

Appendix B

Service	Consulting and Outsourcing Service
Solution	Channel Partner 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
2.0	Provide Channel Partner Assessments and Acquisition Services for Client BSS Portfolio in North America, targeting Systems Integrators of Communications Services, including Telecommunications and Utility Systems Integration Partners

Scope

Scope	Details
2.0	Provide Channel Partner Assessments and Acquisition Services for Client BSS Portfolio in North America, targeting Systems Integrators of Communications Services, including Telecommunications and Utility Systems Integration Partners
2.1	Provide Partner Acquisition Plan
2.2	Undertake Best Practices Assessment Design Phase
2.3	Undertake Best Practices Prospect Database Build Phase from a variety of Sources
2.4	Undertake Best Practices Database Mining Phase to Filter Database using multiple hot prospect criteria
2.5	Undertake Best Practices Data Acquisition phase by conducting Partner Assessment Sessions
2.6	Undertake Data Analysis and Recommended Next Steps Plan
2.7	Perform Data Reporting to Datamatics
2.8	Undertake Partner Development Phases for Interested Prospects via Further Partner Assessment, Sign up, Partner Development and Management Engagement Pursuit

Case Studies

SK C&C
Goal
Client contracted for Consulting Services to perform deep analysis of their current OSS-BSS portfolio and develop/execute a plan to build a strong and synergistic channel partner base for their portfolio in North America.
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, channels 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 Channel Partner Strategy, Potential Channel Partner Database and Partner Development Plans. Potential Channel Partners were carefully screened, qualified, engaged, signed-up, developed and managed in the early phases.
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.

Sprint Managed Services
Goal
Client contracted for Consulting Services to perform deep analysis of their current OSS-BSS portfolio and develop/execute a plan to build a strong and synergistic channel partner base for their portfolio in the United States.
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
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the business, technology, channels 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 Channel Partner Strategy, Potential Channel Partner Database and Partner Development Plans. Potential Channel Partners were carefully screened, qualified, engaged, signed-up, developed and managed in the early phases.

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.

Team Bios**Senior Consultant**

Senior-level Practice and Channel Development Manager for IT and Business Unit Infrastructure and Services, including OSS-BSS Systems and Processes. Managed the Channel Development and Management activities of leading OSS-BSS Solutions Vendor for North American Channels. Successful build from ground up in a short timeframe a strong and enthusiastic Channel Base comprising of Systems Integrators and Software Solutions Companies. Extensive experience in OSS-BSS Portfolio Management, Channel Development, Channel Management and Next-Generation Solutions Launch in existing and new channels. Collaborative business and technical leader and channel evangelist experienced in channel strategy and planning, consultative solutions sales process, solution deployment and channel championing processes. 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 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.

