

We Build, Accelerate and Manage

Intelligent SaaS

**Great
Place
To
Work®**

Best Workplaces™
IT & IT-BPM

INDIA

2018

Hashedin

About HashedIn

Founded in 2010 with the vision to help businesses by creating Intelligent SaaS Products and Platforms.

In 8+ years, we have built, transformed and launched 150+ products for customers in US and APAC like



Mahindra

Honeywell

Presence across the globe in United States, Canada, Australia, Thailand, and India



420+

EXPERIENCED ENGINEERS

40%

FASTER & EFFICIENT

150+

NEW AGE PRODUCTS

70%

**BUSINESS FROM REPEAT
CUSTOMERS**

90+

AWS CERTIFIED ENGINEERS

80+

HEROKU ENGINEERS

40+

REDIS ENGINEERS

20+

UI/UX DESIGNERS

Technology components of Intelligent SaaS



CLOUD

Cloud native applications made and are for cloud. Anytime anywhere access with role specific workflows



MULTI-TENANT

Server interacting with multiple requests from different systems having different authorizations



MICROSERVICES

'API first' model where launch and/or integrate new features with minimal impact on existing product



CONTAINERIZATION

Mitigate technological challenges in development and installation of applications



DATA ENGINEERING

Data pipelines, Warehousing, Lake formation, ETL and ELT setups

HashedIn Offerings for Intelligent SaaS



UX DESIGN & UI DEVELOPMENT

Intuitive and rich experience focused on end user, developed with the latest technologies



MACHINE LEARNING & AI

Self learning and reliant software for minimal human interaction. Smart Platforms for Technology enabled Decision Making



INTEGRATIONS

Seamlessly fit into existing portfolio of systems



ANALYTICS

Reports, Dashboards and Insights for decision support



DEVOPS

Infrastructure and testing Automation, CI/CD Pipeline setup, Cloud Migration

SaaSification Our Value Proposition



BUILD

LAUNCH - Ideate, Prototype and Launch a minimum viable product to test the market

TRANSFORM - Migrate to SaaS leveraging benefits of Cloud, DevOps, Modularity, APIs first, modern UI and UX



ACCELERATE

Put your SaaS on a high growth trajectory making it ready to scale with amazing UX, easy to integrate APIs and containerization



MANAGE

Improve your bottom line by having an End-to-End team for Bug fixes, Features enhancements and Automation. Use this bottom line to invest in Product Innovation

Old school of thought



Disconnected systems with integration, authorization and reporting challenges



Automation of **manual workflows**



Development and Operations **working in silos** with manual intervention



Data points of a single entity lying across the departments in different systems

Smart Platforms of today



Customer centric system having **intuitive User Experience** equipped with AI



Intelligent automated systems powered by Artificial Intelligence and Machine learning



Continuous integration and deployment through automation tools and Operations. Better code quality and fewer failures



Single Source of Truth across the organization accessible to all with Analytics solutions for better decision making

HashedIn Way



USER EXPERIENCE DESIGN PROCESS

HUX.



USER EXPERIENCE BREADTH



TECHNICAL CAPABILITIES



TECHNICAL BREADTH



STRATEGIC PARTNERSHIPS



PARTNER IN SOFTWARE DEVELOPMENT JOURNEY

HUX.

HashedIn User Experience

We have built a name for ourselves in providing UX, visual design & branding services for Web, Mobile and various platforms focusing on simplicity and innovation. We aim at achieving inclusiveness by & in design.





User Experience Design



User Interface Design



Responsive Web Design



Dashboards & Analytics



Inclusive Design (Accessibility)

Our Design Process



ECOSYSTEM RESEARCH

Define goals of the redesign, define users, motivations and business goals



IDEATION

Analyze the content of the application, match that with the business goals and re-define the right user experience



DESIGNING

Explore design patterns and ways to visually represent the information. Sketching, wireframing, moodboards & style guides



USABILITY & EFFICIENCY

Validate the ideas, get feedback from users and or from stakeholders and quickly iterate to improve and align results



ACCESSIBILITY TESTING

Validate the UI against WCAG principles & Section 508/VPAT & render accessible UI



Info. Architecture



Functionality



Interaction & Visual

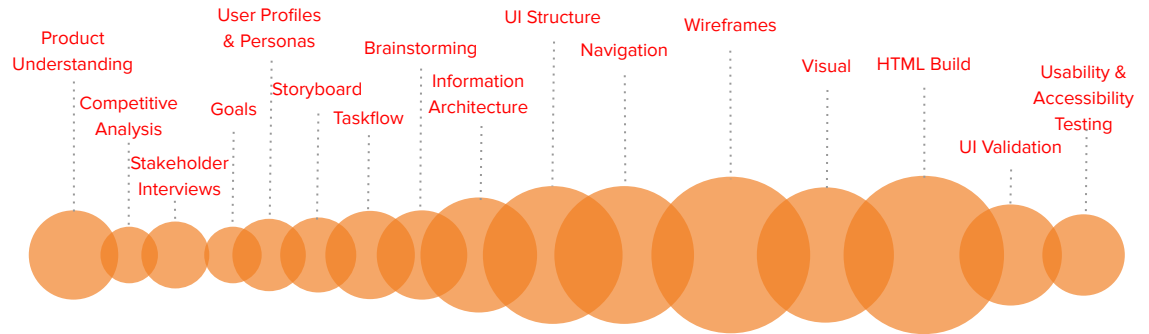


Content Strategy



Typography

User Experience Design Breadth



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WHAT

are we really
good at ?



