FIVE9

FIVE9
OUTSOURCING

CONTENT

ABOUT US

- **Registered Name:** Five9 Vietnam Corporation
- **Registered Address:** Level 21 Capital Tower, 109 Tran Hung Dao Street, Hoan Kiem District, Hanoi
- **Office Address:** Level 16, Viet A Building, 9 Duy Tan Street, Cau Giay District, Hanoi
- **Telephone:** 024 710 99999
- **Email:** ito@five9.vn
- **Website:** five9.vn
- **EU Representative Office:** Na Folimance 2155/15, Vinohrady, Praha 2, 120 00 Praha, Czech Republic.
- **USA Representative Office:** Global Innovation Center, 189 W. Santa Clara St., 2nd Fl. San Jose, CA 95113.
- **Branch:** Europe, U.S.A, Hong Kong
- **Revenue:**

2015	2016	2017
25.6M $	31.1M $	43.7M $

WHY FIVE9?

INTELLECT & EXPERIENCE

Highly skilled professionals who possess expertise in diverse Business and Technology areas make up the Business Technologies team. To provide world class service, we employ the best technicians, adhere to proven methodology, provide superior client service and become a true business partner in every project.

COMMITMENT TO QUALITY

We believe in Quality service and our approach has been designed to provide the same. We listen carefully to our clients and provide space, time and materials according to agreement for the project. We are proud of our Technical and Creative capability and this emerges from taking time to get it right. Our Quality Assurance Department tests throughout the process to ensure that the project will be successful.

ON TIME DELIVERY

We invest the time up-front to clearly understand your needs and then manage projects to ensure they are delivered on time and within budget. This methodology expedites rapid successful implementation, limits uncertainty and keeps the customer always aware of development progress at our end.

COMPETITIVE PRICING

We render services to our clients at a very competitive price and depending on the type of client engagement we offer them the most suitable pricing model structure which could either be fixed price based, time and effort based or a dedicated offshore team model.

TRACK RECORD

We have handled small - large scale projects and have over the years implemented solutions for numerous organizations of all sizes. Our growing list of satisfied customers' not only act as our excellent references but are also a source of our repeat business.

OUR DEVELOPING MODEL

FIXED PRICE

× A transparent and predictable development process.
× Little supervision from the client's side (all requirements are defined beforehand).
× Coordination of the development process is carried out by the project manager.
× No overpayments, the entire amount is agreed in advance.
× On-time and on-budget product delivery by the IT partner, no turn-ups.
× High level of motivation for software development outsourcing companies to be efficient.

DEDICATED TEAM

× Predictable and transparent budgeting.
× Straightforward communication.
× High effectiveness.
× Complete control over the team and project progress.
× Reliable team.
× Suitable for long-term projects with undefined and changeable requirements.
× Flexible project scope and tasks flexibility.
× Dedicated team has a deep understanding of the project and business goals.

OUR TECHNOLOGY COMPETENCY

PROGRAMMING LANGUAGES

PHP, Java, C# .Net, Python, C/C++, Swift, etc.

DATABASE

MS SQL, MySQL, Oracle, MongoDB, etc.

FRAMEWORK

Spring, Spring Boot, Hibernate, .Net MVC, WCF, WPF, NodeJs, Laravel, Yii, etc.

OS

Windows, Linux

CLOUD

AWS, Azure, IBM Cloud, etc.

