



THE NTPL FRAMEWORK · LEADS · ERP · BILLING · HELPDESK

One Platform. Four Engines.

How Namisite wins new business, runs its people, bills its clients and serves them — all from one secure, connected platform.



The framework at a glance

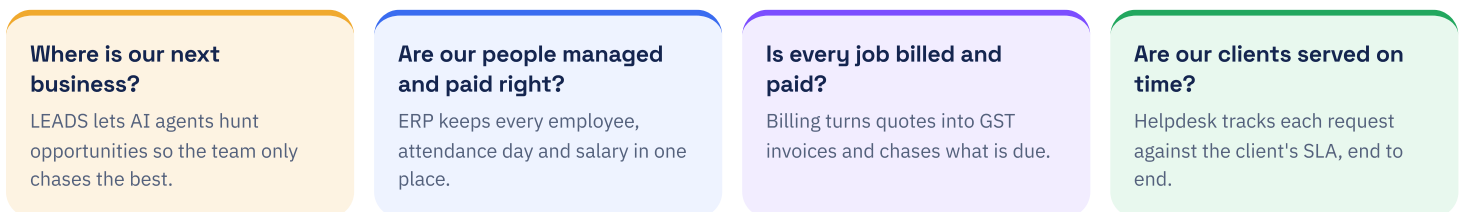
Four business engines sit on one shared foundation. Each person sees only the engines and data their role allows.



How the platform is layered



Four questions it answers



How a team starts using it



AI that finds our next deal

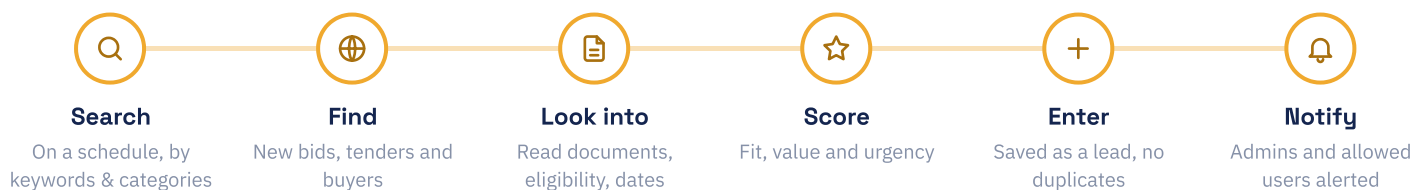
Agentic AI searches the web and the GeM portal day and night, reads what it finds, scores it and enters the best opportunities straight into the system.



How the agents work



From search to alert



What makes the agents useful

24×7

watching portals while the team sleeps

1

entry per opportunity, duplicates merged

0-100

fit score so the best rise to the top

Live

corrigenda and date changes tracked

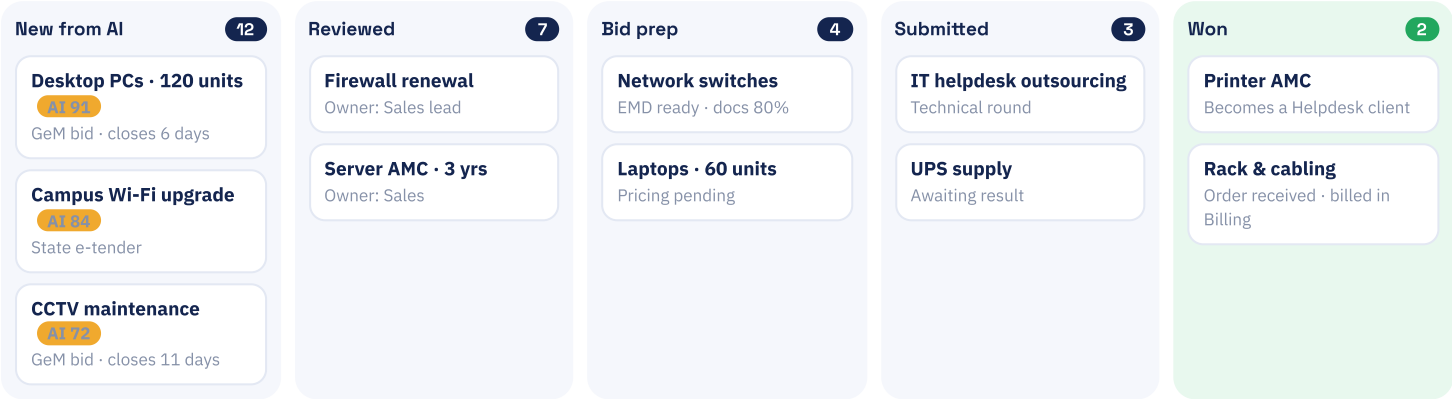
Search profiles are set by admins. Keywords, GeM categories, regions and value ranges decide what the agents look for, so results stay relevant to our business.

