

Appendix A

Service	Consulting and Outsourcing Service
Solution	Business and Business Process Analysis of OSS-BSS Processes and Systems
Service Details	High-Level Consulting Plan
Version	Proposal Attachment, Dated June 18, 2010
Client	Time Warner Cable – Texas Region
Market/Location	Coppell, TX

Service Description Requirement

Requirements	Details
1.0	Provide Outsourcing Solution for Business Analysis Consulting of Order-Entry and Overall OSS-BSS Processes and Systems

Scope

Scope	Details
1.0	Provide Outsourcing Solution for Business Analysis Consulting of Order-Entry and Overall OSS-BSS Processes and Systems to Support Business Strategy and Agility
1.1	Provide Business Analysis and Business Process Analysis and Recommendations based on agreed upon Key Performance Indicators (KPIs)
1.2	Provide Technology Processes Analysis and Recommendations based on agreed upon KPIs
1.3	Provide Technology Systems (Platforms, Applications and Tools) Analysis and Recommendations based on agreed upon KPIs
1.4	Undertake Best Practices Analysis and Recommended Action Plans for End-to-end Ordering from Order capture to Order completion
1.5	Undertake Process, Performance and Cost Efficiencies Evaluation and Improvements meeting Industry Standards. Recommend Flexible Business Processes Configuration allowing Future-Proofing the Ordering Processes , as it can quickly change and experiment with options for new media and devices

1.6	Perform Gap Analysis to Reduces Order Fallout and Operational complexity
1.7	Undertake Flow-through Provisioning and Billing
1.8	Undertake Analysis of Interoperability between Sub-systems and Overall Systems Deployment, Undertake Monitoring and Tracking the order across Multiple Channels throughout the Order Life-Cycle
1.9.	Undertake Analysis of Vendors in Delivering Specific and Total Solution
1.10	Undertake Analysis and Recommendations of New System, Platform, Feature Upgrade and Migration Scenarios
1.11	Undertake Recommendations for Development and Review of RFIs and RFPs
1.12	Undertake Recommendations for Development, Review and Management of Pilots and Trials
1.13	Agree on Final Evaluation of Process Improvement Trial Result
1.14	Undertake Coordination of Launch of Service Planning and Implementation
1.15	Undertake Analysis of Distribution Channels for Sales-Ordering Process
1.16	Undertake Analysis of Post-Launch Operations
1.17	Undertake Managing Business and Technology Process Development
1.18	Agree on Final Business Processes
1.19	Undertake Analysis of Sales-Order Workflow and Implementation to Shorten Time-to-Market to Enable Rolling Out New Products and Services
1.20	Undertake Analysis of Service Operations Center (SOC) Workflow and Implementation to Provides full Visibility from the Order-to-the-Network for Improved Accuracy and Tracking
1.21	Undertake Analysis of Overall Backend IT and OSS-BSS System and Infrastructure to Lower Risk and Speed Time-to-Market through BSS/OSS Integration and Industry Best Practices

Case Studies

Sprint-Nextel
Goal
Client contracted for Consulting Services to perform deep analysis of their current OSS-BSS systems and processes and create a plan to incorporate Real-Time Billing Services on their 3G Wireless Network.
Solution
Global-i provided a Consulting Solution which included Onsite-Consulting Resources (Consultants) who were subject-matter experts under its OSS-BSS Consulting Practice. Onsite Consulting resources requirements were carefully understood and assembled utilizing our deep domain in this area. Subsequently resource acquisition, delivery and resource management was performed. Global-i’s O/BSS Industry Specific Practice also supported and guided Global-i Onsite Consulting Team throughout the engagement.
Challenge Met
Global-i’s Onsite Consultants coming with deep domain experience in similar projects quickly learned the relevant ecosystem related to the goal on hand and performed detailed analysis of the business, technology, processes and all key performance indicators. Global-i team identified and collaborated closely with the entire client team in order to meet the challenges of the goal on hand and produced the necessary deliverables for attainment of total project success. Global-i team generated Current Audits and Gap Analysis, Desired State reflected in the generation of an RFP and a Recommended Plan including all Plan Elements.

Advantages
Client was quickly able to line up Best-in-Class consulting resources and deploy them per their needs. Client focused on their core activities of planning and management of their deliverables and left the Outsourced Solution to work independently yet in a cohesive fashion. Several metrics were achieved successfully: Time to Project Completion was at 100% achievement, Domain-Specific Project Resources Engagement was at 100% attainment, Annual Savings via Project Productivity Gains was at 10 Fold versus Completely Omitted Project and at 5 Fold versus Project done Internally.

RCN Cable, RCN Business Services and RCN Metro
Goal
Client contracted for Consulting Services to perform deep analysis of their current OSS-BSS systems and processes and create a plan to incorporate VoIP-based Services on their HFC-based and IP Backbone Network for their On-net and Off-net customers.
Solution
Global-i provided a Consulting Solution which included Onsite-Consulting Resources (Consultants) who were subject-matter experts under its OSS-BSS Consulting Practice. Onsite Consulting resources requirements were carefully understood and assembled utilizing our deep domain in this area. Subsequently resource acquisition, delivery and resource management was performed. Global-i's O/BSS Industry Specific Practice also supported and guided Global-i Onsite Consulting Team throughout the engagement.
Challenge Met
Global-i's Onsite Consultants coming with deep domain experience in similar projects quickly learned the relevant ecosystem related to the goal on hand and performed detailed Current Audits, Desired State Analysis and Gap Analysis, based on Best-Practices and Optimization of KPIs. Global-i team identified and collaborated closely with the entire client team in order to meet the challenges of the goal on hand and produced the necessary deliverables for attainment of total project success. Global-i team generated Gap Analysis, Improved Business Processes Plan, Improved Infrastructure Design Plan, Systems Requirements Plan and a Recommended Action Plan including all Plan Elements.
Advantages
Client was quickly able to line up Best-in-Class consulting resources and deploy them per their needs. Client focused on their core activities of planning and management of their deliverables and left the Outsourced Solution to work independently yet in a cohesive fashion. Several metrics were achieved successfully: Time to Project Completion was at 100% achievement, Domain-Specific Project Resources Engagement was at 100% attainment, Annual Project Gain was at 100%.