OUR DOMAIN KNOWLEDGE

BLOCKCHAIN

HEALTH CARE

TELECOM

IOT

BANKING & FINANCE

SALE & MARKETING

AI
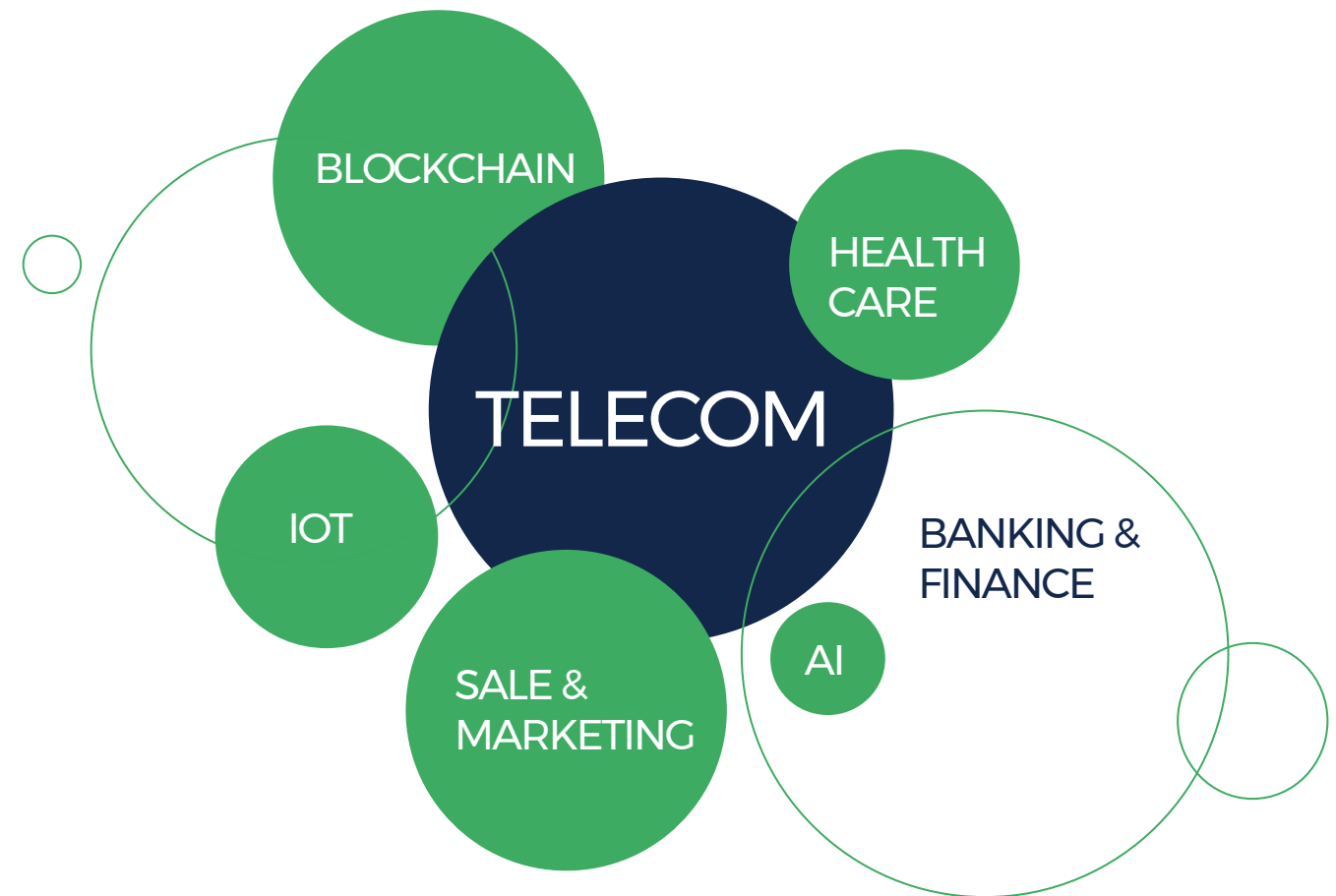
SKILLS MATRIX

WEB DEVELOPER
MOBILE DEVELOPER
AI DEVELOPER
IoT DEVELOPER
BIG DATA DEVELOPER
CLOUD DEVELOPER
TESTER
BA

WEB DEVELOPERS

× **Programming languages:** C#, Java, Php, Python, NodeJs, Html5.
× **Back-end Framework:** .Net, .Net Core, MVC Web Api, Entities Framework, Spring, Spring Boot, CakePhp, Laravel, Yii2, Django, etc.
× **Frontend Frameworks:** AngularJs/Angular2, ReactJs, KnockoutJs, CSS3, Bootstrap, etc.
× **Cloud Framework:** AWS, Azure, IBM Cloud.
× **Database:** MS SQL, Oracle, MySQL, PostgreSQL, etc.
× **IDE:** VS Studio, VS Studio Code, PyCharm, Eclipse, IntelliJ.
× Good command in English.
× Experience with Agile Development Process.
× Deep understanding about OOP, Design pattern, RESTful APIs, modern web application architecture, micro services, etc.

