

## CORE QUALITY IT MANAGEMENT CONSULTANCY PRIVATE LIMITED



LEADERS IN INTEGRATED MANAGEMENT SYSTEMS

322, Pride Purple Square, 3rd Floor, Kalewadi Phata, PCMC Area, Pune, Pin - 411057 INDIA. M – 9811207965 & 8605002256. www.coregualityconsultants.net



### **CQIMC INTRODUCTION**



Core Quality IT Management Consultancy Private Limited (CQIMC) is a Management Consultancy Service Company with a strong focus on IT and IT-enabled services. CQIMC helps you get the most out of your Information Technology (IT) investment with integrated and comprehensive services engineered to meet your organization's IT and business management needs. The cornerstone of our accomplishments is achieved by working closely on

fundamentals of service / product requirements and addressing core issues. Our offerings adds Value and enables the organization accomplish greater customer, management and stake-holder satisfaction.

Core Quality IT Management Consultancy Private Limited is a CQI and IRCA Approved Training Partner (ATP).

## **Services & Products**



Consulting including Gap Analysis, Documentation, Complete end to end Implementation assistance, Internal Audit

Training including CQI & IRCA courses

Operations Delivery Excellence – Business Process Reengineering - Integrated Management System

Sass – Software as a Service for Learning Management, Process audit, Risk Assessment, Business process automation etc.

Application Development, Customization and ongoing support.

Project Management of Data Centre and Campus Area Network Projects

Ticket Auditing & Service Desk Tool Implementation Audit.

SSAE 18 SOC 1 & SOC 2– Type I and Type II - Support and Internal Audit

## **Consulting, Process Auditing & Training**



ISO 27001 (Information Security Management), ISO 27017 & 27018 (Cloud Services & PII)

VA /PT of Infrastructure and Applications, Security Audits

ISO 20000-1 (IT Service Management) aligned to ITIL (IT Infrastructure Library)

ISO 9001 (Quality Management) & ISO 50001 (Energy Management)

CMMI – SW & Automotive SPICE

ISO 22301 / BS 25999 (Business Continuity Management )

SOX (Sarbanes–Oxley Act ), SSAE 18 SOC 2

Integrated Management System (IMS) – Integration of Standards & Models

Conduct trainings -DNV, BSI (Singapore), Intertek for ISO 20000-1, ISO 27001, ISO 31000 & GDPR

GDPR – Top Mgmt Training, Implementation Training & Assistance

**CQI and IRCA Approved ISMS & BCMS Lead Auditors Course** 

## Training



IRCA Approved ISMS & BCMS Lead Auditors – Regular and Online with online exam.

Awareness Training for ISMS, ITSM, QMS, EnMS, BCMS, QMS, ISO 31000 Risk Management, GDPR, CMMI

Implementation Training for ISMS, ITSM, BCMS, GDPR

Internal Auditors Training for ISMS, ITSM, QMS, EnMS, BCMS, QMS,

Workshops for SOX (Sarbanes–Oxley Act ), SSAE 18, SOC I & SOC II

Conduct trainings -DNV, BSI (Singapore), Intertek for ISO 20000-1, ISO 27001, ISO 31000, GDPR

GDPR – Top Management Training, implementation Training

## Software as a Service



SaaS for Risk Assessment tool

SaaS for Audit process management in support of Management Systems

SaaS for Learning Management System for e-Assessment of Accredited Courses

SaaS in support of Manufacturing - Daily Progress Report etc.

SaaS for LMS for Internal Auditor training and examination

SaaS for Front Line Sales Executive Online Assessment Tool

SaaS for Consultant management for Projects

## CQI and IRCA Certified ISMS LA Course





## CQI and IRCA Certified BCMS LA Course





## Application Development / Product Customization



The application development team has launched number of products / custom applications. These software's are web-based, user-friendly and easy-to-use. The complete system works with a centralized back-end database to store the necessary structured information, captured by the user.

Audit and Documentation Application – Automates audit cycle and documentation for any process compliance. It is role based and has built in checklist for process standards.

**Consulting Business Application** – Automates the work flow for a consulting

company in managing the projects, consultants and expenses.

Integrated Process Management System - Application helps automate

management processes – Audit, Documentation, Risk Assessment & Learning Management System, .