Collaborative Wayfinding

A technique to attain organisation's product UX maturity



SET STAGE

Product Goals

User Ecosystem

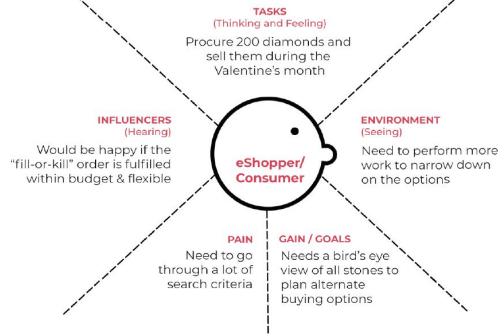


EMPATHIZE

Personas

Customer Journeys

Empathy Map



User Persona

Application: EXO



Marc Joseph

"Monitoring the day and serving my customer needs"

Age: 35 - 45 yrs
User Type: Trader (Importer)
Family: Married, 2 kids
Location: N/A
Environment: On the move
Language: English, Vernacular

Proficiency Meter

Internet & Technology
Multitasking
Forecasting
Dispute Management
Collaboration (WhatsApp)

#administering #initiatives #focused

Roles

- Deals with hotels and restaurants on price/volume
- Sourcing, purchase management and sales
- Resolution and incident management

Key Tasks and Responsibilities

- Friday routine
- Receiving freight, follow-up shipment, processing the shipment
- Selling the salmon
- Inventory management
- Sea food market management

Needs

- Serve a business line from management
- To get cheap salmon "in-season"
- Manage the order cycle, issues like missing doc etc.
- Provide sales support when targets go unserviceable
- Need transparency in shipment, order, payment
- Need response on-time

Frustrations

- If felt/ treated inappropriately owing to complaints from management, his day would go bad
- In case of issues, tries calling the agent and it becomes cumbersome and he feels information deprived
- Reciprocate issues and push us back
- If there is no/less salmon, there is shortage and loss of business

Competitors

MOVI seaborn COACOT LEROY

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DEFINE

Competitor Study
Problem Statement
UX Vision

TOP COMPETITORS

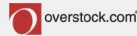


BLUE NILE

Jet

GILT

JCPenney



CREATE A USER
EXPERIENCE BETTER
THAN THAT OFFERED
BY THE ABOVE LARGEST
US RETAILERS.

- The Stakeholder

PROBLEM AREAS



INEFFECTIVE SEARCH
EXPERIENCE



LESS AFFORDANCE TO
FREQUENT ACTIONS



OVERWHELMING
DATA



IRRELEVANCE TO
PERSONA & USAGE



NAVIGATION &
HIERARCHY



INABILITY TO ADAPT
TO VIEWPORTS

Overall Experience Factors



1. Transparency

between importer & producer

between importer & agent I today it is gray

2. Efficiency

3. Error Prevention

System & user

4. Responsiveness

between people

5. Convenience & ease of use

Olea

IDEATE

Design Goals

Design Philosophy

Paper Sketches

Wireframing

Prototypes



Against the user emotions plotted on the empathy map, the current system scores low on the following design aspects



Too many options to perform search



Superfluous usage of the UI element text-fields for range selections



No defaults & first time experience



Dumping of miscellaneous criteria into "Advanced Search"



UI Irrelevance to target persona



Unobtrusive placement of important features like "Saved Searches"



Cluttered list of search criteria



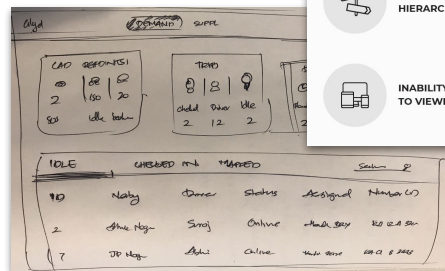
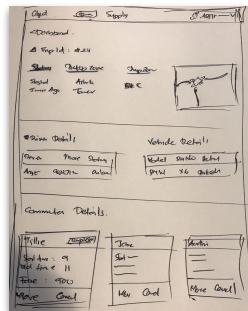
Overwhelming data points shown on the search results



