

Appendix A

Service	Consulting and Outsourcing Service
Solution	Customer Assessment and Acquisition Solution
Service Details	High-Level Consulting Plan
Version	Proposal Attachment, Dated July 2, 2010
Client	Datamatics – North American Region
Market/Location	North America

Service Description Requirement

Requirements	Details
1.0	Provide End-Customer Assessments and Acquisition Services for Client BSS Portfolio in North America, targeting Carriers and Operators of Communications Services, including Telecommunications and Utility Service Providers

Scope

Scope	Details
1.0	Provide End-Customer Assessments and Acquisition Services for Client BSS Portfolio in North America, targeting Carriers and Operators of Communications Services, including Telecommunications and Utility Service Providers
1.1	Provide Customer Acquisition Plan
1.2	Undertake Best Practices Assessment Design Phase
1.3	Undertake Best Practices Prospect Database Build Phase from a variety of Sources
1.4	Undertake Best Practices Database Mining Phase to Filter Database using multiple hot prospect criteria
1.5	Undertake Best Practices Data Acquisition phase by conducting Customer Assessment Sessions
1.6	Undertake Data Analysis and Recommended Next Steps Plan
1.7	Perform Data Reporting to Datamatics
1.8	Undertake Pre-Sales and Customer Development Phases for Interested Prospects

	via Further Business Development, Account Management and Solutions Engineering Engagement Pursuit, and Response to RFIs/RFPs for Prospects already in the Proposal Stage
1.9	Connect the above phase (1.8) with the Full-Lifecycle Solution

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 Dedicated-Consulting Resources (Consultants) who were subject-matter experts under its OSS-BSS Consulting Practice. Dedicated 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 Dedicated Consulting Team throughout the engagement.	
Challenge Met	
Global-i's Dedicated 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 Recommended/Executed on a Vendor Plan including all Plan Elements to screen, qualify, pilot, procurement process and prepare for full-deployment.	
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 Dedicated-Consulting Resources (Consultants) who were subject-matter experts under its OSS-BSS Consulting Practice. Dedicated 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 Dedicated Consulting Team throughout the engagement.
Challenge Met
Global-i's Dedicated 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 Recommended/Executed on a Vendor Plan including all Plan Elements to screen, qualify, pilot, procurement process and prepare for full-deployment.
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 Practice and Business Development 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. Well entrenched Business Development Professional in the Industry for OSS-BSS solutions and with Experience in 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 Practice and Business Development Manager 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. Strong Rolodexed Business Development Leader with Experience in 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.

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 Business and Technology Management 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, Business Development, Customer Acquisition, Partner Development, Product Development, Marketing Services, IT and Operations Planning, Service Delivery and Integration/Deployment Consulting Services across all Solution areas for Critical and Next-Generation Products and Services Planning, Acquisition and Delivery.