From AI find to won order

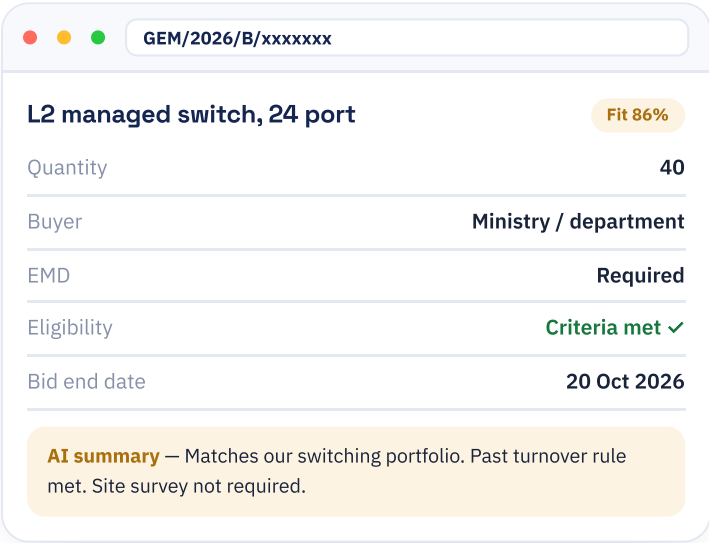
Everything the agents enter lands in one pipeline. Admins and allowed users review, assign and move each lead forward; the AI keeps watching for changes such as corrigenda and date extensions.

