

**An Experienced Partner
Trusted to Deliver**



**CDW + V-SOFT
FIELD PLAYBOOK**

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ABOUT

V-Soft is a true technology partner

V-Soft Consulting is a US-based corporation providing information technology consulting from multiple locations across North America. Trusted to serve businesses since 1997, V-Soft brings compelling value through innovative solutions, hybrid sourcing and industry-leading agile practices.



V-SOFT DIGITAL



INFRASTRUCTURE



RETAINER TEAMS



IT STAFFING

Recognized for excellence in innovation and service





V-Soft Digital is the innovation arm of V-Soft Consulting, providing advanced tech solutions to the enterprise. We work with businesses to identify the best route to meet digital transformation goals.

ELEVATOR PITCH

V-Soft Digital has a dedicated team of experts to work on projects. With ongoing training, our experts are leaders in their industry and ready to add their skills to meet your objectives.

HOW WE HELP

- Pre-sales engineers help you qualify, secure and execute new opportunities
- Provide advanced tech solutions
- Identify best route to meet your digital transformation goals
- Allow you to leverage our team of experts

AREAS OF EXPERTISE

- Application/Mobile Development
- VERA Virtual Assistant & Chatbots
- Artificial Intelligence & Internet of Things
- Robotic Process Automation (RPA)
- Cloud Computing

“We are a quality company and expect the same from vendors. V-Soft matches that need. If they say they’re going to do something, they do it.”

- VP Enterprise Systems & Software Development

V-SOFT DIGITAL' AI PRACTICE



DRIVING INNOVATION. PRODUCING RESULTS.

Leveraging the power of design thinking, the V-Soft Digital team goes beyond Artificial Intelligence (AI) norms in applying the human touch to deliver measurable ROI.

PROVEN EXPERTISE

V-Soft Digital' enterprise-class expertise is trusted by large corporations around the world to execute advanced technology initiatives.

V-SOFT EXPERIENCE

- Deep Learning
- Neural Networks
- Machine Learning
- Natural Language Processing
- Design Thinking
- Intelligent Chatbots
- Optical Character Recognition
- Image Processing

V-SOFT VALUE ADDS

- Diverse Expertise
- Advanced Tech Roadmap
- The VERA® Platform
- Project Rescue
- Customization
- Mobile Applications
- Best Practice Consulting

AI CHALLENGES & SOLUTIONS

| Common Challenges | Impact | Solution |
|---------------------------------------|--|---|
| Repetitive, manual tasks | Wasted time and inconsistent quality | AI automation significantly increases productivity and reduces errors |
| Lacking safety compliance | Potential fines and higher accident probability | Intelligent cameras monitor employee PPE, alerting management of immediate infractions |
| Ineffective quality assurance | Higher product returns and reduced customer satisfaction | Computer visioning automates defect detection streamlines quality control |
| Out-of-date administrative management | Costs time, money, and resources | Office automation effectively manages room resources, meetings, and HR functions with the power of AI |






V-SOFT DIGITAL' VERA PLATFORM



TRANSCENDING SERVICE WITH ARTIFICIAL INTELLIGENCE

Increase efficiency and empower employees to focus on more productive tasks. VERA is the next level of enterprise communication designed as a Conversation Agent that uses Artificial Intelligence (AI) to analyze multi-dimensional data from a number of sources.

VERA'S FIVE SENSES

-  **HEAR** Advanced voice synthesis and conversation agent capabilities to listen and tie words to relevant searches.
-  **SEE** Computer visioning to identify objects in photos and videos.
-  **FEEL** Internet of Things (IoT) sensor technologies to sense the surrounding environment.
-  **THINK** Artificial neural networks to analyze, predict and react to data.
-  **SPEAK** An intelligent speech tool to answer in multiple languages.

FEATURES OF VERA

- Artificial Intelligence
- Natural Language Processing
- Image Processing
- Neural Network Deep Learning
- Internet of Things
- Built-in Sensor Technology
- Computer Visioning / EOCR
- Cloud or Premise Based
- Multilingual
- Touchless & Screenless UX
- Real-time Data Access

VERA USE CASES



Board Room

VERA's Enhanced Object Recognition (EOR) and Natural Language Processing (NLP) provides successful experiences empowered with AI by capturing head counts and team sentiments, and optimizing user interactions.