Usage-insensitive arrangement of search criteria



Unnecessary page refresh reducing the efficiency of the power user



DESIGN PHILOSOPHY



INEFFECTIVE SEARCH EXPERIENCE



MORE FILTERING & LESS SEARCHING



LESS AFFORDANCE TO FREQUENT ACTIONS



PROMINENCE TO SAVED SEARCHES



OVERWHELMING DATA



SHOW INSIGHTS AND NOT THE DATA



IRRELEVANCE TO PERSONA & USAGE



DISPLAY BASIC INFORMATION FIRST



NAVIGATION & HIERARCHY ISSUES



PROGRESSIVE DISCLOSURE



INABILITY TO ADAPT TO VIEWPORTS



NEW-AGE & RESPONSIVE UI

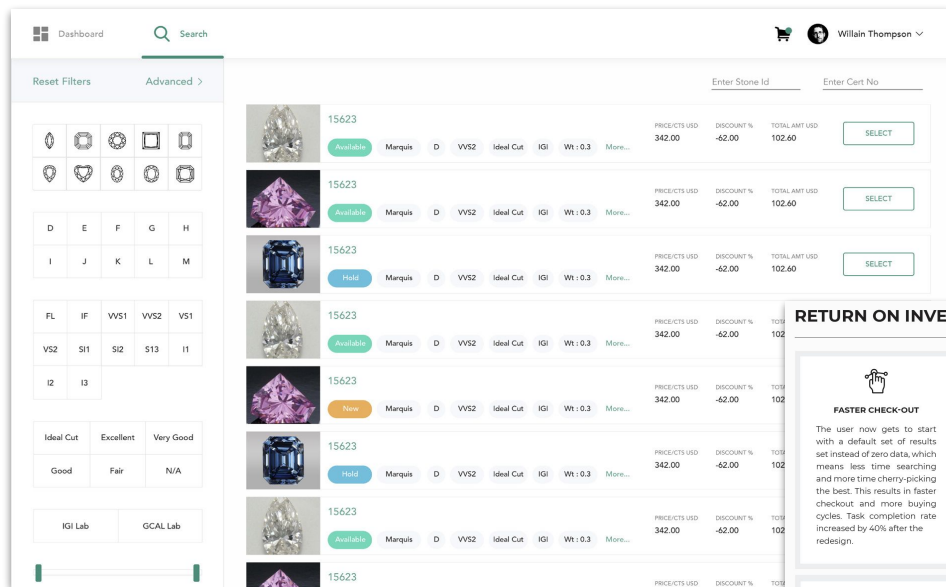


UI

Mocks/Visual

Rationale

Dev Support



RING SIZE/READY TO SHIP

Everyone on the planet today does a filtering and not a pure search, from Caratlane to Kayak. I am sure this change will make the product new-age and

RETURN ON INVESTMENT



FASTER CHECK-OUT

The user now gets to start with a default set of results set instead of zero data, which means less time searching and more time cherry-picking the best. This results in faster checkout and more buying cycles. Task completion rate increased by 40% after the redesign.



EASY-TO-USE

Users felt comfortable in the buying process owing to clear and informed decisions they made while searching. Extremely intuitive user interface owing to the usage of common metaphors.



SCALABLE UI

As the UI is designed with a component mindset, the development of the same becomes modularised, easy to manage, ensures flexibility and scalability. Any update to the user interface will not jeopardise the experience factored through this redesign.



FUTURE-READINESS

The initial search results could be the items currently available or those which are on offer or just a simple alphanumeric arrangement of their entity IDs. After repeated usage, the result set could become more relevant to the user's usage/search patterns. Today this can be achieved with the help of Artificial Intelligence and Machine Learning.

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OTHER DESIGN RELATED SERVICES