**eTrack Capex** for Hindalco Ltd. – a work flow application for Capital Purchase of all locations and corporate

## Data Centre & Campus Area Network Build Project Management



- Prepare Phase
  - Align / amend RFQ
- Design Phase
  - Finalize RFQ design and BOM
  - Evaluate vendors for technical competency
  - Prepare comparative cost sheet for management approval
  - Assist in Purchase Order Release. Prepare Technical Specifications
  - Finalize Project Plan and schedule with contracted vendor
  - Assist in approval of project design (to include but limiting to -as identified in Project Plan)
- Build Phase
  - Monitor and manage project as per project schedule with vendor
  - Coordinate / liaise with customer for relevant approvals, sanctions
  - Report progress
- Acceptance Phase
  - Evaluate test reports, completion certificates, measurement reports against BOM
  - Verify supply of material against BOM
  - Put up reports, completion certificated for evaluation / verification
  - Ensure availability of upgraded "As built plans" from vendor
  - Ensure "go live " as per PO and project plan
  - Ensure training provided to relevant team
- Closure
  - Ensure submission of closure report to respective departments (e.g. technical, finance etc.) for release of payment to vendor
  - Coordinate for formal closure of project

Executed in two green field projects for Hindalco at Hirakud (Orrisa) & Mahan (MP) & Novelis India Infotech Ltd.

## **Ticket Auditing/ Inspections &**



## Service Desk tool implementation audit.

Quality of IT service at grassroots level depends on handling of each & every call/ticket. Organizations verify quality of these deliverables by internal audits. Internal audit can verify a very limited sample of tickets. The difference of "volumes of ticket generated" vs. "number of tickets checked" will always be very high. The checking parameters, the methods of inspection are generally not defined for internal audits. Thus with a low sample size and non-defined parameters, internal audits do not produce consistent results. A consistent quality check can be done by regular transactional or ticketing inspections against a defined Inspection plan.

- Design ticket audits / Inspections for a much larger sample size.
- Deploying trained audit teams, to conduct of audit as per agreed sample size.
- Report -daily performance & cumulative performance of the IT service management.



## ISO 27001 (Information Security Management System)

Type of Industry	Company Name		
	Stingray Technologies Pvt. Ltd		
Software	GloBrin Systems and Solutions Pvt. Ltd		
	BrickRed Technologies		
	Absolutdata Research & Analytics Solutions Pvt. Ltd.		
IT Infrastructure	HINDALCO (IT) – Renukoot, Muri, Taloja , Hirakud, Mahan, Renusagar. Cochin, Dahej, UAIL.		
	J&K Data Centre managed by Trimax		
	CCS Computers Pvt. Ltd. (ON GOING FOR BCMS – Business Continuity Management System)		
	HCL Comnet & HCL Technologies Ltd.		
	WIPRO Infotech Ltd. – GSMC		
	Dallah Trans Arabia - Saher Project – Jeddah KSA		
	Vitage Technologies (P) Ltd.		
	Novelis (India )InfoTech Ltd		
	Progressive Infotech (P) Ltd.		
Telecom	Hughes Communication India Ltd.		
BPO	Jindal Intellicom		
Service	Document Bank Pvt Ltd. Gabrane, Botswana (Africa)		
Finance	CRISIL Ltd (A Standards and Poors Company)*		



#### ISO 20000-1 (IT Service Management)

Type of Industry	Company Name			
	HCL CMS Bangalore (earlier Deutsche Bank Software)			
Software	Momenta Global Services			
	HINDALCO (IT)			
Software & Infrastructure	Novelis (India )InfoTech Ltd			
	Hexaware Technologies			
	HCL Ltd. Global IT			
Telecom	Hughes Communication India Ltd. &			
	Vodafone India Services Pvt. Ltd.			
IT Infrastructure Management	HCL Comnet			
	ITS Kuwait – a subsidiary of KFH (Kuwait Finance House)			
	WIPRO Infotech Ltd GSMC			
	Progressive Infotech (P) Ltd.			
	Dallah Trans Arabia - Saher Project – Jeddah KSA			
	CCS Computers Pvt. Ltd. (Also on going for BCM)			
	Network Solutions Pvt. Ltd. (Now an IBM Company)			
	Vitage Technologies (P) Ltd.			
	National Informatics Centre			
	Information Technology Integration Pvt. Ltd. Botswana (Africa)			