The pipeline

ILLUSTRATIVE PIPELINE · SAMPLE LEADS

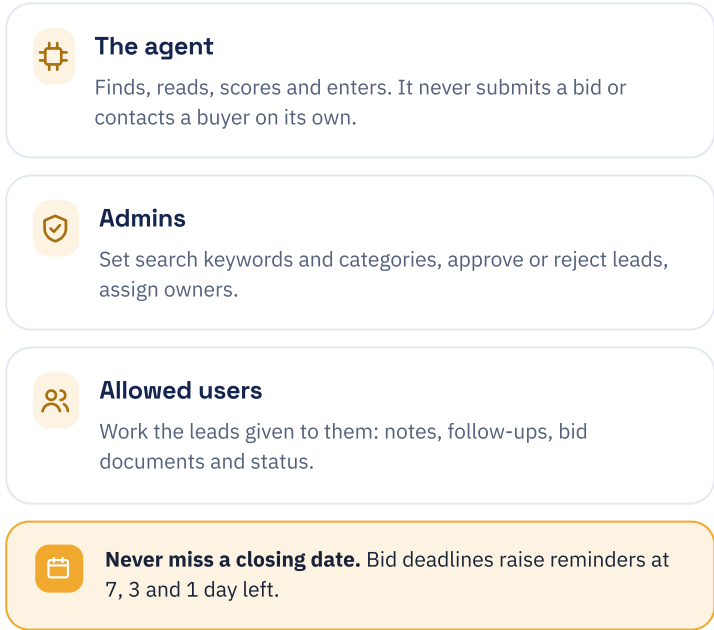


A GeM bid, as the agent records it



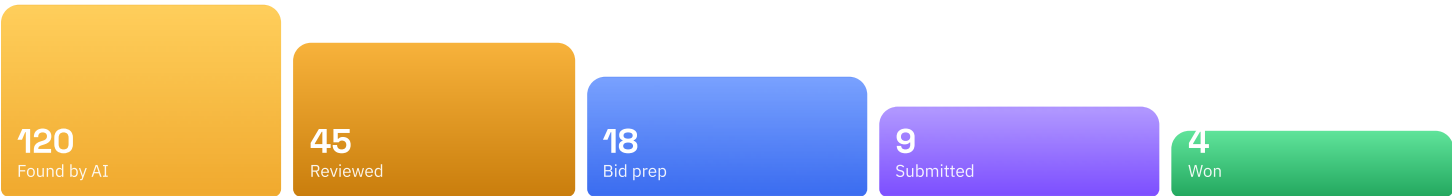
ILLUSTRATIVE RECORD

AI suggests, people decide



The monthly funnel

SAMPLE FIGURES

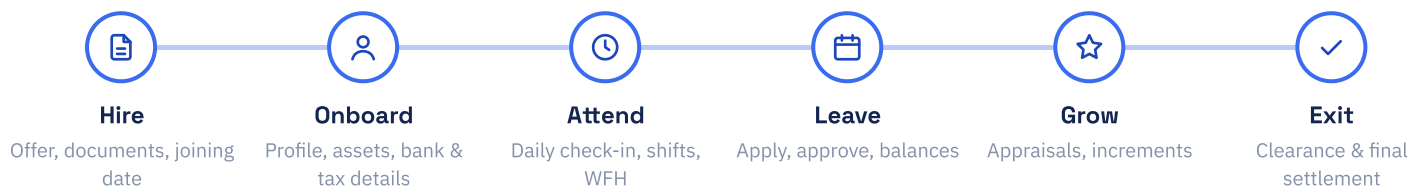


People & HR, in one place

From the offer letter to the exit interview, every employee event is recorded once and flows straight into payroll.

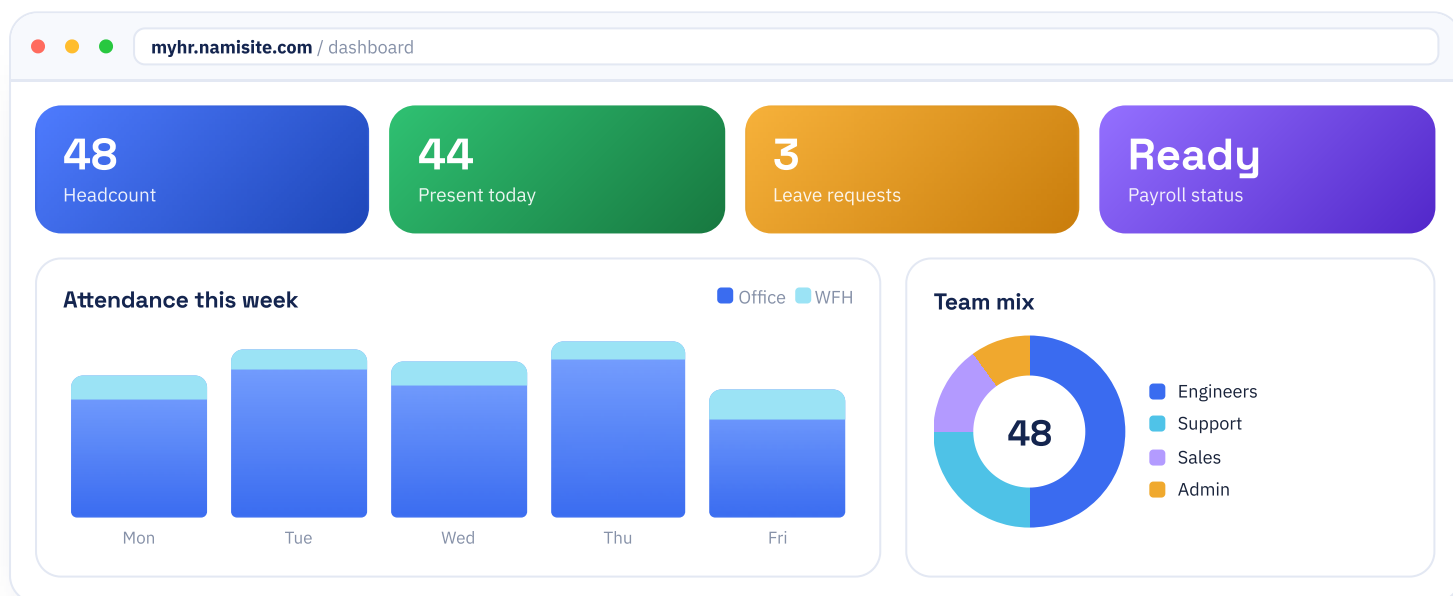


The employee journey



HR dashboard

ILLUSTRATIVE SCREEN · SAMPLE FIGURES



What HR manages



Employee master

Personal, job, bank, ID and document vault per person.