- 1** UX Consulting & Audit

- 2** Usability Assessment

- 3** Accessibility Testing

- 4** Design for Marketing & Collateral

- 5** Explainer Videos & Footage Editing

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From
Design
To Culture

PORTFOLIO

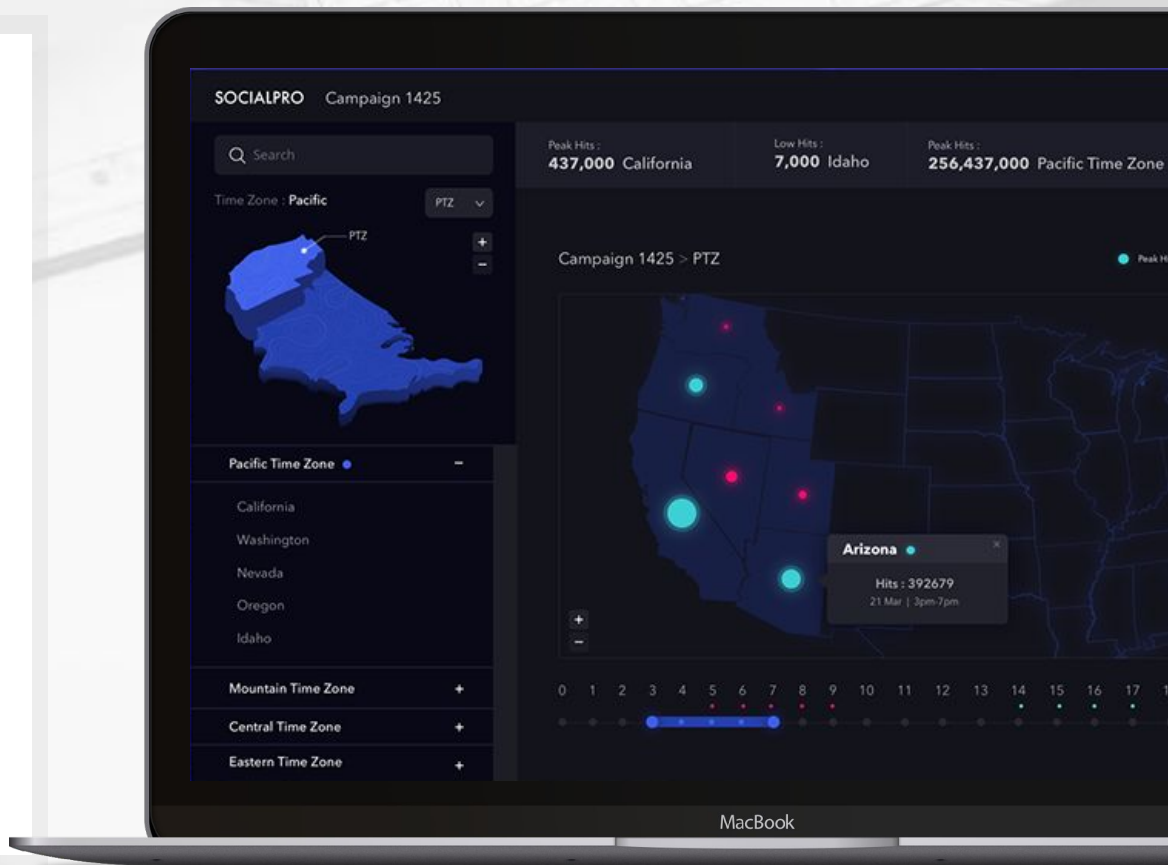
Performance Monitoring Console

Networks are complex, maintaining service visibility is challenging. To deliver a high quality user experience, you need real-time visibility across network domains, service enablers, and user devices. You need a single, cohesive set of traffic-based analytics, so you can identify problems faster and quickly triage service issues.



Social Campaign Mgmt

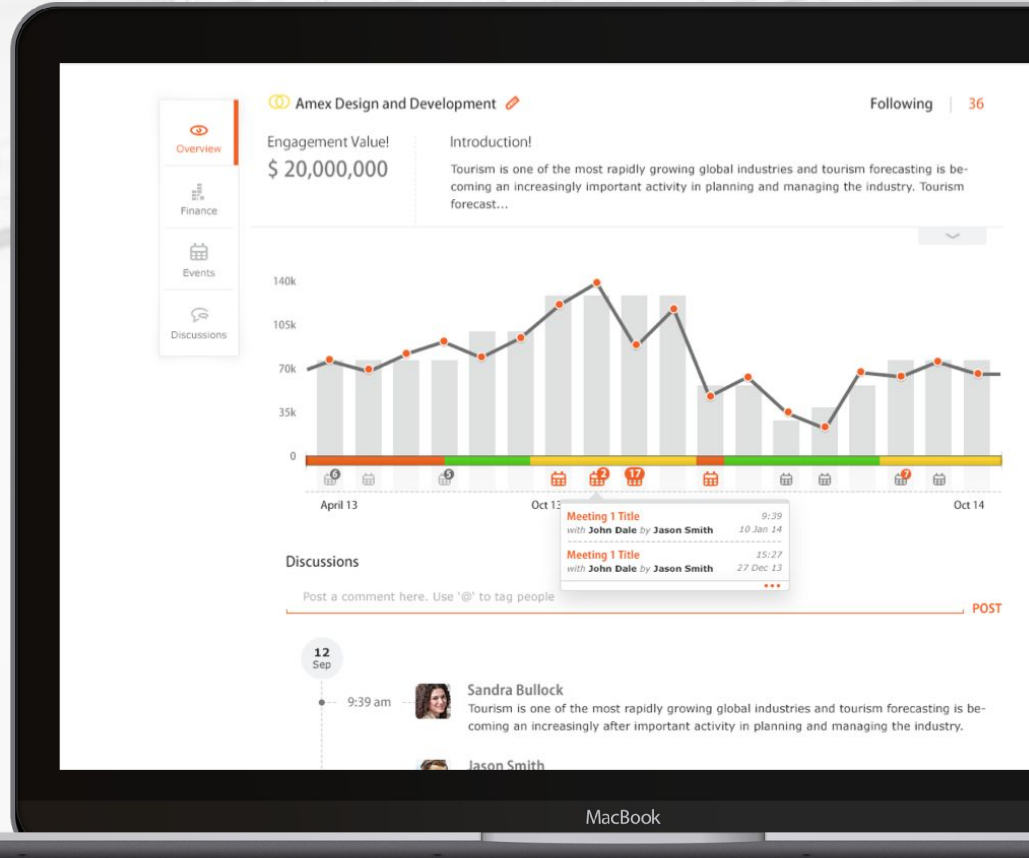
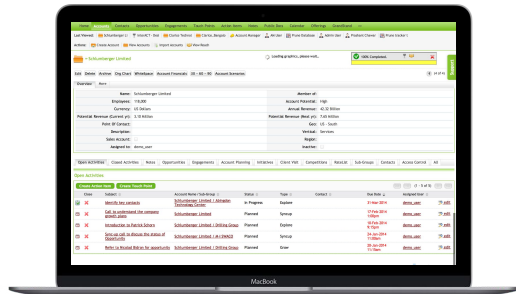
A tool to manage social marketing & campaigns across the time zones of USA. Clean User Interface for Dashboard, Forms and List screens. User-centric views for easy handling of data/insights. Designing scalable UI based on components and portlets.



