

Company Profile

Chairman/CEO

Mr. Dinesh B. Saparamadu

Establishment

1997

Mission

"Our mission is to bring digital transformation to businesses, fulfilment to their customers, and joy to hSenidians and their families for architecting the future through innovation"

Business Interests

- ▶ Telecom Platforms
- ▶ Enterprise Communication Platform
- ▶ VAS Aggregators & Resellers
- ▶ System Integrators (SIs) and Partners
- ▶ Joint Ventures for Software Development
- ▶ Cloud Computing
- ▶ Customer Engagement

What We Do?

hSenid Mobile Solutions provide Software products and services for telcos, enterprises and banks specializing in Communication, Security and AI Solutions with over 25 years of domain experience.

Throughout the years, hSenid has facilitated telcos, enterprises and banks across 18+ countries with core system integrations. With a team of skilled professionals, our solutions have been deployed all around the world that can handle workloads needed in today's demanding digital environment.

Our "Way of Life"

Innovation is in the DNA of the organization, which has helped us to reinvent ourselves, push boundaries and introduce ground breaking business models time and time again. We keep pursuing our mission of innovating along with our partners and creating mutually beneficial business relationships.



Our Solutions

Our cutting-edge innovative products assist telcos to transform their businesses by making fundamental changes.

Communication and API Platforms

► CPaaS

Generate New Revenue Streams from Your Existing Telco Assets

Wizard-based app templates and Telco APIs on an end-to-end service creation, service discovery and monetization platform to pioneer digital service innovation bringing in new revenues for telcos. With CPaaS, telcos can Infuse life to aging telco assets and drive revenue 10X by utilizing telco infrastructure.

► SDP

Innovating faster and smarter

A telco middleware platform that allows for the creation of innovative telco services and partnerships with external parties. It's flexible service creation environment helps telcos create more services at a lower cost, taking advantage of mobile lifestyles.

Telco Signaling Platforms

► USSD Gateway Certified by Red Hat

Share and Roll Out Your USSD Services

hSenid USSD gateway is inbuilt with AI and ML technologies and enables telcos to cope with 4G and 5G adoption, and also equipped with a UI based menu creation environment that simplifies managing USSD menus.

► SMSC Certified by Red Hat

Scale-Up On-Demand

On-demand scalability eliminates costly overprovisioning and ensures the capacity to meet sudden spikes in SMS traffic. This potential to maximize revenue, coupled with its exceptional reliability, makes it the ideal solution for telcos.

► LBS

Unlock Location Service Data Potential

Telcos can take advantage of hSenid Location-based Services by merging with enterprises and third party developers to offer subscribers more relevant, accurate and useful information on real-time location.

► Red Hat Solutions Consultation & Provisioning

Enabling Red Hat Solutions to Drive Business Strategy

hSenid Mobile's Red Hat consulting services use deep expertise in modern application development methodologies and technologies that leverage the power of cloud-based infrastructure to help you deliver applications quickly. We deliver a wide variety of services, including:

- Architect, Deploy, and Upgrade for Red Hat OpenStack, Red Hat OpenShift, and Red Hat Virtualization
- Configure Red Hat Satellite deployment management capabilities.
- Red Hat Linux optimization and server hardening services
- CIS benchmark and remediation
- Red Hat Monitoring and Support

► Key Differentiators

20+ Years of Hands-on Experience on Deployment

hSenid Mobile, with over 20 years of experience and expertise in advanced open technologies, can help you unlock the full potential of your cloud services by handling all aspects of cloud service implementation, from planning and deployment to day-to-day operations, whether it's your first cloud project or one of many.

Certified Experts

hSenid Mobile invests in certifying our engineers and resources to deliver and manage Red Hat solutions efficiently, and is a certified partner with Red Hat which confirms our competencies in delivering and managing Red Hat solutions and also entrusts us with the responsibility of efficiently managing and upgrading their systems, providing our clients with discounted software, hands-on expertise, and a hassle-free experience.

Flexible Cloud Planning

hSenid Mobile offers a comprehensive approach that includes providing a tailored cloud strategy based on our proprietary cloud adoption framework, equipped with proven guidance and best practices to ensure that clients can confidently adopt the cloud and achieve their desired business outcomes.

► Partner with The Best

hSenid Mobile is a committed Red Hat Business and ISV Partner that drives new opportunities and contributes to the success of Red Hat's partner ecosystem. Our team of certified experts deliver impactful solutions, provide technical support and strategic advice to ensure successful implementation of comprehensive solutions and are invested in helping clients succeed and be a trusted partner in their digital transformation journey.



Advanced

Business Partner

Certified Cloud and
Service Provider



Ready

Business Partner

Reseller



ADVANCED

BUSINESS PARTNER

ISV Partner

Data Science and AI/ML Focus Areas

► Smart Chatbot

Automate Your Business Queries and Maximize Productivity at Your Digital Workspace

An enterprise-grade solution that leverages advanced AI technology and human-like interactions in addressing customer inquiries can significantly enhance customer engagement, decrease operational costs, and optimize efficiency levels. With the hSenid Smart Chatbot integrated into a digital workspace, organizations can harness the power of AI to design innovative conversational experiences for various use cases such as workplace transformation, IT helpdesk, HR business functions, and beyond, with the goal of enhancing user engagement and increasing productivity for our clients.

► Applied Intelligence with hSenid AIOps

Transforming operations with AI-driven insights

With hSenid AIOps, enterprises can monitor a variety of systems and logs in real-time, including application performances and network activity. hSenid AIOps helps detect issues early on before they escalate into larger problems, allowing for faster rootcause analysis and resolution, thus freeing up IT teams to focus on more strategic projects.

► Intelligent Customer Experience Management Solutions

Empowering customer engagement with AI

Our solution utilizes sentiment analysis to streamline the process of managing incoming customer inquiries by analyzing and flagging incoming support requests based on their negative sentiment, allowing customer care personnel to prioritize and promptly address the most pressing concerns, resulting in a more efficient and customer-centric approach to support.

► Predictive Analytics Solutions

The future of decision-making

The ideal solution to help businesses manage and analyze data from multiple sources to make better decisions includes analytical dashboards, data warehouses, and predictive forecasting tools for visualizing data, forecasting future needs, identifying customer trends and issues, and helping improve their operations and customer service to gain a competitive edge.

CO-CREATING THE FUTURE

We listen, collaborate and architect solutions with our customers, partners, teams and other stakeholders to build the future together



OUR SOLUTIONS



Singapore (Head Office)

hSenid Software (Singapore) Pte Limited
7500A, Beach Road,
#11-320 The Plaza, Singapore 199591.

Phone : +65 6533 2140
Fax : +65 6291 0023

Philippines (R&D)

hSenid Mobile Solutions Philippines Inc.
3202-B 31, Atlanta Centre Annapolis St,
Greenhills, City of San Juan, Second District,
National Capital Region (NCR) 1502.

Bangladesh (R&D)

hSenid Mobile Solutions (Bangladesh) Pvt Ltd
Suit B2, House 9B, Road 117,
Gulshan Avenue, Dhaka-1212, Bangladesh.

Phone : +88 02 988 0874

Sri Lanka (R&D)

hSenid Mobile Solutions (Pvt) Ltd
320, 3rd Floor, T.B.Jayah Mawatha,
Colombo 10, Sri Lanka.

Phone : +94 11 268 3751
Fax : +94 11 268 3951