Attendance

Check-in, shifts, late marks and WFH days.



Leave & holidays

Policies, balances and one-click manager approvals.



Assets issued

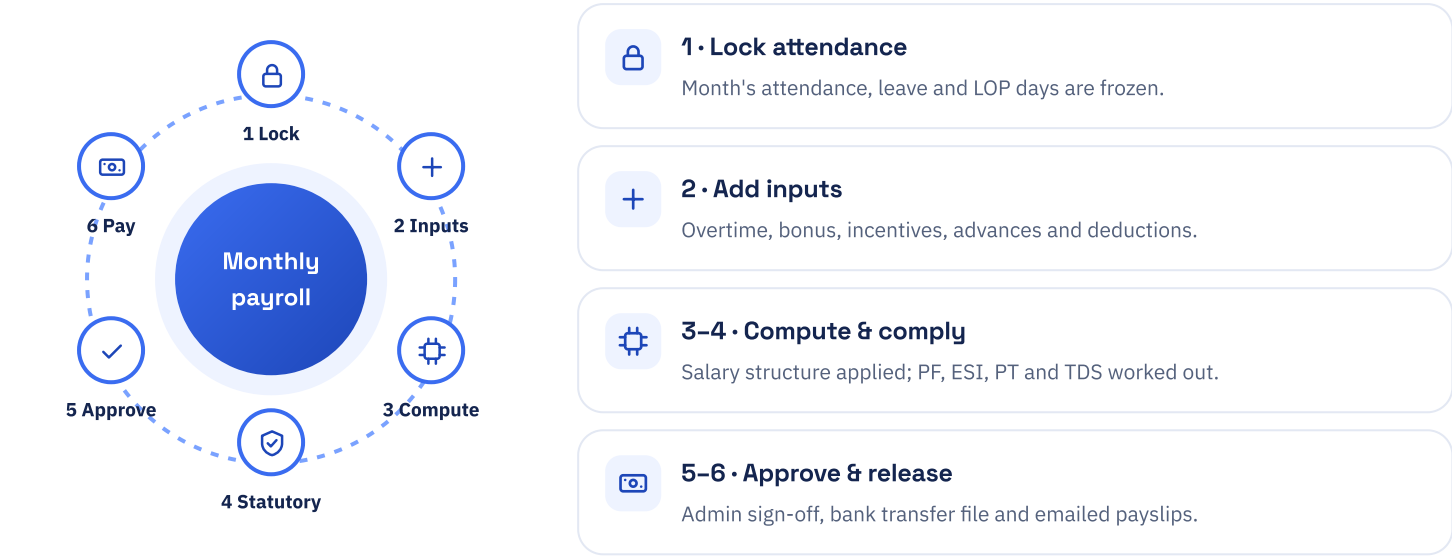
Laptops and devices tracked against each employee.



Enter once, use everywhere. An approved leave or a late mark in HR changes that month's payroll automatically, with no re-typing.

Payroll, every month, the same way

Attendance and leave from HR feed the payroll run automatically. Admins review, approve and release; employees get their payslips by email.



What an employee receives

PAYSLIP IS AN ILLUSTRATIVE SAMPLE

Payslip • September 2026

Sample Employee • Support Engineer

EARNINGS		DEDUCTIONS	
Basic	22,000	PF	1,800
HRA	8,800	ESI	0
Allowances	6,200	Prof. tax	200
Overtime	1,500	TDS	1,100
NET PAY		₹ 35,400	

1

run per month, same steps every time

0

spreadsheets to merge by hand

2

levels: prepare, then approve

24×7

payslips in the employee portal

Private by design. Salary data is visible only to payroll admins and to the employee it belongs to.

Reports payroll produces

Salary register
Month-wise earnings and deductions for every employee.

Bank transfer file
Ready to upload for salary credit.