Type of Industry	Company Name
Software	IT&T
	Planet e Com
	Novelis (India )InfoTech Ltd
	Infotech Networking Systems
	White Star
	Open Software Technology
	Unitech Software Solutions
	Stingray Technologies Pvt. Ltd.
	Open Technology
	Indian Airforce Software Development
	Centre*
	SDG Software Pvt. Ltd.
	Brick Red Technologies
	Magnum Solutions*
	GloBrin Systems and Solutions Pvt. Ltd (incl.
	financial services)
	Hindalco (IT)
BPO	iGate (earlier IT&T)
Packaging	Arora Box and Carton, Gurgaon.
Service	SR Opticals
Manufacturing	Avitech Animal Health Pvt. Ltd.
Business Park	Advant Navis – Greater Noida Expressway



Type of Industry	Company Name		
	HCL Comnet		
IT Infrastructure	WIPRO Infotech ltd. GSMC		
	CCS Computers Pvt. Ltd. Delhi.		
	Progressive Infotech (P) Ltd.		
	Vitage Technologies (P) Ltd.		
	Dallah Trans Arabia - Saher Project – Jeddah KSA		
	PowerIn Noida		
Electronics, Electrical & Hardware	RSI Switch Gears Gurgaon		
	HiFi Powertronics Delhi		
	Sangam Structural, Allahabad		
	Maruti Weld, Gurgaon		
<b>-</b>	Katyani Industries Lucknow		
Engineering	Neelkamal Industries, Faridabad		
	Devplast Industries Allahabad		
	Flexo Foam Pvt. Ltd.		
Chemical	Bhalla Chemical, Gurgaon.		





#### ISO 22301 (Business continuity Management System)

Type of Industry	Company Name		
IT Infrastructure & Software	CCS Computers Pvt Ltd. – Delhi		
Manufacturing	Atlas Copco – Training on behalf of DNV		
IT enabled service – Training Corporate Learning Group	NIIT Ltd. – Gurgaon (NCR)		
Auditing & Training	DNV – GL (Certification Body) for BCMS LA Course Design		
IT enabled service – Training Corporate Learning Group (Consulting support on process)	Customer of NIIT in Canada – Crisis Management, IT Business Continuity & Business Continuity.		



#### General Data Protection Regulation (GDPR) Training

Type of Industry	Company Name		
BPO	eclerx - Training on behalf of Intertek Globrin Ltd – (India and UK)		

#### ISO 31000 – Risk Management Training

Type of Industry	Company Name		
Training for Implementation	KPMG - Training on behalf of Intertek		

#### SSAE 16 SOC 2 – Type I & Type II / SSAE 18 SOC 2 – Type I & Type II

Type of Industry	Company Name		
Consulting & Implementation	One account of HCL Ltd.		
Consulting & Implementation	Managed Services Centre of Diyar United Company, Kuwait .		



Consulting support for Ministry of electronics and information technology (MeitY) for Cloud Hosting Security verified using:

- Audit Criteria for Information Security (Source: ISO 27001, ISO: 27017 & ISO 27018)
  - ISO 27001- Information technology- Security techniques- Information security management systems — Requirements
  - ISO 27017- Information technology- Security techniques- Code of practice for information security controls based on ISO/IEC 27002 for cloud services
  - ISO 27018- Information technology- Security techniques- Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors
- Audit Criteria for Service Management System Requirements- Attributes in Cloud Service Context (Source: ISO/IEC 20000-1 & 20000-9)
  - ISO 20000-1- Information technology Service management Part 1: Service management system requirements
  - ISO 20000-9- Information technology Service management Part 9: Guidance on the application of ISO/IEC 20000-1 to cloud services
- Conformance to General Requirements of Government community cloud, Private Cloud and Virtual Cloud

Type of Industry	Company Name		
Public Sector	Railtel Ltd. (Ongoing)		

### **CLIENT VIEWS**



P.O.BOX 430 JEDDAH 21411 KINGDOM OF SAUDI ARABIA TELEPHON : 6710000 FAX : 6170347

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#### TO WHOMSOEVER IT MAY CONCERN

This is in appreciation and acknowledgement of the efforts put in by Mr Shaktibrata Bose in preparation & implementation for certification of ISO 20000-1:2011 & ISO 27001 for Dallah Trans Arabia – ATVAM project.

We also appreciate the audit and document control application provided for our processes.

We are extremely satisfied to have the services.







