

ACS Accelerating Performance[•]
Abacus Consultancy Services (I) Pvt. Ltd.





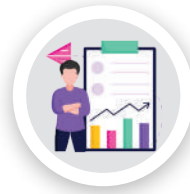
ABOUT ACS



Multi national organisation



100+ team of Professionals



3000 approx finished project



PMP Certified Managers



Widest breadth of skills
under one umbrella

ABOUT FACTS



ISO 9001:2008 Certified



IISO 27001:2013 Certified



Nasscom Member



Pride of Madhya Pradesh

Multi Dimensional Capabilities



Build demo/ sample apps for your startup



Email/ Office Technology Management



Move to Cloud/ Manage your servers



Provide 24/7 support to your customers



Automate repetitive tasks



Expand legacy systems capabilities



UI Development with social media integration



Web designing and development



CRM, HRM, Accounting & ERP Systems



Social Media Promotions



Migrating desktop applications to web

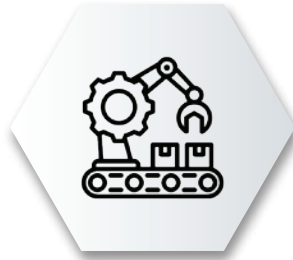


Chatbot AI and ML

Industry Verticals



IT



Manufacturing



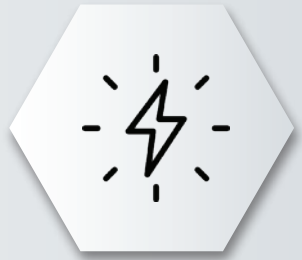
Energy



Hospitality



Automobile



Power



Govt. Sector



Banking & Financial Systems



Telecom



HealthCare



e-Commerce & Retail



Tours & Travels



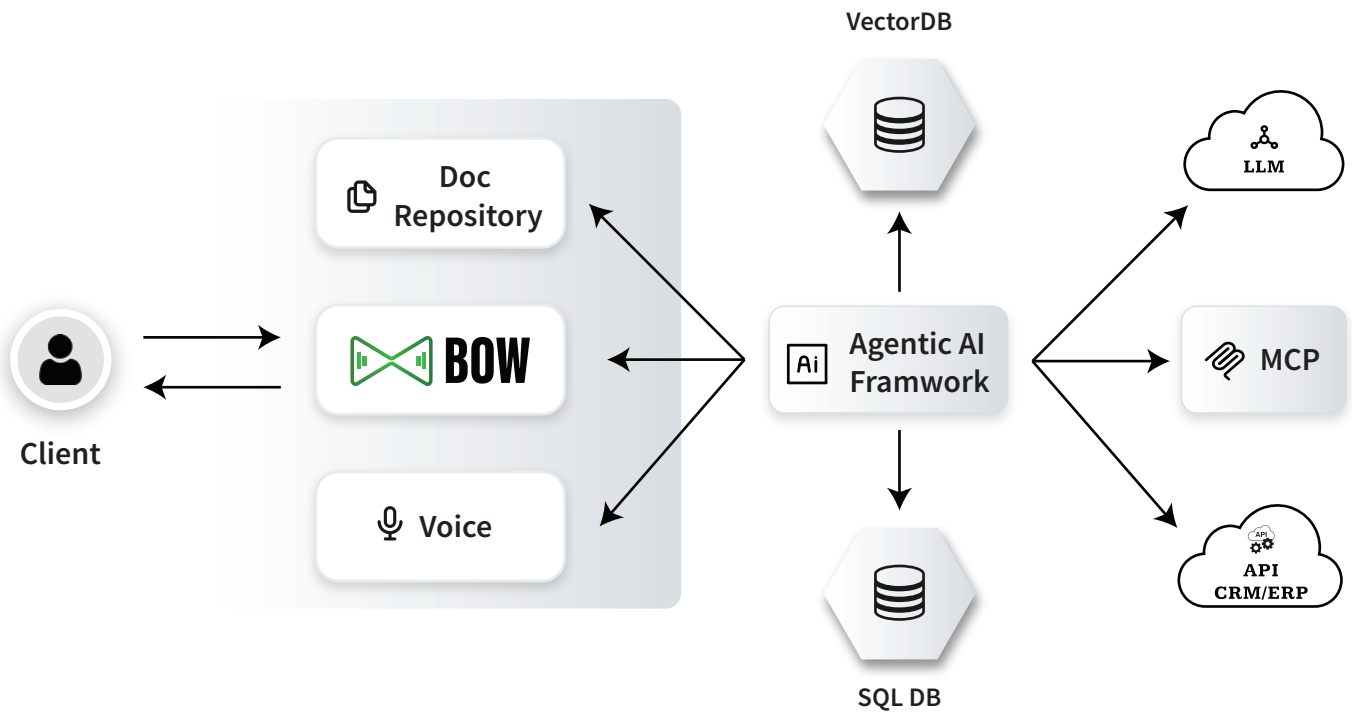
Construction & Real Estate



Healthcare & Pharmaceuticals

How AI Based Chat Bots work?