PF / ESI / PT
Statutory contribution summaries for filing.

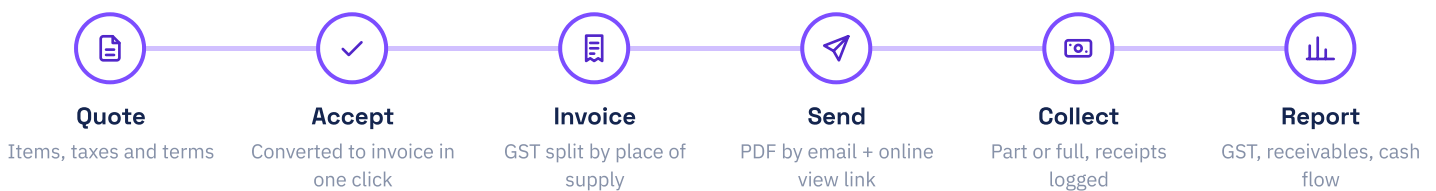
TDS & Form 16
Yearly tax working per employee.

Bill on time. Get paid faster.

Quotes turn into GST invoices in one click. Taxes are split by place of supply, invoices go out as PDF with a view link, and recurring bills and renewals raise themselves.



From quote to cash



billing.namisite.com / invoices

Tax Invoice • INV/26-27/0142			Paid
Billed to Acme Infra Pvt Ltd • Due 30 Oct 2026			
ITEM	HSN/SAC	AMOUNT	
AMC — network support (Oct)	998713	₹40,000	
L2 managed switch × 2	851762	₹36,000	
CGST 9%		₹6,840	
SGST 9%		₹6,840	
Total		₹89,680	

✓ Quote accepted ✓ Emailed ✓ Viewed ✓ Paid

ILLUSTRATIVE INVOICE • SAMPLE FIGURES

GST, worked out for you

Same state

Customer in your state

CGST + SGST

Other state

Customer elsewhere in India

IGST

The place of supply comes from the customer's state and GSTIN, so the right tax lines appear on every quote, invoice and credit note.

1 click

quote → invoice

Auto

recurring monthly bills

What Billing manages



Quotes & invoices

GST quotes, tax invoices and credit notes as PDF, emailed with a view link.



Recurring & renewals

Monthly bills raised on schedule; renewal reminders before expiry.



Payments

Part or full receipts, customer wallet and statements.



Purchases & stock

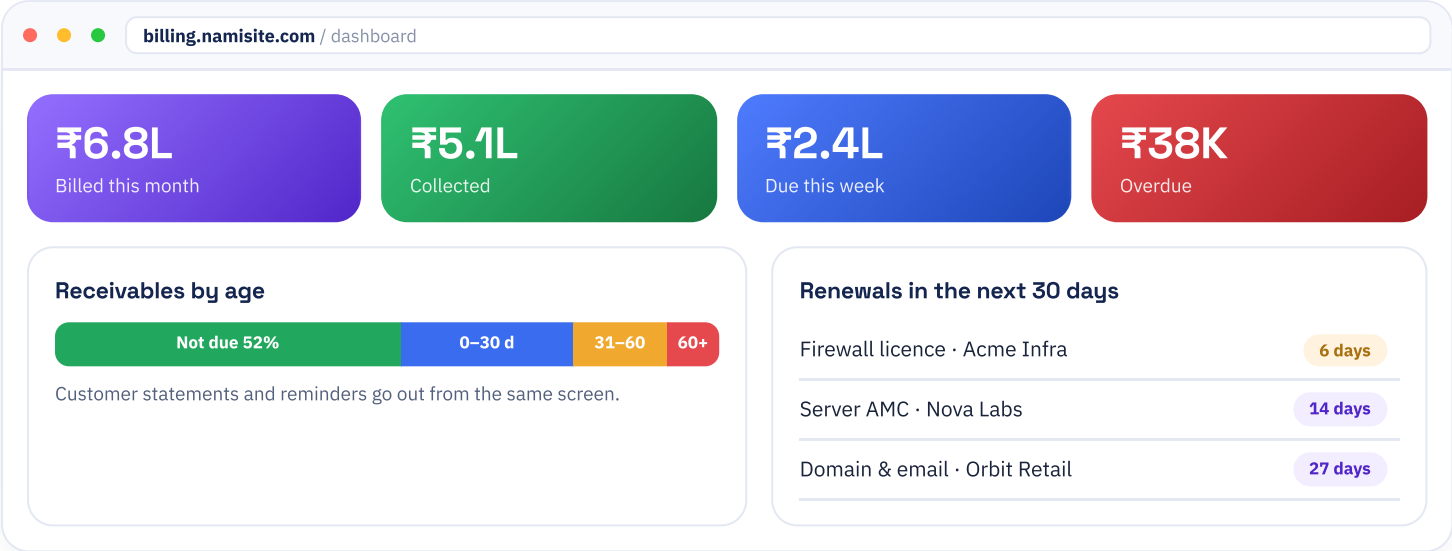
Suppliers, purchase bills, products and warehouses.