O EDIC Horizon أكاديمية الطيران الدولية International Flight Academy

### Certificate of Appreciation

EDIC Horizon International Flight Academy, ATO Certificate Number UAE 03/2008, located in Al Ain, UAE hereby appreciates

#### Major Shaktibrata Bose

Efforts for conducting a

CQI & IRCA -ISMS Lead Auditor Training Course (ISO 27001:2013) on 11th -15th November, 2018.

We are extremely satisfied with his professional approach & technical knowledge with relevance to EDIC Horizon





Hareb Thani Al Dhaheri Chief Executive Officer

EDIG Horbert - CED - 03 - Issue 1 Nev D - Pebnury 2018

### **CLIENT VIEWS**



#### TO WHOMSOEVER IT MAY CONCERN

This is in appreciation and acknowledgement of the efforts put in by Core Quality IT Management Consultancy Pvt. Ltd. (CQIMC) in updating of the ISO 27001:2013 documentation for Tata Business Support Services Limited.

We also appreciate the Integrated training (ISO 9001 & ISO 27001) conducted for Internal Auditors for our different locations and the Web Enabled Educator Application of CQIMC used for our Internal Auditors training and testing.

We are extremely satisfied with their professional approach and the quality of their services.

With best wishes,

Bharat Haladi

1<sup>st</sup> August 2014



#### Bharat Haladi CHRO & CISO Phone: +91-9561871274 | Direct: +91-20-66060731 Email: bharat.haladi@tata-bss.com Website: www.tata-bss.com ICC Devi Gaurav Tech Park, Survey No 191to 195, 3<sup>rd</sup> Floor, Old Mumbai-Pune Highway Opp. Vallabh Nagar ST. Stand, Pimpri. Pune -411018 TATA BUSINESS SUPPORT SERVICES... Let's Simplify:) Grow customer base Protect brand Drive efficiency

# CQIMC

### **CLIENT VIEWS**

HCL COMMET LTD.

A schedulery of HCL TECHNOLOGE(SUT0)
A-1011; Sector 3 RORA 201301 u.P., Inda
Kel 491 102:050017 Res 4-101202253098 2535048
Pegatemid Office ECE Scheduler, 96. Roley Place. New Delhi–110019 India
www.holemin.com

08 Sept 2006

To,

Major Shaktibrata Bose Bose Consultants and Auditors Pvt. Ltd. 356, Sector-7, Urban Estate, Gurgoan, Haryana-122001

#### Letter of Appreciation

Dear Major Bose,

We place on record the excellent consultancy services provided by you to our Company. We appreciate your efforts in training, consultancy and internal/shadow audits for BS15000 Certification of our company and for integration of ISO 9001:2000, ISO 20000 & ISO 27001 into an Integrated Quality Management System.

We also appreciate your knowledge & skills in these fields and the professionalism displayed by you and look forward to continued support and interaction.

With best regards

Col. T. L. Sharma Head Quality & Processes







#### TO WHOMSOEVER IT MAY CONCERN

This is in appreciation and acknowledgement of the efforts put in by Major S. Bose (Retd.) and the team of 'BOSE CONSULTANTS & AUDITORS PVT. LTD.' in preparation and certification of ISO 9001:2000, BS 7799 & BS 15000 through Integrated Management System Approach.

We are extremely satisfied to have the services.

(Sanjeev Goel) Sr. V.P. (IT) Hindalco Industries Ltd

HINDALCO INDUSTRIES LTD.

PO. Renukoot-231 217, Distl. Sorbhadra (U.P.) INDIA. Tel. (05446) 252077-79, 254791-96. Fax: (05446) 252107, 252427, E-mail: hindalco.rkd@adityabirla.com Recistered Office: Century Bhavan, Dr. Annie Besant Road, Mumbai - 400 025 INDIA

### **CLIENT VIEWS**





#### TO WHOMSOEVER IT MAY CONCERN

This is in appreciation and acknowledgement of the efforts put in by Major S Bose (Retd.) and the team of Bose Consultants and Auditors Pvt. Ltd. in assisting Wipro-GSMC in preparation and certification of ISO 9001:2000, ISO 20000 and ISO 27001 through integrated management system (IMS) approach.

