



# CITTA AUTHORIZED SOLUTIONS RESELLER

# The Discussion



## MAIN POINTS

Company Digest

The Brand

What is CASR

CASR Mission

Why CASR

Benefits of CASR

CASR Engagement Process

The Pioneers

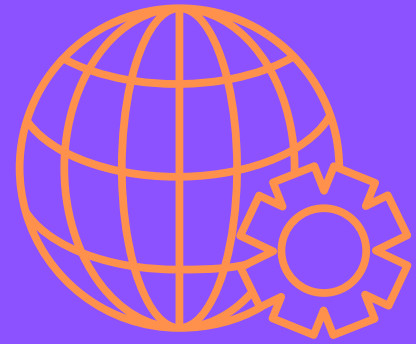
Let's Talk



Networking is marketing. Marketing yourself, your uniqueness, marketing what you stand for.

CHRISTINE COMAFORD-LYNCH

THINK ABOUT IT



# About Citta

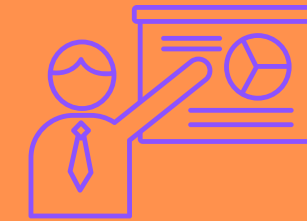
## COMPANY DIGEST

Citta was founded in 2009 with a mission to succeed by helping our clients succeed. Citta Solutions mission is to create effective and cutting-edge solutions, helping clients maximize their reach online and off line. From Strategic Consulting to Marketing Research, Website Development to Internet Marketing, Ready Solution to Most Complex Customized applications we have an experience in delivering all kind of solutions.

# The Brand

## OUR APPROACHES TO CLIENTS

We have expertise in providing all kinds of **Consultancy, Technology & Outsourcing Services** with a proven track record. Our solutions are one of the most advanced and pertinent ERP Systems across the globe.





# What is CASR

## **AN ECOSYSTEM WHICH ASSURES YOU GROWTH & DEVELOPMENT**

Citta Authorized Solutions Re-seller (CASR) an innovative partner ecosystem program is formed to empower partners to resell software and automation solutions to retail customers as part of their overall customer solution offerings.



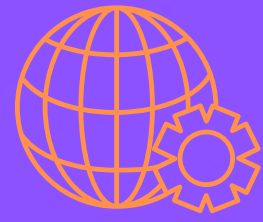
# CASR Mission



## **CREATING OPPORTUNITIES WHEREVER WE CAN**

Citta firmly believes that the growth of its stakeholders is directly proportional to organizations growth.

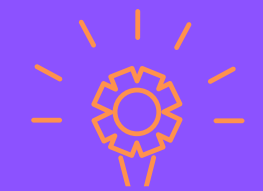
# Why CASR



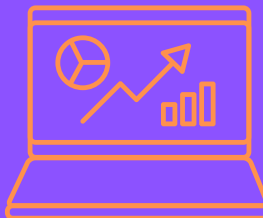
I. Become a Partner of a Global Organization with presence in **17+ nations worldwide** which not only provide you with an international learning atmosphere but even open up your doors for a 360 degree growth.



II. **2000+ count of satisfied clientele** in a span of 10 years not only proves our sincerity towards our work but even explains our hunger for growth and success.



III. **50+ Awards & Recognition** by renowned international agencies defines our status as a world class service provider.



IV. A **one stop solution** for all technological needs is not just a vision we believe in but a dream which every stakeholder of Citta live daily for a continuous improvement in one self.



V. Involved in complete ERP & other technological solutions for **more than 12 mature industries** across the global market.





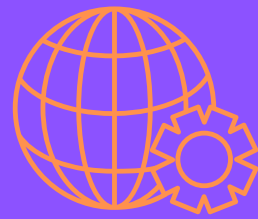
# Why CASR



VI. **16+ Successful Business Trademarks** creates a portfolio which certain organization just dream of.



VII. **24X7 organized & specially assigned technical support** for Citta clients has make our retain ratio not just better but best within our competitors.



VIII. **200+ tech people** worldwide & 85k service hours makes us an experience team which act as a support structure for our sales & operations CASR team.



IX. Reached its **10 Cr. Milestone** in a record time with an all set preparation for **Mission 100 Cr.**



X. Still their are many more points to add but the reason which we owe in saying why one should join us is that the organization firmly believes that the **growth of it stakeholders is directly proportional to organizations growth.**



## GROW YOUR REPUTATION

Get an extensive range of customized IT products on turnkey basis under your solution offerings.

## SMART RETURNS IN SHARE PERCENTAGE

Get lucrative slabs of share percentage rather than fixed amount as incentive.