200++ JUNIOR DEVELOPERS

150++ SENIOR DEVELOPERS

100++ SOLUTION ARCHITECT
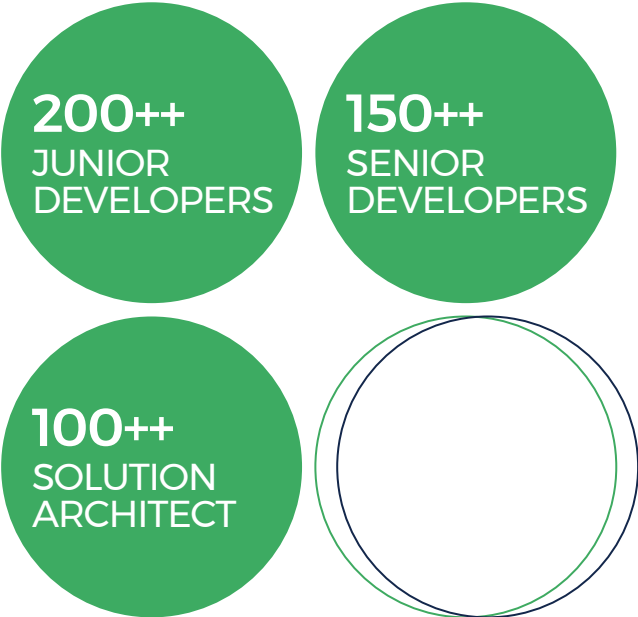
MOBILE DEVELOPERS

× **Programming languages:** Objective-C, Swift, Java, React Native.
× **Framework:**
  - Core Data, Core Animations, Cocoa Touch, etc.
  - ReactiveX, Retrofit, Butter knife, etc.
  - React, Redux.
× Good command in English.
× Experience with Agile Development Process.
× Deep understanding about OOP, Design pattern, RESTful APIs, mobile application architecture, etc.

50++ JUNIOR DEVELOPERS

30++ SENIOR DEVELOPERS
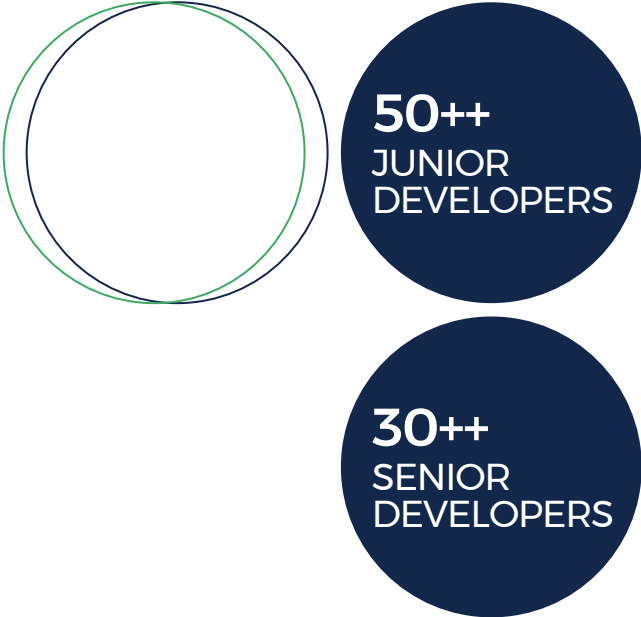
IoT RESOURCES

× **Programming languages:** C/C++, Python, NodeJs.
× **Cloud Framework:** IBM Watson IoT, SiteWhere.
× **Protocols:** I2C, SPI, UDP/TCP, UART, MQTT.
× **Mainboard:** AVR, PIC, Arduino, Raspberry Pi, OrrangePi, BroadCom, FriendlyARM, etc.
× **Sensor:** DHT21, SRF05, RFID, Encoder, Motion, etc.
× **Motors:** Stepper, Servo and DC.
× **Wireless Technologies:** LoRa, Zwave, Zigbee.

