

One Window

M A N Y C A P A B I L I T I E S

GROUP PROFILE

[RAMA Profile](#)

- About Us.....[04](#)
- Leadership.....[05](#)
- Team.....[06](#)
- Why RAMA.....[07-10](#)
- Services.....[11-12](#)

[Microsoft Dynamics 365](#)

- Dynamics 365 General Features.....[14](#)
- Dynamics 365 - 2 Major Services.....[15](#)
- Dynamics 365 BC Capabilities.....[16](#)
- Dynamics 365 FnO Capabilities.....[18](#)
- Dynamics 365 CRM.....[20](#)

[Microsoft Power Platform](#)

- Power Platform.....[24](#)
- Power BI Dashboards.....[26](#)
- Power Automate.....[29](#)
- Power Apps.....[30](#)
- Power Virtual Agents.....[31](#)
- Power Copilot Studio.....[32](#)

[Azure](#)

- General Features.....[35](#)
- Snapshots.....[36](#)

Certified Partner for:



The slide features a central orange horizontal band with the text "RAMA Profile" in white. This band is flanked by dark blue horizontal lines, each with a white circular dot. The background is white.

RAMA Profile

- RAMA Group (Ram Agarwal & Associates, CA Firm + RAMA Corporate & IT Solutions & LLP) is an enriched and highly experienced IT consulting firm with technology partnerships with Microsoft, Spine, Automation Edge, Finalyzer to provide implementation, support, upgrade, migration services for their products in its boutique.

- RAMA Group has a professional resource team of 175+ people, with 50+ resources dedicated in providing quality ERP & IT services to across industries such as Food and Beverage, Restaurants, Entertainment, BFSI, Manufacturing, FMCG, Pharmaceuticals, Textiles, Real Estate, Infrastructure, and Oil & Gas.

- Headquartered in **Mumbai** and another offices at **Dubai** in UAE and **Hyderabad** in India, RAMA Group has served about **200+ Mid to Large size corporate clients across industries**, under all its service verticals.

Focused Service Areas

- ✓ ERP Implementations
- ✓ Upgrades, Migrations & Rollouts
- ✓ Data Analytics (Power BI Implementations)
- ✓ Robotic Process Automation (RPA)
- ✓ Indirect Tax (GST & VAT) Consulting
- ✓ IT Network & Data Security Audit
- ✓ SOP Design and Documentations
- ✓ Process Reviews & Re-engineering

15+

Cities - Clients served in Asia, GCC, Africa, US & Europe

15+

Ultra large group and MNCs clients served

175+

Total Resource team

50+

team of techno-functional ERP / systems consultants

Ram Agarwal - FCA
Founder & Managing Partner
(IA, ERP & Business Advisory Services)

Ram, with nearly 25 years of comprehensive experience, leads the organization, spearheading business development, serving as the key figure in quality assurance, and possessing expertise in Risk Advisory & Management Assurance, Corporate Finance, Business Advisory, and ERP Implementation services.

Manish Patil- BE, MBA
VP – Strategy & Consulting

With over 15 years of experience in business development, sales, and consulting, Manish is a strategic leader and specializes in driving growth through innovative strategies, channel partnerships, and enterprise technology transformation. His expertise spans SAP, Oracle, and Microsoft Dynamics, and now extends to AI-powered solutions, including generative AI agents, predictive analytics, and cloud-native platforms. Passionate about solving complex business challenges, he focuses on delivering client value and sustainable growth by aligning emerging technologies with business strategy.

Samit Mallick- MCA
MCP Certified (Navision, Business Central, LSR)
Associate Director
(FnO | Business Central | Power BI)

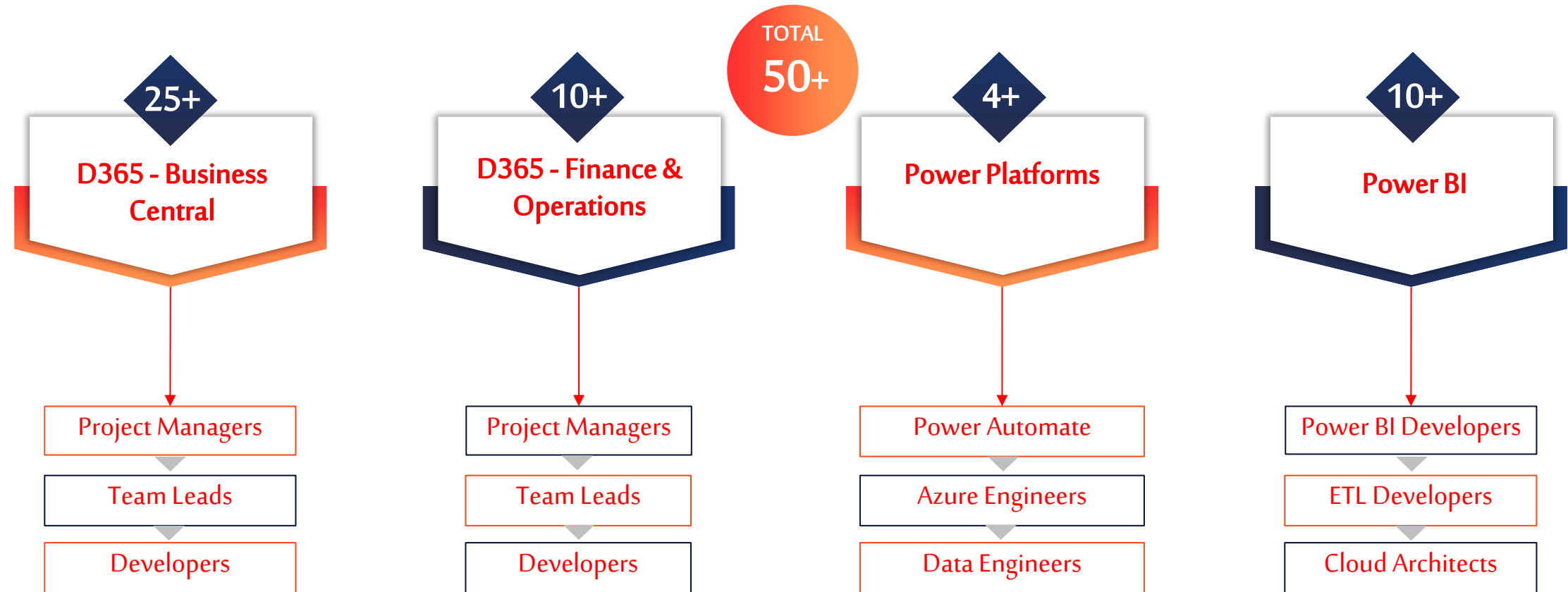
15+ years of experience Samit is the brain behind understanding and mapping critical & complex business processes into the ERP with industry best standards.

Mahesh Kavathekar- B.COM
Solution Architect— Microsoft Dynamics Practice

With 11+ years of experience as a Functional Consultant, Mahesh specializes in MS Dynamics Business Central, D365 F&O (Finance), and Navision, with expertise in ERP implementation, go-live support, and key user training.

Ashok Thakur- MBA
IT Head & ERP Project Manager

With 12+ years of experience, Ashok excels in overseeing project execution, ensuring timely delivery, and maintaining quality standards. Experienced in leading cross-functional teams, ensuring IT compliance, and optimizing enterprise solutions across industries.



> Proficient Data Analytics team compromising of BI developer, UI/UX, ETL

> IT and Azure Cloud Architects

Qualification Index

- > Multi Field Qualified Senior Team – CAs, MBAs, IT (B. Tech / M Tech) and PMP
- > Mid Level Team – IT (B. Tech / M Tech), MCA, PMP, Prince2 and ITIL
- > Microsoft Certified Professionals
- > Qualified DBA (Database Administration)
- > CCNA (Cisco Certified Network Associates) & CCNP (Cisco Certified Network Professional)

Business Process Management

- **Evaluate** (Critical Process Review, Risk Assessment / GAP Analysis, Management Audits)
- **Build** (SOPs, Risk & Controls Matrix, Internal Controls Framework, CCM, ERM etc.)
- **Strengthen** (Cost Optimization, Profit Improvement Studies, Increase Process Efficiencies - Time/Cost)
- **Automate** (Digital Transformation using ERP, BI, RPA, IoT, IIoT, Data Analytics etc.)
- **Improve** (Assist in Implementing Recommendations & Establishing Framework for Periodic Reviews)
- **Transfer** Business Process on models like Build Own Operate (BOO) and Build Own Transfer (BOT)

