

Hello Sushant,

On behalf of NeoSOFT, I would like to welcome you!

As you become more familiar with our company, you'll find that it's an exciting and vibrant place to work, with many talented people and diverse opportunities. We know that you'll be an integral part of our team and hope that you'll take advantage of all that our company has to offer. I hope that you will find your work to be rewarding, challenging and meaningful.

When starting a new job, there's a lot to do and learn. Please know that there are many people here to help you and to answer any questions you may have — notably your TL, your DH (Department Head), CTO, HR Team, Office Administrators and Co-workers. We want you to get the direction, support and resources you need to be successful here, so please don't hesitate to ask if you have any questions.

Thank you for choosing us as the place where you can make a difference, learn and grow. We're glad that you're here to contribute to and share in our success!

INTRODUCTION – ABOUT US

NeoSOFT is SEI-CMMI Level 5 and ISO 9001:2008 certified global IT consulting & software solutions provider with 3500+ software consultants working full time across 8 Delivery Centers. Established in 1996, NeoSOFT is headquartered in Mumbai, India with offices in the USA, UK, Italy & Australia. Our commitment to quality and 24+ years of experience has made us serve over 5500 clients across 50 countries with 85% client retention.

NeoSOFT provides a wide range of services:

- End-to-End Project Engineering
- Enterprise Digital Transformation
- Mobile Applications
- Web Development
- Cloud Computing
- AI & ML
- Data Science
- Internet of Things (IoT)
- Blockchain
- Devops
- QA & Testing
- SAP
- UX / UI Design
- Software Consulting
- Internet Marketing
- Team Augmentation (Resource as a Service - Offshore, Onsite & Hybrid - ODC / BOT)

Our objective is to deliver robust, scalable, innovative and quality solutions while adhering to strict deadlines, for small-medium businesses as well as Fortune 500 Companies. NeoSOFT Staff Augmentation Solution provides short term as well as on long-term engagements across all skill levels from Software Consultants to Solution Architects.

Our competencies are:

- Microsoft Technologies (.NET Core, ASP.NET, ASP.NET MVC, WCF, ASP.NET Web API, WPF, Microsoft Azure, Microsoft Silverlight)
- Open Source Technologies (PHP, JAVA, ROR, Python, Node.js, Adobe Coldfusion)
- Java (Spring, Struts, Hibernate, Apache Maven, JavaServer Faces, Java Servlet, Grails, Play, Vaadin, GWT)
- Mobile (iOS, Android, Windows 8, Flutter, Xamarin, PhoneGap, Titanium, React Native, Ionic, Sencha Touch, jQuery Mobile)
- Frontend Technologies (AngularJS, React, jQuery, Vue.js, Knockout, Express.js, Backbone.js, HTML5, Cascading Style Sheets, JavaScript, Adobe Photoshop, Adobe Illustrator, Less, Sass, Bootstrap)

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- Databases (Oracle Database, Microsoft SQL Server, MySQL, Apache Hadoop, MongoDB, SQLite, CouchDB, Neo4j, Apache Cassandra, Apache HBase, Redis)
- AI & ML (Python, R, Java, Lisp, Prolog, Keras, Pytorch, Theano, Sklearn, Lasagna, Tflern, OpenCV, Amazon SageMaker, Julia, SAS)
- Data Science
(Spark, HDFS, Hive, Hbase, Presto, Scribe, Pig, Mapreduce, Sqoop, Flume, Talend, Apache Kafka, Pentaho, Python, Scala, Java, R, Tableau, Airflow, Power BI, Spotfire, SSRS, Microstrategy, Looker, Filebeat, Grafana, Prometheus, Splunk, Logstash, Impala, Hq Vertica, AWS Redshift, Azure SQL DW, Erwin, ER/Studio, Omnigraffle, Informatica, Nagios, Ganglia, UML)
- Devops (Kubernetes, Docker, Jenkins, Puppets, Vagrant, Ansible, Gradle, Bamboo, Nagios)
- Blockchain
(Bitcoin, Ethereum, Hyperledger, Multichain, Fabric, Sawtooth, Corda, Parity, Exonum, NXT, R3)
- Big Data & Analytics (Tableau Software, R-Programming Language, Apache Spark, Storm, Pig, Apache Hive, Splunk, Pentaho, Power BI - Microsoft Business Intelligence, QlikView, MicroStrategy, Informatica)
- Internet of Things (Tessel, PlatformIO, IBM Watson, Losant, Azure IoT Suite, AWS IoT, AllJoyn, IoTivity, Kaa, SiteWhere, ThingSpeak, Contiki)
- Cloud Infrastructure (Microsoft Azure, Amazon Web Services, VMware, Citrix Systems, Google Cloud Platform, HP Cloud, IBM SoftLayer, OpenStack)
- Customer Relationship Management (SugarCRM, Vtiger Customer Relationship Management, salesforce.com, Microsoft Dynamics CRM, Sage Group, NetSuite)
- Ecommerce Solutions (Magento, OsCommerce, WooCommerce, AspDotNet Storefront, NopCommerce, OpenCart, Shopify)
- Content Management System (Drupal, WordPress, Joomla, TYPO3, DotNetNuke, Sitefinity, Liferay, SharePoint, Kentico CMS, Umbraco, Alfresco, Sitecore, AEM)
- Enterprise Resource Planning (Microsoft Dynamics, SharePoint, Office 365, Odoo, SAP Business One, SAP ERP, SAP S/4HANA, Oracle ERP, Tally ERP, NetSuite, Liferay, salesforce.com)

