

Global-i®

Value-Driven Solutions Delivered
Consultants to the Converged Communications Industry
Consulting ■ Contracting ■ Technology

Global-i Consulting Services

Consulting and Outsourcing Solution
Under Global-i OSS-BSS Practice and
IT Services Practice

(Proposal)

Client: Time Warner Cable – Texas Region

Date: June 18, 2010

Dave Roy (President, Global-i, Inc.)
703-574-2917, droy@globaliconsulting.com,
www.globaliconsulting.com

Table of Contents

Statement of Confidentiality and Non-Disclosure

Executive Summary

1. Company Background 3

2. Identification of Needs 8

- Client Details
- Client Requirements
- Assumptions
- Needs Identification
- Project Scope
- Contract Commitment
- Delivery Timeline

3. Proposed Services12

- Objectives
- Services
 - Deliverables
 - Requirements and Solution
 - Project Team

4. Why Choose Global-i14

- Benefits of Our Proposed Service
- Competitive Advantages
- Team Qualifications
- Success Stories

5. Implementation Plan17

- Methodology
- Implementation Schedule

6. Pricing and Payment Terms18

- Pricing
- Payment Terms
- Guarantees
- Extension
- Approval

APPENDIX A – Consulting and Outsourcing Plan

Statement of Confidentiality and Non-Disclosure

The undersigned reader acknowledges that the information provided in this proposal is confidential; therefore, reader agrees not to disclose it without the express written permission of Global-i, Inc.

It is acknowledged by reader that information to be furnished in this proposal is in all respects confidential in nature, other than information which is in the public domain through other means and that any disclosure or use of same by reader may cause serious harm or damage to Global-i, Inc.

Upon request, this document is to be immediately deleted from all storage mediums and returned to Global-i, Inc.

Signature

Name (type or printed)

Title

Organization

Address

Date

Executive Summary

Global-i, Inc. (Gi) is a deep domain based technology-management consulting and project-based contracting/outsourcing company focused on serving the Converged Communications and IT marketplace for next-generation Convergence technologies. The company offers consulting, outsourcing and technology services and solutions to Communications and IT clients both on the commercial and the government sides.

The Company offers significant competitive advantages to clients in growing markets for Next-Generation Converged Communications and IT products and services. Several key strengths distinguish Global-i in the Converged Communications and IT marketplace. The key strengths are: extensive Communications and IT industry expertise; superior track record in delivering consulting services; patented services and domain-based consulting methodologies; and a history of business and technology innovation.

Global-i services, solutions and practices are well spread out in the consulting and contracting space. Through our Lifecycle Management Services sold under our Global-i LifecycleDrive™ Service, we provide full-lifecycle services including product strategy, proof-of-concepts, product development, service development, technology and engineering, program/project management, go-to-market, product/service management, product marketing, service deployment and infrastructure implementation, and sustaining services to our customers. Through our Product Development Services sold under our Global-i ProductDevelopment™ Service, we provide product strategy, business case development, product planning and roadmapping, partnerships/alliance services, requirements gathering/core teaming/JADs, product development and product launch services. Through our Implementation and Deployment Services sold under our Global-i D2IS™ Service, we assist in service deployment, market expansion, infrastructure implementation and systems integration via our architecture/design and program/project management types of services. Through our Go-To-Market Services sold under our Global-i GTM™ Service, we provide launch, customer/partner acquisition, product positioning, business development and pre-sales services to our customers. Through our Proof-of-Concept Services sold under our Global-i ReStrat™ Service, we provide acquisition, assessments and proof-of-concept services to our customers. Through our Program and Project Management Services sold under our Global-i PMO™ Service, we provide program and project management services to our customers. Through our Lab and Partner Services sold under our Global-i LEAPS™ Services, we provide Lab, Engineering and Partner Development and Management Services to our customers. Through our Global-i IntelScape™ Services, we provide Thought Leadership, Research and Strategy services. Through our Project-based Contracting Services sold under our Global-i ExpertConsultant™ Service, we provide project-leadership and project-turnaround services to our customers via their staff augmentation. For all our services we utilize Global-i Methodologies developed and delivered to our customers via carefully understanding and applying the most innovative, value-driven solutions and best-practices in the industry. In addition to providing the above services, Global-i solutions provided via the above services are specifically developed under four Communications and IT solution categories: Service Providers; OEMs; Enterprise and Government Customers. Finally, when we provide the services from our delivery centers working in conjunction with client teams then our services are sold as above Global-i Branded services. However, when we provide the same services as an outsourced service then our services are sold as Global-i ExpertConsultant™ and Global-i D2OS™ service under a specific Global-i Consulting Practice area(s).