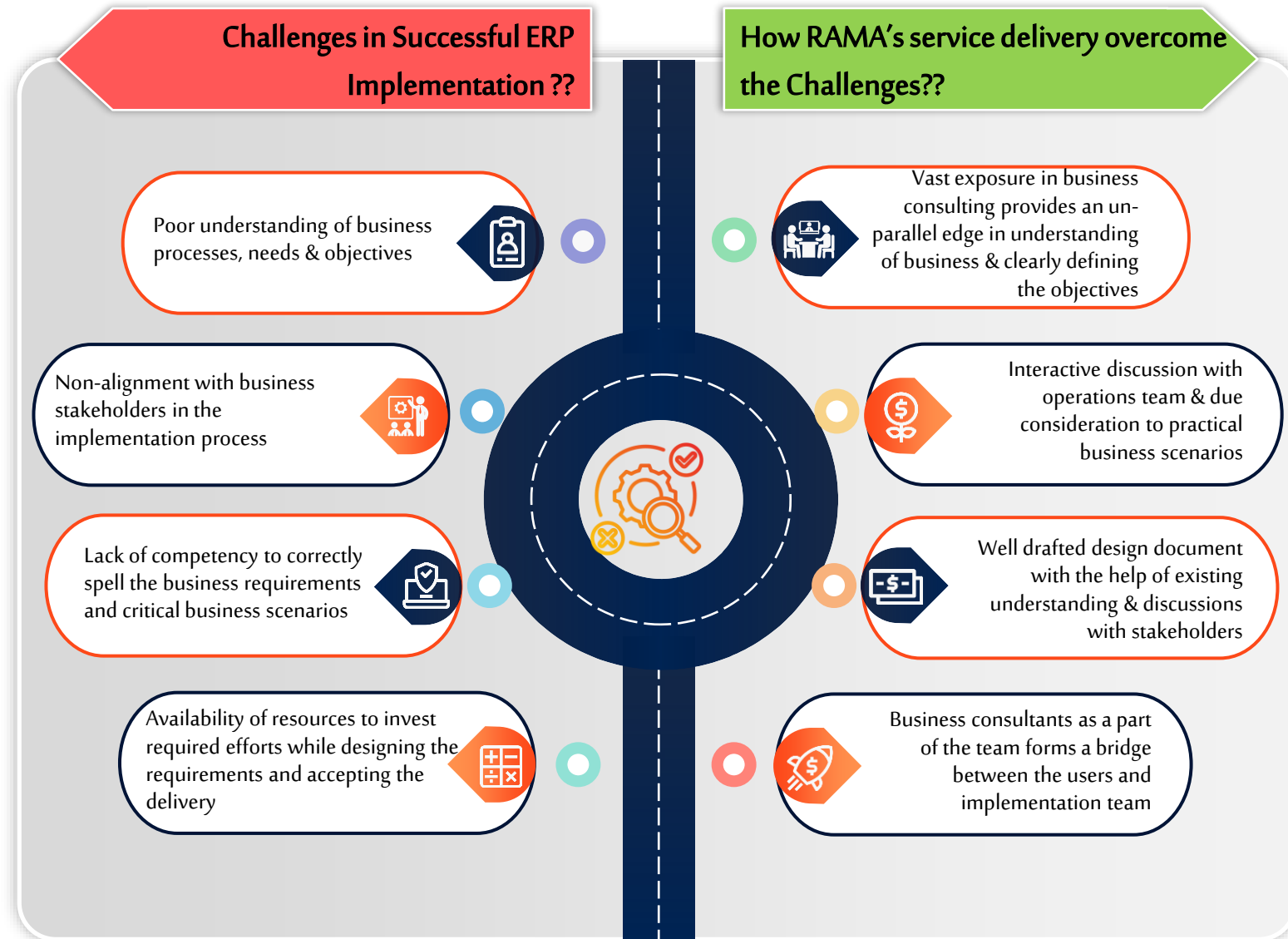
Technology

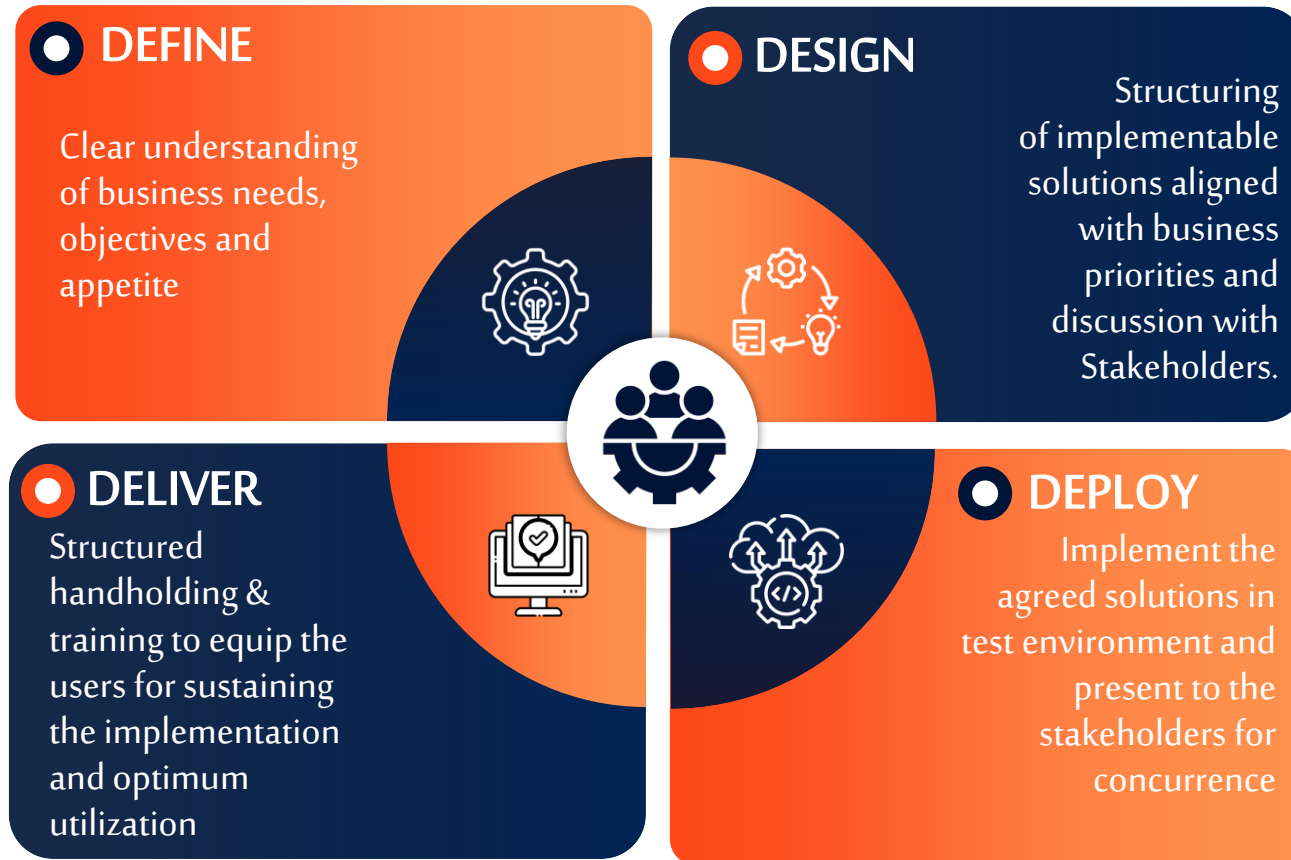
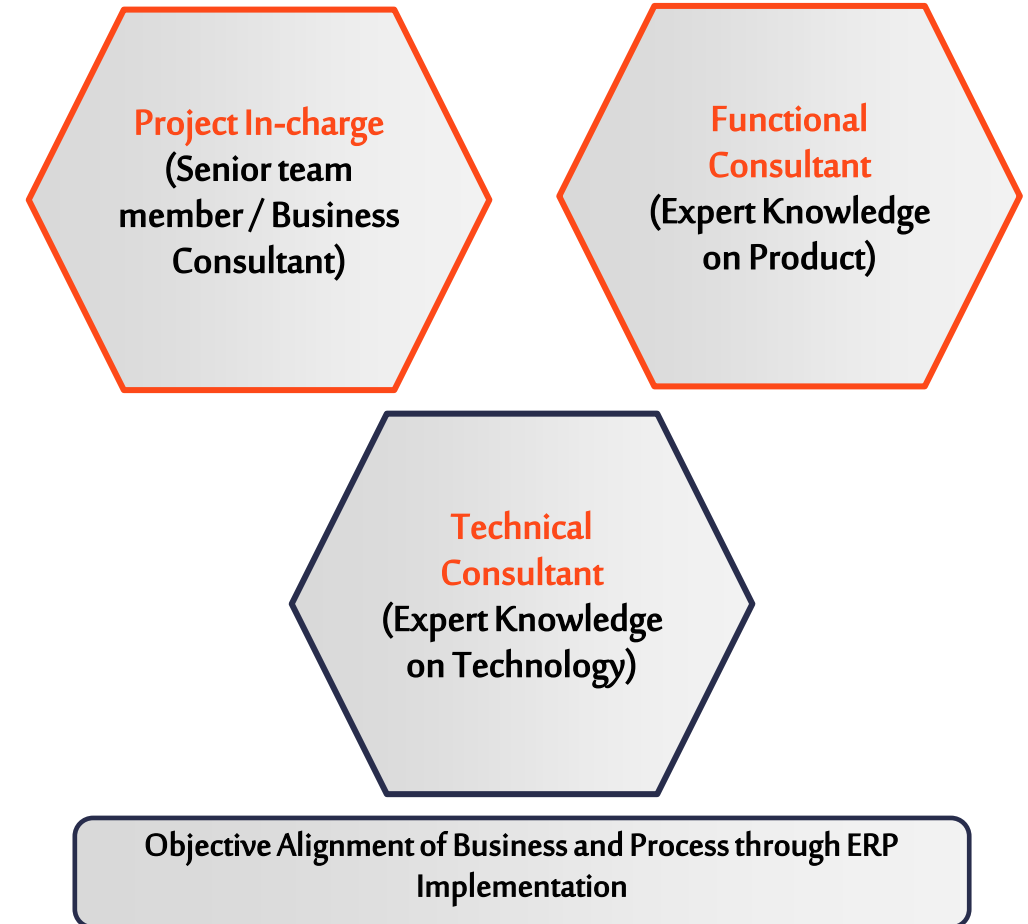
- **Microsoft Partner** to implement, upgrade, manage & support MS products like Dynamics 365 (Business Central, AX, Navision, CRM, Power BI etc.)
- **Partners** with product companies to manage functions like MIS Reporting, Mgt. Dashboards, HR, Automated AP, AR, Reconciliations etc.
- **ERP Consulting** to identify apt ERP Product & Implementation Partner, Review existing ERP to Enhance Utilization, Integrate with other software etc.
- **ERP Project Management** preparing Functional Requirement Documents (FRDs), Perform UAT, etc.
- **Process Automation Solutions** using **Emerging Technologies** like **Robotic Process Automation**, IoT, IIoT etc.

Compliance

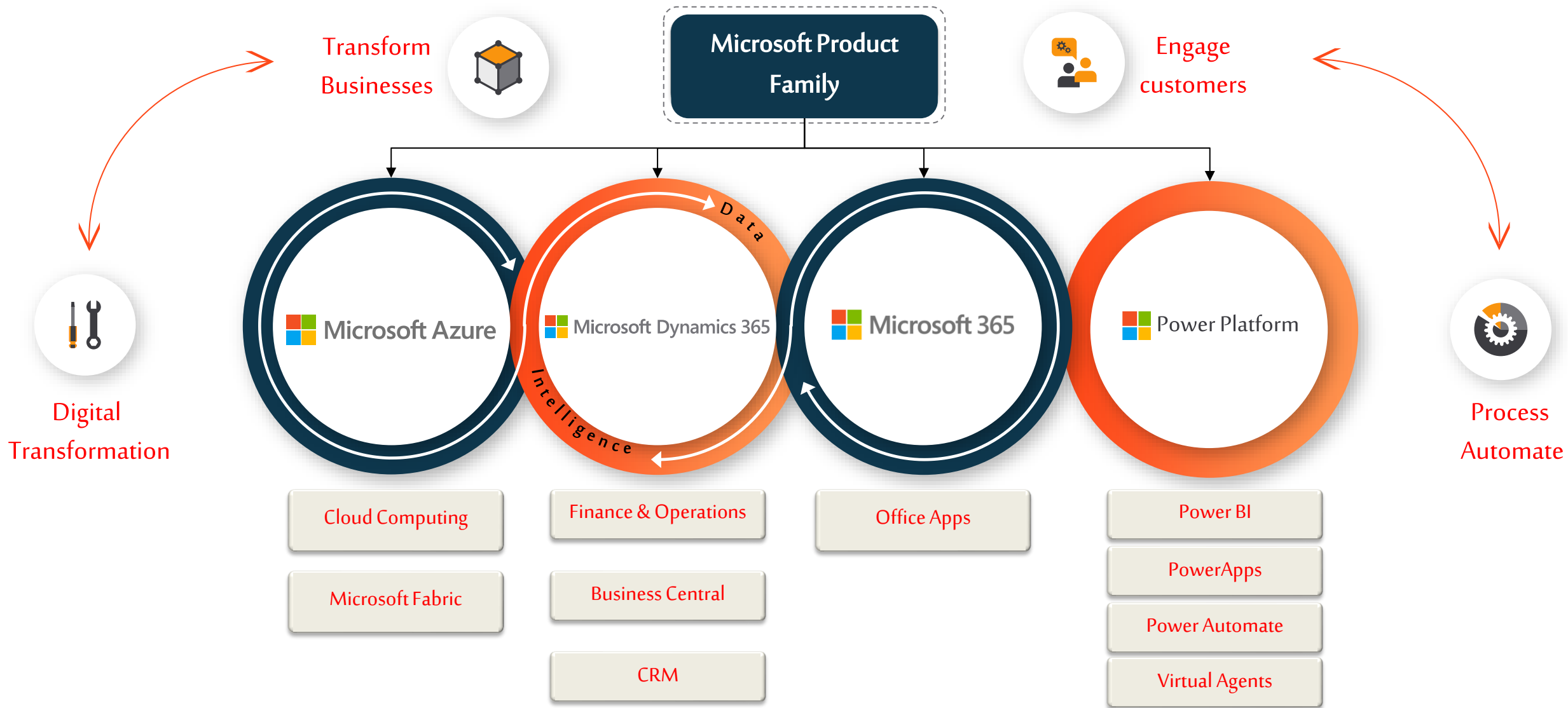
- **Indirect Tax Compliance** in UAE and India (GST and UAE VAT)
- **Direct Tax and Corporate compliance** in India (Income tax, ROC filing, returns & assessment)
- Structuring of **Business Transactions**
- **Assistance in Accounting and Audits**
- **Transaction advisory and due diligence**
- **Fraud Risk Management and investigation**





**RAMA's Team Structure for ERP Services**









Microsoft Dynamics 365



Dynamics 365 ERP Solutions – Choosing the Right Fit

- Unified ERP & CRM across **Finance, Supply Chain, Sales & Service**
- Real-time insights with **embedded AI & analytics**
- Tailored industry solutions: **Mining, Manufacturing, Retail, Healthcare, BFSI**
- **AI-driven forecasting** for smarter planning & resource optimization
- **Connected experiences** – break silos, enhance collaboration
- **Low-code/No-code flexibility** with Microsoft Power Platform
- **End-to-end visibility & automation** for data-driven decision-making
- Built-in **compliance, security & global standards**
- **Anywhere, any device access** for modern workforces
- Seamless integration with **Microsoft 365, Teams, Outlook, Power BI, Azure**
- **Cloud-based & scalable** – grow at your pace
- Continuous innovation with **Microsoft's regular AI & feature updates**



Retail Sector



Tech Sector



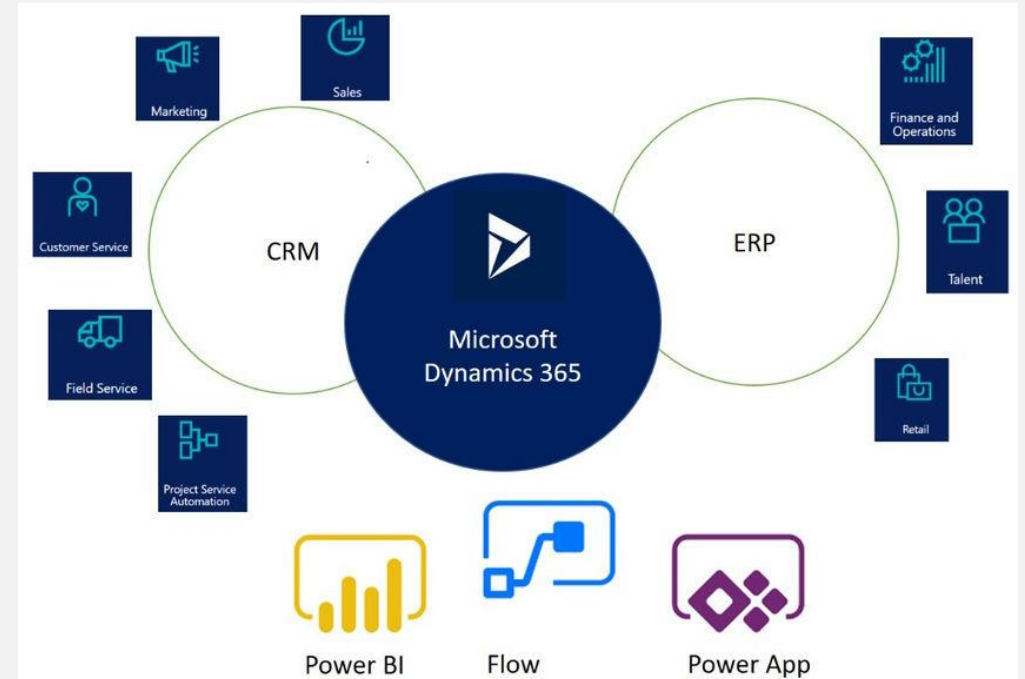
Healthcare Sector



Manufacturing Sector

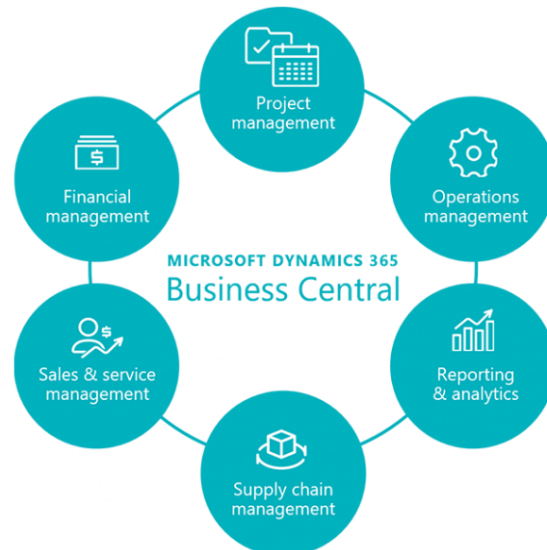


Financial Sector



Business Central

- All-in-one ERP: Finance, Supply Chain, Sales, Service, Projects & Operations
- Designed for all type of Enterprises except large, voluminous & complex industries
- Seamless integration with Microsoft 365, Teams, Power BI, and Power Platform
- Flexible deployment – Cloud, On-Premises, or Hybrid
- AI-driven insights for smarter decisions
- Industry adaptable – Manufacturing, Trading, Retail, Services, etc.
- Scales as your business grows without costly migrations
- Role-based dashboards & improved productivity
- Compliance & localization for multiple countries
- Secured with Microsoft's enterprise-grade protection



