

Client Presentation

Global-i Consulting & Contracting Services for Alcatel-Lucent

Solution Areas: Voice, Data and Collaboration Solutions

May 21, 2009

Global-i[©]

Value Driven Solutions Delivered

Consulting ▪ Contracting ▪ Technology

Agenda

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- **Global-i Capabilities**
- **Alcatel-Lucent Identification of Needs**
 - Client Business Review
 - Client Requirements
 - Engagement Scope
 - Contract Commitment
 - Delivery Timeline
- **Proposed Services**
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 - Structure
 - Deliverables
- **Why Choose Us**
- **Implementation Plan**
 - Methodology
 - Implementation Schedule
- **Pricing**, (Placeholder)
- **Q&A**
- **Next Steps**

Introductions

- Global-i Team for Alcatel-Lucent Account
 - Dave Roy
 - Founder & President, droy@globaliconsulting.com
 - Bill Hieatt
 - Solutions Leader – bhieatt@globaliconsulting.com
 - Practice Management Team for Converged Communications and IT, including
 - Dave Roy, droy@globaliconsulting.com
 - Global-i Delivery Associates (Consultants and Contractors at Client Sites and Remotes (Virtual Office))
 - As Resourced

Global-i Capabilities

Global-i Capabilities

Who We Are

Global-i is a **Consulting, Contracting/Outsourcing and Technology** services solution provider. Created to deliver innovation and achievement, Global-i **collaborates with primarily 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 outsourcing models to help clients achieve "Value-Driven Solutions" so they in turn can "**Deliver**" on "**Consistently-Growing**" values for their customers and all stakeholders.

Global-i Capabilities

Corporate Profile

- Incorporated 2006
- Headquartered in Northern Virginia in the U.S. with Nationwide/Global Presence
- Corporate Structure
 - Business Model
 - Full-Lifecycle, Product Development, Service Management, Go-to-Market, Program/Project Management, Thought-Leadership and Implementation Consulting and Contracting Services across the Technology space
 - Organization Structure
 - Company Management at the Headquarters, Associates (Account Leaders & Solution Leaders, Practice Leaders, Delivery Leaders, others) geographically dispersed, Delivery Consultants at Client locations and Delivery Centers, Back-office support geographically dispersed
 - Delivery Model
 - Contracting Services Delivered at Client Sites and Consulting Services Delivered as Turnkey Services from our Delivery Centers
- Fortune 1000 and Global 10,000 Clients
- Markets Served in the US, Europe, Asia