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Key Account Management Software

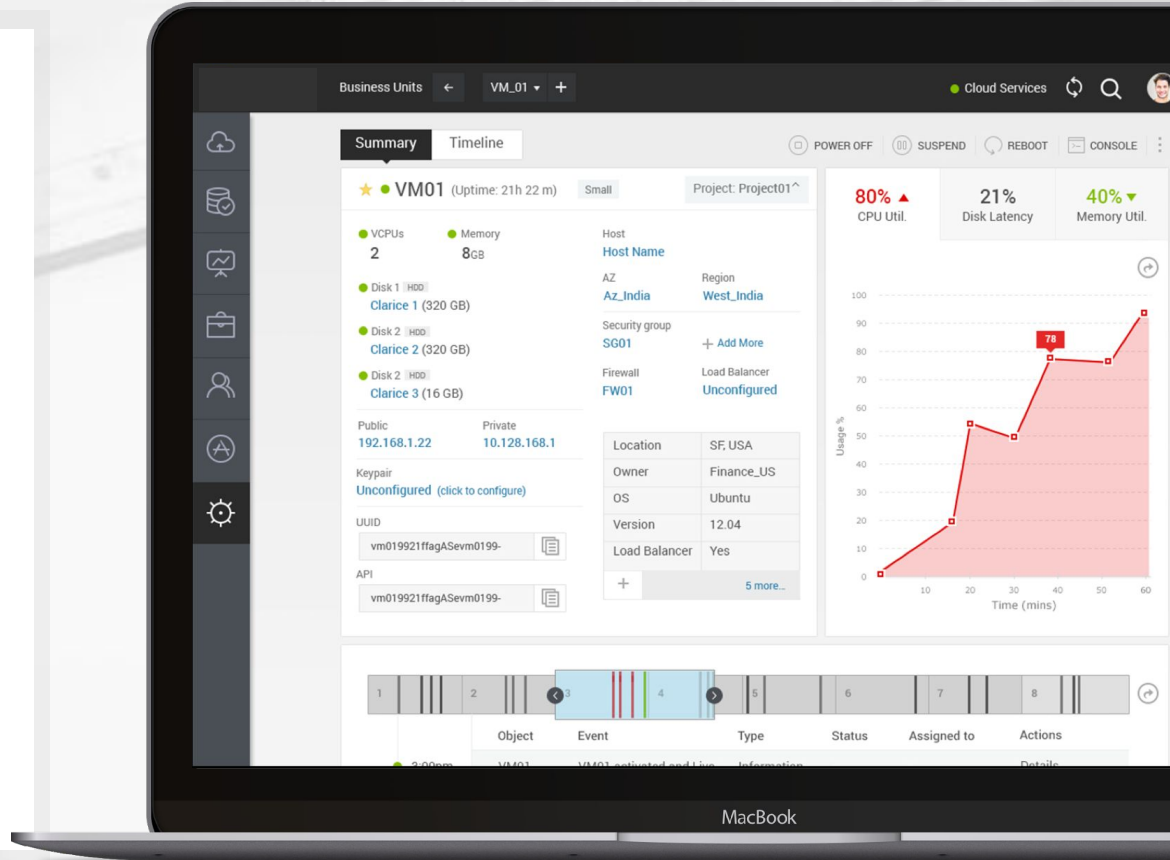
The product offers enhanced visibility of Key Accounts to leadership. Enables Account Managers in better performance and helps institutionalise account mgmt in the enterprise via best practices.



Cloud Infrastructure Management

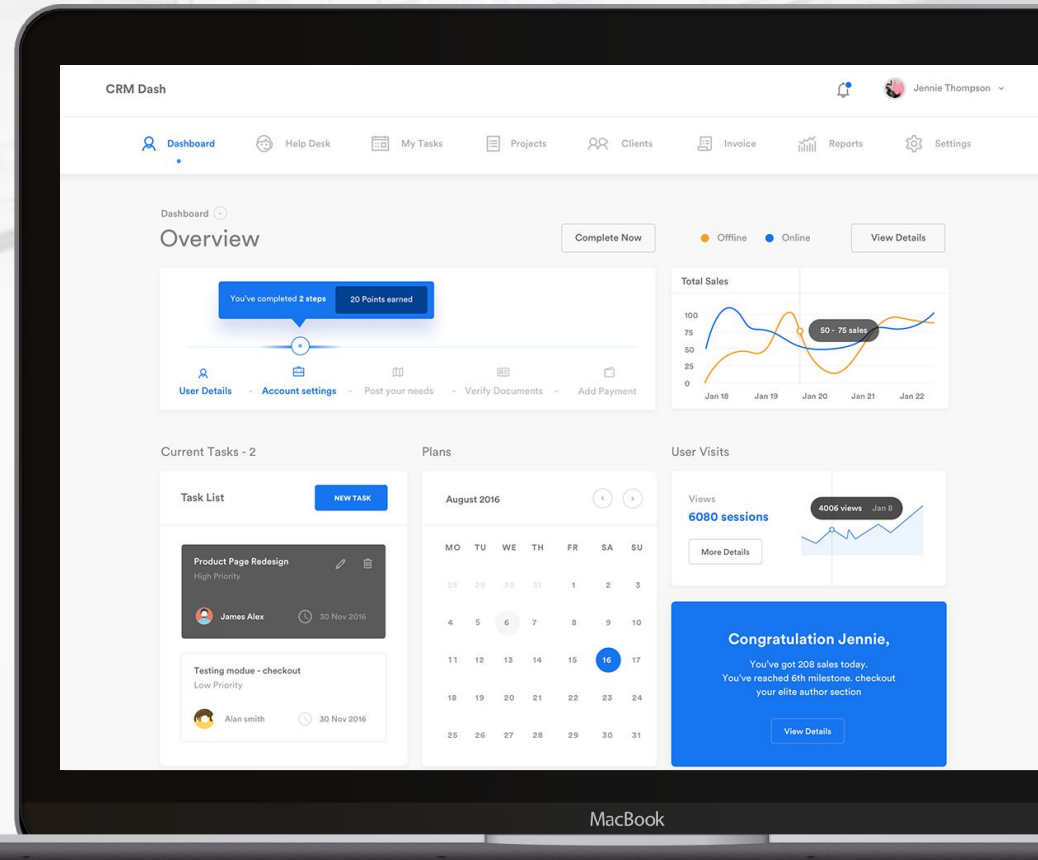
Enables organizations to build and manage private clouds to help solve challenging problems in distributed systems and big data across geos using one integrated system.