T-Mobile USA
Goal
Client contracted for Consulting Services to perform deep analysis of their current OSS-BSS systems and processes and create a plan to enhance current Messaging Services revenue assurance and incorporate new Messaging Services on their IMS and VoIP-based 3G UMTS Wireless Network.
Solution
Global-i provided a Consulting Solution which included Onsite-Consulting Resources (Consultants) who were subject-matter experts under its OSS-BSS Consulting Practice. Onsite

Consulting resources requirements were carefully understood and assembled utilizing our deep domain in this area. Subsequently resource acquisition, delivery and resource management was performed. Global-i's O/BSS Industry Specific Practice also supported and guided Global-i Onsite Consulting Team throughout the engagement.

Challenge Met

Global-i's Onsite Consultants coming with deep domain experience in similar projects quickly learned the relevant ecosystem related to the goal on hand and performed detailed Current Audits and Gap Analysis, based on Best-Practices and Optimization of KPIs. Global-i team collaborated closely with the entire client team in order to meet the challenges of the goal on hand and produced the necessary deliverables for attainment of total project success. Global-i team generated Current Audits, Desired Key Performance Indicators Analysis and utilized the Gap Analysis to Improve Business Processes, Infrastructure Design, Systems Requirements and a Recommended Enhancement Plan.

Advantages

Client was quickly able to line up Best-in-Class consulting resources and deploy them per their needs. Client focused on their core activities of planning and management of their deliverables and left the Outsourced Solution to work independently yet in a cohesive fashion. Several metrics were achieved successfully: Time to Project Completion was at 100% achievement, Domain-Specific Project Resources Engagement was at 100% attainment, Annual Project Gain was at 100%.

Team Bios**Senior Consultant**

Senior-level Business Analyst and Practice Manager for IT Infrastructure and Services, including Communications-based OSS-BSS Systems, Processes, Technology and Services. Managed large Order-to-Billing systems solutions including deep analysis, application development and infrastructure deployment for multiple Communications Service Providers across the United States. Consulting and Collaborative style across full lifecycle analysis, planning, delivery and management including best-practices and industry standards based assessments, gap analysis, business process improvements, business and technology strategy, cost and operational improvements, vendor proficiency, service requirements and systems planning, infrastructure architecture and design, reporting, CAPEX/OPEX/Budget Development, P&L Planning, Performance Monitoring and more. Experience with distributed team management across multiple geographies and experience with multiple vendor offerings. Subject matter expertise in Telecommunications, IP Networks, Data Services, Subscriber Management, O/BSS Infrastructure, IT Portfolio Optimization and Transformation, Process Management and Optimization, Business Intelligence, Performance Analytics and Performance Measurement.

Senior Consultant

Senior-level Business Analyst with subject matter expertise and demonstrated experience for analyzing, developing and implementing end-to-end OSS-BSS solutions for Tier 1, 2 and 3 Telecommunications, Broadband, Internet and VoIP Services Providers. Led a Global Service Provider due diligence assessment to determine O/BSS capabilities and scalability. Led a leading Broadband Services Provider for new O/BSS infrastructure upgrade in rollout of new services. Consulting and Collaborative style across full lifecycle analysis, planning, delivery and management including best-practices assessments, gap analysis, business process improvements, business and technology strategy, cost and operational improvements, vendor proficiency, service requirements and systems planning, infrastructure architecture and design,

reporting, CAPEX/OPEX/Budget Development, P&L Planning, Performance Monitoring and more. Experience with distributed team management across multiple geographies and experience with Business Process Outsourcing. Subject matter expertise in Telecommunications, Mobile Networks, Data Services, Subscriber Management, O/BSS infrastructure, Portfolio Optimization and Transformation, Process Management and Optimization, Business Intelligence, Data warehousing, Performance Analytics and Performance Measurement.

Senior Consultant

Senior-level Business Analyst and Project Manager for IT and Business Unit Infrastructure and Services, including OSS-BSS Systems and Processes. Managed the implementation of Order-to-Billing systems solutions including analysis, application development and infrastructure deployment for broadband wireless and CLEC business entities. Improved client technology performance in wireless call center environment. Extensive experience in audit controls. Collaborative leader in process analysis including gap analysis, cost and operational improvements, vendor management, service level requirements and reporting, CAPEX/OPEX/Budget Development and Management, Financial Modeling, Performance Monitoring and more. Experience with distributed team management across multiple geographies. Subject matter expertise in Telecommunications, O/BSS Operational Processes, IT Portfolio Process Development, Service Level Management, Business Process Improvement and Management, Business Intelligence and Analytics and Performance Measurement.

Global-i OSS-BSS Consulting Practice

Global-i OSS-BSS Consulting Practice Team guides and advises Global-i Consulting Team engaged with clients. Utilizing our complete Portfolio of Full-Lifecycle and Implementation Consulting we help clients make Business Process, Technology Process, Technology Systems, Service Development, Service Delivery and Service Management Improvements for OSS and BSS Systems and Processes across end-to-end areas tied to Order-to-Cash Cycle. We provide Best-Practices and Industry-Standards based Assessments, Audits, Readiness, Strategy Development, IT and Operations Planning, Service Development and Integration/Deployment Consulting Services across all Solution areas for Critical and Next-Generation Products and Services Planning and Delivery.