Global-i Capabilities

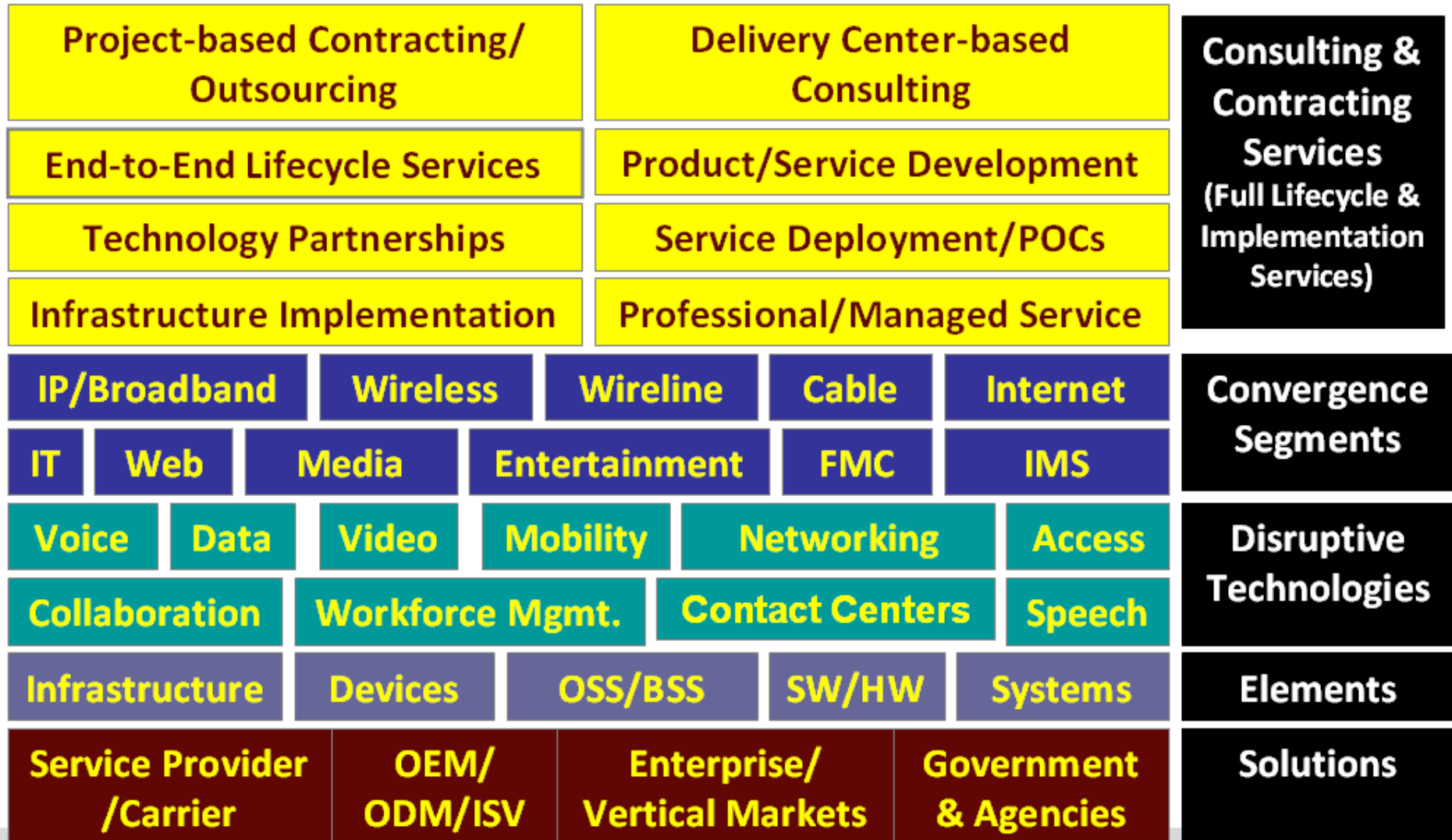
What We Do

Using our services we help clients around the world:

- Evaluate 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

Global-i Capabilities

Our Approach



Global-i Capabilities

Our Expertise

"Critical-Value-Relationships" with the world's leading Converged Communications/IT companies. Many strengths that distinguishes Global-i in the Converged Communications & IT marketplace:

- Extensive Converged Communications & IT industry expertise
- Services offered in:
 - Lifecycle, Strategy, Development, Engineering, Go-to-Market, Program/Project Management and Technology Services Consulting
 - Product/Infrastructure/Systems Implementation and Service Deployment services
- Solutions offered to:
 - OEMs, Service Providers/Carriers, Enterprise, Verticals, Government
- Capabilities in Project-based Contracting and Delivery Center-based Consulting
- Focus on Project Leadership and Project Turnaround
- History of Business and Technology Innovation and Service Expertise
- Targeted, End-to-End and Evolving service offerings
- Commitment to the Long-term development of our customers, employees and partners
- Proven and determined leadership team

Global-i Capabilities

Industry Focus

- Communications Hardware/Infrastructure (Telephony, Data, Video, UC and Apps)
- Wireline (IP-based and TDM-based Telecommunications)
- Wireless (3G and 4G Wireless, FMC)
- Devices (Smart Devices, Soft Clients, IP Desktops)
- Managed Service Providers (MSPs)/Systems Integrators
- IT/Software/OSS/BSS/Protocols/APIs
- Networking/Servers/Desktops/Devices/Platforms/Tools
- Cable MSOs
- Satellite
- Internet Service Providers
- Content Providers/E-Commerce
- Media/Entertainment
- SAAS (Software as a Service), CAAS (Communications as a Service)
- Developer Programs, Fusion Programs, Alliances
- Semi-Conductors

Global-i Capabilities Solution Expertise

- **Carrier and Service Provider Solutions**
 - Wireline/IP/Broadband
 - Wireless and Satellite
 - Cable MSOs
 - ISPs
 - Managed Service Providers
 - Hosted Service Providers
- **Manufacturer & Developer Solutions**
 - OEMs
 - ODMs
 - ISVs
- **Enterprise, Government and Vertical Market Clients**
 - Large Enterprise
 - Vertical Markets (Financial/Insurance/Banking, Education, Healthcare, Hospitality, Manufacturing, Energy, Transportation/Logistics, Services)
 - Federal/State/Local Governments

Global-i Capabilities

Our Services

- **Global-i LifecycleDrive™**
 - Full-Lifecycle Services based Contracting and Consulting Service
 - Next Generation & Enhancement Products & Services Lifecycle Management
- **Global-i ProductDevelopment™**
 - Product Development, Management and Marketing Services based Contracting and Consulting Service
 - Product Strategy, Product Planning, Requirements and Roadmapping, Partnerships, Product Development, Product Launch
- **Global-i ReStrat™**
 - Assessments and Proof-of-Concept (POC) Services
 - Evaluation, Strategy and Ideation Services for Next-Generation Products
 - Assessment, Pilot and Trial Services for Systems Integration POCs

Global-i Capabilities

Our Services

- **Global-i GTM™**
 - Full-Go-To-Market Services based Contracting and Consulting Service
 - New Products and Services Launch Planning/Execution to Customer Acquisitions to Partner Development to Pre-Sales
- **Global-i PMO™**
 - Program and Project Management based PMO Services
 - Global-i Contractors Embed in the Client PMO Teams using Client Tools
 - Global-i Turnkey Consultants create the PMO as an External Team from our Delivery Centers, using Global-i Tools and PMO Methodologies™
- **Global-i D2IS™**
 - Implementation and Deployment Services
 - Service Deployment and Market Expansion for Carrier-based Service Deployments
 - Infrastructure Implementation and Systems Integration for MSP and Systems Integrators-based Infrastructure/Systems Implementations