Lab Sciences

VERA can be a facilities expert. She provides various lab diagnostics and equipment information. By using IoT she collects data in real time and using AI she runs millions of simulations before ever starting an experiment.



Human Resources

VERA's Enhanced Object & Character Recognition (EOCR) simplifies expense reporting. By snapping one photo she can instantly organize a group of receipts, room keys, boarding passes and handwritten notes.



Manufacturing

VERA extends visibility into the production line by using IoT and Computer Visioning. She harnesses this data to prioritize potential issues, automate production activities and empower better business decisions.



VERA DEFECT DETECTION CHALLENGES & SOLUTIONS

| Common Challenges | Impact | Solution |
|--|--|---|
| Manual inspection dependent on workers instead of process | Defects get overlooked and categorization is inconsistent | AI computer vision provides accurate and consistent defect detection and categorization |
| Labor-intensive QA process | Cost heavy and time consuming | Production lines with robotic controls and AI automation |
| Reactive production line maintenance | Unproductive downtimes and preventable defects that persist for long periods of time | Continuous analysis of production line using computer vision and AI analytics |
| Introducing technology solutions without disrupting production | Long, costly downtime | Deploying AI defect detection in a scalable, phased approach |

VERA COMPUTER VISION CHALLENGES & SOLUTIONS

| Common Challenges | Impact | Solution |
|--|---|---|
| Human-driven manual inspection and review | Delayed results and high costs of trained professionals | Intelligent computer vision systems complete tasks in a fraction of the time |
| Manual processing is inconsistent and often misses information | Lack of accurate insights result in lost business opportunities | AI-powered computer vision enables consistent data collection and analysis, resulting in better data quality and insights |
| Volume of data in many applications exceeds the ability of manual processing | Gaps in potential analytics and insights | In-depth image analyzations capture relevant data to support business objectives |

VERA VIRTUAL ASSISTANT CHALLENGES & SOLUTIONS

| Common Challenges | Impact | Solution |
|---|--|---|
| Repetitive, manual tasks | Increased inconsistencies and lost productivity time | VERA automates tasks intelligently |
| Difficult for field service personnel to enter or retrieve data | Safety and productivity can be compromised | Voice assistant enables hands-free data entry and access to enterprise databases |
| Must search across multiple platforms to solve complex problems | Extremely time consuming and often leads to missing critical data points | VERA provides precise and accurate information on demand with natural language processing (NLP) |
| Customer demands overwhelm personnel availability | Long wait times and rushed support diminishes customer satisfaction | Intelligent automated chatbot agents address common tasks allowing employees to focus more complex requests |

V-SOFT DIGITAL' APP DEVELOPMENT

TRANSFORMING BUSINESS

A comprehensive app development approach improves efficiency and effectiveness in business operations, HR, employee engagement and sales. Rapidly deploy advanced technology, allowing your company to lead your industry.

PROVEN EXPERTISE

With hundreds of completed projects, the V-Soft app development team is trusted to deliver digital transformation for your business. Your project is on time and on budget thanks to our highly-skilled team dedicated to your goals.

V-SOFT EXPERIENCE

- Microsoft and Open Source
- Java, PHP, Ruby on Rails, Python
- SharePoint, Power Apps, Azure, AWS Migrations
- DevOps, CI/CD, Workflow Automation
- Integration with Salesforce, Oracle and more

V-SOFT VALUE ADDS

- Hybrid team model for all budgets
- Proven project execution template
- Full transparency
- Real-time communication
- Built-in scalability
- Enhanced security
- Industry best practices

APP DEV CHALLENGES & SOLUTIONS

| Common Challenge | Impact | Solution |
|-----------------------------------|--|--|
| Lacking digital adoption strategy | Places your business behind the competition in a digital world | Experienced teams translate business needs into effective extensions of your platform |
| Limited customization | Rarely addresses needs, resulting in low adoption and negative user experience | Enterprise-level integration expertise ensures all facets of your business are incorporated into a complete experience |
| Inexperienced development team | Overruns costs and misses deadlines | Mature app development practice leveraging a history of proven execution meets budgets and timelines |
| Specialized vendors | Charges higher than expected costs for launch and maintenance | Onsite PM combined with near/offshore hybrid development teams keep costs down and provide affordable support beyond normal business hours |

V-SOFT DIGITAL' MOBILE APP DEV



TRANSFORMING BUSINESS

Mobile for business is doing more than you think. A mobile approach for your company improves efficiency and effectiveness in field operations, HR, employee engagement and sales.

