Printing
- Required software
- Integration of managed services and software application

## III. Software Products

Our software products cater to enterprise content management (ECM), image processing and business process management (BPM). All our products comply with ISO 9000, ISO 27000 and ISO 20000 frameworks, pertaining to Quality Management, Information Security Management and Service Management respectively. Our web and Cloud based ECM and BPM products are independent of platform, browser and hardware, assuring better accessibility from any location and device.