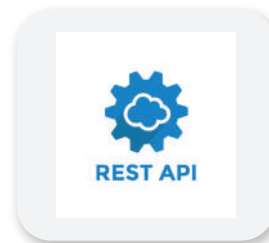
ARCHITECTURE:



RAG (RETRIEVAL AUGMENTED GENERATION) PROCESS:



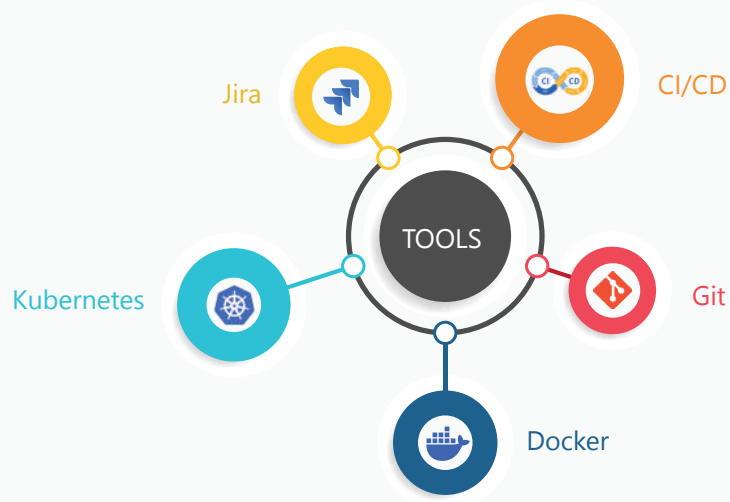
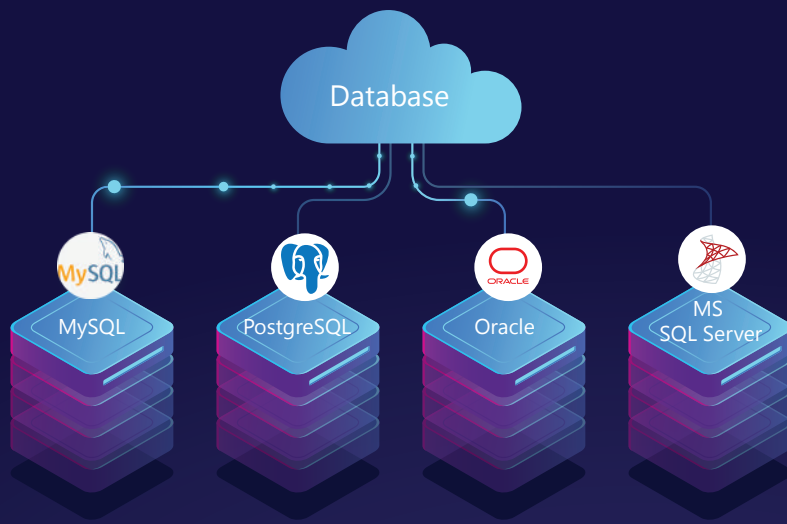
LANGUAGES