# Benefits of Becoming CASR

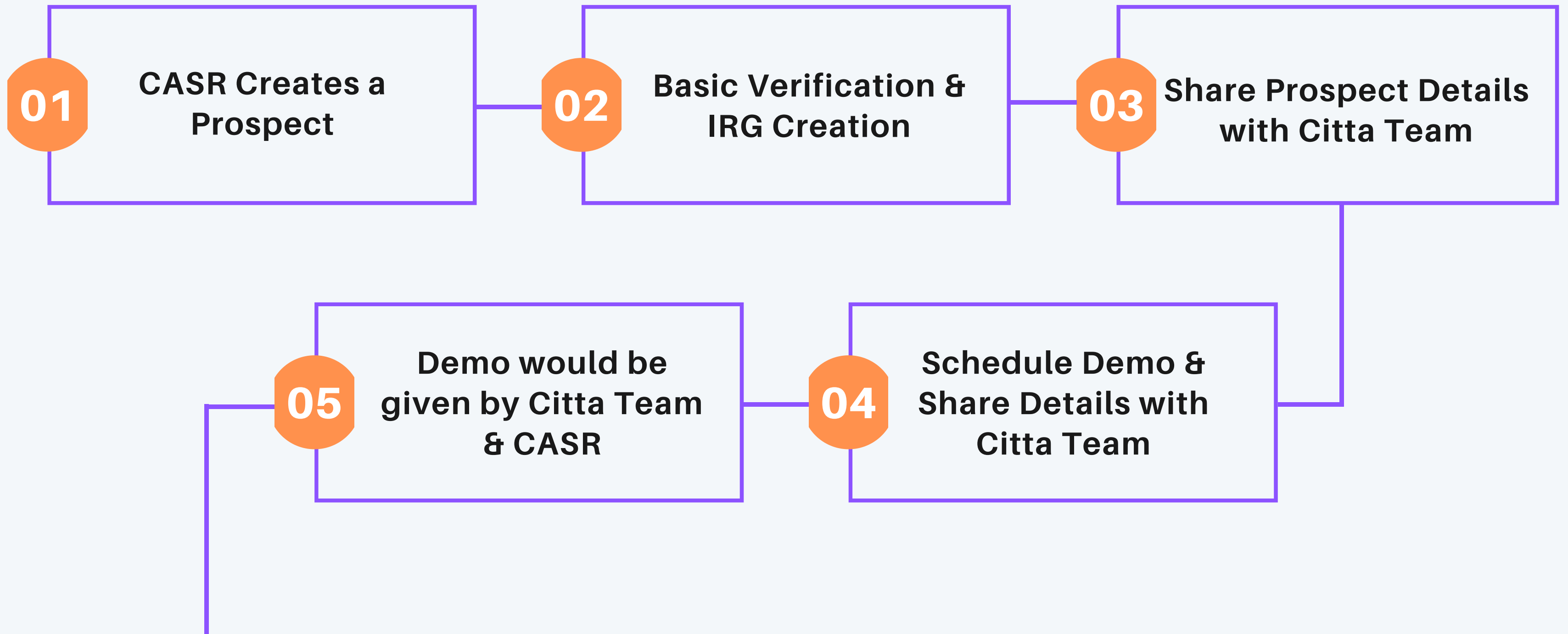
## CHOOSE YOUR FAVORITE INDUSTRY

With solutions for 16+ industries you can work for your genuine interest and develop your network.