It is built using OpenStack, a free and open-source cloud computing software platform. It comes with a lean UX and brings lot of value added features in addition to the out-of-the-box features of OpenStack.



CRM Operations Manager Console

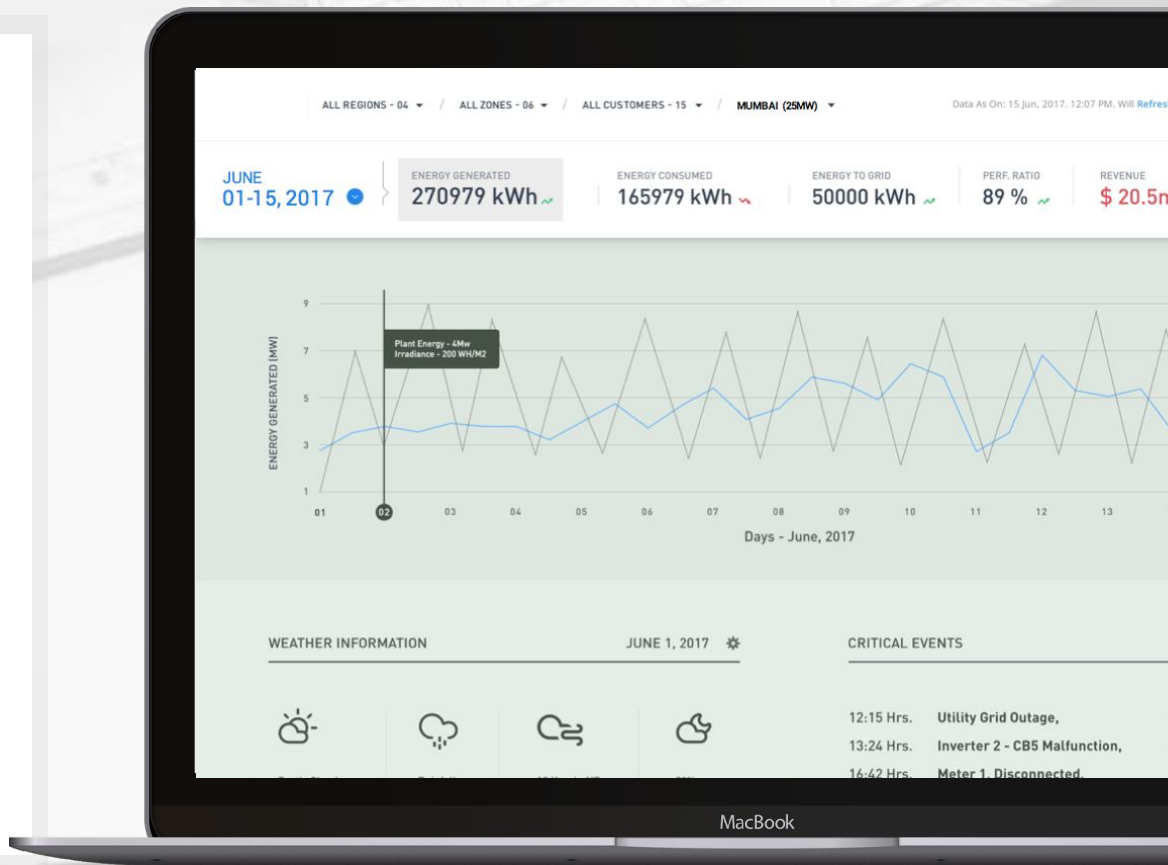
A tool to manage Customer List and their interactions with the business units. Clean User Interface for Dashboard, Forms and List screens. User-centric views for easy handling of data/insights. Designing scalable UI based on components and portlets.