30++
JUNIOR DEVELOPERS

15++
SENIOR DEVELOPERS
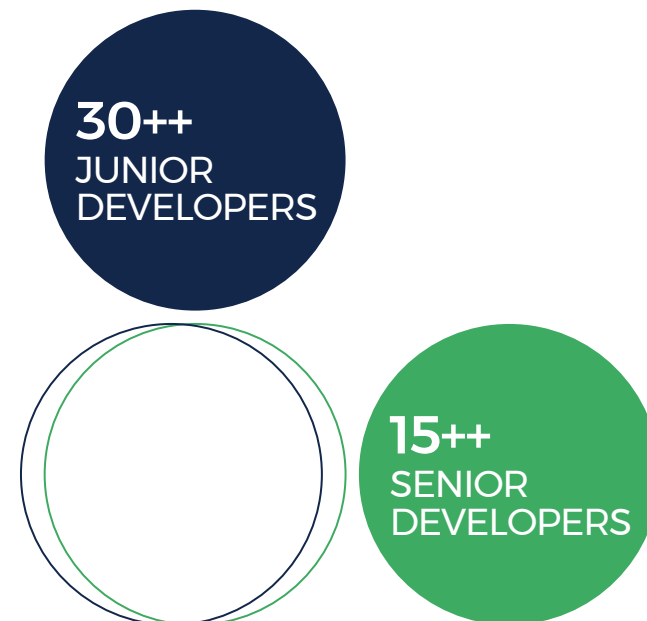
BIG DATA RESOURCES

× **Programming languages:** Scala, Java, Python.
× **Framework:** Hadoop, Apache Spark, Spark Streaming, Spark SQL, Dataframes, Kafka, etc.
× **Database:** Cassadra, MongoDB, HBase.
× Experience in major data integration, data gevernance.
× Good knowledge of Big Data querying tools.
× Knowledge of various ETL techniques and frameworks.
× Strong experience in application design, development and maintenance.
× Solid knowledge of design patterns and refactoring concepts.

20++
JUNIOR DEVELOPERS

10++
SENIOR DEVELOPERS

10++
SOLUTION ARCHITECT
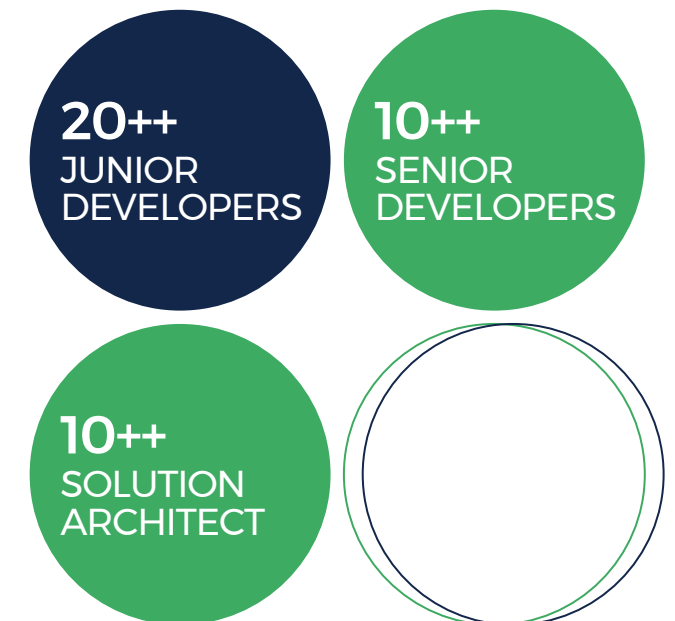
AI/MACHINE LEARNING RESOURCES

× **Programming languages:** Java, Python, NodeJs.
× Experience with IBM Watson APIs, and Cognitive Scale.
× Experience with machine learning, recommendation engines and natural classification.
× Experience working with large data sets, ETL, SQL, and JSON web services.

20++
JUNIOR DEVELOPERS

10++
SENIOR DEVELOPERS
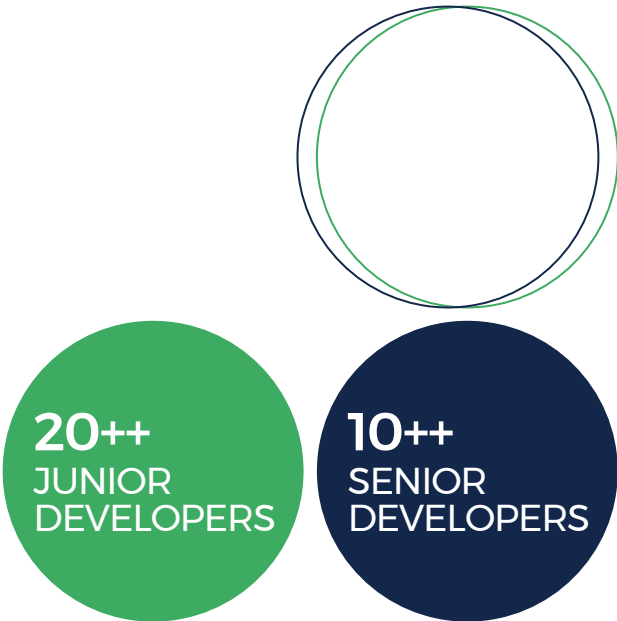
TESTING RESOURCES

× Experience with Application delivery process, Automation Testing, Manual Testing.
× Experience in system development life cycle, IT standards, procedures, policy,
× Business assessment, IT environment.
× Experience in Developing test plans, maintaining existing test plans and workflow, and expanding automated testing of the product.
× Make recommendations for improving usability of the product.
× Develop and write test cases defect reports.
× Good command in English.