## BE YOUR OWN BOSS AS AN ENTREPRENEUR

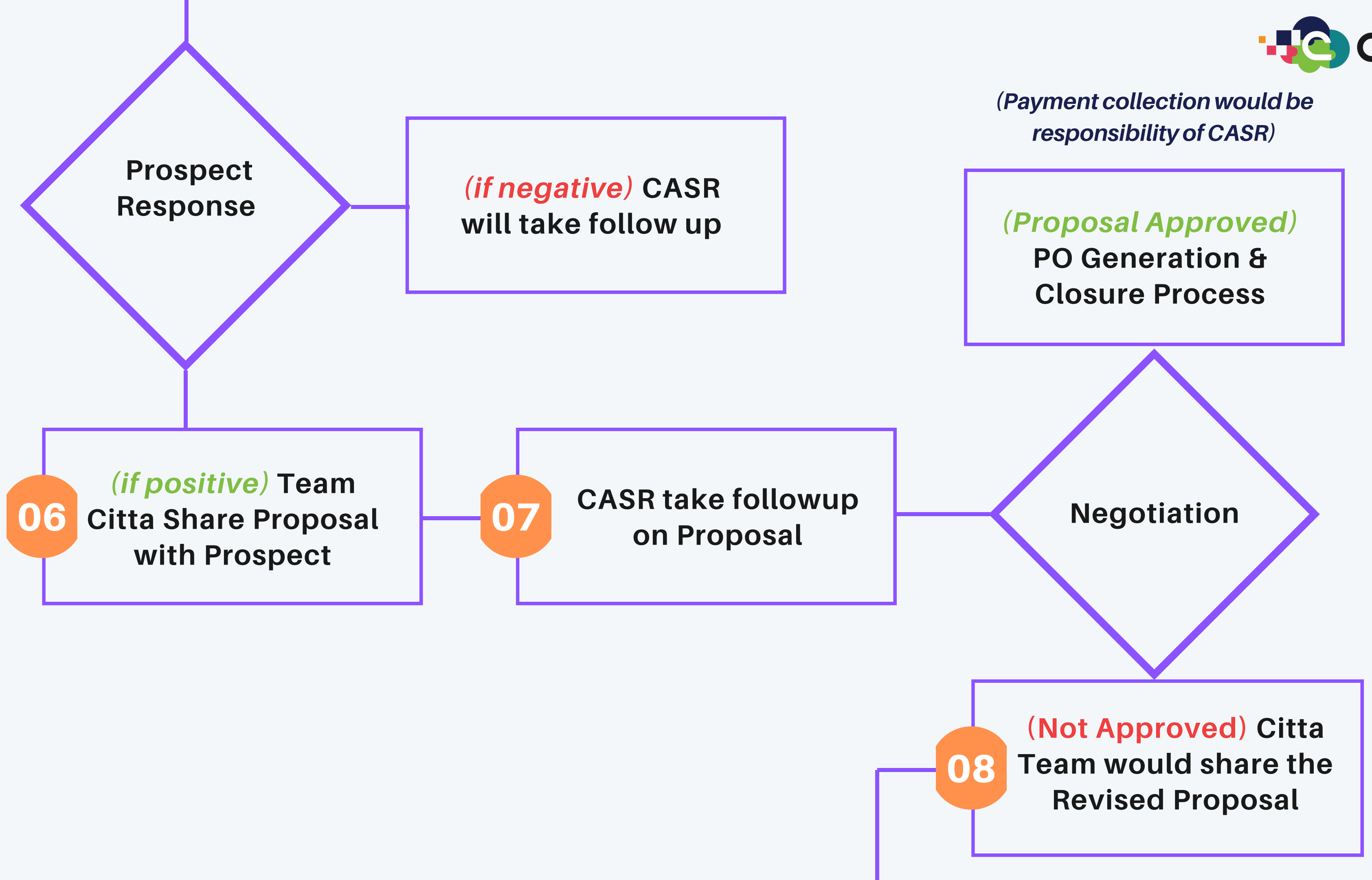
Plan your working schedule on your own terms for the optimum utilization of your time and efforts.