TECHNOLOGY



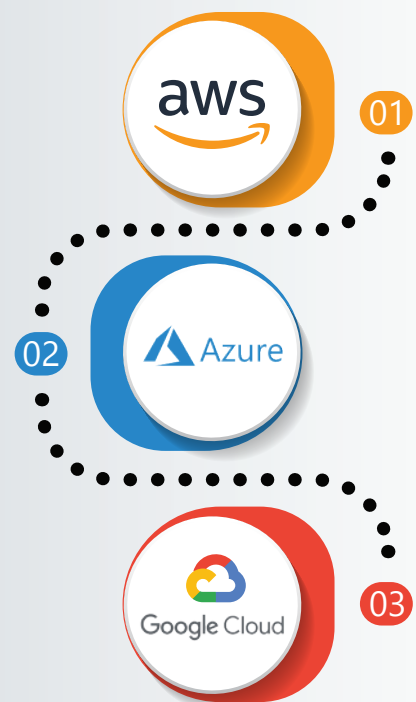
Our Expertise



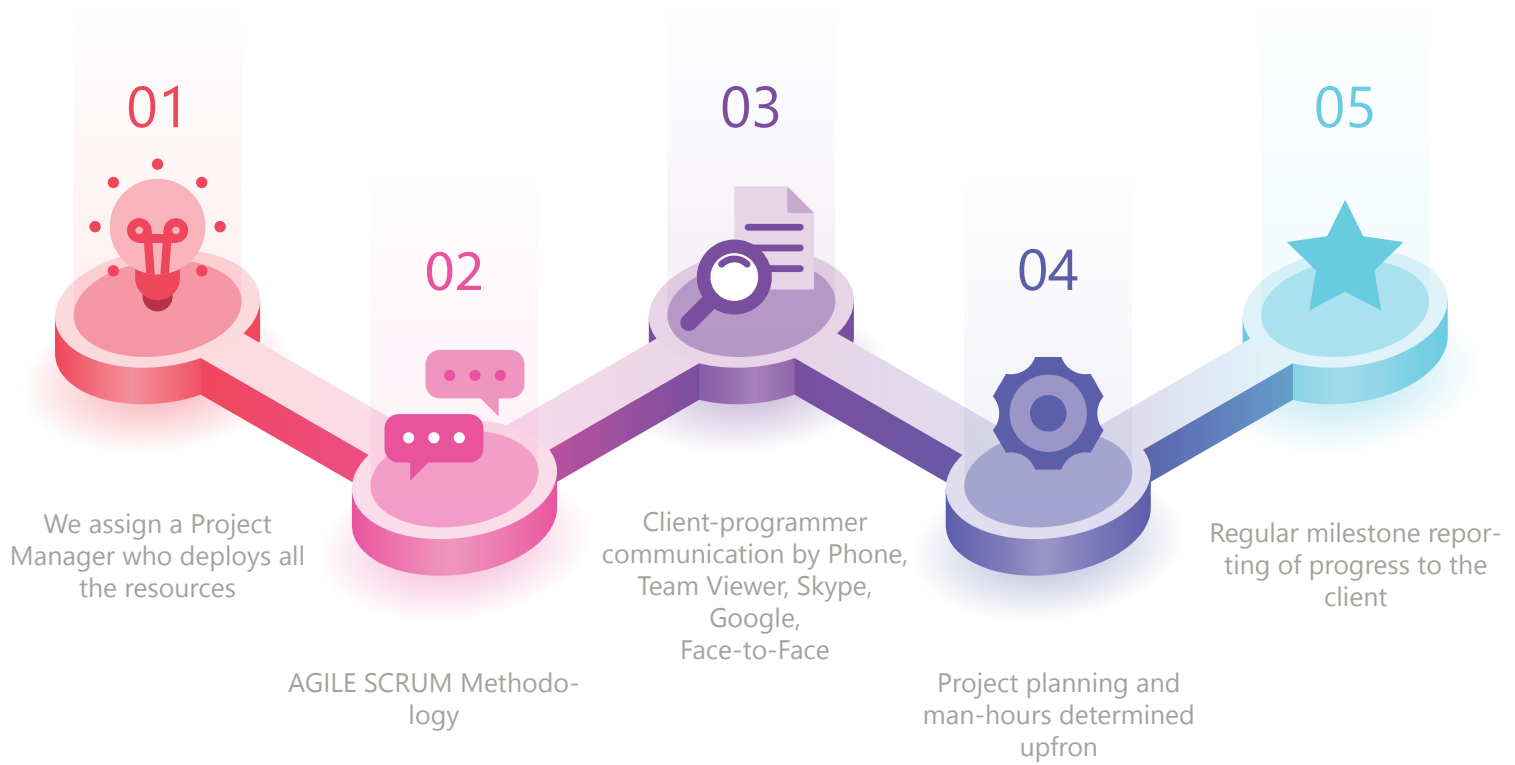
Servers



DevOps



How Client Projects Are Managed



Billing done weekly based on actual resources used

ACS Experience

Across Diverse Business Functions



Generate higher revenue

- Client engagement tools
- Upselling and cross selling tools
- Front-end electronic marketing communication



Cost savings/operational excellence

- Learning management system
Licensing, certification, training, onboarding systems
- HR management systems
recruitment system, employment roster management, leave and benefits management system
- Operations
Scheduling and time sheets systems, bookings and staff assignment systems, inventory and vendor management systems, supply chain and logistics optimization systems
- Documentation management systems
Management of cloud based server for your internal data warehousing, information sharing, record keep



Productivity tools

- Electronic communication systems
- Migrating legacy soft wares / applications to mobile devices.
- Building device-independent systems
- Video conferencing, social media tools
- Building apps



Cash flow management tools

- Invoicing/bill paying, accounts receivables/ accounts payable automation systems
- Electronic payment systems
- Credit card/electronic check systems
- Electronic banking
- Integration with legacy/ QuickBooks / accounting systems

Case Study

Problem

ACS Solution



No way to track Profitability of a job	Client Relationship Management (CRM)
Multiple Places of documents	Sales Order,
Lack of Collaboration	Invoicing & payment
Commission calculation	User registration
Tedious accounting process	Permission management
QB dual entry nightmare	Document management
Reporting for top level	Vendor management
Difficult Decision Making Process	Task & Workflow Assignment
No Standard for documents	Google Calendar & Map Integration