We are very much satisfied with the services rendered towards the IMS Certification by Major Bose & his team

P.Nandakumar Head - Remote Service Delivery

Wigner Anfetech, Nu. 146-147. Messault Industrial Estate. Hesault. Physice - 570 016. Tel. No.: (2021) 2522417. With Investigenzet.in Regid. Dffice : Wipru Limitud, Dodukteevelli, Sarapar Read, Bargalow 560 025, Juda. Tel : 91-80-30440211 Fau - 91-80-30440214

### **CLIENT VIEWS**



## CCS

#### TO WHOMSOEVER IT MAY CONCERN

We hereby acknowledge and appreciate the consulting services rendered by M/s. Core Quality Consultants, Pune for our CMMI Level 3 Assessment project. We further acknowledge their assistance provided to us in integrating the requirements of CMMI Level 3 with our existing Management System, which consists of requirements for ISO 9001:2008, ISO 20000-1:2005 and ISO 27001:2005.

We wish them success for their future endeavors.

Tarun Malik

Vice President - Projects



#### CCS COMPUTERS PRIVATE LIMITED

3rd Floor, Skipper House, 62-63, Nehru Place, New Delhi-110019 (India) Phone : +91-11-26463959, 26233959, 26423959, 26453797, 26433959 Fax : +91-11-26288463, 26224339 E-mail : contact@ccscomputers.co.in Website : www.ccscomputers.co.in



# Director Quality Assurance Hughes Communication India Ltd.

#### Letter of Appreciation

Core Consulting had been engaged with Hughes Communication India Ltd. through Major Bose and Lakshman. We had given them the challenge of reviving ISO 27001 Implementation of our Internet Data center and help us achieve our Upgradation Certification within a short period of 4 months. It is such a pleasure to state that they not only stood by us in not so easy activity but went way ahead to give us auditing, process and technical consulting/advise out of scope for betterment both at Data center as well as at organization level. Core Consulting approach methodology for process creation and implementation through web portal including Risk Assessment has been appreciated by External Auditor (BSI). Their positive attitude and integration approach has lead us extend our scope of consulting from Data Center to Enterprise Business unit.

Thanks You Regards Kuhu Adhikary

### **CLIENT VIEWS**



## NIIT Ltd, Gurugram, India

### Letter of Appreciation

NIIT LTD Corporate Learning Group had engaged with Core Quality IT Management Consulting Pvt Ltd to implement ISO 22301 Standard (Business Continuity Management System) requirements in the organization.

Mr Shaktibrata Bose and his team has made extra ordinary effort to established Business Continuity in-depth framework at organizational level within short duration. We have received excellent feedback from our clients for the detailed process documents and risk management framework with respect to business continuity.

We are happy with the services and support provided by Core Quality IT Management Consulting Pvt Ltd.

#### Thank you!!

Vivek Kumar Head SEPG



## Hindalco Industries Limited: Unit- Birla Copper

Major S. Bose,

We have successfully completed Recertification and upgradation process for EnMS 50001:2018.

This was our second wonderful experience with you.

We really appreciate you and your team's support 24X7, flexibility in approach, dedication and efforts that you put in during the compliance, preparation and making recertification & upgradation for our Energy Management System done in a single go.

All the Best for future endeavours.

With Regards, Dinesh Rathi

### **CLIENT VIEWS**





### TO WHOMSOEVER IT MAY CONCERN

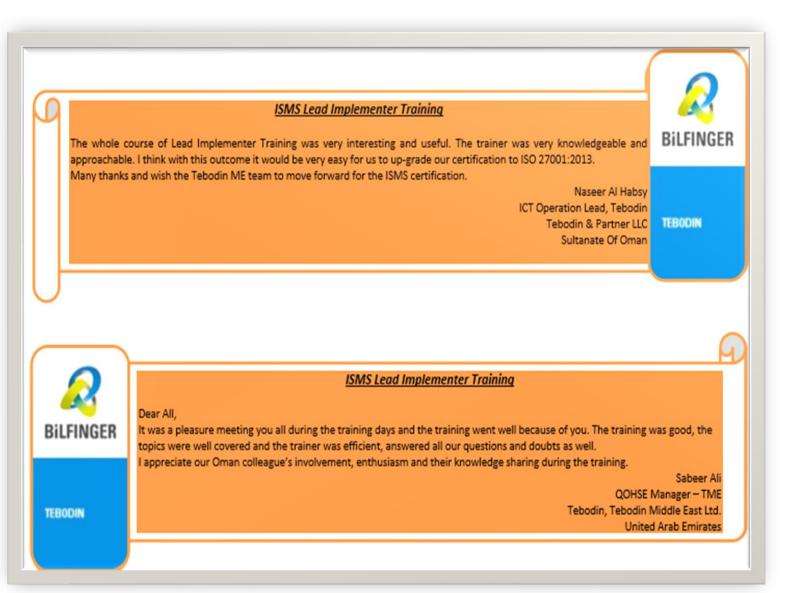
This is in appreciation and acknowledgement of the efforts put in by Major S. Bose (Retd.) and the team of Core Quality IT Management Consultancy Pvt Ltd in our preparation and certification of compliance to ISO 9001: 2015 and ISO 14001:2015 through Integrated management system (IMS) approach.