1. Company Background

1.1 Who We Are

Global-i, Inc. is a Consulting, Outsourcing and Technology services solution provider. The company was founded in 2007 and is headquartered in Herndon, Virginia with a nationwide presence across the U.S. and in several key markets globally. Created to deliver innovation and achievement, Global-i collaborates with Converged Communications and IT clients to help them become Value-Driven entities. Global-i's "Value-Driven Solutions Delivered" service philosophy relies on our expertise in end-to-end consulting, know-how of technology markets, deep understanding of emerging/current/legacy technologies and consulting models to help clients achieve "Value-Driven Solutions" so they in turn can "Deliver" on "Consistently-Growing" values for their customers and all stakeholders.

1.2 What We Do

Using our services we help clients:

- Evaluate and acquire new markets, technologies and systems
- Create prototypes, pilots and proof-of-concepts
- Develop and launch new products and services
- Market Expansion of new and existing services
- Reposition and Sustain existing offerings
- Implement new/major upgrades of systems and infrastructure
- Improve operational excellence from existing services and systems
- Create the best-of-breed customers and partners

1.3 Our Core Values

Our Core Values guide us in how we create respect and value our judgment and deliver on our commitments:

- Client Value Focus
- Genuine Goodwill
- Smart and Characterful People
- Global Focus
- Respect
- Integrity

1.4 Our Vision

Show and Prove to our customers that our ideas, services, solutions and commitments will pave the path for them to further generate their business value, via our critical services.

1.5 Our Mission

To stay Committed to our customers in order to help them understand what we offer and execute on what we say.

1.6 Our Value Propositions

Our belief is that we have "Critical-Value-Relationships" with world's leading Converged Communications and IT companies and all entities which utilize their products and services. Among the many strengths that distinguish Global-i in the Converged Communications & IT marketplace are:

- Extensive Communications & IT Industry Expertise
- Targeted, End-to-End and Evolving Consulting Service offerings
- Expertise in Lifecycle, Implementation and Technology Services Consulting
- Expertise in Project-based Contracting and Outsourcing for Lifecycle services, IT services, Engineering services, Product/Service/Infrastructure/Systems Implementation and Deployment services
- History of Business and Technology Innovation and Service Expertise
- Commitment to the Long-term development of our customers, employees and partners
- Proven and determined leadership team

1.7 Corporate Citizenship

Being a good corporate citizen is part of our identity.

1.8 Industry Focus

- Telecommunications
- Wireless
- Cable MSOs
- Satellite
- Managed Service Providers (MSPs)/Systems Integrators
- Infrastructure/Hardware/Software/Services
- Internet Service Providers
- Content Providers/E-Commerce
- Media
- Entertainment
- IT/Software/OSS/BSS
- SAAS (Software as a Service)
- Semi-Conductors

1.9 Customer Segments

- Wireless Communications Service Providers: Mobile Operators, Satellite Service Providers, WiMax/Mobile Broadband/Wifi, FMC, MVNOs, Content Providers
- Wireline/IP/Broadband Communications Service Providers: RBOCs, CLECs, ILECS, Managed Service Providers/Systems Integrators, Hosted Service Providers
- Internet Service Providers: ISPs, Media, Entertainment
- E-Commerce and E-Business Service Providers
- Communications Software/Hardware Manufacturers: OEMs, ODMs, ISVs
- Enterprise Clients: Fortune/Global Enterprises and Mid-size companies in Manufacturing, Finance/Banking/Insurance, Healthcare/Medical, Hospitality, etc.

- Government Clients: Federal/State/Local Agencies Education Clients: Universities, Colleges, School Districts, Training Agencies

1.10 Our Practice Areas

Global-i provides consulting services across several Information and Communications Technology (ICT) subject areas and has developed a full practice around them to deliver our consulting services directly from our delivery centers as well as support our outsourcing team on the ground embedded in client teams.