Result

- Have around 1000 Company users added in a period of 3 years
- Use of the system has resulted in a 10-40% of increase in turn over of the avg company
- Optimal use of resources in the system

Functionality Developed

- CRM
- Weather Features
- Customer Mapping
- Lead Management
- Analyze
- Reporting
- Activity Diary
- Sales Management
- Google Calendar Scheduling
- Roof Diagramming
- Production Management

About Company

MaxCon Cloud Software is the next generation in web-based construction management software. Max Con's state of the art technologies help enhance the relationships between contractors, insurance carriers and property owners that can refine the claims process, renovations and new construction. It's a web-based software to the general contractor, specialty trades, and roofing contractor markets

Technology and Architecture

MaxCon Software has expertise in Coupling Cutting edge Technology and Most Efficient Processes / Methodology with Industry Know How. Maxcon is developed using Cloud Computing, .NET Architecture, MySQL 2008 R2, IIS Server, JavaScript with QuickBooks, Bing map and Google Calendar integration

Client's Name: Joseph Radcliff

URL: www.maxconsoftware.com

Business Type: Roofing/Construction

Technologies: Cloud Computing, ASP.NET, MySQL 2008 R2, IIS Server, JavaScript.

View Demo: <http://www.youtube.com/user/MaxConSoftware?feature=watch>

Open Ticket(s)	1
Updated Ticket(s)	9

Case Study



Problem

ACS Solution

Complex calculations

Nutrition value of Fertilizers

Nutrition value of Fertilizers

Ideal Quantity to apply

Soil Analysis

Cost

Temperature of the region

Effect on Cultivation

Size of the land

Currency

Type of Cultivation

Units of Measurements

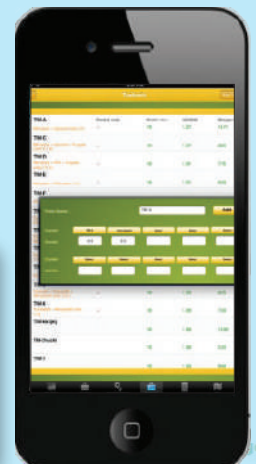
5+ Countries

Area of the land

Auto generated invoice in PDF

Result

- Multi currency
- Multi units of measurements
- Multi language



Andersons Inc. is a \$6B Fortune 500 Company Located out of Ohio. Premise of the company is to make it easy for farmers to get an idea of nutrition value of the land and fertilizer requirements based on

ACS provided a forecasting web solution "TNT" for Farmers to manage all factors and provide the ideal requirements and Impact of their application

About Company and Project

Functionality Developed

Anderson's Inc began as a single grain elevator and one man's dream has grown into a publicly traded company with diverse interests that include agribusinesses such as grain and plant nutrients as well as railcar leasing and repair, industrial products formulation, turf products, retailing and most recently, ethanol operations.

The premise of the original organization founded by Harold Anderson was to make it easy as possible for farmers to get an idea of nutritional value of the land and the possible fertilizer usage to make it productive

Client's Name: Anderson's Inc

URL: www.turfnutritiontool.com

Business Type: Agro Based Marketing

Technologies: ASP.NET, Javascript, Ajax, Mysq

View Demo: <http://www.youtube.com/watch?v=6kGP6eS9mSQ>

Step 2) Carryover from Last season? (Explain this)

Product: Amount of N:

Approx. Date	Product	Product Type	Lbs/1000 ft	Bags	Ounces	Gallons
Jan 08	DG24-0-10DM	Granular	6	26	0	
Apr 30	Fortify	Foliar	0			
Sep 17	Fortify	Foliar	0			
Total:						

Case Study



Problem	ACS Solution
Amazon	Product Management
eBay	Warehouse Management
Magento / Online Shopping Cart	Customers
POS System	Sales Orders
Brick & Mortar Store etc.	Vendors
Ship Station	Purchase Orders
UPS / USPS/ FedEx	Charts of Accounts (COA)
QuickBooks	Accounting Modules
Great Plains	Billing & Payments
Vendor management system	Reporting & Forecasting

Result

- This solution saves Verde Circle, thousands of Dollar in Licensing cost in monthly subscription fee of these products.
- Reduces duplicity & Errors between these multiple system interfaces
- Reduced the avg delivery time from 5 days to 2-3 days on the system
- Resulted in enabling this business to partner with 6 new marketplaces with no additional operational expenses.