Know what is due, and get it in

Every invoice, payment and expense lands in one set of books. The team sees what is owed, what is overdue and which contracts renew next, and the reports are ready when GST is due.

Receivables dashboard

ILLUSTRATIVE SCREEN · SAMPLE FIGURES

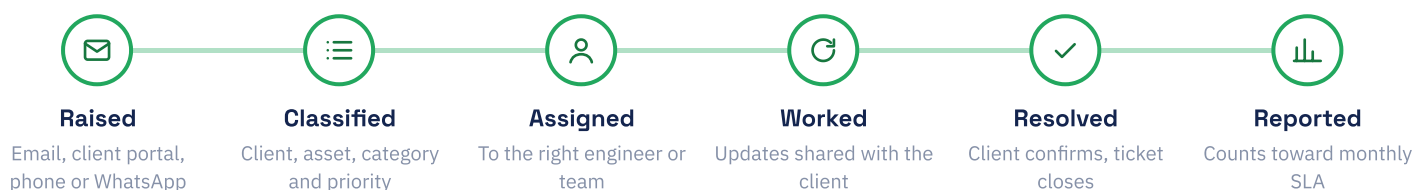


Every request, on the clock

Clients raise tickets by email, portal or phone. Each one is matched to the client's contract and SLA, assigned, timed and reported.

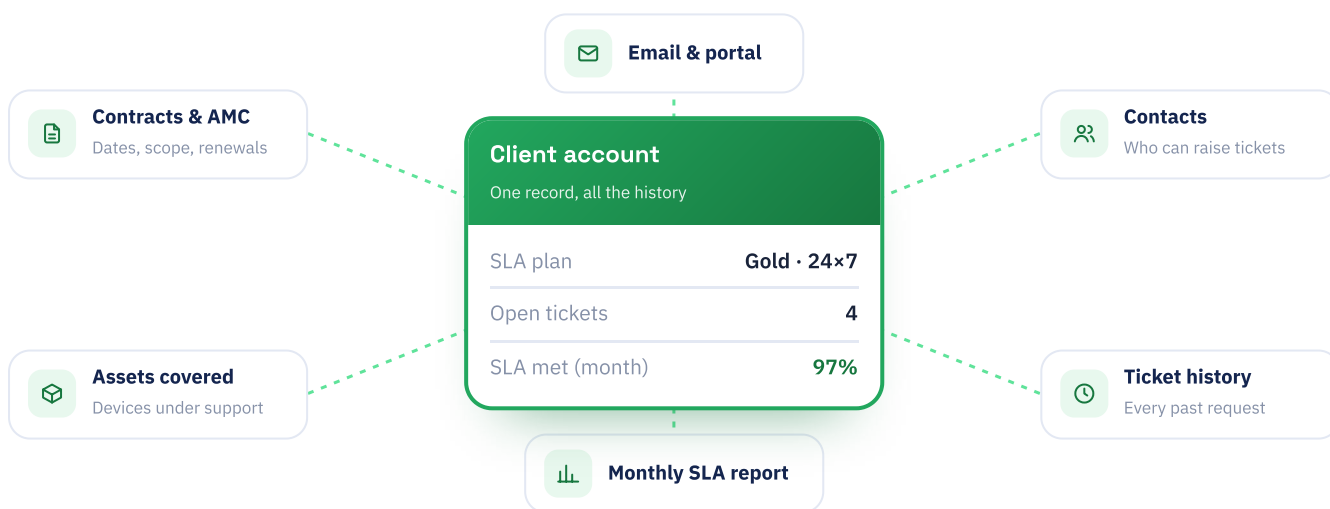


Life of a ticket



Everything about a client, in one view

ILLUSTRATIVE SCREEN · SAMPLE FIGURES



Built for clients and engineers



Client portal

Clients log in with an email code, raise tickets and watch progress live.