For more information, please check out <http://marketing.neosofttech.com/presentation>

THE BEHAVIOURS WE EXPECT FROM EVERYONE

Regardless of the job you're in, we expect everyone in our company to follow some basic rules that govern their behavior. Of course, this isn't about oppressive rules or silly policies but rather making sure we have a tolerant, considerate and caring workplace that's designed to get the very best out of its people.

Ultimately we want people to enjoy working at NeoSOFT and to feel as though they have a "second family" at the office. Your behavior & actions help us achieve that goal.

We will not tolerate bullying, office gossip or politics. We expect our people to be friendly, helpful and passionate about what they do.

We believe in the power of creativity and that every problem can be solved through intelligent

collaboration and hard work.

Our core behaviors and the ones we will judge you by are:

Integrity: We will uphold a high level of integrity in all of our communications and behaviors both internal and external. Our behaviors and actions define us and we strive to uphold this of the highest order.

Excellence: We collectively strive for improvement in everything we do, to be the best and not settle for average or mediocrity.

Collaboration: Possess a can-do, positive attitude towards all our fellow teammates, suppliers and partners.

Relentless: In the pursuit of innovation and exceeding client expectations with passion and pride.

Flexibility: Adaptable approach to move forward in a fast paced environment with many unknowns.

Precision: A commitment to strive for excellence, great quality of work and pioneering our products and services to be best in breed.

Confidence: In ourselves, our company, our offering and our colleagues. Confidence from our Clients and the industry at large all harnessed through the pursuit of excellence and quality in everything we do.

KEY ATTRIBUTES CONSIDERED DURING INCREMENTS & PROMOTIONS

Below is a list, in no particular order, of certain attributes that are important for individuals in NeoSOFT to be considered for increments and promotions. We believe these attributes eventually contribute to your and the organization's performance. Individuals who demonstrate these attributes are the ones that are likely to grow faster. To jump career levels, the below attributes are required. The below attributes are not specific to any department.

1) Gets Things Done Now

You don't just get things done but always gets them done immediately and in the shortest possible time. You never procrastinate. You always have a sense of urgency and are always eager to focus on and wrap each task as soon as possible. You are always eager. People recognize you as someone who always delivers. The immediacy and urgency with which you take up any task always leaves a wow effect in people's minds. You are always quick to respond and reply. You do not keep tasks lying around. One doesn't have to follow up with you with respect to any task. You always provide realistic deadlines and typically deliver ahead of time. In case of any delays or with respect to long running tasks you always proactively provide updates to relevant folks without having to be asked. You are well organized with respect to your to do list so as to be able to get stuff done, as well as provide adequate updates. With you no task ever falls through the cracks and you never have to be reminded of a task that was assigned to you.

2) Follow Process to reduce mistakes

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Almost everything at NeoSOFT has defined processes. You take time to acquaint yourself with these processes. You follow processes perfectly. You provide feedback for process improvement.

3) Process Definition is key for repeatable Success

Before you take up a task you define a process, in a written form, organized in the relevant place. Each time you repeat a similar task you refer and if required refine the process. You automate processes that are repeated often.

4) Always Write Everything. Our memory is volatile.

You always write down everything. You write a lot. In the CR, on mail, and in other forms. If you come across an idea, feature, task, to do, goal, thought, concept that has value - you will figure out the appropriate place to record it and send it out to the appropriate people. You maintain a prioritized to do list for yourself. You do not leave things to memory, and in any meeting you are typically amongst those who are always taking notes / recording decisions, and then subsequently appending them to the appropriate place in the appropriate manner.

5) Be Paranoid. Be Perfect. Mediocrity is a waste of your potential.