60++
JUNIOR TESTER

40++
SENIOR TESTER
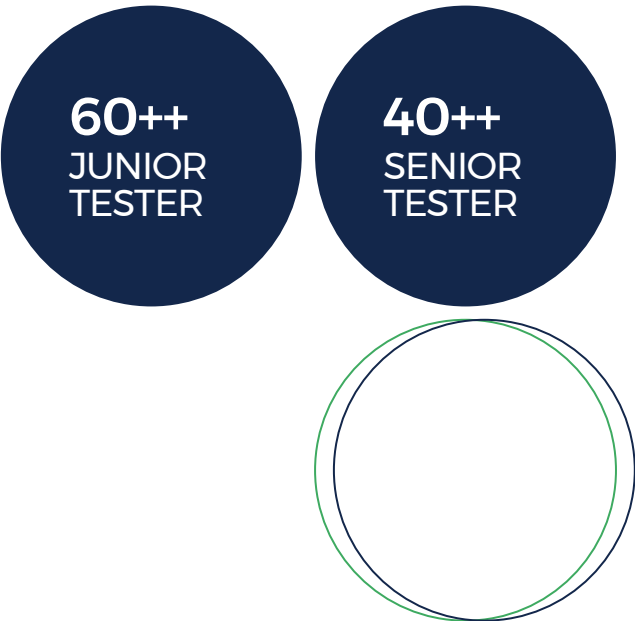
BUSINESS
ANALYST RESOURCES

✕ Experience in gathering and documenting business requirements and specifications, including functional requirements, flow charts, process descriptions, use cases, user stories and data specifications via communication and collaboration.

✕ Experience in working with product and development teams to help establish, improve and implement standards, processes and procedures project management.

✕ Experience in working with the Software Development, Quality Assurance, and Product Management groups to ensure successful delivery of services.

✕ Experience in performing Integration Testing, User Acceptance Testing, and Functional Testing.

✕ Experience in building and executing test plans, test scenarios and test cases in alignment with business requirements.

✕ Experience in troubleshooting, resolving, and responding to 2nd level support issues with production issues.

✕ Good command in English.