- [HGlobal-i Product Lifecycle Management \(PLM\) Practice](#)
- [HGlobal-i Strategy and Thought-Leadership Practice](#)
- [HGlobal-i LABS Practice](#)
- [HGlobal-i Government Solutions Practice](#)
- [HGlobal-i Channel Partner Practice](#)
- [HGlobal-i Marketing Services Practice](#)
- [HGlobal-i Enterprise Communications Practice](#)
- [HGlobal-i Fixed/Wireline Communications Practice](#)
- [HGlobal-i Wireless Communications Practice](#)
- [HGlobal-i Cable MSO Practice](#)
- [HGlobal-i Satellite Communications Practice](#)
- [HGlobal-i Communications Wholesale Services-based Practice](#)
- [HGlobal-i Endpoints, Handsets, Device OS and Embedded Devices-based Practice](#)
- [HGlobal-i OSS-BSS Practice](#)
- [HGlobal-i Information Technology \(IT\) Practice](#)
- [HGlobal-i Business Process Integration Practice](#)
- [HGlobal-i Broadband and Internet Practice](#)
- [HGlobal-i Content and Media Practice](#)
- [HGlobal-i Emerging Technologies Practice](#)
- [Global-i Security, Protection and Related IP Practice](#)
- [Global-i Smart Grid Practice for Energy and Utilities](#)
- [Global-i Cloud Computing Practice](#)

1.11 Our Market Coverage

U.S. (Nationwide), Global

1.12 Our Services

Global-i provides consulting and project-based contracting services in several Information Communications Technology (ICT) subject areas and has developed its own methodologies in delivering these services across multiple solution areas

- [Global-i LifecycleDrive™](#) (Full-Lifecycle Service)
- [Global-i ProductDevelopment™](#) (Product and Service Development Service)
- [Global-i GTM™](#) (Go-to-Market Service)
- [Global-i PMO™](#) (Program and Project Management)
- [Global-i D2IS™](#) (Decision to Implementation & Deployment Service)
- [Global-i ReStrat™](#) (Proof-of-Concept Service)
- [Global-i LEAPS™](#) (Lab and Partner Service)
- [Global-i IntelScape™](#) (Intelligence-based Services)
- [Global-i ExpertConsultant™](#) (Project-based Contracting Service)
- [Global-i D2OS™](#) (Decision to Outsource Service)

1.13 Our Solutions

Global-i provides our consulting and outsourcing services across most vertical market areas.

- [OEM Solutions](#)
 - [OEM](#)
 - [ODM](#)
 - [ISVs](#)
- [Service Provider Solutions](#)
 - [Telco Carriers](#)
 - [Wireless Carriers](#)
 - [Cable MSOs](#)
 - [Satellite Providers](#)
 - [Managed Service Providers](#)
 - [Hosted Service Providers](#)
 - [Internet Service Providers](#)
 - [Application Service Providers](#)
 - [Systems Integrators](#)
- [Enterprise Solutions](#)
- [Government Solutions](#)
- [Vertical Market Solutions](#)
 - Education
 - Healthcare
 - Hospitality
 - Financial and Banking
 - Insurance
 - Manufacturing
 - Services
 - Transportation and Logistics
- [Professional Services Solutions](#)

2. Identification of Needs

2.1 Client Details

Client Company	Time Warner Cable
Address	
Client Contact	
Contact Title	
Contact Phone	
Contact Fax	
Contact Email	
Website	

Global-i, Inc. is pleased to provide this proposal for providing Global-i Consulting Services to Time Warner Cable - Texas Region (Client). We appreciate the opportunity to present our services and look forward to contributing to Time Warner Cable - Texas Region's success. This proposal describes the proposed services to be provided by Global-i, Inc. to Time Warner Cable - Texas Region. Per client's objectives, client is requesting Global-i Consulting services to achieve a successful Consulting and Outsourcing Solution for Business Analysis Consulting of Order-Entry and overall OSS-BSS Processes and Systems.

2.2 Client Requirements

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

2.3 Assumptions

Assumptions	Details
1	Global-i Consulting Services will adopt Time Warner Cable - Texas Region full-Lifecycle and Implementation Methodologies, Business Processes and Tools for conducting all activities
2	Global-i will present themselves to external audience and partners as part of the Time Warner Cable - Texas Region Team
3	Time Warner Cable - Texas Region will provide knowledge transfer, full operational support, product support and project collaboration to Global-i

2.4 Client Business Review

Review Data	Details
1	Time Warner Cable is the second largest Cable Multi-Service Operator in the U.S. with 14+ million customers

2	Provides service in 28 States and Located Mainly in Five Geographical areas (NY, TX, Carolinas, OH and Southern CA)
3	Leads in Technical Innovations through the use of Fiber Optics
4	Time Warner Cable - Texas Region is an unique and emerging market and provides the opportunity to offer technical and partnering depth and breadth including deploying 4G-based WiMax services aggressively across a wide coverage area
5	Time Warner Cable's prospective offerings are: Residential, Small Medium Business, Large Enterprise, Government, Vertical Markets and Inter-Carrier