You cannot stand mediocrity in anything. You are meticulous. You are a perfectionist. You want each task to generate a wow effect. You always go above and beyond the expected. You are process oriented. You always have a checklist / process for every type of task. You seldom leave things to chance and will always verify that tasks have been done according to process. You are continuously refining the processes. You are paranoid. You always take into account things that can go wrong, edge cases etc. You dot your i's and cross your t's. You have an eye for detail and cannot tolerate the tiniest flaws, issues, concerns.

6) Be Driven. Be Proactive. Take Initiative. Never sit idle.

You do not need to be assigned tasks all the time. You are NEVER idle. You know the goals of your team and you can determine how you can add maximum value. You always take up tasks without being asked to do so and get them done. You require almost no management and continue to deliver your best unattended. You are NEVER idle (repeated). If you do not have specific tasks and cannot determine tasks of value on your own, you immediately dialogue with your manager to determine the next set of high value goals you can begin pursuing.

7) Knowledge Shared grows exponentially in value.

When you come across any item worth sharing you make it a point to share it via mail, social media, posts, CR etc. You are frequently creating dumps of resources, knowledge, etc. for your team and other teams to refer to. You actively contribute to the knowledge growth of others. You try and maximize the value of anything you learn by using the most effective methods of sharing it in a persistent way with your team mates today as well as new people who join the company. You regularly conduct presentations for individuals within the company. You always record your knowledge sharing exercises in writing/video for future reference and organize the same so that it is available to others. You actively spend a portion of your time on knowledge sharing activities.

8) This is your company. What will you make of it?

You treat this company as your own and it shows. In things you say, your passion, your dedication, your actions. Everyone knows you put the interests of the organization first.

9) Constantly Communicate

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You are constantly communicating. You are not sitting in the shadows. In meetings you participate intelligently. In mail threads you state logical opinions. You speak up when it matters. You share knowledge. You make a difference by communicating. You are not reserved and perpetually silent.

10) Always be learning. The one thing that guarantees growth.

You specifically allocate time to enhance your skills. You love reading and a reasonable portion of your spare time is spent reading and acquiring knowledge. You make it a point to identify your weaknesses and take specific steps towards improving on them.

11) Stay Focused

You are always focused. You finish a task and then move on to the next one. You do not work on multiple tasks simultaneously in the same minute.

12) Today's excellent is Tomorrow's satisfactory. Stretch yourself beyond your current capability.

You are always stretching yourself and your team. You aim high. You over-achieve. In each cycle, you strive to achieve better than the previous period.

Below are THE MUST TO DOs for which we need 100% compliance, even 1% ignorance is not accepted.

1) MIS – Information

All below information should be up-to-date at all times,

- Personal Details
- Contact Details – with alternate contact details – this is THE MUST.

Note: Give your spouse's number OR parent's number OR sibling's number – which will be used only in case of emergency. If there is any medical emergency or any other emergency, then company can inform them for further assistance for you.

- Education Details
- Other Information
- Skills Matrix – again this is very much important. Project allocation happens based on this skills matrix data only that what all things you know, what is your expertise level in each one, etc.

Note: There are different tabs under Skills like Technologies, Databases, Frameworks, Operating Systems, etc. You need to update each and every tab every month. Logs will be used during quarterly reviews whether you have updated these information monthly as required or not. If there is no change still you need to go and update each tab every month.

2) MIS – CV

Your CV should be up-to-date at all times in MIS with projects done here as well as projects of all previous employers. Each project should have,

- Proper Title/Name
- Relevant Category & Type of project
- Brief description – what it does, how it does, etc.
- Technologies, Frameworks, Databases, Payment Gateways (if any), Third Party Components (if any) & Operating System – used in project, etc.
- Time Taken
- Team Size

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- Project's URLs (web URLs if its web application OR app store URLs if its mobile application)
- Any important points / RND points / Difficult things / etc. - which you want to highlight (there is one field as "Other (Remarks / Note - if any)", you can add these details here ...)
- Client Name (if individual) OR Company Name – for whom you did this project
- Logo
- Screen Shots (try to add minimum 4 to 5 screen shots for each project)

3) MIS - Sign In / Sign Out & Task Logs for Assigned Client(s) & Project(s)

Above will include:

- As soon as you come in & start your computer - first thing you need to do, is "SIGN IN" in MIS.
- Before shutting down your computer, before leaving for a day - last thing you need to do is "SIGN OUT" in MIS.
- If you do "SIGN IN" after some time, it won't be considered valid, and it will be treated as 1 miss.
- Define proper tasks - what has been done in which project or for which client - with proper start time, end time & title/description.
- Don't combine 2 or more tasks into 1 task.
- Task's description should have enough text, by reading it, anybody should be able to understand what you have done & where ...
- If you have worked full day – 9.30 hour logs should be there in MIS (under respective headers, whether you are working on project(s) OR client(s) OR anything else), Different Headers are,
 - Assigned Client(s)
 - Assigned Project(s)
 - In house / Our-Own Projects - if some internal project is assigned to you
 - Training - if doing any training tasks
 - Nothing Assigned - if no live project OR client is assigned to you
 - Lunch-Dinner-Other Breaks - if you are taking any breaks
 - Misc