We are really delighted and highly satisfied with the services rendered by team CQIMC towards our IMS certification.

We wish CQIMC success for all their future endeavours.

Dinesh Rathi Asst. General Manager (Quality & Technical Improvement Cell) Date : 02.08.18

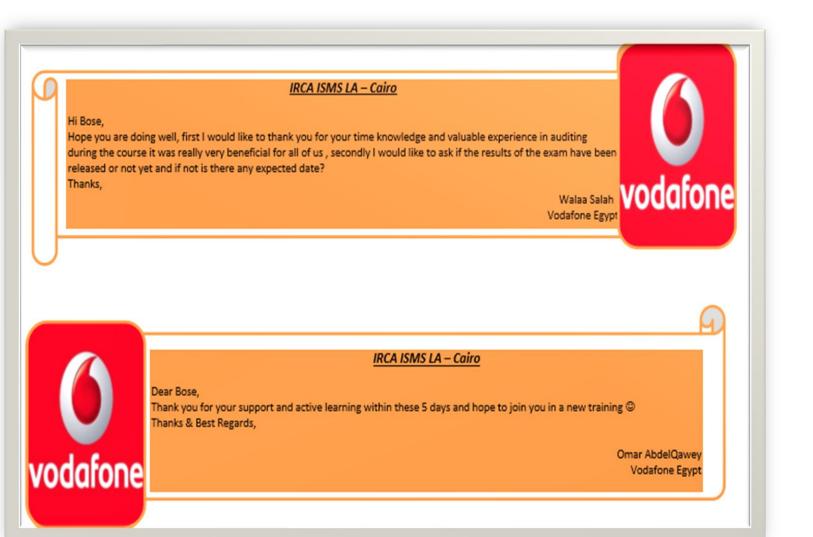


















### BCMS Lead Auditor Course- ISO 22301

### Virtual Classroom

"Course delivery was varied & interesting. The course was delivered with a good range of visual and discussion-based activities. Ready to use course material was incredibly informative. Found the take-away resources hugely helpful. A reminder of what teaching is all about. I received lots of information, ideas, and useful strategies that can be used in practice. Kudos to CQIMC team lead by Mr. Bose."

-Mohammed Siddeekh



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Image: Barbon Straight StraightStraight Straight Straight Str	We a Regio lake Quali within The t is Ma Brief	re pleased to invite you to on on August <b>24th</b> , <b>2007</b> city, <b>Kolkata.</b> This meeting ty by engaging member of the software community opic for the session is "C ojor Shaktibrata Bose ( f Overview of the topic	at Hall : Emerang aims to promo companies and pr verview of Integr Retd),Bose Con :	ald, Hotel : Hyatt Reg te awareness of the im oviding opportunities for rated Management Syst sultants & Auditors	pency JA-1, Sector 3, Salt portance of Software or information exchange tem for IT" and the speak (P) Ltd.	
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#### CORE QUALITY IT MANAGEMENT CONSULTANCY PRIVATE LIMITED

#### **Registered Office**

322, Pride Purple Square, 3rd Floor, Kalewadi Phata, PCMC Area, Pune. Pin 411017, INDIA Email: <u>info@corequalityconsultants.com</u> & <u>bose@corequalityconsultants.com</u> Ph: 020 - 27272012

#### Office

322, Pride Purple Square, 3rd Floor, Kalewadi Phata, PCMC Area, Pune, Pin - 411057 INDIA.

#### **Contact Person**

Shaktibrata Bose, Mobile: +91-9811207965 & +918605002256

Company Registration - CIN - U72200PN2011PTC139939