2.5 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

2.6 Contract Commitment

Minimum Engagement	Time Frame
Initial Contract (2010)	4 Months
Extended Contract	Renewed Monthly, Quarterly, Annually or per T&M

2.7 Engagement Plan

Engagement Plan	Delivery Time Frame
Engagement Locations	Time Warner Cable - Texas Region 750 Canyon Drive, 5th Floor E Coppell, TX 75019
Engagement Timeframe	2010 (Initial)
Engagement Requirements	Requirements Executed via Signed Agreement

3. Proposed Service

3.1 Objectives

Service Objectives	Details
1	Provide On-site Global-i Consulting Resources (Consultants)
2	Provide Global-i Consulting Practice Office Support to Global-i On-site Consulting Team
2	Global-i represents Time Warner Cable - Texas Region to end-customers and adopts Time Warner Cable - Texas Region's and Global-i's Business Processes, Methodologies and Tools while engaged

3.2 Service

3.2.1 Solution

Global-i is offering Consulting Services-based Outsourcing Solution to Time Warner Cable - Texas Region. Global-i's solution is as below and shown as a high-level solution plan in Appendix A:

Solution	Details
1	Global-i is offering an Outsourcing Solution via Global-i Consulting and Contracting Services performed as Time Warner Cable - Texas Region Services
2	Consulting and Contracting Solution will provide Time Warner Cable - Texas Region Services Support as below: Global-i Consulting Services <ul style="list-style-type: none"> • Provide Outsourcing Solution for Business Analysis Consulting of Order-Entry and Overall OSS-BSS Processes and Systems <ul style="list-style-type: none"> ○ Business Analyst Consultant ○ Quantity: Two Consulting Resource (Two Consultants)
3	Global-i represents Time Warner Cable - Texas Region and adopts Time Warner Cable - Texas Region and Global-i Business Processes, Methodologies and Tools while engaged
4	Global-i will report to the Time Warner Cable - Texas Region Team

3.2.2 Deliverables

Deliverables	Details
1.0	Global-i Onsite Consulting Resources Acquisition
1.1	Global-i Onsite Consulting Resources Engagement and Delivery
1.2	Global-i Onsite Consulting Resources Management, Reporting and Alignment
1.3	Global-i Consulting Practice Office Support

3.2.3 Project Team

Team	Details
Global-i Consulting Services Team	Onsite based team providing services as embedded team members in client teams
Global-i Practice Team	Global-i Delivery center based team providing support services on as need basis to Global-i Consulting Services Team Onsite
Global-i Account, Solution and Delivery Leader	Single Point of Contact

4. Why Choose Global-i

4.1 Benefits of our Proposed Service

- Strategic Partnering for Global-i Consulting Services and Solution for IT Assessments and Enhancements and an Option to Extend to other Global-i Solution Areas
- Boost Time Warner Cable - Texas Region's Operational Effectiveness
- Best-fit for Time Warner Cable - Texas Region New Service Development, Launch, Deployment and Post-Implementation Support Resulting in:
 - Significant annual savings
 - Meeting Speed-to-Delivery Metrics
 - Flexible Structure

4.2 Competitive Advantages

- Strong Industry Exposure and Access across
 - IP-based Mobile and Fixed Broadband Communications Products, Services and backend IT, Operations, Network and Service Delivery Assets
 - Overall Convergence landscape
- Quick Resource Acquisition and Deployment
- Immediate Consulting and Contracting Services Deployment
 - with an extension of other Services across future Time Warner Cable - Texas Region products, services and market footprint

4.3 Team Qualifications

- Strong Understanding
 - of End-to-End communications customers business cycle
 - Business Strategy
 - Product Development
 - Service Launch
 - Service Delivery
 - Operations
 - Network Services
 - Information Technology
 - Business Continuity and Sustenance
 - of Communications Customer Convergence needs

- Partner Ecosystem
- Competitive Ecosystem
- Global-i Methodologies based services and solutions
 - Full-Lifecycle Services, Go-to-Market Services, Implementation Services, PMO Services, Technology Strategy, Architecture and Design Services, Engineering Services, Next-generation Services

