



# Nirvah, Inc.

*Adding Life To Content*

**NIRVAH**

# *Nirvah - Overview*

- Incorporated in Ontario, Canada
- Founded in April 2006
- Operating in United States & Canada
- Offshore Technical Writing Team in India
- Founders are from IT and Finance sectors with several years of experience
- Objective of Nirvah is to address huge demand of technical content, instructional design and elearning requirements from IT sector
- Banking on experienced technical writers, instructional design experts who have worked with leading Instructional Design & eLearning companies

**NIRVAH**

# Nirvah Services

*Adding Life To Content*

**NIRVAH**

# *Services*

- **Computer Based Training (CBT) Development**
- **Web Based Training (WBT) Development**
- **Video Based Training (VBT) Development**
- **Technical Writing (TW) Services**
- **Subject Matter Expert (SME) Services**
- **Data Conversion (DC) Services**
- **Content Management Services:**
  - **Develop & maintain Knowledgebase**
  - **Develop & maintain FAQ**
  - **Technical Response to support queries**

# *Computer Based Training*

- **CBT Output**
  - CD/DVD
  - Directly from Web
  - Downloadable
- **The Content Elements:**
  - Windows Media format
  - Graphics
  - Animations
  - Audio Instructions
- **The Training Methodology includes:**
  - Pre-Module Quiz
  - Post-Module Quiz
  - Drag & Drop
  - True or False (Radio Button)
  - Direct Questions (Check Boxes)
  - Interactive Graphics (Click on a specific area)
  - Fill-in-the Blanks Questions
  - Timer Tests
  - Practice Tests (No timer)
  - Training Need Analysis (TNA) Questionnaire
  - Post-Training Reports
  - Technical Content Options

# *Web Based Training*

- **Web Based Training delivery:**
  - Individual Login ids
  - Administrator Login ids (Corporate)
  - Training Needs Analysis (TNA)
  - Self-paced training
  - Timer or non-timer
  - Interactive graphics, animations (optional audio content)
  - Progress reporting
  - Automatic Email reports
  - Same content elements as CBT & VBT

# *Video Based Training*

- **VBT Output:**
  - Standard Video Format (VHS) (NTSC or PAL)
  - DVD-ROM
  - VCD
- **The Content Elements:**
  - Speaker (Native American, American Accent or International)
  - Technology Demonstration (For example, rack mounting of routers or crimping cables)
  - Silent Instruction Slides
  - Quiz (with reference to the work book)
  - Animated Graphics
  - With or without background music
- **The Training Methodology :**
  - Pre-Module Quiz
  - Post-Module Quiz
  - Presentation Mode
  - Element Quiz
  - Demonstration & Practical Session
  - Lectures with Sub-titles (English and other major international languages)

# *Instructor Led Training*

- **Teaching Aids**
  - Computer Based Training (CBT)
  - Video Based Training (VBT)
  - Web Based Training (WBT)
  - Quiz & Slip-Test Software
  - School Management Software
  - Students Performance Management Software
  - Students Report Management Software
  - Trainer Aids (Trainers/Instructors' Kit)
  - Visual Aids (Graphics stickers, boards, charts & pointers)

# *Technical Writing*

- **Product Manual**
- **User Guides**
- **Administration Guides**
- **Technical FAQ**
- **Technical Proposals**
- **Technical Articles for Content Providers**
- **Technical Reports**
- **Documentation**
- **Currently this service is offered only in English**

# *Subject Matter Experts*

- Large pool of Information Technology professionals
  - Software & Hardware specialists
  - Networking, Wireless, Security, Database, ERP & CRM
  - 24x7 Telephonic support
  - E-mail support
  - Web based query-response
  - Other Areas of Expertise:
    - Telecom (Call Center, IVR, CTI, IP Telephony)
    - Networking (Routers, Switches, MPLS, Layer 4-7, HSRP, VRRP)
    - Security (Firewalls, VPN, URL Filtering, Web Filtering, Encryption, Authentication, Security Services - BS7799, ITIL, COBIT, ISO 27000)
    - Training (Microsoft, Oracle, ISECOM, Novell, CWNP)
  - Software Development (.Net, Database Migration, Java variants)
- Subject Matter Expert (SME) services are charged per hour, per incident or project specific

# *Content Management*

- **Content Management Services include:**
- **Offering Technical Response to IT Vendor site queries**
- **Manage IT Vendors' website contents including**
  - Knowledgebase
  - FAQ
  - Frequently updated technical web pages
  - Vulnerabilities, Exposures & Threats
  - Product Bugs and Fixes

# *Data Conversion*

- **Compiled, evaluated and formed a team**
- **Team Includes Data Entry Operators (DEOs) & Project Managers**
- **Operating full-time, part-time and remotely**
- **Manual-to-computer data conversions on popular Database, RDBMS platforms**
- **Bills, invoices, transcripts, news media or any other large scale documents can be computerized**
- **OCR and Imaging services**

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# Thank You

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