

Executive summary

2020 Q2 Business Update

Tough quarter but we came out of it stronger



Summary

As expected, the 2nd quarter has proven to be challenging. We as a small business continue to adjust our operating model to fast changing market conditions. We continue to see significant opportunities to help customers adapt to the new normal post Covid-19. Over the last few years a lot of effort has gone into digital transformation and reinventing how IT Serves the business but now there is a new added element to : ["Speed"](#) at which the transformation has to occur ! We have and continue to position ourselves as the partner our customers can trust to help achieve outcomes faster

Details:

Let's start with financials. This quarter, we added 4 new logos to our client list and we restarted work with a major retailer. We finished Q2 in the Black, the factors that contributed to +ve balance sheet

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- Control on Expense, Lowered Cloud Costs
 - New Consulting Engagements
 - 60%+ resource utilization, although this was less than expected we used the bench time to further enhance our delivery skills

On the Service Delivery front, we added 3 new service delivery designations: Cloud Formation, API Gateway and AWS WAF. This takes the total [service delivery designations](#) to Six. From our perspective, we were one of the early adopters of Lambda, Amazon Connect and Service Catalog, now with the new additions, our customers can be confident that we clearly are a leader in building serverless integrations and applications. This contributes to enhancing the speed of microservices and advanced service delivery.

On the Projects front, we beat our expectations:

1. Delivered two on-demand contact centers, one helping a small family [owned eat-in restaurant](#) transform to carry out, delivery business and second one helping a large logistics company deploy an IT Support Desk for post deployment 24x7 critical care
2. Provided DevOps support to a customer to identify and lower AWS costs working closely with their applications team
3. Deployed full data insights and analytics platform on Amazon Redshift to help the customer with consolidation of enterprise data from legacy logistics systems into an enterprise wide Data Warehouse.
4. Helped a customer move back office systems from on-prem to cloud and add Contact Center support to extend calls to home. Enabling remote work was critical to keep operations running smoothly during lock down
5. We made significant progress in working with AWS SaaS Marketplace to launch our SaaS Offering. Expect to launch this in 3rd quarter in full production mode
6. We expanded our ability to [transact in India to streamline](#) our ability to improve the speed at which with work with partners in [India](#)

Other Areas of Focus are Staff Augmentation and ReSeller Engagements. We continue to stay focussed on developing DevOps and serverless solutions. The core to our business continues to help customers achieve outcomes using an agile delivery model using “statement of work” as the basis for the engagement.