Intelligent inventory management

Simplify operations with thriii's inventory, fulfillment & accounting software

How we can help your business

Running your business is complex. That's exactly what your inventory and logistics software shouldn't be. Say hello to thriii – cloud-based software that helps you control and optimize key areas of your operation painlessly

- Anytime/anywhere cloud-management
- Automated inventory, fulfillment and accounting processing
- Best practice warehousing & stock keeping procedures
- Budget friendly regardless of business size
- Meets the needs of retailers, wholesalers, distributors and manufacturers

Additional benefits

- Affordable subscription with monthly & annual packages
- Gain deep insight into key areas of your business
- Sophisticated tools are easy to use and apply
- Greater control of assets means higher profits
- Integrates with processes across your business
- Scales as your business grows

Benefits for

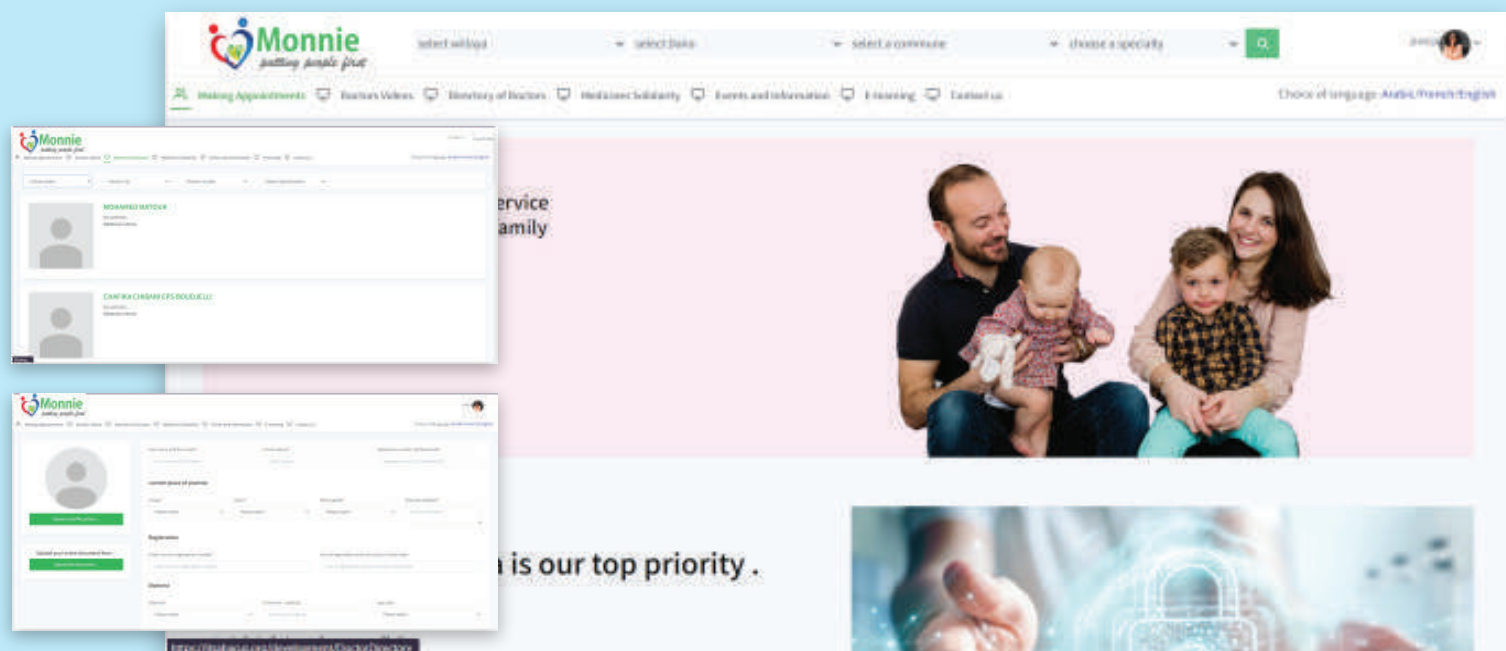
- ★ Revenue sharing
- ★ thriii discount to Flipkart sellers
- ★ thriii integrates with Flipkart's openAPI making development minimal
- ★ Data sharing with Flipkart provides greater understanding of customer needs
- ★ Additional value for Flipkart sellers

Case Study

Problem	ACS Solution	
EMR	EMR	
Pathology report	Appointment scheduling system	
Prescription	Facility management	
Insurance Coverage	Human resource management	
Accident History	Patient medication history	
Billing	Nurse scheduling and Roistering	
Medical Benefit	Health insurance API integration	
Patient Allergy	Lab Reports	
Body vital signs	Historical Info system in cloud	
Chronological Medical Condition	HIPPA Compliant	

Result

- All the 17 department work in sync
- No repetition of data entry Reduced staff
- No duplication reduced the loss of data
- Increased Accuracy of the system
- Secure system
- Patients are increasing by 7% every year using same resources but with more optimal usage.