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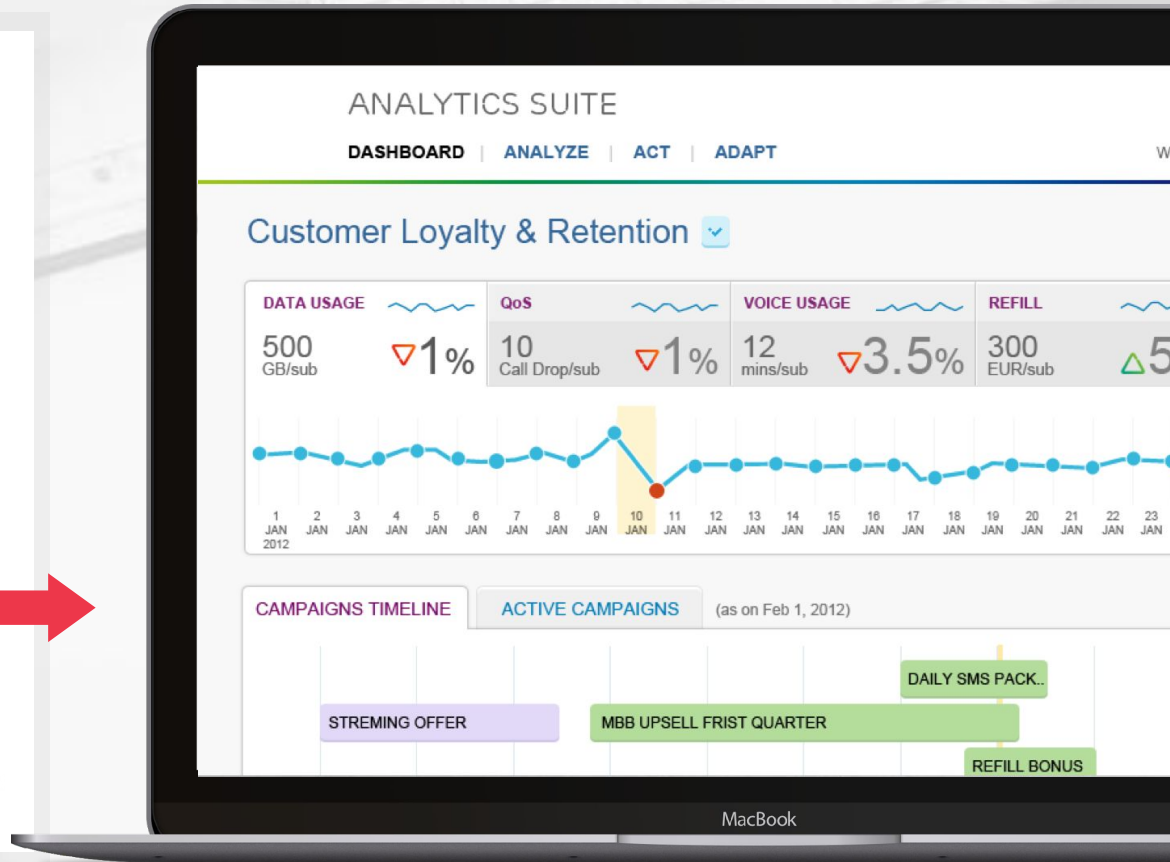
IOT Empowered Energy Mgmt Software

Solar energy plant monitoring and analytics console was designed and developed for offering deep insights about energy generation and revenue from energy utilisation ensuring customers reap max. benefits from existing Solar Plant installations.