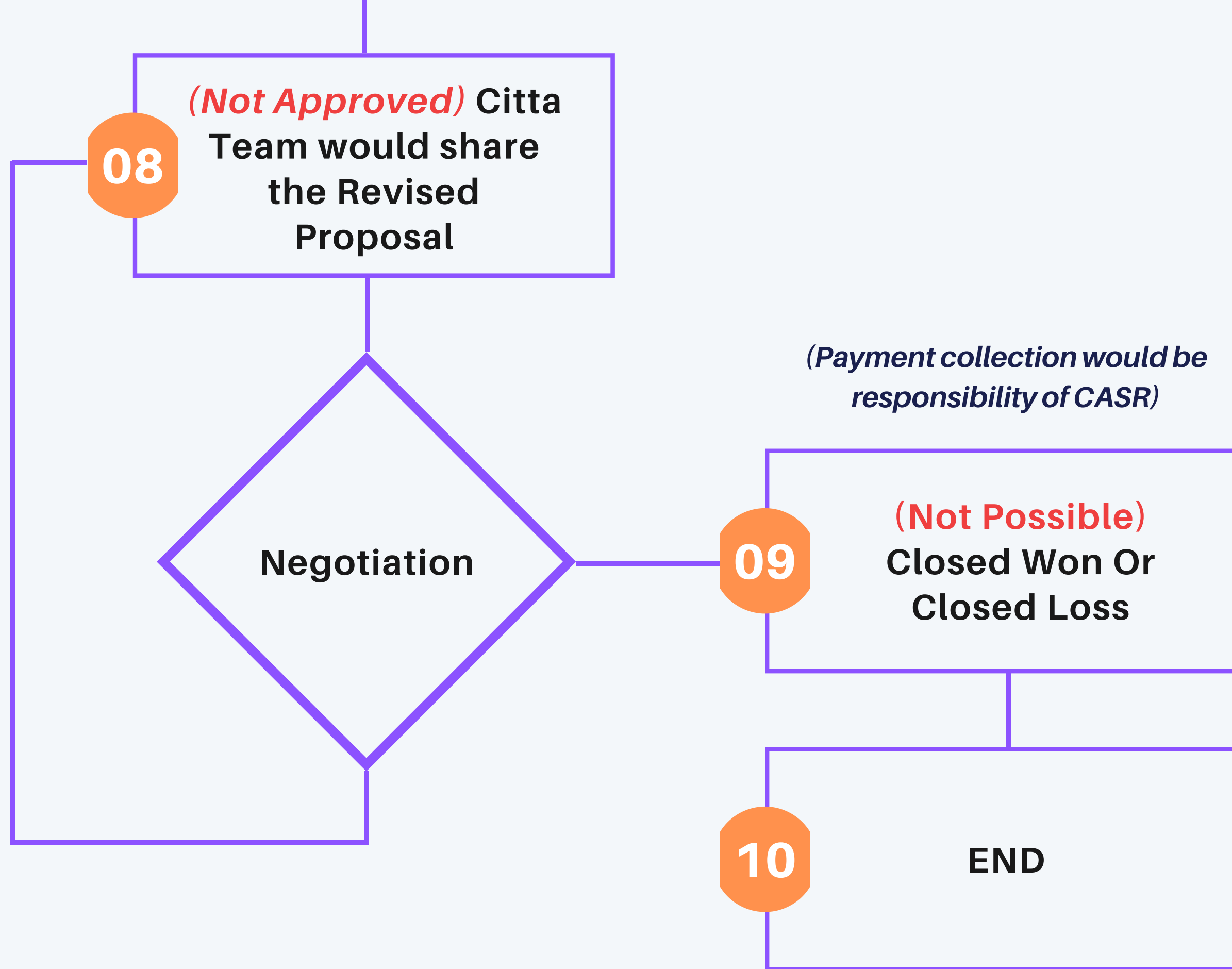
# CASR Engagement Process











*(Payment collection would be responsibility of CASR)*

*(Proposal Approved)*  
PO Generation &  
Closure Process





# Escalation Matrix

			
LEVELS	CONTACT PERSON	EMAIL ID	RESPONSE TIMELINE
 Issue Reported at Evaluation Team	Account Manager	jayesh.sharma@cittasolutins.com	24 working hours
 Escalation Level 1	CTO	gaurang.bhadani@cittasolutions.com	18 working hours
 Escalation Level 2	VP-Operations	gautam.jha@cittasolutions.com	12 working hours
 Final Escalation Level	MD	kiran@cittasolutions.com	8 working hours

- Once you register the case a Ticket ID will be created and that ID would be used as reference in all Levels of escalation.
- Once the escalation crosses Level 1 & issue is not resolved within the specified timeline, customer can contact the next level immediately. Customers are requested not to skip levels.



# The Pioneers



KIRAN SUTARIA

Founder



GAUTAM JHA

VP- Operations



GAURANG BHADANI

CTO

## MAILING ADDRESS

#911, Times Square Arcade, Opp.  
Rambaug, Nr. Ravija Plaza, Thaltej-Shilaj  
Road, Thaltej. Ahmedabad-380059.

## PHONE NUMBER

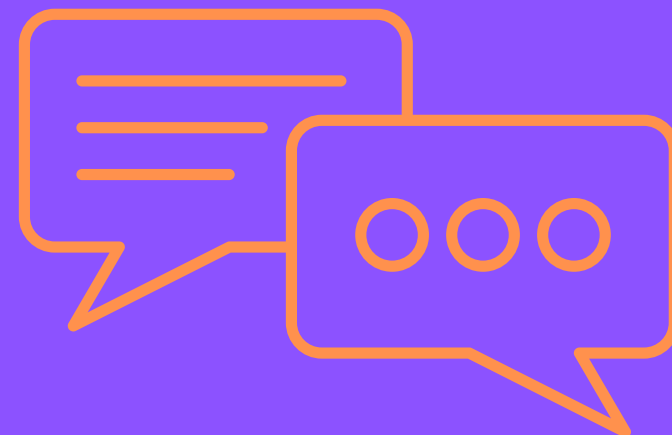
+91 79 2970 9588

## EMAIL ADDRESS

[casr.inquiry@cittasolutions.com](mailto:casr.inquiry@cittasolutions.com)

# Let's Talk

## CONTACT US





**“IF A WINDOW OF OPPORTUNITY APPEARS,  
DON'T PULL DOWN THE SHADE.”**

**Thank You**

