sandeza

Intelligent Communications

UEI: M2ZLR2SL7W13
CAGE CODE: 161H0

CAPABILITIES STATEMENT

Prabhu Shankar
CEO

Phone
(470) 417-9434

Email
prabhu@sandeza-inc.com

Website
www.sandeza.ai

NAICS CODES

541511 – Custom Computer Programming Services

541512 – Computer Systems Design Services

541513 - Computer Facilities Management Services

541519 – Other Computer Related Services

CERTIFICATIONS

- NMSDC certified organization
- ISO 27001 certified organization
- ServiceNow certified engineers (25+)
- Certified Cloud Engineers (20+)
- Certified Datalake engineers (25+)

COMPANY OVERVIEW

Sandeza Inc. is a specialized technology consulting and managed IT services firm specializing in Contact Center implementation, IT Service Management (with ServiceNow specialization), cloud infrastructure, AI-driven analytics, and enterprise digital transformation.

With an experienced and expert (certified) engineering team and deep expertise across modern technology platforms, Sandeza delivers scalable, secure, and high-performance solutions for Fortune 100 Enterprise and government organizations.

A minority-owned (NMSDC certified) company, headquartered in Georgia, Sandeza supports clients across the full lifecycle of digital transformation, from implementation to optimization and 24/7 managed services, enabling organizations to transform customer experience, enhance employee productivity and exponentially improve service excellence.

PAST PERFROMANCE

Customer Experience & Contact Center Transformation

Clients: ServiceNow, State of New York, NY Racing Association, Kentucky Teachers Retirement System, Currency Exchange International, TikTok

Contract Value: $750,000 (multiple customers, 3+ years)

Scope:

- Designed and Implemented cloud-based contact center solutions
- Built and delivered platform-based scalable solutions
- Integrated telephony systems with CRM and ITSM platforms
- Deployed AI-driven automation for customer support

Results:

- Increased first-call resolution rates by 40%
- Improved agent productivity by 33%
- Boosted customer satisfaction (CSAT) by 25%

Multi-cloud orchestration, Deployment and DevOps

Client: Fortune 100 Tech Major

Contract Value: $2M (3-Year Engagement)

Scope:

- Designed and implemented cloud security ,compliance and governance
- Continuously evolve security policies, framework and automated application deployment across multiple IaaS clouds
- Developed centralized control panel for multi-cloud management
- Integrated ITSM, ITOps and device management with cloud management platform(CMP)
- Automated managed IT service operations (agentic actions) within CMP

Results:

- Centralized governance on enterprise cloud infrastructure and application operations
- Cost visibility, control and optimization
- Vastly improved IT resilience and service uptime

DIFFERENTIATORS

- Niche, product-driven capability in Customer Experience and Contact Center domain
- Focused Expertise in High-Impact Technology
- Domains (AI, Cloud, Data, ITSM)
- Proven service excellence and long-term Fortune 100 client retention (5+ years)
- Proven reliable, trusted and long-term partnerships with IT Service majors

CORE COMPETENCIES

- Omnichannel Contact Center Design, Integration, and AI Enablement
- IT Service Management (ITSM), ITOps and CMDB Implementation (ServiceNow)
- Multi-Cloud Infrastructure Management (AWS, Azure)
- DevOps, Implementation and Managed IT Services