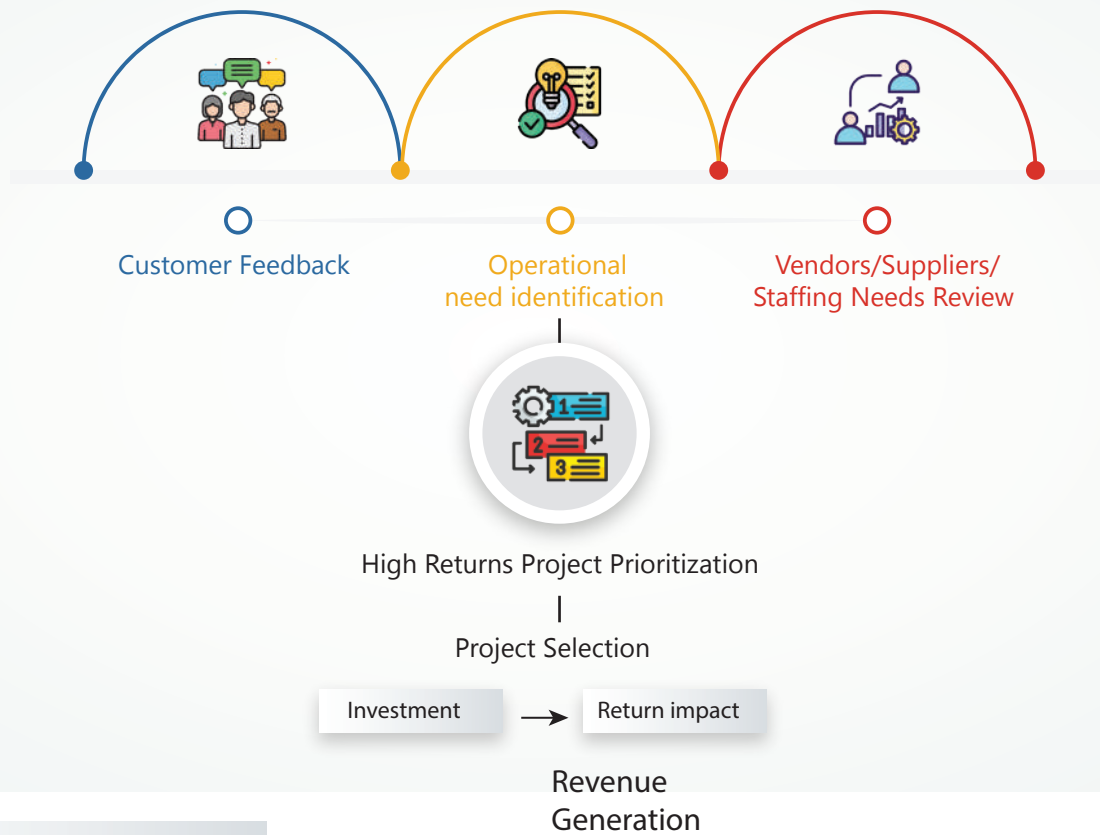


Technology Used : Linux, Apache, MySQL& PHP

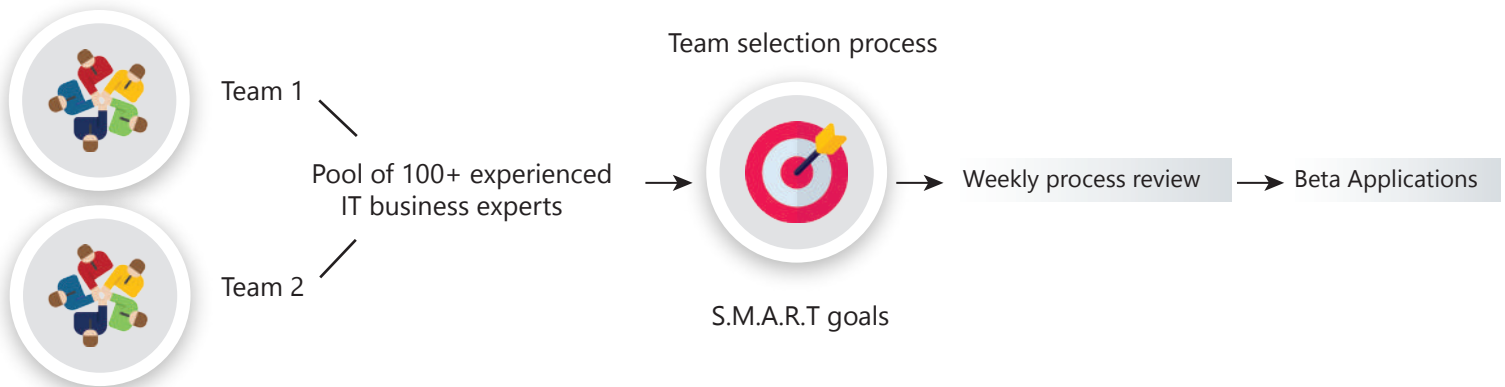
Process Oriented Approach

Three-Step Implementation

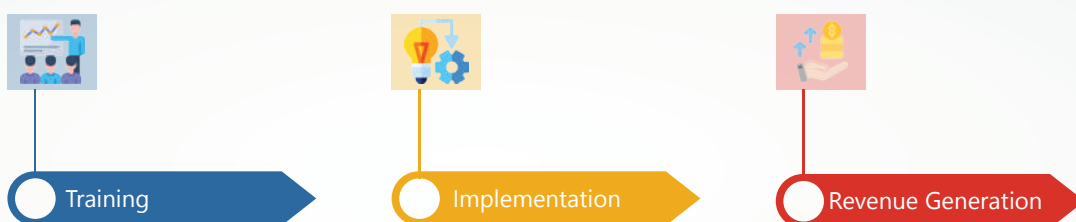
PROJECT IDENTIFICATION



BUILDING PROTOTYPE



BUILDING PROTOTYPE

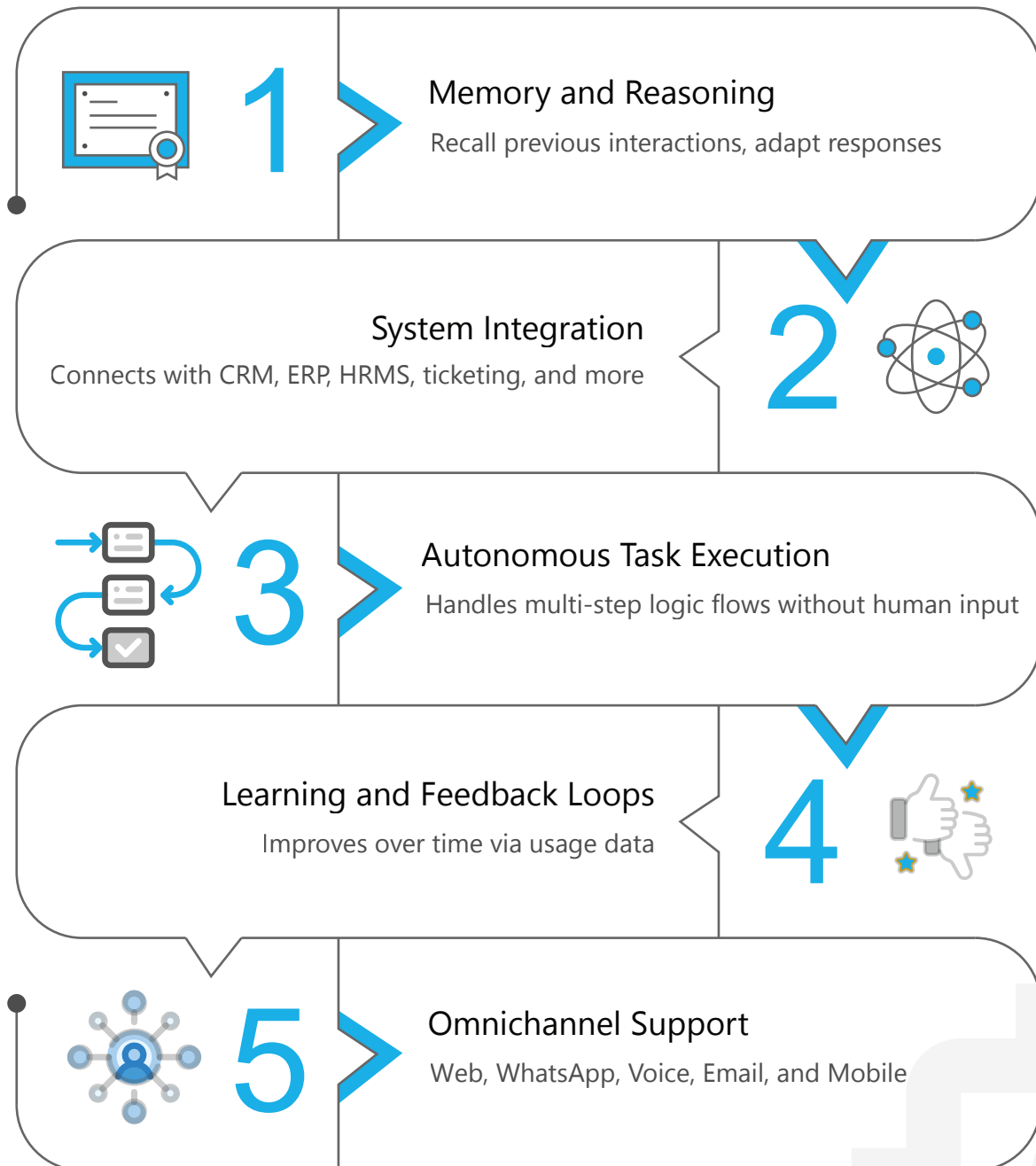


Introducing AI Agentic Solutions by ACS

Redefining Automation with Context-Aware Intelligence

At ACS, we go beyond traditional automation with our AI Agentic Framework — a dynamic, conversational-first platform powered by GenAI and RAG (Retrieval-Augmented Generation). Our agents are designed to understand context, automate workflows, and make smart decisions—just like a human assistant, but faster and 24x7.

What Sets Our Agents Apart



Our Agentic AI solutions don't just answer — they act.



Appointment Management Agent

Smarter Scheduling. Seamless Coordination.

Ideal for service-based industries, our Appointment Management Agent streamlines the entire scheduling journey — from inquiry to confirmation.

Capabilities:

- Automates appointment bookings, modifications, and cancellations
- Sends proactive reminders and follow-ups
- Syncs with calendars (Google, Outlook) and internal CRMs
- Supports multi-location and multi-agent routing
- Handles appointment logic (availability, duration, buffer times)

Deployed in:

- Healthcare clinics
- Government public service centers
- Logistics vehicle slotting
- Retail after-sales support

Impact: Reduced missed appointments, faster turnaround, better resource utilization

Can I reschedule my appointment?