PROVEN EXPERTISE

With hundreds of completed projects, the V-Soft mobile team is trusted to deliver the next generation of mobility for your business. Your project is on time and on budget thanks to our highly-skilled team dedicated to your goals.

V-SOFT EXPERIENCE

- iOS & Android, Xamarin, Flutter, HTML5, PhoneGap, Cordova
- AngularJS, Bootstrap, Ionic Framework
- TensorFlow, OpenCV, Progressive Web Apps, Augmented Reality
- Integration with Salesforce, Oracle and more

V-SOFT VALUE ADDS

- Hybrid team model for all budgets
- Proven project execution template
- Full transparency
- Real-time communication
- Built-in scalability
- Enhanced security
- Industry best practices

MOBILE APP CHALLENGES & SOLUTIONS

| Common Challenge | Impact | Solution |
|----------------------------------|--|--|
| Lacking mobile adoption strategy | Places your business behind the competition in a mobile world | Experienced teams translate business needs into effective extensions of your platform |
| Limited customization | Rarely addresses needs, resulting in low adoption and negative user experience | Enterprise-level integration expertise ensures all facets of your business are incorporated into a complete experience |
| Inexperienced mobile team | Overruns costs and misses deadlines | Mature mobile practice leveraging a history of proven execution meets budgets and timelines |
| Specialized vendors | Charges higher than expected costs for launch and maintenance | Onsite PM combined with near/offshore hybrid development teams keep costs down and provide affordable support beyond normal business hours |

RETAINER TEAMS



V-Soft's experienced IT retainer teams take the burden off internal IT staff to clear project backlogs and keep projects on budget and on time, all while being significantly more affordable.

ELEVATOR PITCH

V-Soft's Retainer Teams are dedicated to working on your projects as an extension of your staff. Quality is ensured through world-class talent, agile project management and coding best practices, including test-driven design and proven software design patterns.

TEAM COMPOSITION

- **Certified & Experienced Developers**
- **Architect** Provides code review & unit testing
- **Technical PM** Executes reporting, expectation management & process adherence
- **Business Analyst** Gather requirements
- **Quality Assurance Tester** Confirms outcomes
- **Engagement Manager** Oversees risk mitigation, project delivery & communications

AREAS OF EXPERTISE

- MuleSoft
- App & Mobile Development
- QA Automation
- Cloud Migration
- Artificial Intelligence & IoT
- Robotic Process Automation

HOW WE HELP

- Pre-sales engineers help you qualify, secure and execute new opportunities
- Dedicated & Scalable
- Weekly Reporting
- Hybrid Cost Model
- Trained & Certified Experienced Resources

RETAINER TEAMS

| | In-House | Onshore | Hybrid |
|------------------------|----------|---------|--------|
| Complete Team | ✓ | ✓ | ✓ |
| Turnover Risk | High | Low | Low |
| Scalability | Slow | Fast | Fast |
| Tech Stack Flex | 0% | 100% | 100% |
| Cost | 100% | 60% | 40% |



V-Soft Infrastructure brings years of expertise and customer satisfaction to optimize your IT systems — making your business run smoother than ever.

ELEVATOR PITCH

V-Soft Infrastructure provides proven and innovative professional services, delivering consistent and predictable ITS services through and with key direct/strategic relationships including manufacturers, distributors, rep firms, independent & subcontractors and team/marketing relationships.