4.4 Success Stories

- **Sprint-Nextel Wireless, Wireline & Wholesale Services Billing, Development, Go-to-Market, PMO & Implementations**
Across Voice, Data, Video, WiMax, FMC, OSS-BSS and other Enterprise & SP Applications
- **T-Mobile/T-Systems Wireless Services Development, Go-to-Market, PMO, IT Operations & Implementations**
SMS, MMS, Video, UC, FMC, T-Mobile@Home, T-Mobile HotSpot, OSS-BSS Systems
- **XO Communications Development, Go-to-Market, PMO, IT Operations, Network Services & Implementations**
Hosted VoIP Services, Managed IPT Services, SIP Trunking Service, Broadband Wireless, Data Services, OSS-BSS Systems
- **Terrestar Development, Go-to-Market, PMO, Engineering, Service Delivery & Implementations**
Hybrid Satellite, VoIP and Wireless Services
- **Nextel Development, Go-to-Market, PMO & Implementations, IT Operations, Network Services for IDEN Services**
Next-Generation Messaging, Next-Generation Voice/Data/Video/Multimedia, SmartPhone OS and Devices, OSS-BSS, Data Warehousing, Business Intelligence
- **NEC Development, Go-to-Market, PMO & Implementations for Carrier and Enterprise Networks**
IP Telephony, Enterprise Voice and Data Networking, Mobility, Messaging, LAN/WAN, Desktops/Endpoints/Devices, Manufacturing, Licensing
- **Glenayre/IP-Unity Development, Go-to-Market, PMO & Implementations for Mobile and Fixed Line Service Providers/Operators**
Messaging Infrastructure, SMSC, MMSC, Video mail, Chat, Presence, Speech, Web, Devices, Missed Call, Video Telephony, Handsets, Manufacturing, Joint-Development, Technology Partnerships, Integration

5. Implementation Plan

5.1 Methodology

Methodology Phases	Methodology Process
1. Analyze	Client Initiative, Client Business Processes, Client Offerings, Client Customers, Client Operations, Client Requirements
2. Design	Consulting Services-based Solutions
3. Setup	Delivery Planning, Resource Acquisition
4. Deploy	Delivery Management
5. Goal Planning	Across all engaged areas

5.2 Implementation Schedule

Schedule Timeframe	Milestone
Week 1 (Upon Contract Signing and Retainer Paid)	Kick-off and Resource Allocation
Week 2-4	Setup Phase – Start Resourcing and Setup - Detailed Solution Planning, Design and Setup
Week 5 and Forward	Delivery Phase – Start Delivery with Resources Loaded

6. Pricing and Payment Terms

6.1 Pricing

Item	Services	Global-i Resource Commitment (Quantity)	Fulfillment Role	Pricing (in USD)
1	Business Analyst Consulting	Two (2) Individual Consulting Resources ¹ (2 Consultants) Duration: FTE (Full-Time Equivalent) for 4 Months	Business Process Analysis and Recommendations of Order Entry and Overall OSS-BSS Processes and Systems	
Total		Two (2) Individual Consulting Resources ¹ (2 Consultants)		

Note 1

If requirement for additional consulting resources over and above the two consulting resources proposed here arises, then additional pricing will apply per resource requirement(s) from scope change.

Note 2

Any taxes or other obligations to be paid by Time Warner Cable will be over and above this pricing.

6.2 Payment Terms and Schedule

Payment Terms and Payment Schedule are based on a Retainer Plus Monthly Billing Payment Schedule

Payment Terms	Payment Description	Payment Schedule (in USD)
Retainer	20% Retainer for Consulting and Outsourcing Services	
Monthly Billing	Monthly Billing net of Retainer	
Travel and Related Expenses for Out of town Travel	Invoice Separately	

6.3 Extension

This agreement can be extended for additional consulting resource requirements and/or additional time requirements, per a written agreement based on the required scope, as an addendum to this agreement via a signed and fully executed addendum agreement.

6.6 Approval

Approval

If you are in agreement with this proposal, please sign and date below and return this entire signed agreement to Global-i by faxing to (484) 770-2917. This proposal is valid for 30 days from the date of this proposal.

Sincerely,

Accepted by Client:

“Time Warner Cable - Texas Region”

Signature

Signature

Dave Roy

By:_____

President

Title:_____

Global-i, Inc.

Time Warner Cable - Texas Region

Date :_____

Date:_____

Upon this Global-i Proposal Signing a Formal Agreement (Global-i Contract) will be required to be Accepted and Signed. This Global-i Proposal will become part of the Global-i Contract.