

# CASE STUDY



## INTRODUCTION

Caritor Solutions India Pvt. Ltd. Is an Oracle Gold partner and is a leading IT Services Company.

Caritor was founded as an IT solutions provider in 2009 and is headquartered in Bengaluru, India.

Being well-established in India, they also have a presence in the United Kingdom and the United Arab Emirates.

From Banking, financial services manufacturing, Distribution Management, Retail, logistics, insurance, healthcare, and life sciences. Caritor has established expertise in multiple industries.

Caritor Solutions has had a successful track record of 4 Years in providing industry-specific end-to-end Oracle E - Biz applications and Oracle-acquired products, services (Implementation and services), and Mobile Application Development for iPhone, Android, iPad, and Tablet for eGovernance.

They have partnered with Fortune 10 and Fortune 25 Clients to rapidly implement their business models by aligning best practices and methodologies with Application Technology to maximize their returns on IT investments.

## PROBLEM STATEMENT

Caritor had encountered numerous issues with their previous service provider before partnering with NxtGen. One of the biggest incidents involved a hack that auto - initiated orders and services. Despite being a global hyper-scale, Caritor only learned later that their previous CSP was draining them of about two months to resolve the issue.

After rigorously exploring the market, Caritor decided to switch to NxtGen. To date, they have hosted several FMCG applications with NxtGen- later stepping into order management functions as well.

The main reason for Caritor to move to NxtGen is that we are a dedicated Indian Company- we hold all our data in India and are MeitY empanelled. Adding to this are our unbeatable price performance.

Each one of our clients is assigned a relationship manager and is paid special attention in every step.



## CARITOR AND NXTGEN

Like most of our clients, Caritor was keen on hosting their data in India. With constant interaction, NxtGen has been flexible in accommodating Caritor- providing several VMs.

So far, Caritor has reported no security concerns- we work to prevent any data leaks and ransomware attacks.

From changing the format of our billing report to initiating dry runs in various regions, NxtGen has gone above and beyond to accommodate Caritor. After starting out with just VMs hosted by NxtGen, Caritor now has several Government projects and Cloud Services. They soon plan on becoming a reselling partner with NxtGen as well.

## ADDITIONAL MATERIAL

Mr. Ramesh Anna (IT Director - Caritor) appreciates NxtGen for its services- from assigned managers, to quick and timely deliveries.

Despite being present in a very digital age, NxtGen believes in human connections- so, every client is assigned a manager. **'We receive great advice, amazing coordination, and relationship managers who personally follow up on any issues raised. When a ticket is raised, we receive an almost immediate callback. This human touch makes a lot of difference. I have already referred NxtGen to my friends'**, says Mr. Ramesh Anna.

Caritor is updated on all of NxtGen's future initiatives and will be leveraging our exclusive services. Mr. Ramesh Anna also believes that our EDGE infrastructure performs 5 times better than many outdated servers. Mr. Anna thinks that NxtGen's price performance is especially beneficial for small and medium businesses.



**Mr. Ramesh Anna**

IT Director, Caritor