10++
JUNIOR BA

10++
SENIOR BA

CASE STUDIES
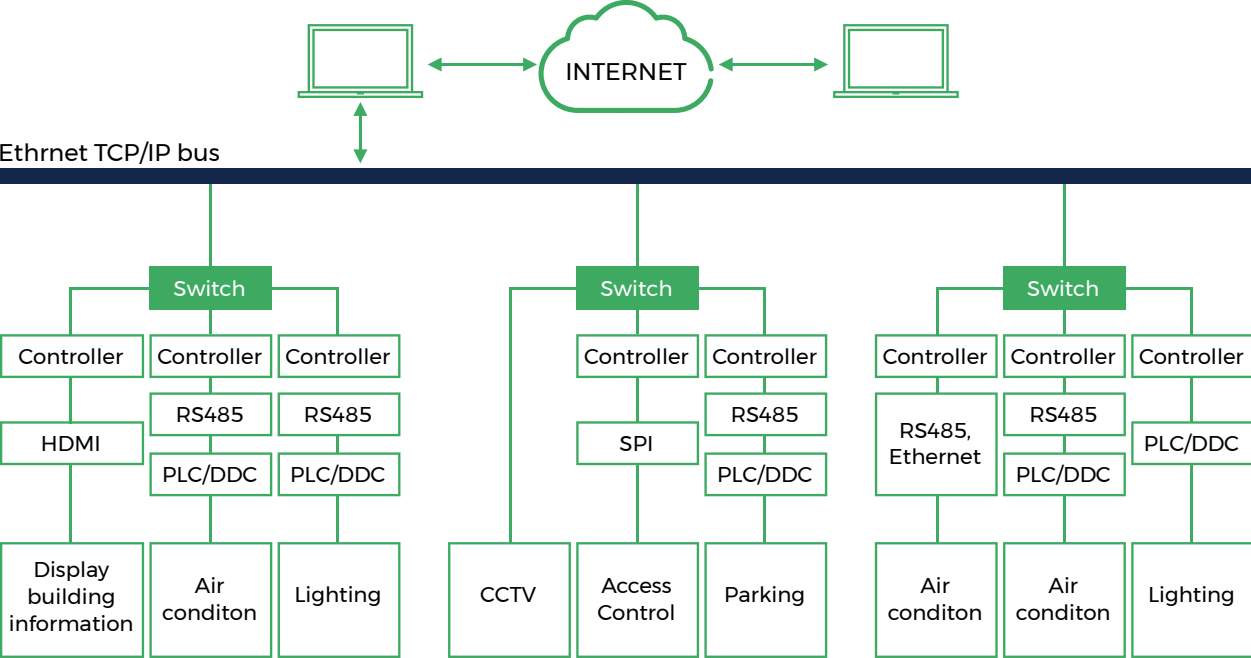
BUILDING MANAGEMENT SYSTEM

CYBER SALES

CLOUD ACD

BUILDING
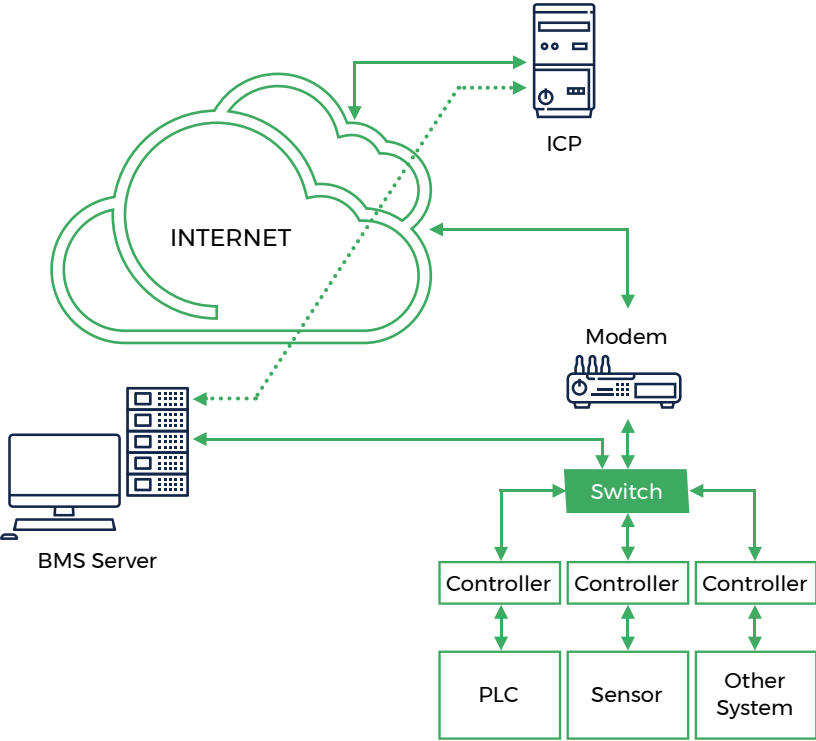# MANAGEMENT SYSTEM

MODULES

Illumination Control
Electric Power Control
Heating, Ventilation And Air-conditioning
Parking Management System
Access Control
Fire Alarm System
Plumbing Management System
CCTV
Lift, Elevator Management System