Finance & Operations

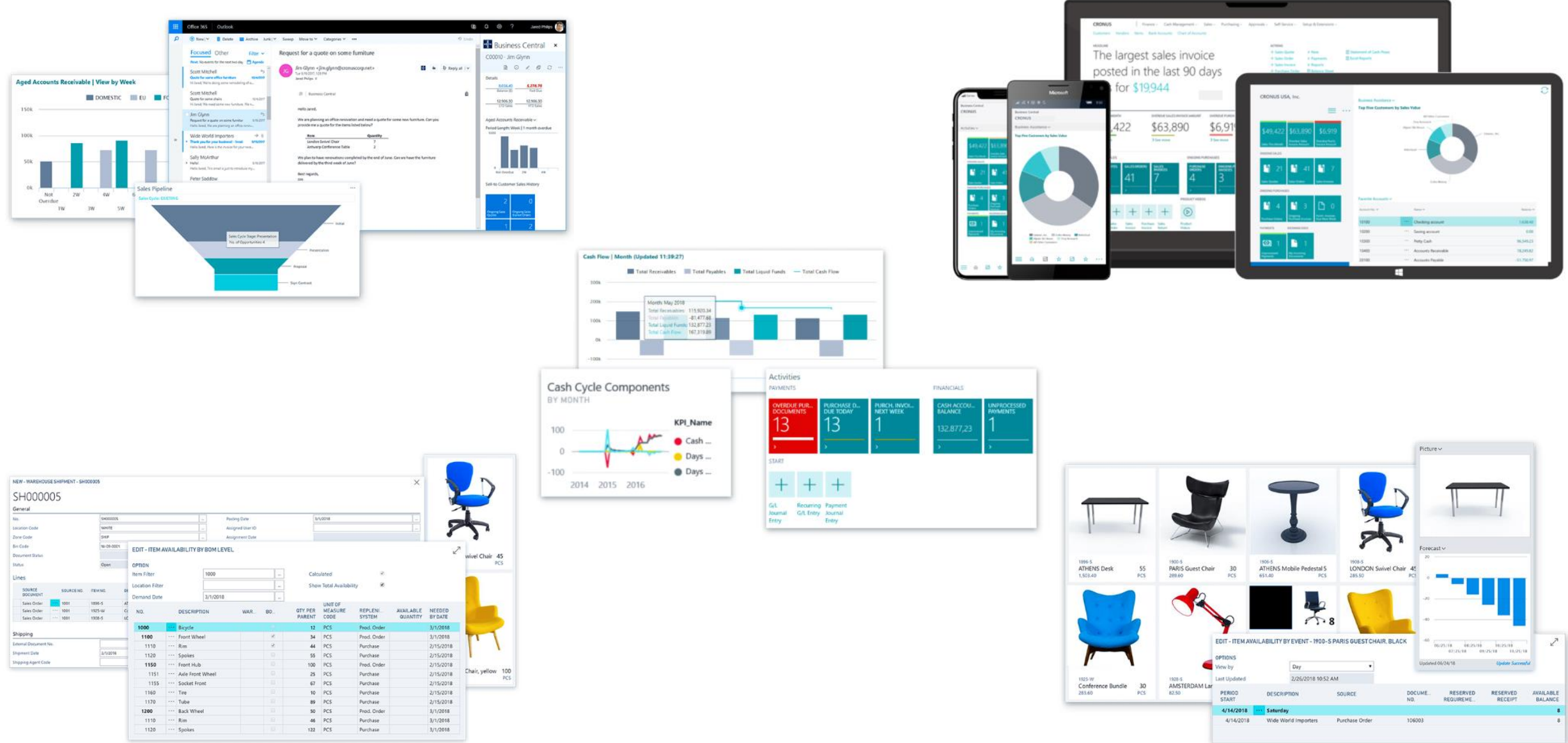
- Enterprise-grade ERP for large, multi-entity, global organizations
- Built for complex enterprises with high transaction volumes
- Deep integration with Azure, Power Platform & Microsoft ecosystem
- Cloud-first, enterprise-scale deployment
- Embedded AI, ML & predictive analytics
- Advanced manufacturing, supply chain, logistics & procurement
- Handles thousands of users & enterprise-wide scalability
- Advanced financial consolidation, compliance & reporting
- Global trade, multi-currency, multi-country compliance
- Enterprise-grade Microsoft security with global reach



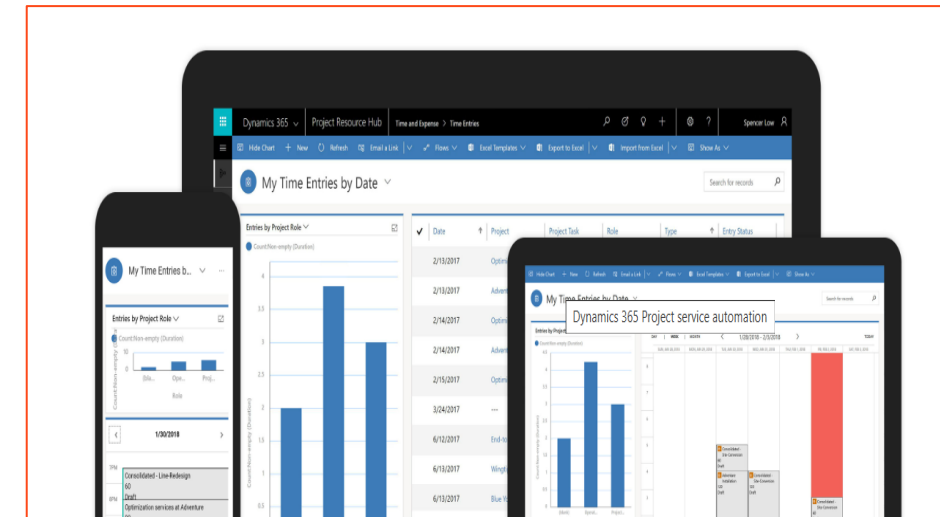
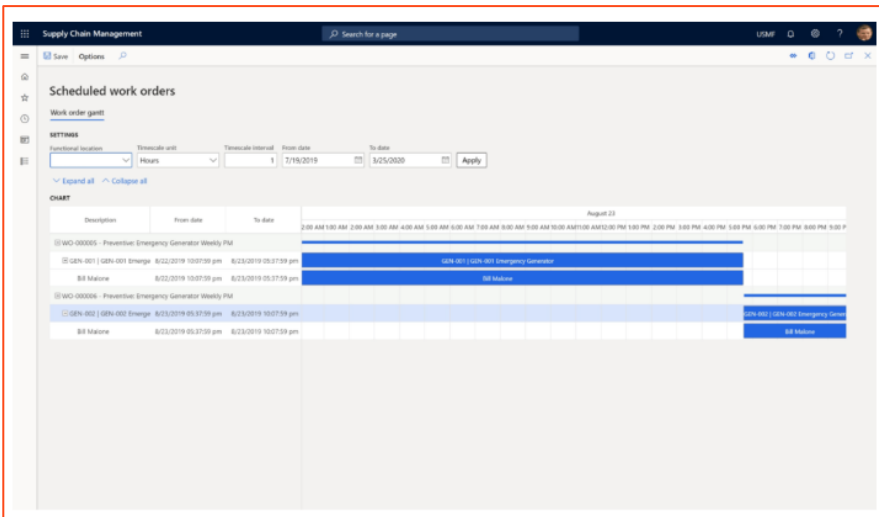
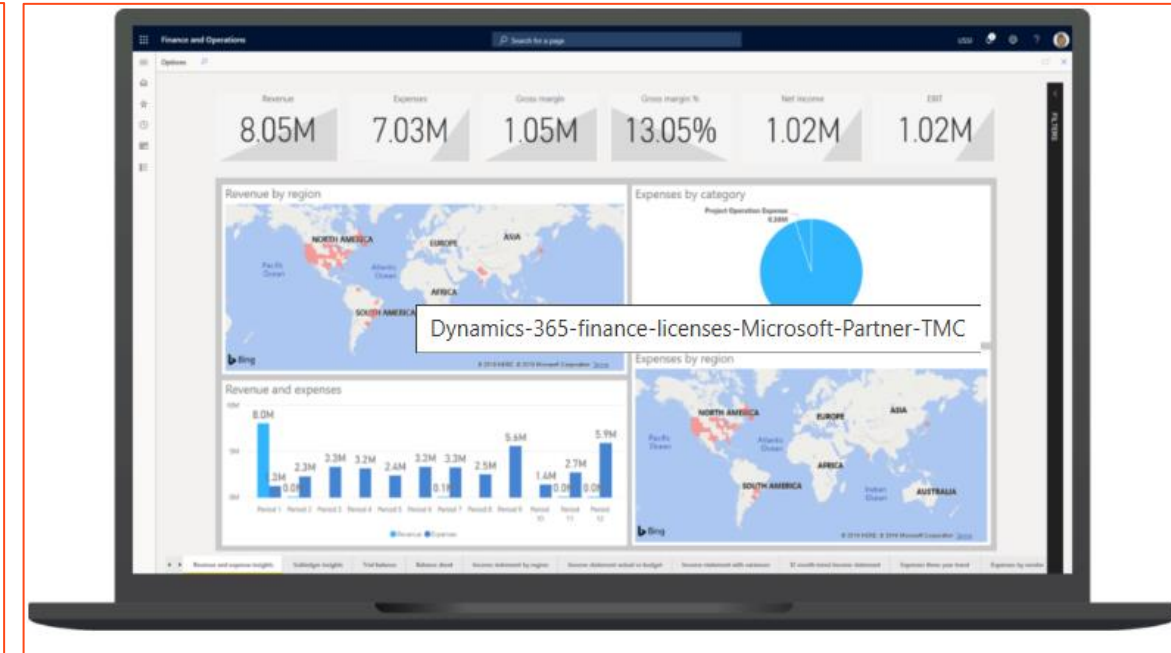
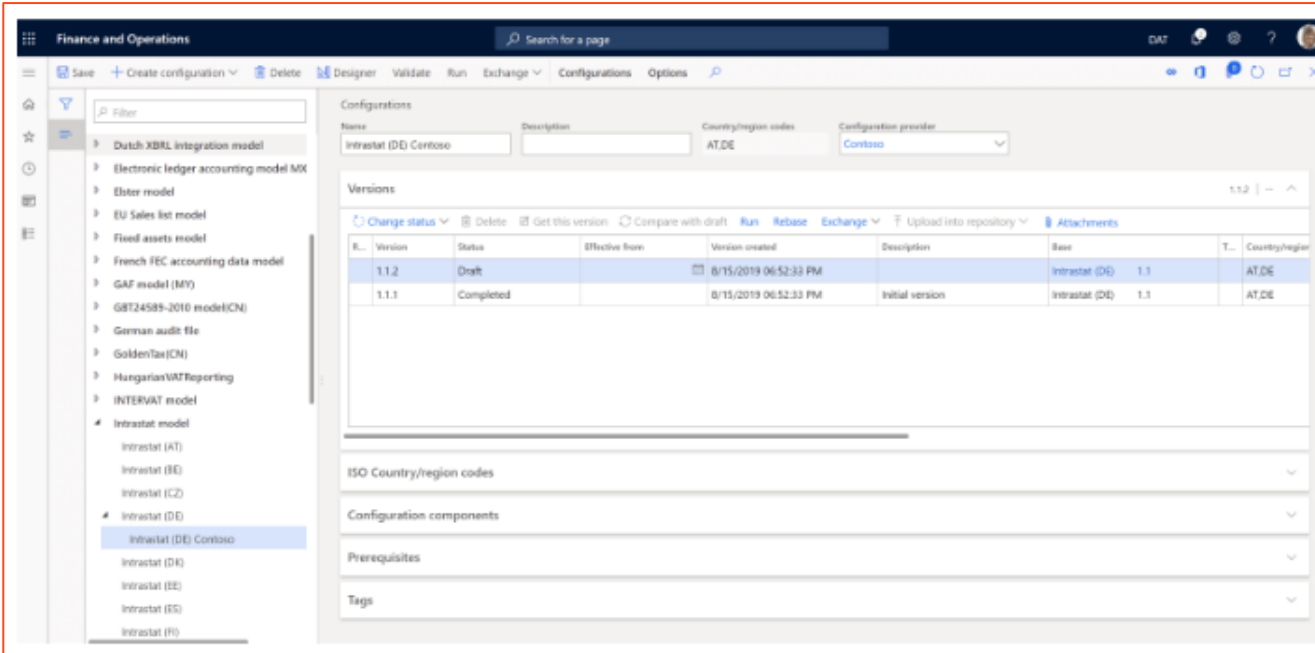
 Finance and Accounting - General Ledger - Unlimited Dimensions - Multiple currencies - Multiple companies - Budget	- Financial reporting - Consolidation - Intercompany postings - Statistical accounts - Cash flow forecast 	- Fixed assets - Cost accounting - Deferrals - Electronic payments/direct debits - Customer payment process  - Late payment prediction  - Bank account reconciliation - Bank account management - Check writing
 Sales and Marketing  - Marketing text suggestions - Contact management - Campaign management - Interaction and email logging - Opportunity management - Dynamics 365 Sales integration	 Fulfillment and Delivery  - Sales invoicing - Sales order management - Sales line and invoice discounting - Campaign pricing - Returns and exchanges - Dynamics 365 Customer Service integration	 Purchasing and Payables  - Purchase invoicing - Purchase order management - Purchase return order management - Alternative order addresses - Purchase invoice discounts
 Inventory - Inventory control - Item categories and attributes - Item tracking - Multiple locations - Location transfers	 Supply Planning and Availability  - Supply planning - Demand forecasting - Sales and inventory forecasting - Order promising - Calendars	 Project Management - Basic resources - Capacity management - Multiple costs - Projects - Time sheets
 Service Management* - Planning and dispatching - Service contract management - Service item management - Service order management - Service price management - Dynamics 365 Field Service integration	 Warehouse management - Bin Tracking - Inventory picks and put-aways - Warehouse receipt - Warehouse shipment	 Manufacturing* - Assembly management - Standard cost worksheet - Production bill of materials - Basic capacity planning - Machine centers - Version management