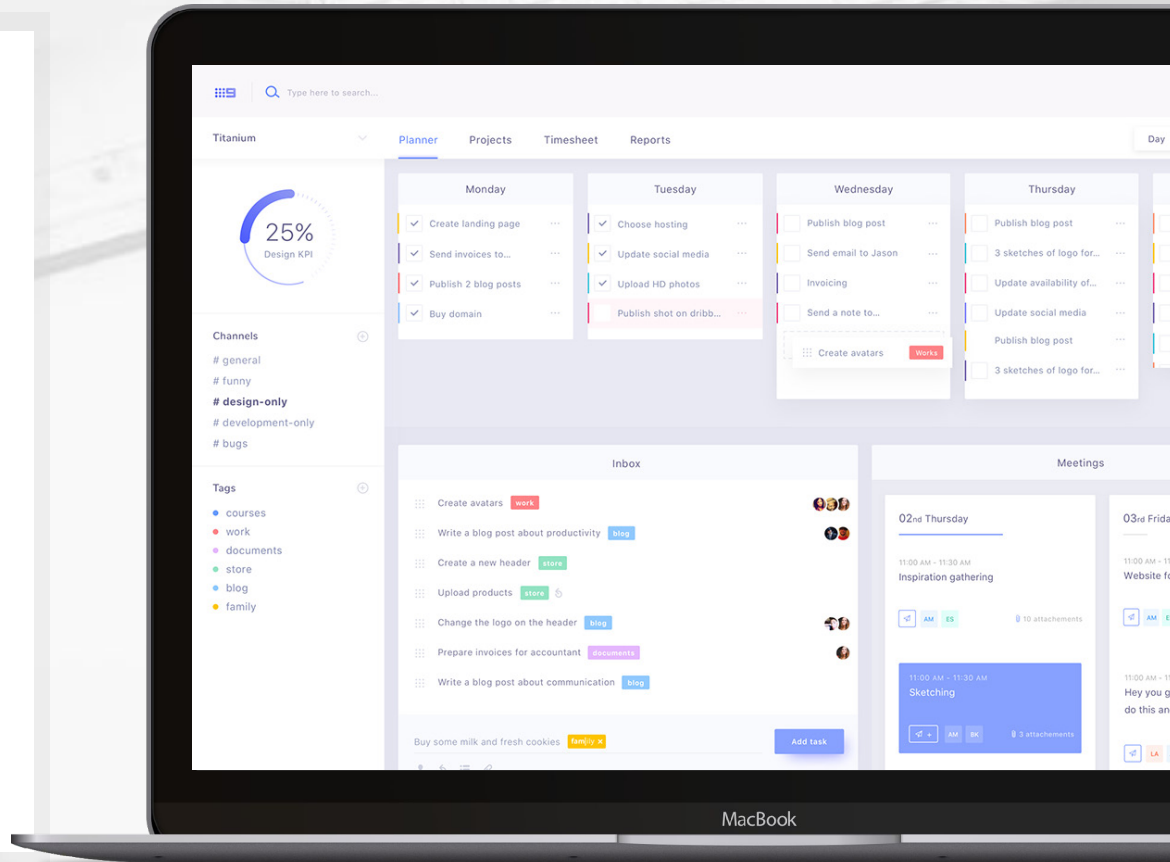
Campaign Analytics Suite

Decision Support System for Marketers & Analysts. Analyze service data & drive targeted campaigns to meet key business objectives.



Task Management Tool

A tool to manage tasks and invoices for various projects across clients. Clean User Interface for Dashboard, Forms and List screens. User-centric views for easy handling of data/insights. Designing scalable UI based on components and portlets.



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Appendix

Hashedin

Our Awards



Best Workplaces



Winner 2018



10 Most Valuable Digital Transformation Companies in 2019



10 Most Promising SaaS Solution Provider Companies 2018



HashedIn Winning Culture - 5 Tips for SMBs



Top 10 Cloud Company to lookout in 2018

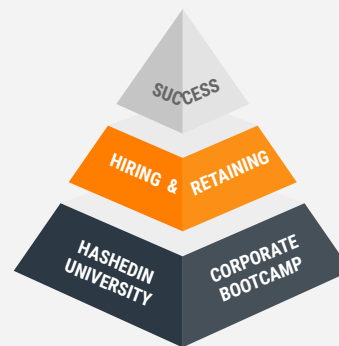
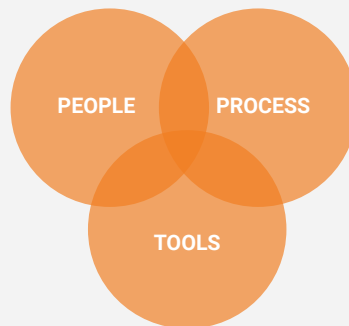


Finalist - 2017



Finalist - 2017 & 2018

Our Key Success Levers



RECRUITMENT

Talent acquisition and continuous training through hackathons & knowledge sessions. Other Upskilling initiatives & Employee engagement activities

HASHEDIN UNIVERSITY

Employees undergo stressful training. Students mentored by senior leaders within and outside organization. Program organized across tracks like AI, ML, etc



Our Process



STEERING COMMITTEE

Freeze requirements, Define deliverables and ensure project is progressing as per plan and timelines decided



ENGAGEMENT MODEL

Agile Squad-as-a-Service, Dedicated Project Manager. Project team biweekly demos and regular scrums



PROJECT TEAM

Requirements Documentation, Architecture Setup, User Experience design and development, Module development, Training, User Acceptance testing and Bug fixes

Trusted by Great Companies



NUTANIX



aruba

COHESITY



Honeywell

intuit

ATLASSIAN



Myntra

treebo



BROADCOM



RAVI PADAKI - CTO, Mahindra Tringo

HashedIn team is a pleasure to work with. They demonstrated strong commitment towards the success of our project and pulled all stops to align with our time to market needs. Tringo wanted to work with a vendor who understood product development vs building custom solutions. Obviously this meant a lot of agility, iterations and collaboration, which they understood really well.



HARDIK DEDHIA - CEO, Ascent Health

HashedIn has been a valuable partner in creating winning software solutions for us. The team has significant expertise in the field. They have helped us manage workflow complexities, transform Django pages to Angular pages and develop intelligent UI. They were on top of every task and have delivered excellent support throughout the process.



ANDY PLATTER - VP Engineering, Buzztime

HashedIn played an instrumental role in modernizing our API platform, new API platform not only enabled access to food menus across 40K tablets deployed in our customer's venues, but has also reduced third-party calls by 83%.

Our Products



Meeting Assistant, User centric revenue model, 2500 registered users. Organizations using Accenture, Citrix, IBM & Dell.



Redis Memory Optimizer, Use case centric revenue model 3000 registered users. Enterprise Customers include Aditya Birla Group. Free version used by Facebook, Alibaba, FlipKart & NSE.



Field Services management, User centric revenue model. Pipeline include several White Consumer Goods companies.

One of the coolest company to work with!



We are **one of the 10 Indian IT Services Company** and **only 1 from Bangalore** (Karnataka) to be certified as "Great Place To Work".

Hashedin

Digital Journey. Accelerated.



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