Smart notifications

Branded emails at every step: received, assigned, resolved.



Team queue

Engineers see their work sorted by SLA time left, not by arrival.



Contract once, everywhere. When a deal is won, its contract and SLA are set in Helpdesk and its monthly bill in Billing — nothing re-typed.

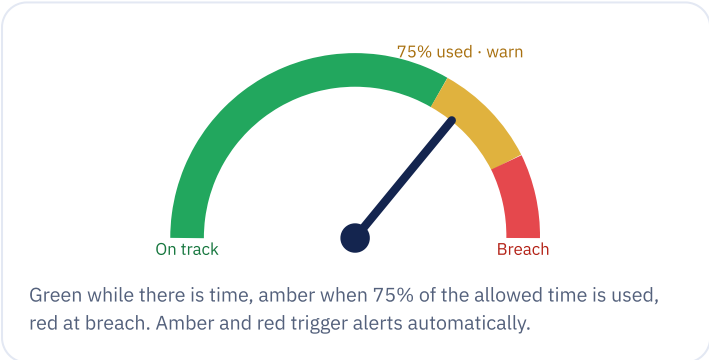
Service levels by priority

Each client contract carries an SLA plan. The plan sets how fast we respond and resolve for each priority; the clock starts when the ticket is logged.

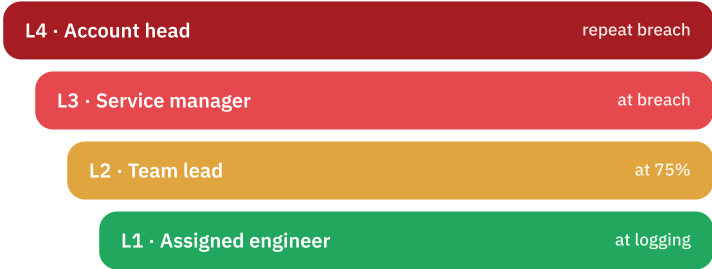
PRIORITY	RESPONSE	RESOLUTION
P1 • Critical Business down	15 min	4 hours
P2 • High Many users affected	1 hour	8 hours
P3 • Medium One user, workaround	4 hours	2 days
P4 • Low Request or question	1 day	5 days

EXAMPLE TARGETS • EACH CLIENT'S OWN CONTRACT SETS THE REAL VALUES

The SLA clock



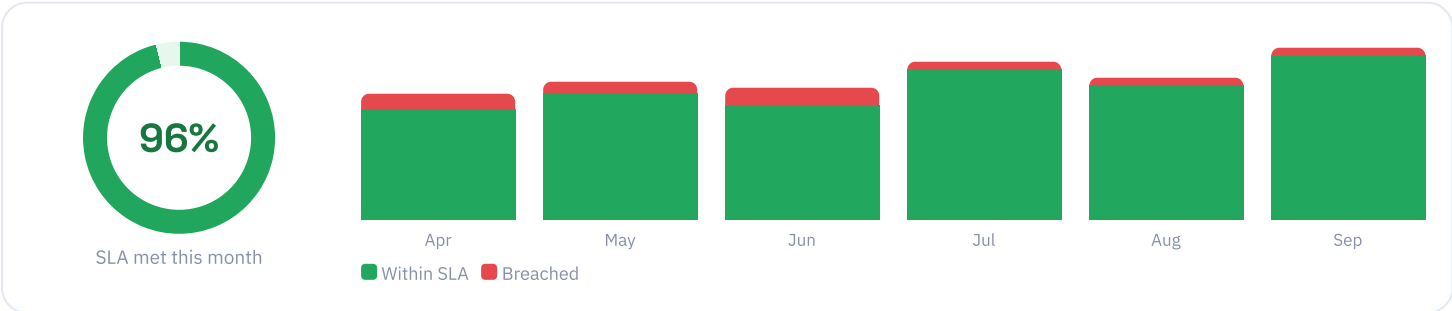
Escalation ladder



Nothing waits silently: each step up the ladder notifies the next person with the ticket and the time left.