*Available in Dynamics 365 Business Central Premium

 AI/Copilot in Business Central features



 Financial Management - General Ledger - Account receivable & payable - Bank management - Fixed Assets - Intercompany Accounting & Consolidation - Budget Planning & Control	 Manufacturing Mgmt. - Lean, Discrete & Process Manufacturing - Capacity Planning & MRP - Job Scheduling - Shop Floor Management - Production Control - Compare Actual Costing - Sub-Contracted Work - Rework Management	 Sales & Marketing Sales force & Marketing Automation - Lead & Opportunity - Telemarketing and Tele sales - Quotation - Trade Agreement - Sales Management - Customer Rebate - Broker & Royalty	 Supply Chain Mgmt. - Product Item Hierarchy (Barcode, Size, Style, Color...) - Demand Forecasting - Intercompany Trade - Inventory Management - Warehouse Advanced - Transportation Mgmt. - Quality Control
 Procurement & Sourcing - RFQs: Scoring Criteria, Compare Quotes, Vendor Approval - Centralize PR Workflow approval - PO Workflow Approval - Vendor Rebate - Vendor Performance	 Compliance Management - Workspaces - Audit trails and access control - Business Workflow Approval (42 Out-of-Box) - Security Record level - Alert & Notification	 Business Intelligence & Reporting - Excel integration - Embedded Analytics - Reporting Services - Power BI Integration - Financial Report Designer	 Collaborative Workspace - Vendor Collaboration - Employee Self Service
 Retail & POS - Call Center for Sales - Replenishment - Pricing, Discount, Promotion - Loyalty Management - Multi-payment - E-commerce & Mobile	 Human Resource - Organization/Department / Position Hierarchy - Recruitment - Training - Employee Profile - Compensations & Benefits - Personal Development - Time & Attendance - Payroll	 Project Mgmt. & Accounting - Compare Budget vs Actual - Project Cost Control - Revenue Recognition & WIP - Integration with other Modules - Integration with MS Project	 Service Management - Case management - Service Orders & Contracts - Service Calls & Dispatching - Repair Management - Service Subscription



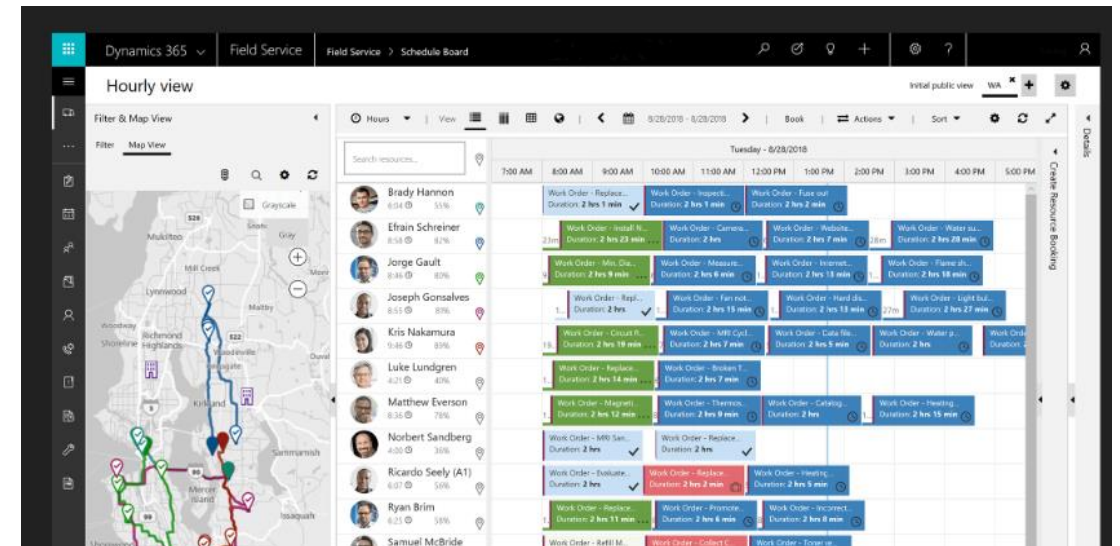
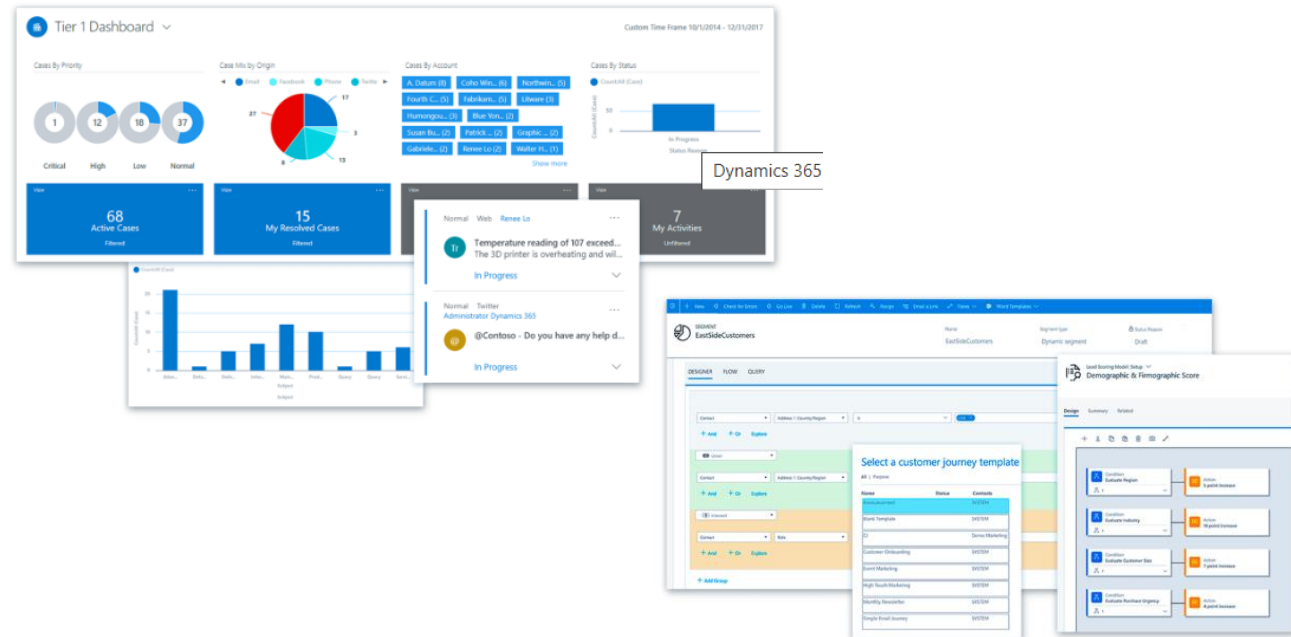
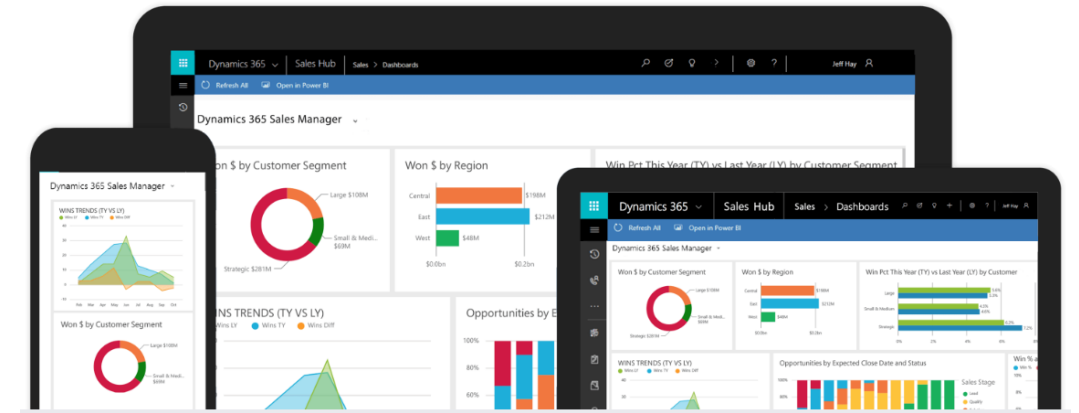
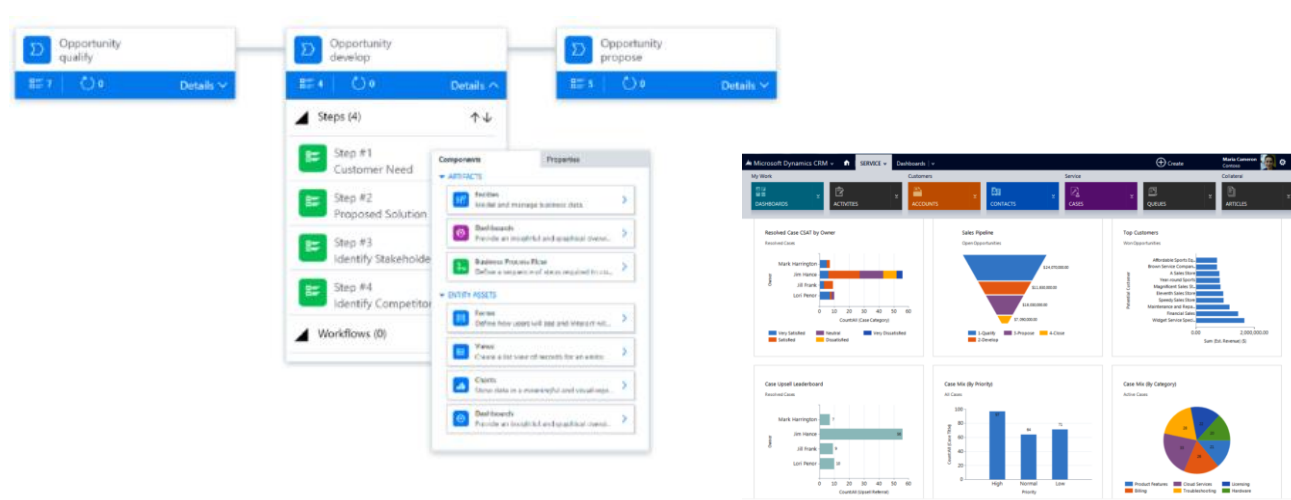
Unified business applications driving efficiency, growth, and innovation.

- **360° Customer View** — Centralized customer data across sales, marketing, and service
- **Sales Acceleration** — Automate lead nurturing, opportunity tracking, and forecasting
- **AI-Powered Insights** — Predict customer needs, recommend next best actions, and improve win rates
- **Seamless Microsoft Integration** — Works natively with Outlook, Teams, LinkedIn Sales Navigator, Power BI, and Power Platform
- **Customer Service Excellence** — Omnichannel support (chat, voice, email, social) with intelligent case routing
- **Marketing Automation** — Targeted campaigns, customer journeys, and ROI tracking
- **Field Service Management** — Schedule resources, optimize routes, and enable mobile field agents
- **Scalable & Flexible** — Modular apps (Sales, Customer Service, Marketing, Field Service) tailored to business needs
- **Anywhere, Anytime Access** — Mobile-ready CRM with real-time data and offline support
- **Enterprise-Grade Security** — Microsoft Cloud security with role-based access, compliance, and data protection



Dynamics 365 Customer Engagement (CRM) Capabilities

Sales	Lead, Opportunity , Account, Contact Management	Product & Price Listing	Quotes, Order and Invoices	Reports & Dashboard	pipeline intelligence	Copilot capabilities in Dynamics 365 Sales	Advanced sales engagement
Customer Services	Omni Channel	customer journeys and campaigns	Embedded Analytics	Knowledge Management	Data Insights	Account Management	AI Copilot
Customer Insights	Data Enrichment	Event Management	Profile search & Discovery	Customer cards	Business Measures	Power Platform Connectors	Analytics & AI
Field Service	contract & SLA management	Work order management	Service request management	Resource Scheduling & Dispatch	Mobile Field service App	Technician performance analysis	AI assistance from Copilot
Contact Center	Self service	Digital channel	Voice channel	Service representative experiences with Copilot	Integrations and analytics		





Microsoft Power Platform

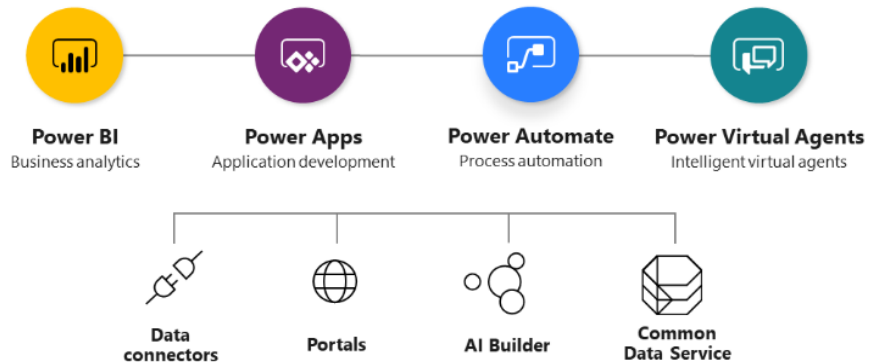
Power Platform: Low-Code, High Impact

- Empower your teams with Microsoft's Power Platform – a unified suite to analyze, act, and automate
- Build apps, automate workflows, create chatbots, and gain insights – all without deep coding expertise
- Connect seamlessly with Microsoft 365, Dynamics 365, and Azure
- Secure, scalable, and built on Microsoft's trusted cloud

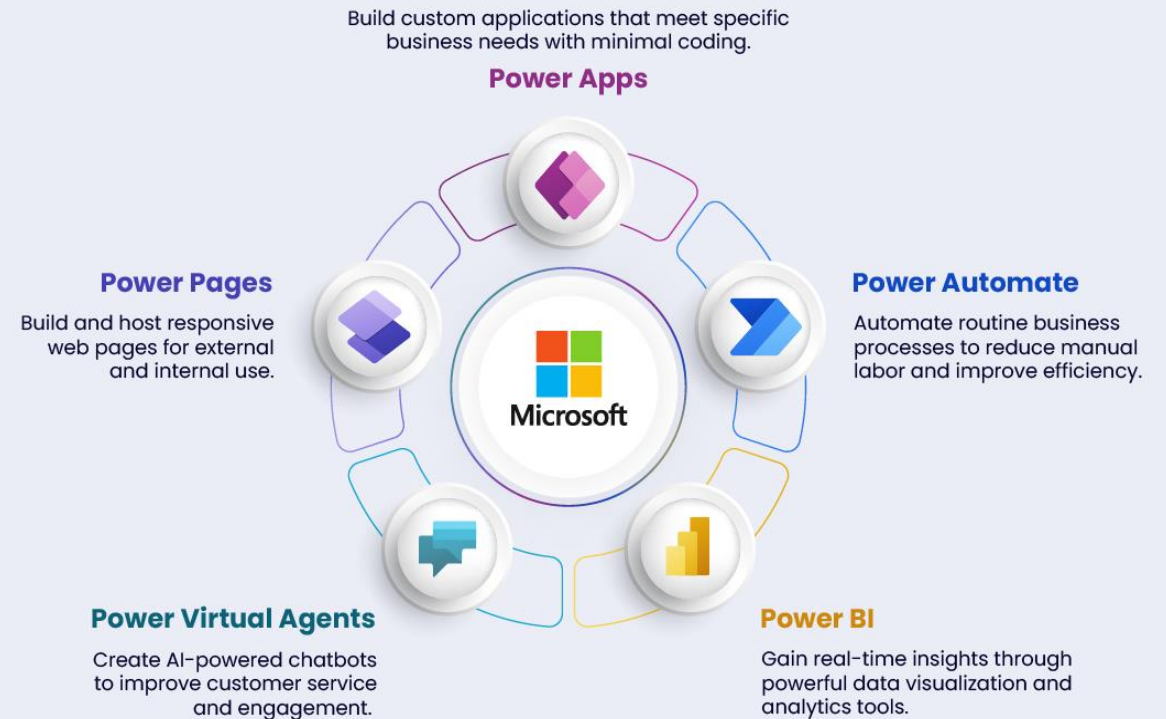
Microsoft Power Platform

The low-code platform that spans Office 365, Azure, Dynamics 365, and standalone applications

Innovation anywhere. Unlocks value everywhere.