Sure! Please share the current date and your preferred new time.

Do I have any appointments this week?

Yes, you have one on Aug 7 at 3 PM. Need a reminder or change?



HR Leave Management Agent

Empower Employees. Relieve HR Teams.

An AI Agent built for HR operations that provides instant, accurate responses and action on routine HR requests.

Capabilities:

- Applies for leave, tracks balances, and routes approvals automatically
- Answers policy-related queries (e.g., maternity leave, WFH, etc.)
- Tracks attendance, holidays, and working hours
- Integrates with HRMS, Slack, Teams, and email systems

Deployed in:

- Reduces HR overhead and employee wait time
- Ensures compliance with leave policies
- Offers a user-friendly interface for both desk and non-desk employees

How many leave days do I have left?

You have 6 casual leaves and 2 earned leaves remaining.

Can I apply for leave from Aug 4 to Aug 8?

Yes, your request is eligible. Would you like me to submit it now?

Live in mid-size enterprises with 200+ employees across India and the US

Use Case Of AI Agentic



AI Agent for Customer Support

Always-On Support That Learns & Adapts

Our support agent provides immediate assistance to customer queries, with built-in intelligence to resolve issues, escalate when needed, and improve over time.

Capabilities:

- Handles FAQs, order status, returns, and troubleshooting
- Supports multilingual conversations
- Pulls context from CRM, order history, and knowledge bases (via RAG)
- Escalates to human agents when necessary

Industries Served:

- Logistics
- eCommerce
- Utilities and Telecom
- Healthcare