Monthly SLA report sent to each client

ILLUSTRATIVE REPORT • SAMPLE FIGURES



One price list, four engines

Each engine is licensed on its own, by number of users. Pick the plan that fits each one — and upgrade any of them as the team grows.



ENGINE 01 LEADS leads.namisite.com	ENGINE 02 ERP myhr.namisite.com	ENGINE 03 Billing billing.namisite.com	ENGINE 04 Helpdesk helpdesk.namisite.com
Starter 5 users ₹8,499 /month + AgenticAI cost (actual)	Starter 5 users ₹4,999 /month	Starter 3 users ₹2,499 /month	Starter 5 users ₹4,499 /month
Business POPULAR 20 users ₹30,499 /month + AgenticAI cost (actual)	Business POPULAR 50 users ₹35,999 /month	Business POPULAR 5 users ₹4,999 /month	Business POPULAR 20 users ₹15,499 /month
Enterprise 25 users ₹35,999 /month + AgenticAI cost (actual)	Enterprise 100 users ₹50,999 /month	Enterprise 10 users ₹9,999 /month	Enterprise 50 users ₹25,499 /month
Extra users ₹1,999 /user/month + AgenticAI cost (actual)	Extra users ₹1,099 /user/month	More than 10 users Ask us	Extra users ₹999 /user/month
Custom plans available	Custom plans available	Custom plans available	Custom plans available

Every plan includes

- ✓ All modules of that engine
- ✓ Email-code sign-in
- ✓ Roles & permissions
- ✓ Branded emails
- ✓ Own database, backed up

Where it runs



Shared Namisite app

Fastest start on our hosted platform.



Own copy on our server

Your own installation, domain and database.



On your own server

Installed inside your infrastructure.

Mix and match by engine

Each engine is chosen on its own plan. Example: a 5-person team on all four Starter plans.

LEADS Starter	₹8,499*
ERP Starter	₹4,999
Billing Starter	₹2,499
Helpdesk Starter	₹4,499
Total / month	₹20,496

All prices per engine, per month. *LEADS also carries AgenticAI cost at actuals.

The right people, the right doors

Every user gets a role. The role decides which engines they see and what they may change, across LEADS, ERP, Billing and Helpdesk.



Who can do what

Role	LEADS	ERP	Billing	Helpdesk
Admin Sets up users, roles and rules	Full control	Full control	Full control	Full control
Allowed user Manager, HR, sales, accounts, engineer	Assigned leads	Own area	Quotes & invoices	Assigned tickets
Employee Self-service	No access	Self-service	No access	No access
Client contact From a customer company	No access	No access	Own invoices (link)	Own tickets

Full control
Own area or assigned items
No access

 **Standard roles, fine-tuned per user.** Admins can widen or narrow any allowed user's access — for example LEADS only, Billing for accounts staff, or one client's tickets.

Built-in safeguards



No passwords to steal

Sign-in uses a one-time code sent to the user's work email.



Invitation only

Nobody signs up on their own; an administrator adds each email.



Separate data

Each customer runs on its own installation and database.



Activity trail

Key changes record who did what and when.



Encrypted in transit

Every page and email link is served over HTTPS.



Backed up

Regular backups of each customer's data.

Each engine feeds the next

A lead the AI finds becomes work for our people, the work becomes an invoice, and every client we serve well brings the next deal. Data entered once travels through the whole platform.



1

AI does the digging

LEADS watches the portals so the team only chases the best-fit opportunities.

2

Team time goes to winning

Engineers' hours and pay in ERP, freed up from chasing dead ends.

3

Every job gets billed

Billing turns the won quote into a GST invoice and raises renewals on time.

4

Promises kept

Helpdesk watches every SLA, so clients come back for more.

Win new business. Run our people. Bill on time. Serve our clients.

ONE FRAMEWORK · NAMISITE TECHNOLOGIES



Namisite Technologies Pvt. Ltd.

LEADS · ERP · Billing · Helpdesk — one connected framework

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