Microsoft Power Platform comprises five main components



Data

Insights

Apps

Automation

Engagement

Power BI

(From Data to Decisions)

- Real-time data analytics and reporting.
- Interactive dashboards for 360° business visibility.
- Predictive and AI-driven reporting.
- Seamless integration with Microsoft 365 & Dynamics 365.

Power Apps

(Build Without Code)

- Low-code/no-code app development.
- Digitize manual and paper-based processes.
- Mobile-ready apps for employees on the go.
- Connect with 400+ data sources & systems.

Power Automate

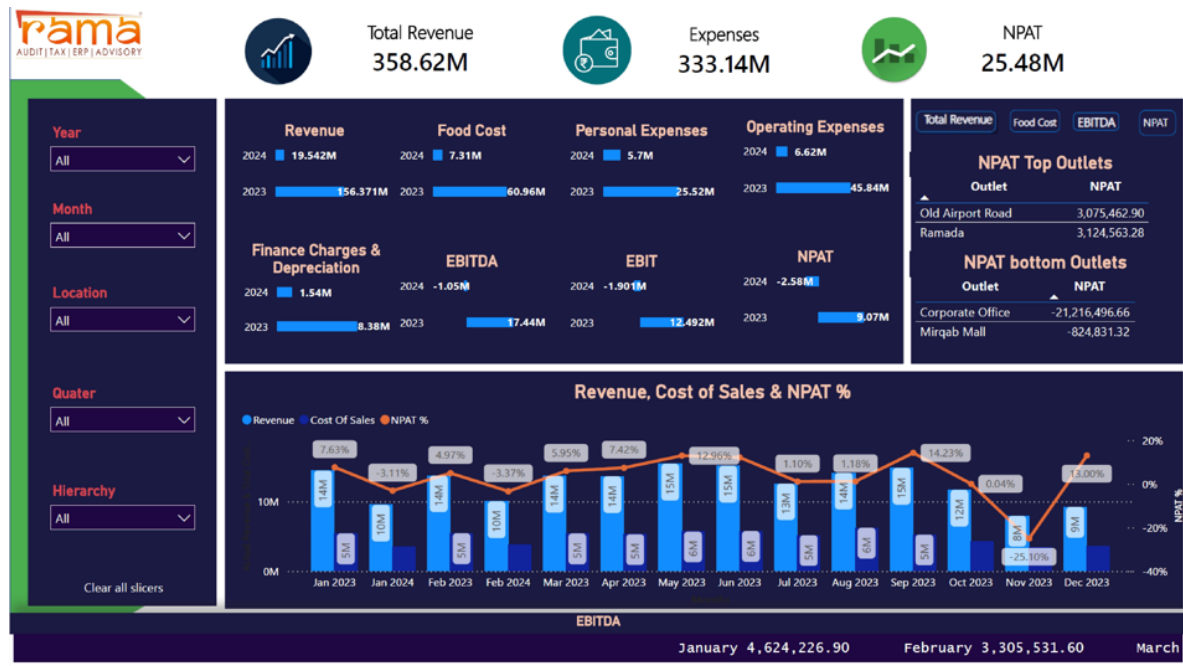
(Work Smarter)

- Automate repetitive, time-consuming tasks.
- AI-powered process automation.
- Integrate workflows across multiple applications.
- Reduce human errors & improve efficiency.

Power Virtual Agents

(AI at Your Service)

- Build no-code AI-driven chatbots.
- Handle FAQs, employee queries & support tickets.
- 24/7 availability for faster customer engagement.
- Integrates with Microsoft Teams & third-party apps.



P & L Monthly Report

Click to view Values in Thousands

Month	Jan 2022						
Particulars	Actuals	%	Budget	Variance	Variance%	Actuals	%
Total Revenue	13,420,328.38	100.00%	13,545,829.25	-125,500.87	-0.93%	14,436,705.91	100.00%
REVENUE - DELIVERY CHARGES	97,405.00	0.73%	0.00	97,405.00		78,525.00	0.54%
REVENUE - OTHERS			0.00	0.00			
REVENUE FROM SALES - AGGREGATORS			0.00	0.00		6,714,550.14	46.51%
REVENUE FROM SALES - CASH	2,955,600.23	22.02%	13,545,829.25	-10,590,229.02	-78.18%	2,886,982.59	20.00%
REVENUE FROM SALES - CREDIT	10,367,323.15	77.25%	0.00	10,367,323.15		4,756,648.18	32.95%
Cost of Sales	4,351,103.06	32.42%	5,215,144.26	-864,041.20	-16.57%	5,413,774.06	37.50%
Total Cost of Sales	596,118.60	4.44%	623,108.15	-26,989.55	-4.33%	732,737.00	5.08%
Gross Profit	8,473,106.72	63.14%		8,473,106.72		8,290,194.85	57.42%
Revenue Others	0.00	0.00%	0.00	0.00		0.00	0.00%
Gross Income	8,473,106.72	63.14%		8,473,106.72		8,290,194.85	57.42%
Selling & Admin Overhead	5,983,991.13	44.59%	4,278,268.64	1,705,722.49	39.87%	6,328,372.76	43.84%
Store Operating Profit	2,489,115.59	18.55%		2,489,115.59		1,961,822.09	13.59%
Storage & Handling Charges	67,183.46	0.50%	26,830.49	40,352.97	150.40%	157,279.00	1.09%
Pre-Operative Expenses	3,200.00	0.02%	0.00	3,200.00			
EBITDA	2,418,732.13	18.02%		2,418,732.13		1,804,543.09	12.50%
Depreciation	273,170.23	2.04%	221,925.07	51,245.16	23.09%	401,284.22	2.78%

Bottom 2 EBITDA

April 441,621.81

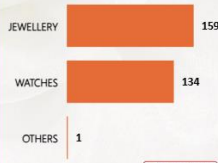
November 2,130,877.03



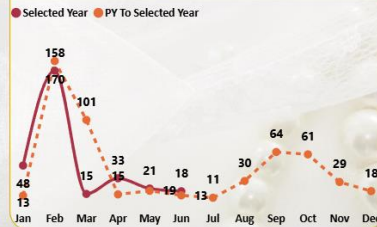
LOGO

Revenue 294 ⬇️ -20.72% Units Sold (Pcs) 4,198 ⬇️ -26.16% Purchases YTD 225 Discount 121 31% Inventory 1,260 Gross Profit 25 ⬇️ -81.19% Customers YTD 1762

Revenue By Category



Revenue



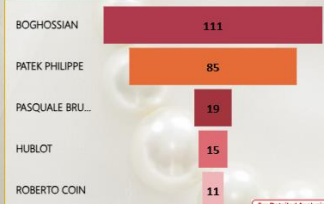
Gross Profit



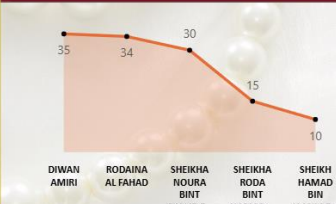
Revenue by Location



Top Brand



Top Customers



Year

2025

Month Name

All

Description

All

Product Group

All

Location Name

All

Festival

All

Clear all slicers

A ⬇️ -86.23% BEDAT ⬆️ 48.94% BELL & ROSS ⬇️ -18.22% BIL ARABI ⬆️ 5.43% BOGHOSSIAN ⬆️ 19.59% BOM

LOGO

Sales Performance Main
Showroom (Current Year, Jan-till date)

Item Category

WATCHES

Year

2025

Revenue

134 ⬇️ -4.84%

Units Sold (Pcs)

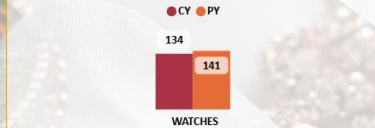
1,694 ⬇️ -24.21%

Gross Profit

17 ⬇️ -59.74%

Brand	Revenue CY	% on PY	Discount %
PATEK PHILIPPE	84.63	-0.34%	0.60%
HUBLOT	14.40	-20.77%	11.31%
IWC	7.29	-2.61%	12.31%
F.P.JOURNE	6.79	-11.48%	6.98%
LANGE & SOHNE	6.76	19.05%	4.39%
TAG HEUER	4.05	-34.22%	16.23%
PARMIGIANI FLEURIER	2.86	21.49%	12.92%
ZENITH	2.27	6.72%	10.52%
GERALD CHARLES	1.44	56.06%	9.03%
GREUBEL FORSEY	0.73	-47.24%	0.00%
GRAND SEIKO	0.67	42.92%	10.82%
DIWAN AMIRI	0.50	-19.62%	24.77%
Total	134.20	-3.72%	3.98%

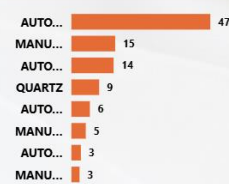
Revenue (By Item Category) CY Vs PY



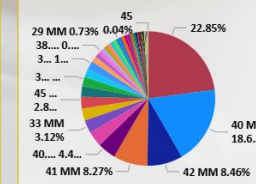
Year Wise Net Sales & GP



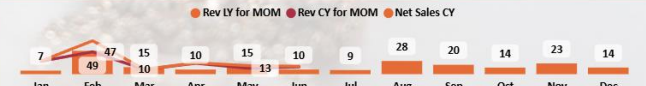
Net Sales by Product Group

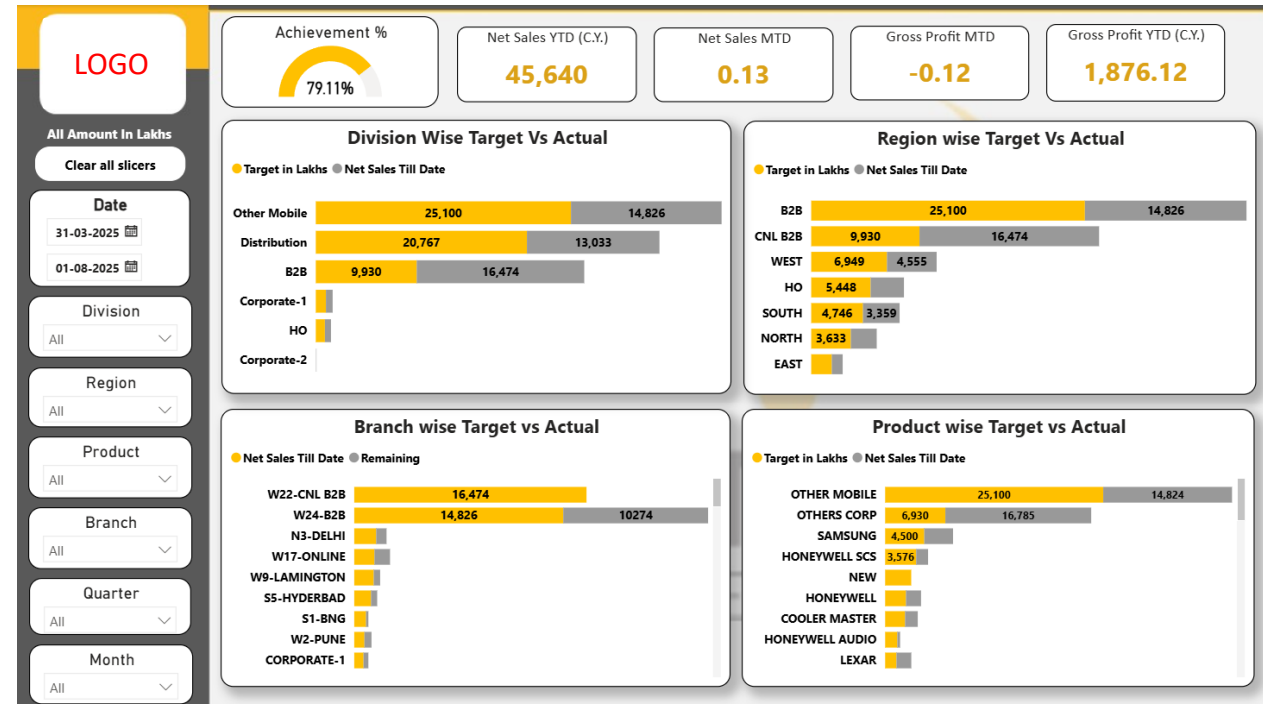
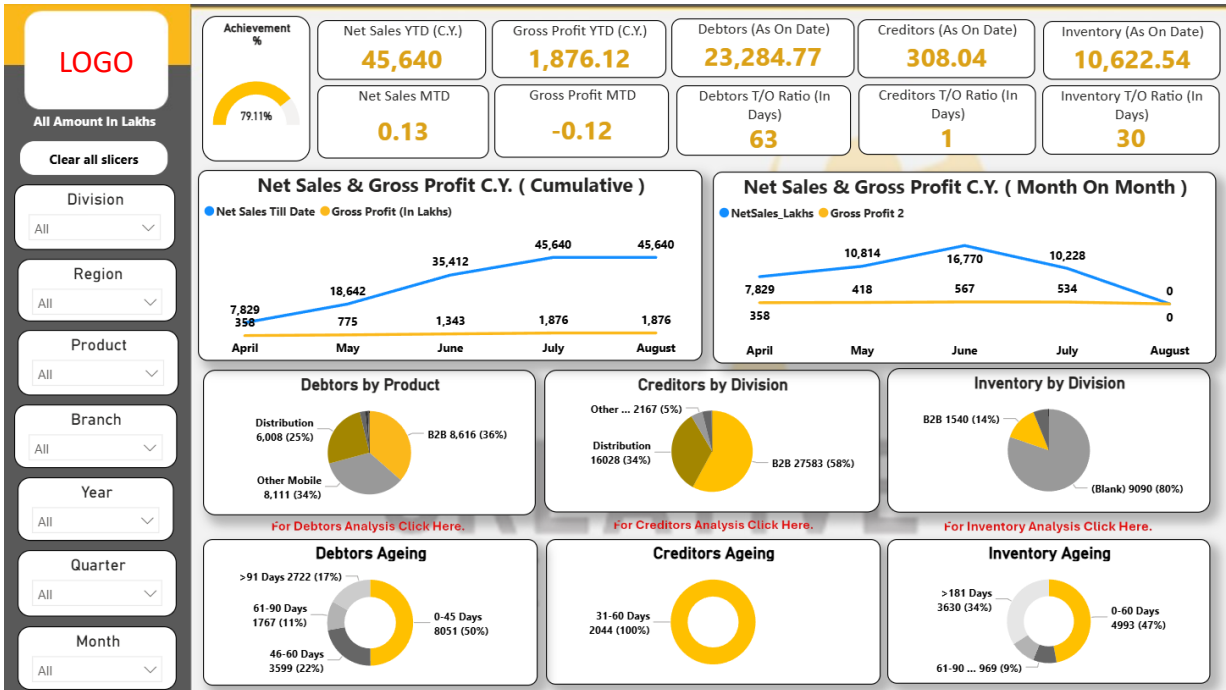