HOW WE HELP

- Pre-sales engineers help you qualify, secure and execute new opportunities
- Engineering: Assess and design your infrastructure, plan for success and implement & document
- ITS Contracted Services: Serve as primary program manager for IMAC customers
- ITS Construction Management: Provide project management services directly for installation projects
- Central Service Desk: End-to-end service to meet all the requirements of your SLAs

AREAS OF EXPERTISE

- Engineering
- Structured Cabling
- RCDD Certification
- ITS Contracting Services
- Network Design & Implementation
- Cyber/Network Security
- Cloud Solutions/Migrations
- Data Center Solutions
- O365 Migrations
- Door Access/Cameras
- Sound Masking
- Wireless Network Solutions

STRUCTURED CABLING

| Common Challenge | Impact | Solution |
|--|--|--|
| Lack of documentation | Poor response for MACs and issues with corporate accountability | Leveraging an external company with a history of proven documentation standards to provide Visio or AutoCAD drawings |
| Limited resources and awareness of the significance of an existing infrastructure inspection | Inadequate design and installation | Performing a complete inspection of existing infrastructure to identify issues and areas of improvement |
| Poor design and outdated infrastructure not in accordance with industry standards | Reduced performance, increased troubleshooting challenges and poor safety compliance | Ensuring infrastructure adheres to BICSI industry and performance standards with certified RCDDs |
| Emergency outages, network jack activations, equipment moves and new equipment installation | Increased downtime and delays for affected locations and employees | A network of cabling technicians that are available 24/7 for onsite assistance across the country |

WIRELESS NETWORKS

| Common Challenge | Impact | Solution |
|--|---|--|
| Gaps in wireless network coverage | Reduced efficiency, lost data and reduced productivity | Providing an accurate and detailed wireless heat map pre-installation, including coverage area, signal strength and dead zones |
| Not considering the complexity of network segmentation on wireless deployments | Increased costs for upgrading or adding additional systems not originally planned | Installing a wireless network that meets your specifications, including guest access, wireless phone system, AV and video conferencing |
| No quality control checks or monitoring once installation is completed | Unidentified problems and unexpected downtime | A post-installation heat mapping to ensure coverage and speed requirements are being met |

ACCESS CONTROL & VIDEO SECURITY

| Common Challenge | Impact | Solution |
|---|---|---|
| Not maximizing the capabilities of a modern video security system | Security in real time as well as in historical review is limited when unexpected events occur | Video security system with suspicious behavior detection and smart recognition capabilities, including automobile and facial identification |
| Maintaining social distancing protocols and monitoring worker safety | Unsafe working conditions for employees, partners and vendors | Advanced video system with foot traffic heat mapping |
| Lost or broken building access devices | Increased security concerns and lack of accessibility | Multiple media types for building access, including smart phones/watches, key fobs/pads, biometrics, video intercoms, remote unlocks, one-time access codes, etc. |
| Onboarding and offboarding employees/personnel with multiple points of access | Complex process leads to inaccuracies resulting in security gaps | Active Directory integration for access controls |

IT STAFFING



V-Soft is more than a professional staffing firm. We operate as your IT talent partner, focusing on delivering top IT consultants that enable business advancement and technology innovation.

ELEVATOR PITCH

With V-Soft, it's more than finding resumes and filling empty chairs, it's also finding the right fit for your company. Since 1997, V-Soft has been trusted to deliver candidates that go beyond technical expertise requirements.

HOW WE HELP

- Pre-sales engineers help you qualify, secure and execute new opportunities
- Technically prescreened candidates that exceed requirements and match your company culture.
- Experienced IT recruiters that understand what hiring managers are seeking in a position, while being conscious of the needs of candidates
- V-Soft has an internal talent pool of over 275 salaried consultants that are ready to be deployed

AREAS OF EXPERTISE

- Application Development
- Infrastructure
- MuleSoft
- Contract & Contract-to-Hire
- Direct Placement
- Local to National Recruiting
- 24/7 Recruiting
- Recruitment Process Outsourcing (RPO)

Our IT professionals, on average, stay with the company over four years — *twice* the industry average.

IT STAFFING

| Common Challenge | Impact | Solution |
|---------------------------------------|---|---|
| Unique, hard-to-fill positions | Incomplete projects and inflated budgets due to lack of resources | Technology-centric staffing companies understand the complexities of the industry |
| Recruiting limited to business hours | Lost opportunities for the top candidates | Sourcing talent around the clock with a 24/7 recruiting model |
| Candidates lacking cultural alignment | Creates conflict between candidate and team | Specialized spotlight calls uncover ideal matches |
| Lengthy candidate submittal process | Delayed timelines, leading to missed opportunities | Global pool of ready-to-deploy consultants |

TRUSTED PARTNERS

