

# SOFTWARE DEVELOPMENT

RIDGEHEAD SOFTWARE, INC.

## Company Overview



Ridgehead Software

## Our Mission

To create crafty solutions for our customers at a competitive cost using a balance of on-and-offshore resources managed from start-to-finish by a veteran US based team.

### Our Services

- Web, application and mobile development
- Software customization and integration
- Full stack development team
- On- and-off shore software resources
- IT, technology, and call center consulting
- Extensive experience in:
  - Customer Relationship Management (CRM)
  - Content/Knowledge Management Systems
  - Self Help Portals
  - Helpdesk solutions

### Our Products

- K-Fuze Customer Management Solution:
- Ticket and incident management
  - Internal helpdesk and external support
  - Customizable ticketing projects; bugs, support, customer care, helpdesk, sales, RMA, etc.
  - Customer management solution
  - Knowledge management system
  - Email management solution
  - Highly customizable with open API's
  - Cloud and premise based solution

## Development Technologies

Following is a sub-set of the technologies that the Ridgehead team has worked with in the past.



Our development team constantly adopts and embraces new technologies due to customer demands and the ever-evolving tech landscape.

## Our Vertical Expertise

Ridgehead Software provides enterprise application development services. We specialize in full life cycle projects, building solutions from initial requirement definition to deployment. We have also have considerable success helping our customers define their SOA and IT governance strategies. Industry verticals include:

- Call Center and BPO
- Communications
- Corporate Helpdesk and IT
- Education
- Finance Services
- Government
- Health Care and Medical
- Hospitality
- Insurance
- Internet and Web
- Manufacturing
- Mobile & Wireless
- Pharmaceutical & Medical
- Retail
- Service Organizations
- Technology

## K-Fuze CMS

K-Fuze CMS is a rich turn-key Customer Management System (CMS) incorporating web site management, customer relationship management, file, knowledge & content management and ticket & incident management – all rolled up into one easy-to-use cloud or premise base customer care solution.



### Website Management

Create your entire customer care website using the K-Fuze CMS portal.



### Customer Management

Manage all users, companies, clients from within K-Fuze CMS.



### Contact Management

A complete incident and ticket management solution for all types of customer interactions.



### Content Management

Organize, manage and share FAQ's, documents, files, multimedia & rich-text content.

Visit our [www.ridgehead.com](http://www.ridgehead.com) site to see K-Fuze CMS in action, or click [here](#) to schedule a demo.

## Why Ridgehead?

Lots of reasons, here are a few:

- Full service development and integration skills
- Take total control of projects, from design through documentation, development, integration, QA/testing, deployment, and support.
- Competitive project based pricing or time & material pricing.
- Lower cost due to blended team of on-and-offshore resources – represented by US based points-of-contact and leadership.
- Ridgehead brings tools and technologies to engagements to reduce development time and increase features and functionality.
- Follow-the-sun availability for the systems we support.
- Proven track record of delivering quality solutions.
- Ridgehead can provide its own K-Fuze CMS application for our clients allowing us to deliver a rich ticket, content, customer and web solution.

Plus, we love what we do, and it shows.

## Contact

Contact us, and we will help you with your next development, integration, or consulting engagement:



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