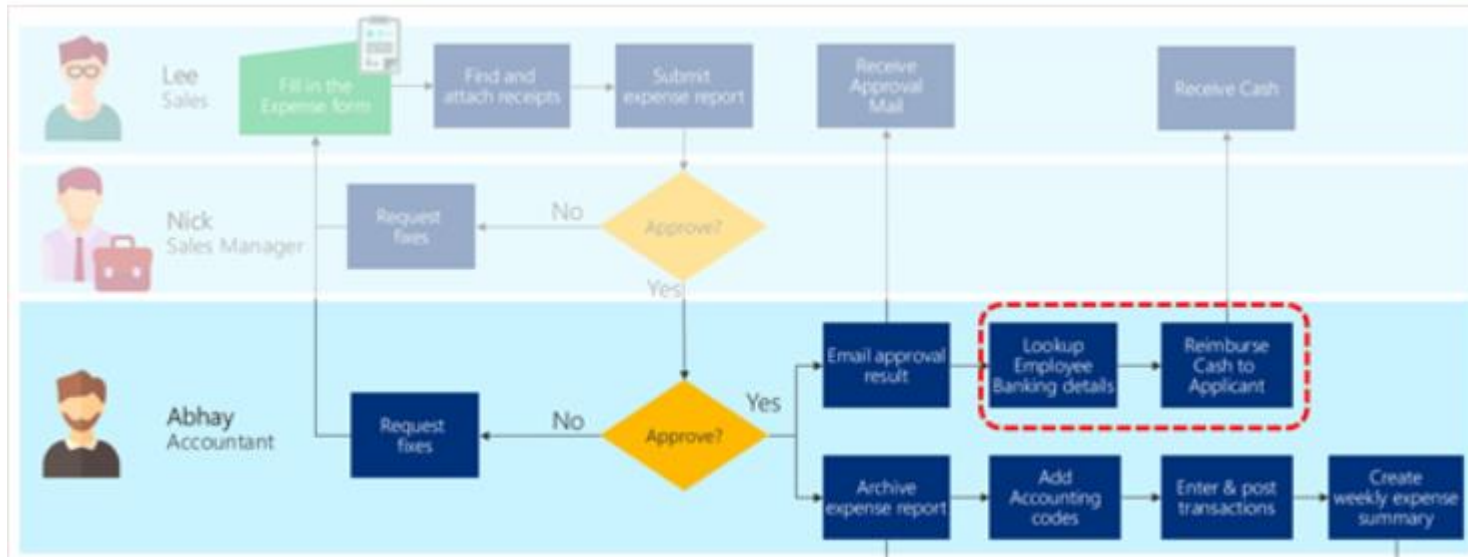
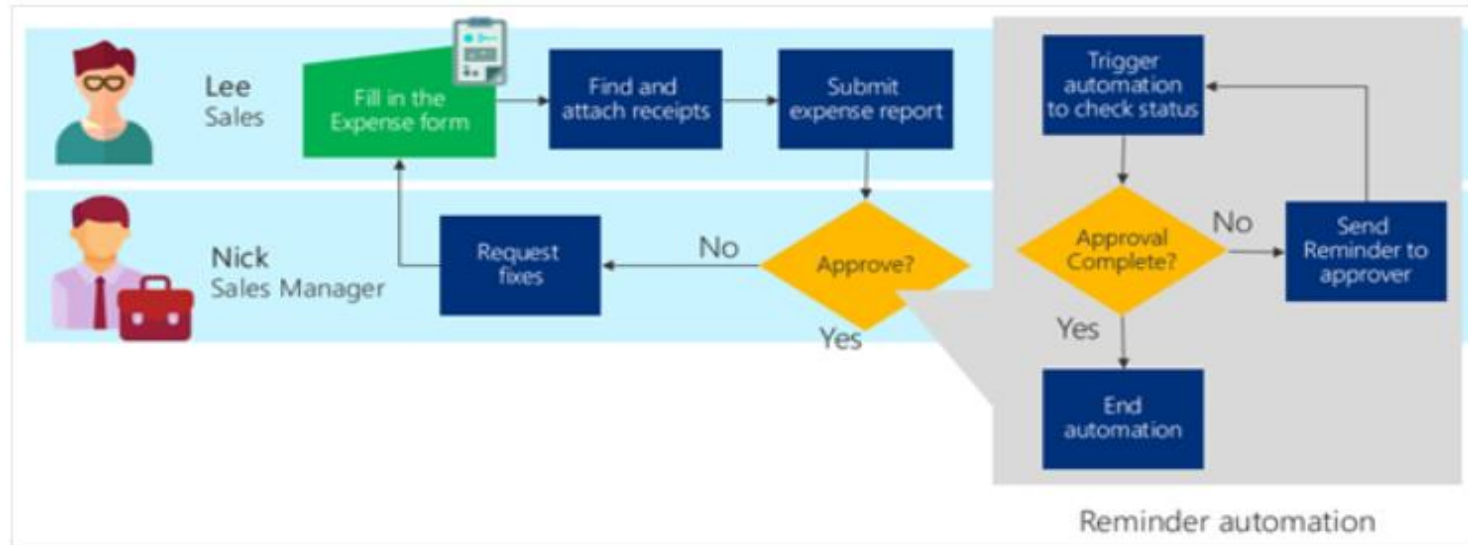
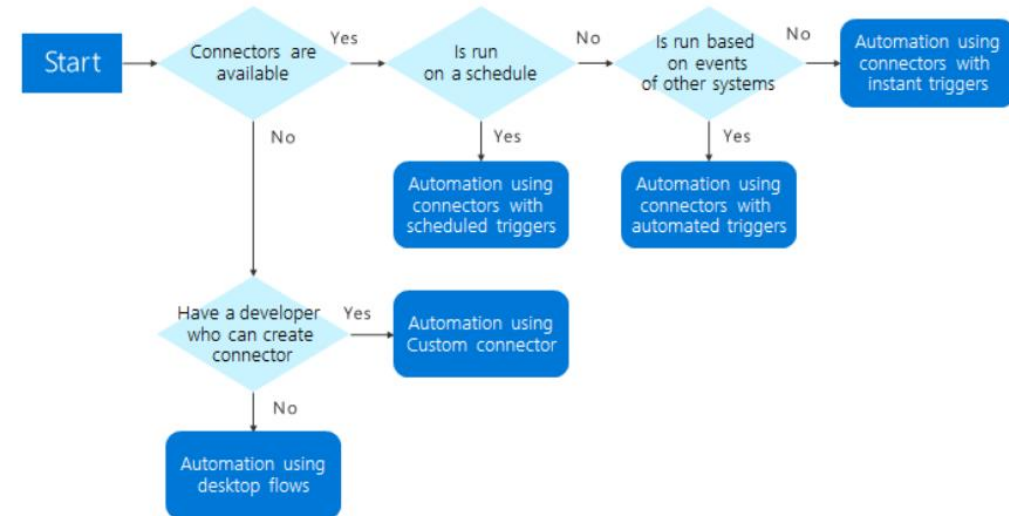
Net Sales by Size

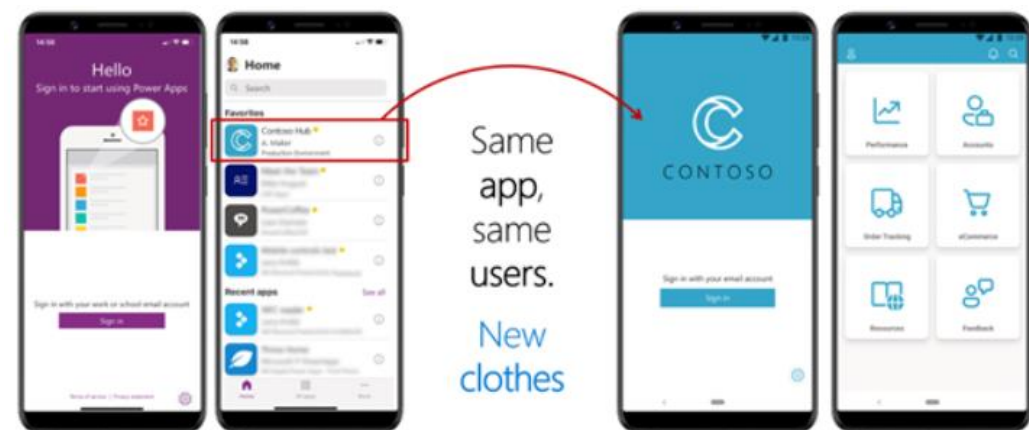


Net Sales Month on Month Comparison(CY Vs LY)

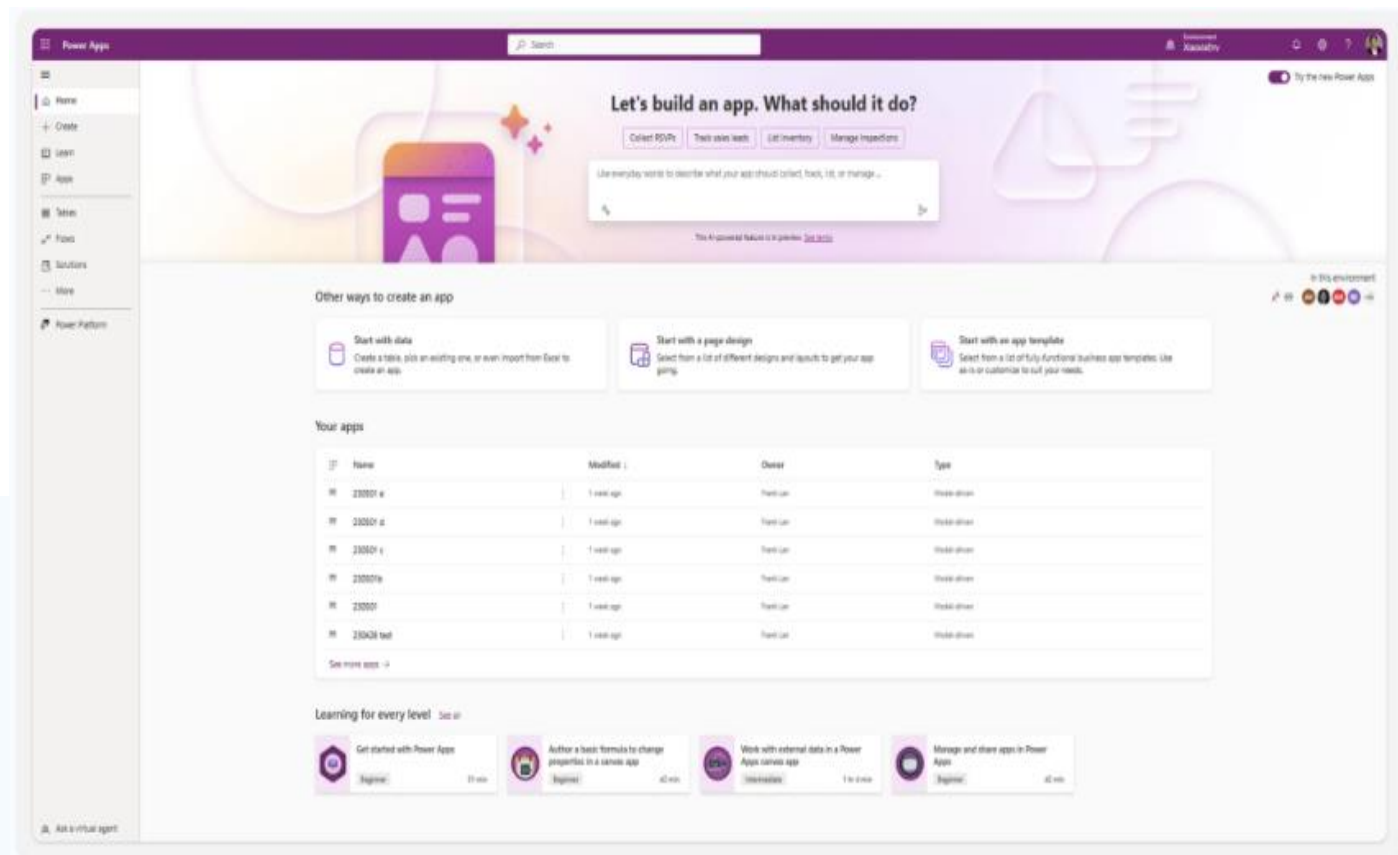
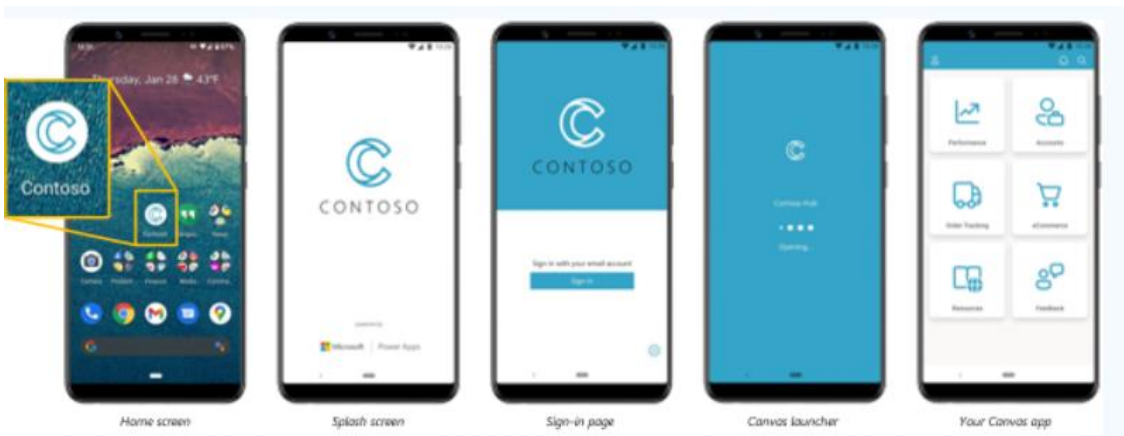