CONNECTION MODELS

Ethrnet TCP/IP bus

Switch

| Controller | Controller | Controller |

HDMI

RS485

RS485

PLC/DDC

PLC/DDC

Display building information

Air conditon

Lighting

Switch

| Controller | Controller |

SPI

RS485

PLC/DDC

CCTV

Access Control

Parking

Switch

| Controller | Controller | Controller |

RS485, Ethernet

RS485

PLC/DDC

PLC/DDC

Air conditon

Air conditon

Lighting

SENDING DATA TO ICP AND BMS LOCAL SERVER

ICP

INTERNET

Modem

BMS Server

Switch

| Controller | Controller | Controller |

| PLC | Sensor | Other System |

TECHNOLOGIES

IBM Watson IoT
IBM Cloud Private
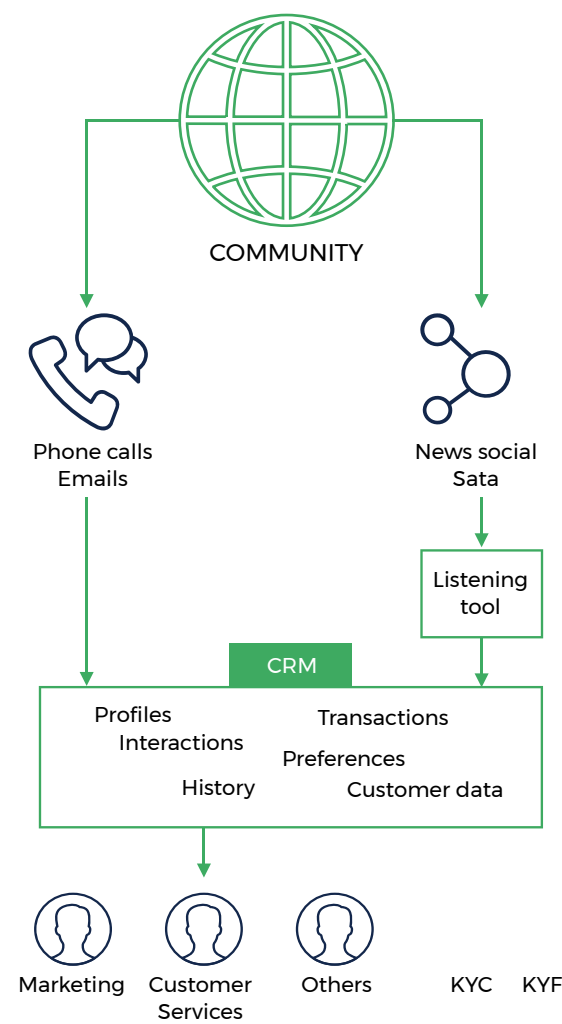Python
Kafka

MQTT
Modbus
BACnet

CYBER SALES

MODULES

CRM
CRM with dynamic workflow and easy to integrate with APIs

eKYC
Location tracking, face verification, OTP, Facebook ID, Voice Verification

SEGMENTATION
Analyze the special customer segments

SEARCH
Search and verify information of your custome

TECHNOLOGIES

Python
NodeJs
Angular2
Facebook API
IBM Watson

SOCIAL CRM PROCESS

COMMUNITY

Phone calls
Emails

News social
Sata

Listening tool

CRM

Profiles   Transactions
Interactions
    Preferences
History   Customer data

Marketing   Customer Services   Others   KYC   KYF

CLOUD ACD

MODULES

CALL ROUTING
Routing inbound call automatically base on predefined call strategy

QUEUE MANAGEMENT
Define and configure strategy for call queue

DASHBOARD & REAL TIME REPORT
Real time report for call statistic and KPIs

IVR
Define IVR flow and execution

CALL RECORDING
Call Recording & Management

FACEBOOK INTEGRATION
Integrate with Facebook for customer messaging & Fanpage interaction

CRM INTEGRATION
Integrate with Dynamic CRM & Saleforce for customer information lookup

TICKET SYSTEM
Embedded ticket system

vPBX INTEGATION
Integrate with vPBX system

TECHNOLOGIES

java Spring Boot   Facebook API
MySQL   MS Dynamic CRM
Angular2

FIVE9
EVENTS

Five9 Vietnam met and introduced our capabilities with the Prime Minister at Hoa Lac High - Tech park

RIỂN KHAI ỨNG DỤNG VÀ ĐÀO TẠO ĐIỆN TOÁN BIẾT NHẬN THỨC CỦA IBM ĐẦU TIÊN TẠI VIỆT NAM

ngày 20/04/2017

Five9 Vietnam brings to TECHFEST 2017 the theme "Applied artificial intelligence in medical cure".

Five9 Vietnam brings to TECHFEST 2017 the theme "Applied artificial intelligence in medical cure".

Five9 Vietnam became the first corporation in Vietnam to work and apply the cognitive computing of IBM.

Five9 Vietnam cooperates with 8 universities, institutes of Information Technology of Vietnam to train high quality human resources.

PARTNERS

mobifone

vinaphone

FE CREDIT

Gemtek

CITIC

PATTON

IBM

aare net

KDDI

TATA

CMC TELECOM

UNESCO

VIETTEL

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