Note:

- 1) If you are on bench, no work is assigned to you, still 9.30 hour logs should be there under Nothing Assigned / Training / Misc / Breaks / etc.
- 2) Tasks added under false headers will be treated as not valid, so make sure you add all tasks under proper headers. If project(s) / client(s) are not assigned to you (on which you are

working) then get it assigned (it will be your responsibility to get it assigned by doing follow up with your TL / Sales Person) & edit old tasks which you have entered under false headers, once respective project(s) / client(s) are assigned to you.

4) T4Tracker - Sign In / Sign Out & Task Logs for Assigned Client(s) (for onsite as well as offshore contracts)

Go to Attendance -> My Attendance

1) Sign In

- Select sign in time - at what time you started working for client
- Enter what you are going to do today, if tasks are already assigned to you OR ask for further tasks / instructions / approvals / etc. - in "Body" text area.
- And any other important things which you can think of, which will be useful for your reporting person (from client end) if you mention that here while doing sign in
- Set signature or use default one

Send these sign in details by email to,

- Your reporting person (from client end)
- Your TL (at NeoSOFT)
- Sales Person / Account Manager (at NeoSOFT)

Note: Once you fill all above details and press "Submit" button, details will be saved in database but email will go only when you press "Send" button, enter To / Cc / Bcc & press "Send Email" button.

2) Sign Out

- Select sign out time - at what time you have stopped working for client
- Detailed logs which you are filling in "My Time" section, will be appended automatically in sign out email, so no need to repeat that information again in "Body" text area
- Enter summary of what all tasks you have completed or what all tasks are pending or partly done or ask for further tasks / instructions / approvals / etc. - in "Body" text area
- And any other important things which you can think of, which will be useful for your reporting person (from client end) if you mention that here while doing sign out

Send these sign out details by email to,

- your reporting person (from client end)
- your TL (at NeoSOFT)
- Sales Person / Account Manager (at NeoSOFT)

Note: Once you fill all above details and press "Submit" button, details will be saved in database but email will go only when you press "Send" button, enter To / Cc / Bcc & press "Send Email" button.

“My Time” Section

Here, you need to add different tasks done for the day as follow:

- 1) Select Project - task done belong to which project. If required project is not present in drop down then you need to create same first OR if you don't have authority to create project then get it created from concerned authority. If you can't find out then discuss with your TL OR Sales Person.
- 2) Select Activity - task done belong to which activity - of selected project. If required activity is not present in drop down then you need to create same first or if you don't have authority to create project activity then get it created from concerned authority. If you can't find out then discuss with your TL OR Sales Person
- 3) Select Start Time - Task's start time
- 4) Select Finish Time - Task's end time
- 5) Add Note - add detailed description of task here
- 6) Billable Checkbox - keep it checked

Note: It will be your responsibility to take credential from respective sales person. If you get details 1 or 2 days late (for any reason) then you need to do old entries and keep logs 100% up-to-date. This is non-negotiable task, we need 100% logs for each and every client, even 1% mistake is not acceptable.

5) Punctuality

- Coming on time - whatever timings are given / fixed for your client(s)/project(s).
- Breaks - should be under allowed limits

6) Code Versioning & Backup: Do read our backup policy in KB at <http://kb.neosofttech.in/article.php?id=95>.

It has details for DAILY as well as WEEKLY backup - how to do it? Where to do it? Etc.

PLEASE GO THROUGH BELOW FEW IMPORTANT POLICIES WITHOUT FAIL

- Working Hours: <http://kb.neosofttech.in/article.php?id=13>
- Workplace Policies: <http://kb.neosofttech.in/article.php?id=25>
- Reward & Recognition Policy: <http://kb.neosofttech.in/article.php?id=92>
- Travel & Expenses: <http://kb.neosofttech.in/article.php?id=79>
- Leave Policies: <http://kb.neosofttech.in/article.php?id=2>,
<http://kb.neosofttech.in/article.php?id=14>
- Probation Period: <http://kb.neosofttech.in/article.php?id=9>
- Overtime: <http://kb.neosofttech.in/article.php?id=17>
- Work from home policy: <http://kb.neosofttech.in/article.php?id=68>

All policies are documented here, <http://kb.neosofttech.in/>

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