Reduce human error*Streamline approvals**Decision-making flowchart for your design*



Seamless end-to-end branding



Power Virtual Agents

Test chat

Track between topics

Bot

luca@email.com Just now

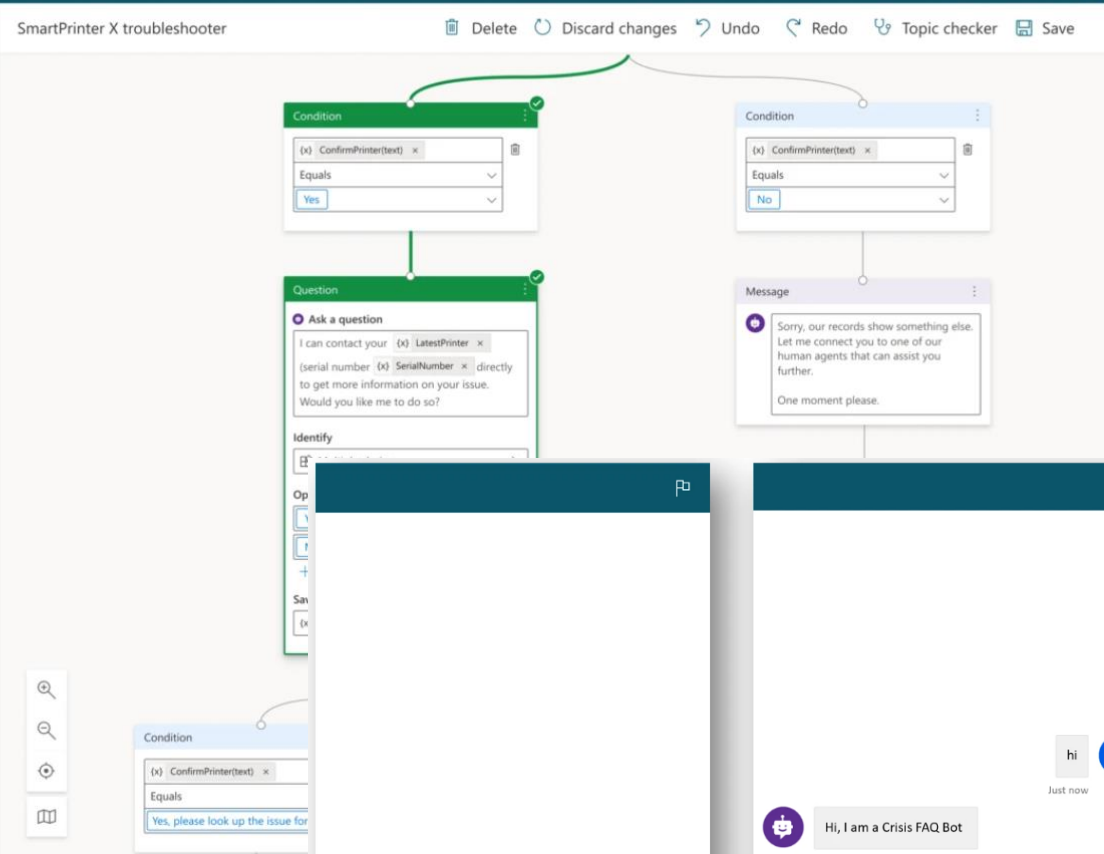
I see that your smart printer you purchased is the SmartPrinterX on 2018-12-20 Just now

Yes Just now

I can contact your SmartPrinterX(serial number 418c4e1e-994b-49b5-aca8-04e3f08c00d3 directly to get more information on your issue. Would you like me to do so? Just now

Yes, please look up the issue for me No, i'll desc

Enter your response here



hi Just now

Hi, I am a Crisis FAQ Bot Just now

What can I help you with? Just now

Emergency Contacts Company Information

Type your message

hi Just now

Hi, I am a Crisis FAQ Bot Just now

What can I help you with? Just now

Company Information Just now

What company advisory are you looking for? Just now

Remote Working Business Travel Meeting Po

Type your message

2 minutes ago

What company advisory are you looking for? 2 minutes ago

Business Travel Just now

A minute ago

Please note: As of March 2, 2020, all non-essential business travel should be canceled until April 1, 2020 to [COVID-19 impacted countries](#). We will be re-evaluating this situation regularly. Essential travel, however, can continue. Essential travel includes:

- Work related to critical operations, sales, customer services (e.g., customer support and success)
- For essential business travel, please seek manager approval.

travel restrictions Just now

Did you travel to an affected country? Just now

Yes, Returned from Travel Just now

Yes, Currently in Travel

Type your message

Work related to critical operations, sales, customer services (e.g., customer support and success)

For essential business travel, please seek manager approval.

travel restrictions Just now

Did you travel to an affected country? Just now

Yes, Returned from Travel Just now

Has it been 14 days since you returned? Just now

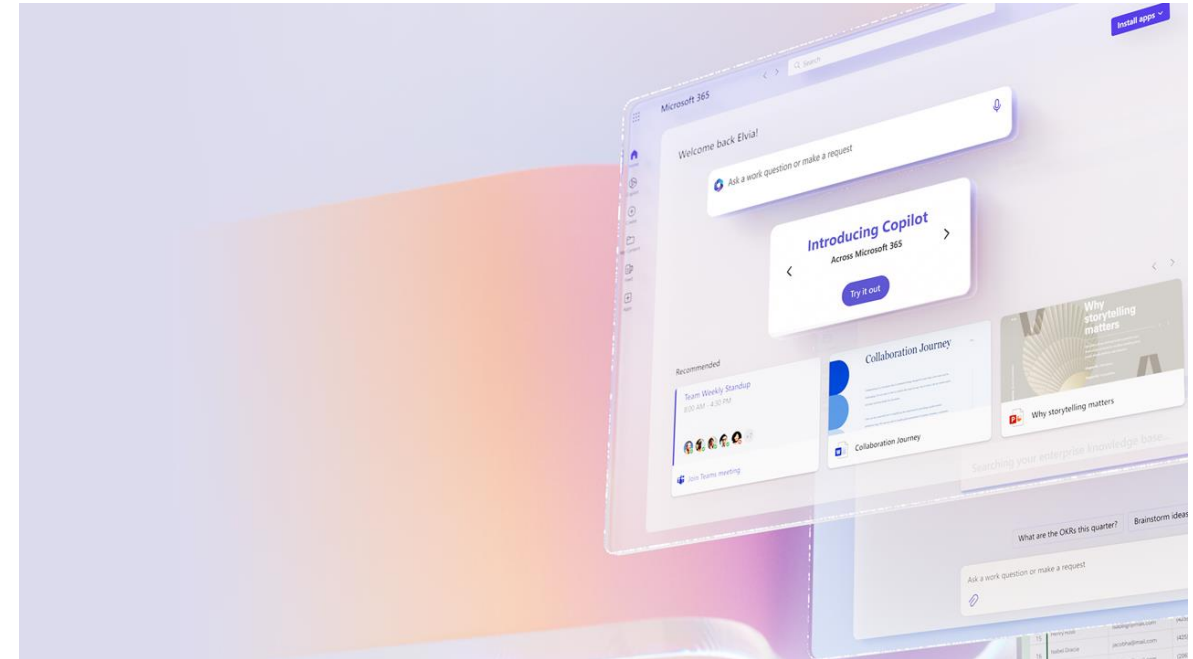
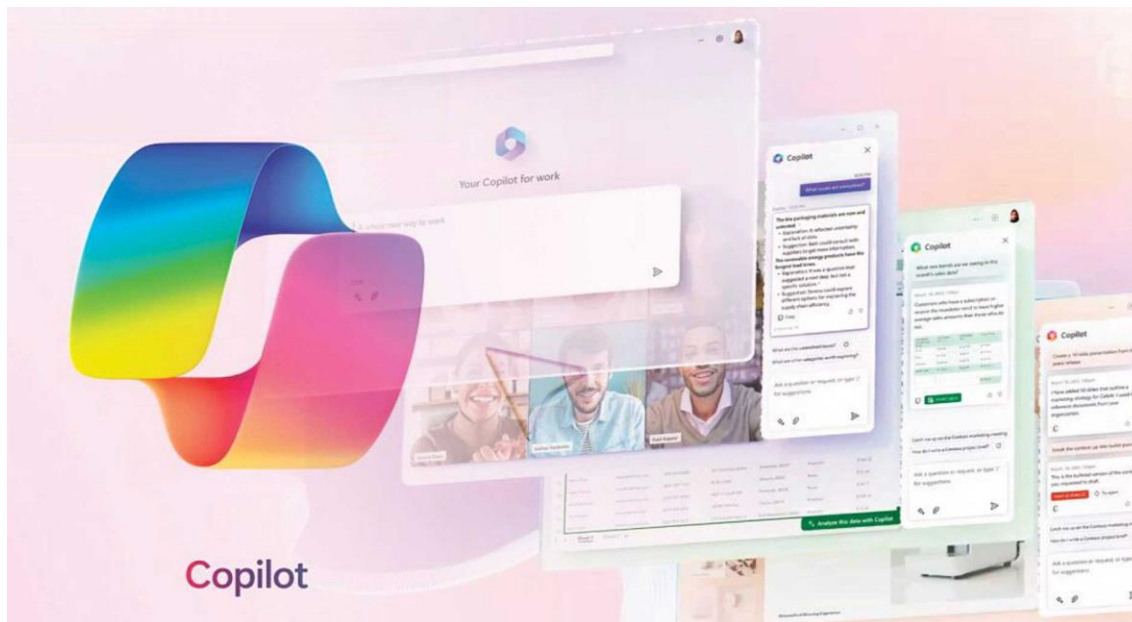
yes Just now

If you have visited an affected country in the last 14 days, Company is requesting that you self-quarantine at home and limit your contact with the general public. This includes not coming into office locations or visiting client sites. Just now

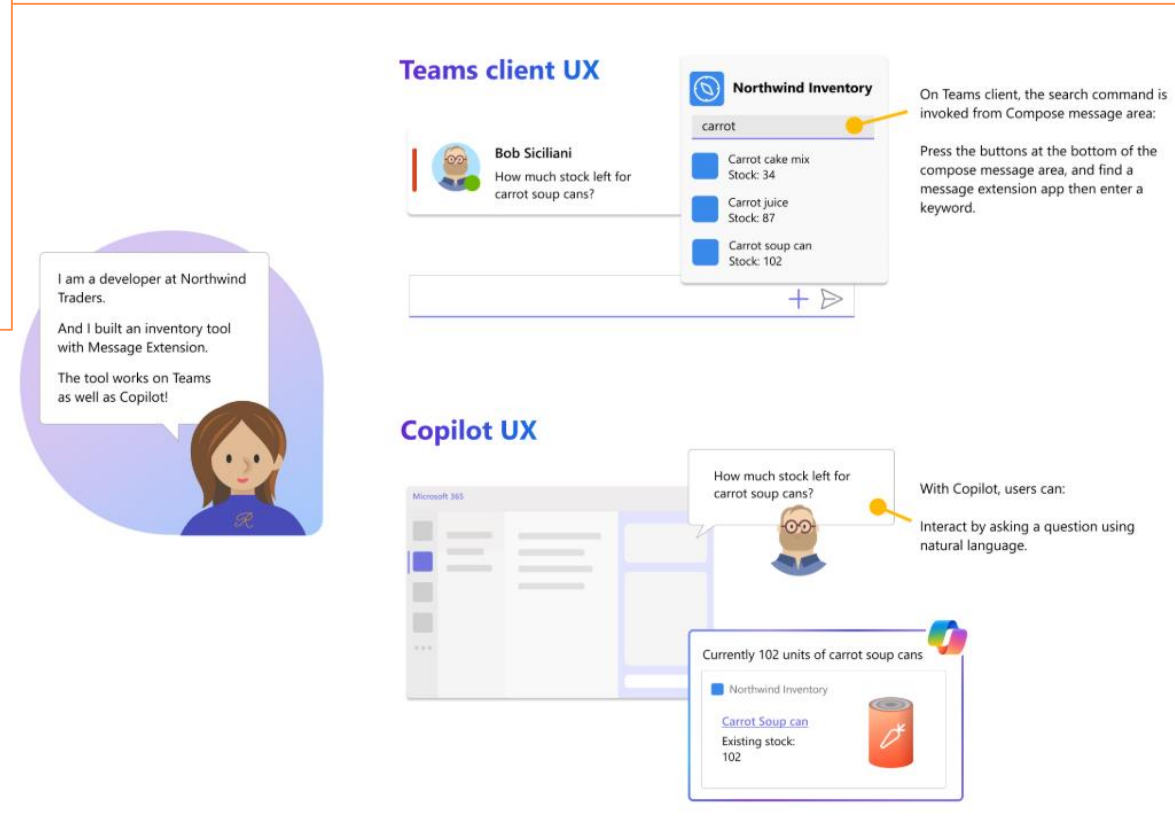
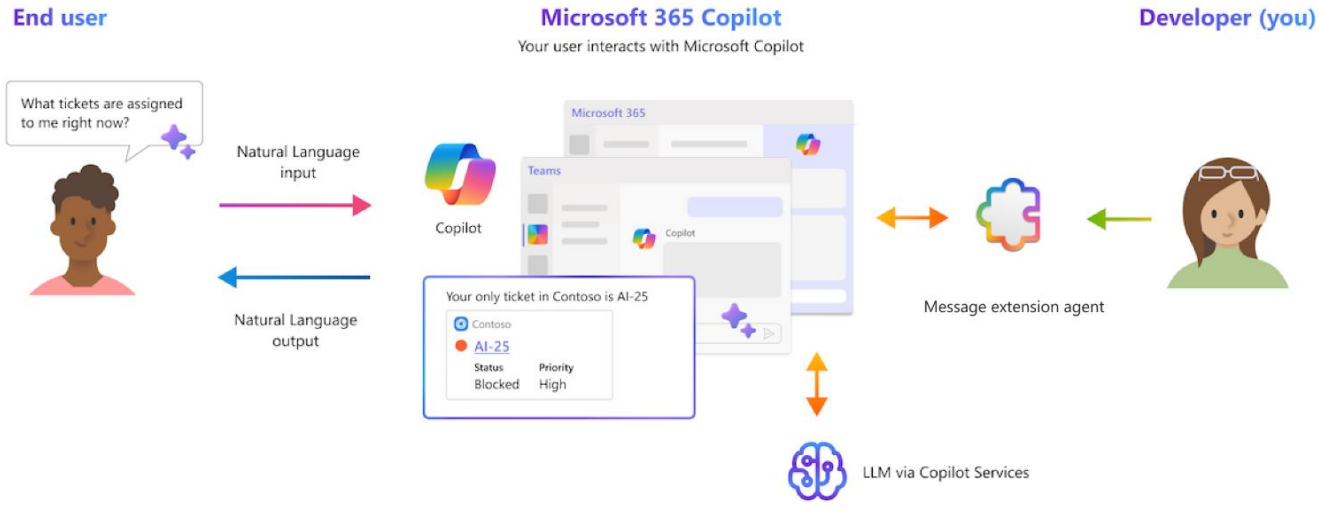
Type your message

Microsoft Copilot Studio – Create Your Own AI Assistants

- No-Code/Low-Code AI Assistant Builder – Easily design, customize, and deploy AI copilots without complex coding.
- Seamless Integration – Connect with Microsoft 365, Dynamics 365, Power Platform, and third-party apps.
- Custom Workflows – Automate routine tasks, handle FAQs, and streamline business processes with tailored copilots.