Results: Up to 60% reduction in human ticket load. Enhanced customer satisfaction (CSAT).

My order hasn't arrived yet. What should I do?

I'm sorry for the delay! Let me check your order status. Can you share your order ID?

How can I return a product?

Just go to your orders, select the item, and click 'Return'. Need help with that?



Sales Support Agent

Turn Conversations into Conversions

Boost sales team productivity and customer experience with a proactive AI sales assistant.

Capabilities:

- Recommends products/services based on user input or past behavior
- Manages lead qualification and routing
- Answers technical/product queries in real-time
- Follows up via email, WhatsApp, or CRM automatically
- Syncs with Salesforce, Zoho, HubSpot, etc.

Outcomes:

- Increases lead conversion rate
- Shortens sales cycles
- Enables personalized selling at scale

Can I get a quote for bulk orders?

Absolutely! Please share the product name and quantity. I'll get a quote ready for you.

Do you offer any discounts?

Yes, we have volume-based and seasonal discounts. Want me to check what applies to you?

Used in: Enterprise SaaS, Consumer Goods, Real Estate, and Industrial Sales

BUSINESS GROWTH STRATEGY

- **United States**
Suite # 502, 16920 Kuykendahl Street, Houston, TX – 77068
- **United Kingdom**
Multicultural Marketing LightHouse, 20 Rampart St, London – E1 2LS.
- **India (Mumbai)**
Suite # 303-304 , Building no. 5 Sector III, Millennium Business Park, Mahape, Navi Mumbai – MH 400710.
- **India (Indore)**
Suite # 318 II Floor, Service Block, MPSEDC Building, Electronic Complex, Pardesipura, Indore – MP 452010.