- Conversational Intelligence – Build AI-driven assistants that understand natural language and deliver contextual responses.
- Scalable & Secure – Enterprise-grade security, governance, and compliance built on Azure.

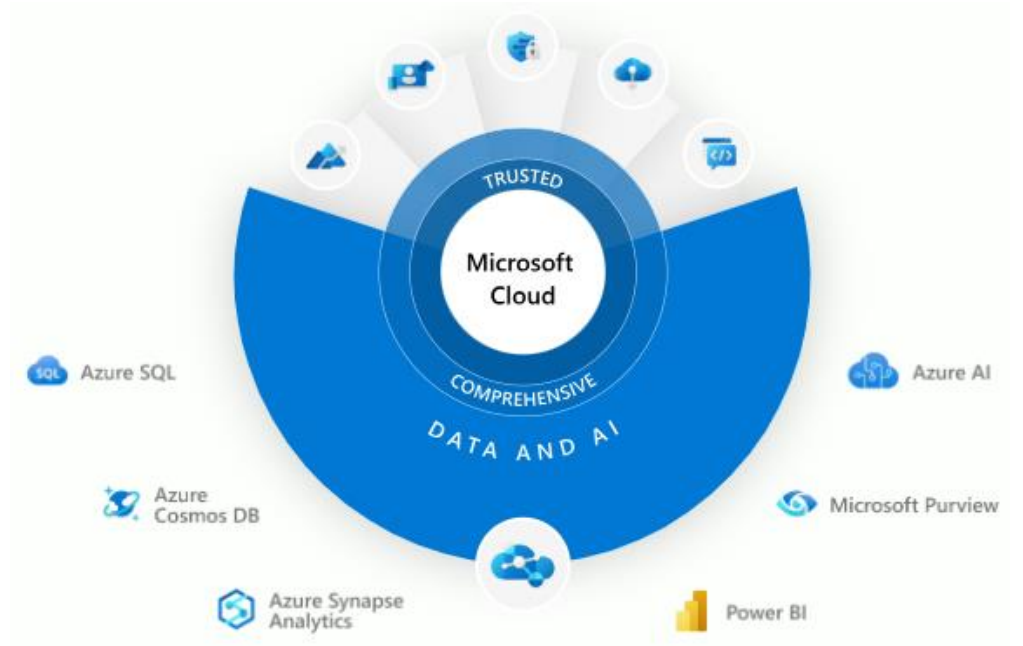




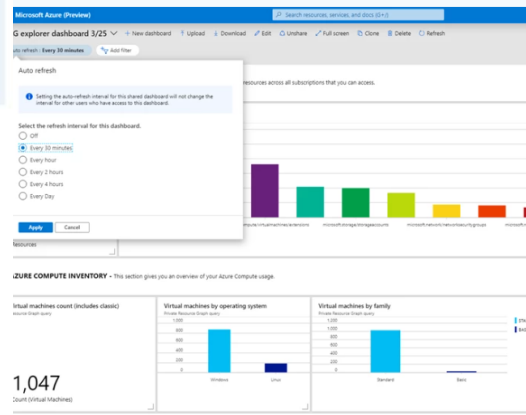
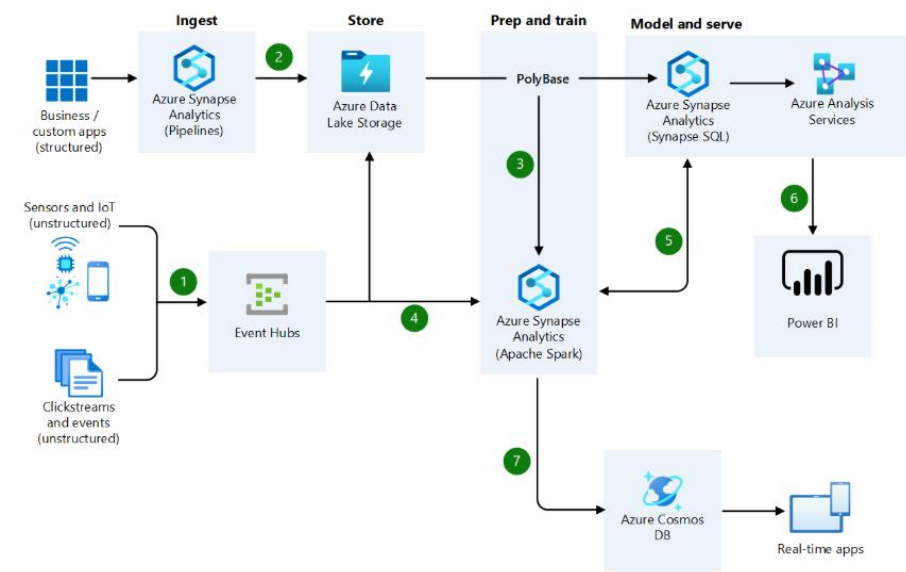
Azure

Secure, Scalable & Intelligent Cloud Solutions

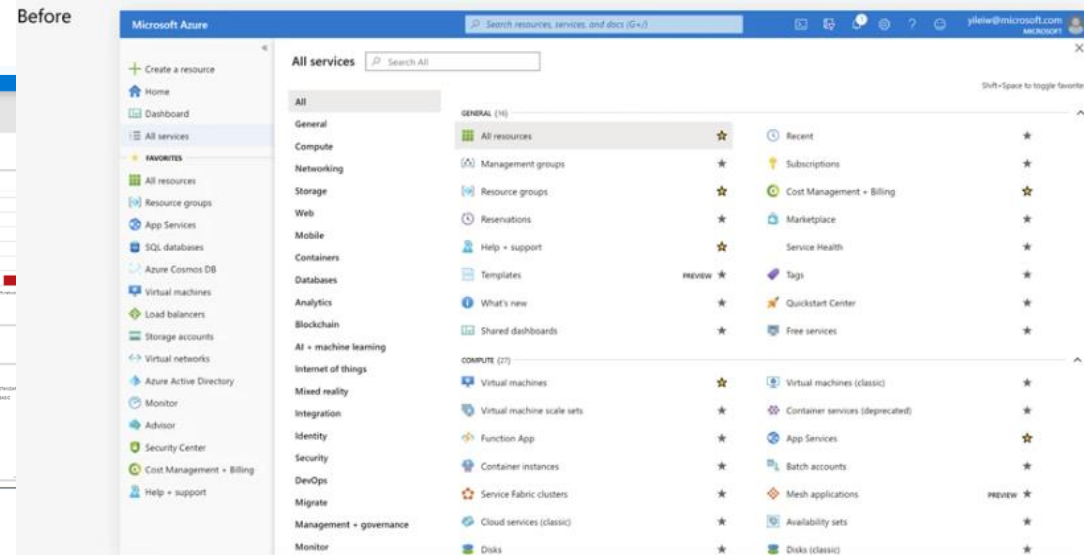
- **Comprehensive Cloud Services (IaaS, PaaS, SaaS):** Build, deploy, and manage applications seamlessly across infrastructure, platforms, and software services.
- **AI & Data Innovation:** Leverage advanced AI, machine learning, and analytics to unlock insights, automate processes, and drive smarter business decisions.
- **Enterprise-Grade Security:** Benefit from built-in global security solutions with Microsoft Defender and Sentinel for proactive threat detection and compliance.



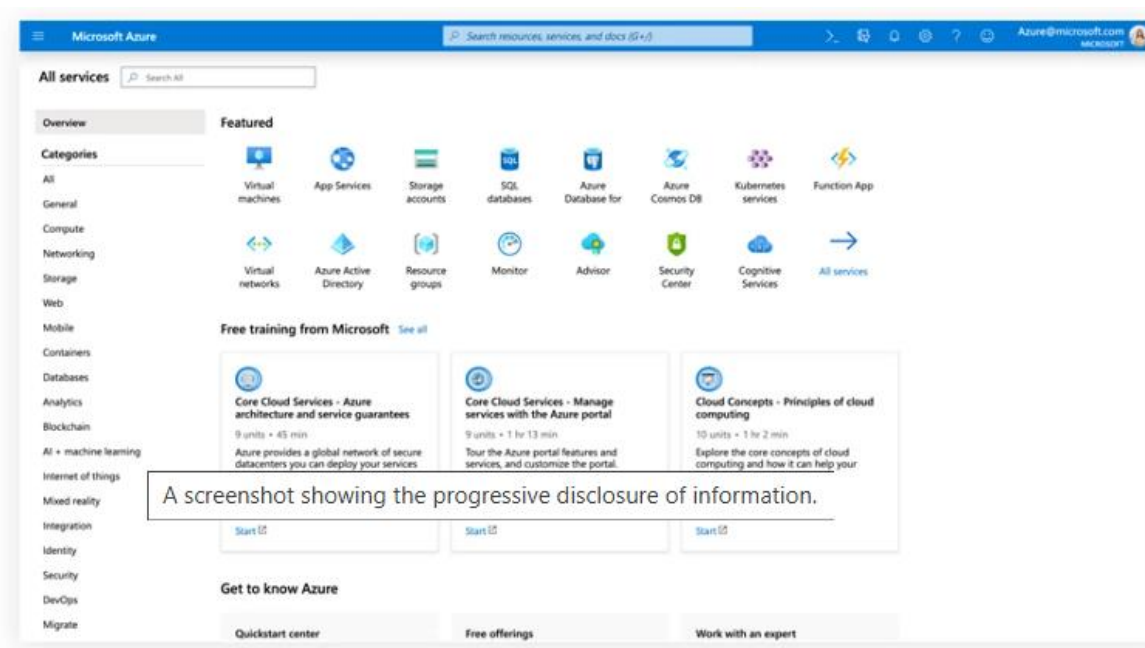
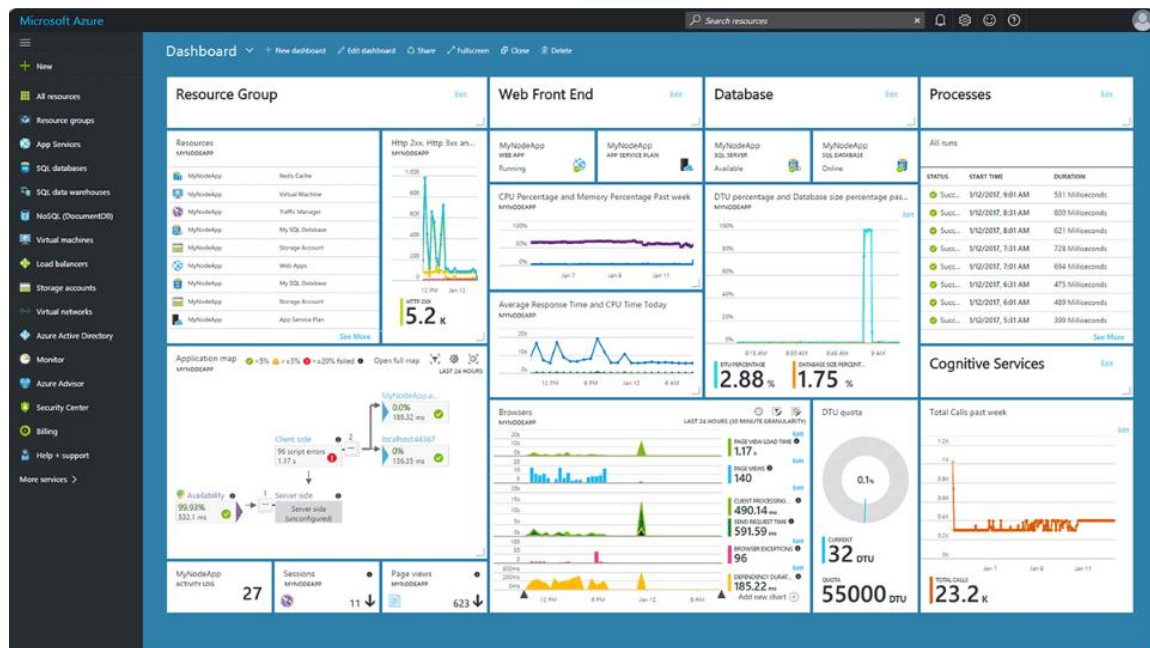
- **Hybrid & Multi-Cloud Flexibility:** Integrate on-premises, private, and public cloud environments with ease while maintaining governance and compliance.
- **Cost Efficiency:** Optimize IT spending with flexible, pay-as-you-go and reserved cloud consumption models.



Before



After



A screenshot showing the progressive disclosure of information.

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Hyderabad - 500033



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Dubai, UAE

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