Global-i Capabilities

Our Services

- **Global-i LEAPS™**
 - Lab, Engineering And Partner Services, Technology Partnerships
- **Global-i IntelScape™**
 - Intelligence and Thought-Leadership-based Services
 - Research and Strategy
- **Global-i ExpertConsultant™**
 - Project-based Contracting Service,
 - Global-i Consultants provide Project Leadership and Project Turnarounds
- **Global-i D2OS™**
 - Outsourced and Managed Services, Including one or more Global-i Services

Identification of Needs

ALU Identification of Needs Client Business Review



Worldwide [Change] | English - Français

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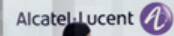
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About Us

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At a glance



[Ben Verwaayen, CEO](#)

We are Alcatel-Lucent

Alcatel-Lucent is the trusted partner of service providers, enterprises and governments worldwide, providing solutions to deliver voice, data and video communication services to end-users.

A leader in fixed, mobile and converged broadband networking, IP technologies, applications and services, Alcatel-Lucent leverages the unrivalled technical and scientific expertise of Bell Labs, one of the largest innovation powerhouses in the communications industry.

With operations in more than 130 countries and the most experienced global services organization in the industry, Alcatel-Lucent is a local partner with a global reach. Alcatel-Lucent achieved revenues of Euro 16.98 billion in 2008 and is incorporated in France, with executive offices located in Paris.

Incorporated in:
France

Headquarters:
54 rue la Boétie
Paris 75008, France

Chief Executive Officer:
Ben Verwaayen

Employees:
More than 77,000

Stock Listing:
Euronext Paris and NYSE - ALU

Revenues:
€16.98 billion



About our activities

- [Company Overview](#)
- [Press Room](#)
- [News and Resources](#)
- [Investors and Shareholders](#)



About our philosophy

- [Corporate Social Responsibility](#)
- [Corporate Sponsorship and Philanthropy](#)
- [Awards and Achievements](#)
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About our leaders

- [Management Team](#)
- [Corporate Governance](#)

ALU Identification of Needs Solutions Review

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Solutions

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Ultimate wireless broadband

The way to LTE starts with Alcatel-Lucent: redefine the wireless experience with our End-to-End LTE Solution. ... [More](#)



What is the multi-screen experience?

The seamless movement of personalized content and services across devices brings your consumers more freedom and more value. ... [More](#)



An open LTE ecosystem

The ng Connect Program brings together device, application and content companies to create an end-to-end ecosystem with the resources and expertise you need.... [More](#)

Solution Search

- Solution Area Only
- Entire Site

Quick Links

- [Enterprise](#)
- [Service Provider](#)
- [Sales Inquiry](#)
- [Partners](#)
- [Support](#)
- [Bell Labs](#)

Solutions Categories

Multimedia

Develop and deploy profitable, innovative, new, anytime, anywhere multimedia services for your customers available across a myriad of devices, networks and environments.

Wireless

Solutions providing a smooth evolution for all radio access technologies (GSM evolution, WCDMA, HSPA+, CDMA EVDO, WiMAX, and LTE) to a flat, all-IP network.

Services

With more than 18,000 experts in over 130 countries, we can help with the entire network lifecycle: Consult & Design, Integrate & Deploy, Maintain & Operate.

Managed Communications Services

Give your enterprise customers unprecedented flexibility to add or delete services while balancing their CAPEX and OPEX costs.

Convergence

Deliver multimedia services to your customers with a simple, consistent experience, despite disparate services, networks and devices.

Security and Business Continuity

Related Information

Light Reading Webinar: Creating New Revenue from Advertising: Replay Now Available

Did you miss the event? Hear the latest on how to maximize subscriber value, achieve new revenue and deliver innovative new advertising options. ... [More](#)

Light Reading Virtual Tradeshow: Mobile 2012, June 11, 2009 @ 9am - 5pm EST

The future of mobile is here. Register now to get a forward-looking view on how the wireless market will evolve through 2012 and beyond. Listen to the Bell Labs keynote on innovation. Participate in lively panel sessions. Meet with Alcatel-Lucent experts and engage in real-time discussions. ... [More](#)

Service Routing Certification (SRC) Program

Our program offers extensive hands-on training to give you the skills, confidence and credibility you need to work in complex network environments. ... [More](#)

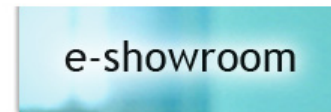
ALU Identification of Needs Services Review



The Network Integrator
Where IT and Telecom Meet

Quick Links

- [Bell Labs](#)
- [Enriching Communications](#)
- [Events](#)
- [Financial Data](#)
- [Industry Analysts](#)
- [Corporate Social Responsibility](#)
- [Innovation](#)



Alcatel-Lucent Services supports you across the network lifecycle, lowering cost, minimizing interruptions, and raising reliability.



Consult & Design

It begins with a targeted assessment of your business, service vision, and operational environment. [...More](#)



Integrate & Deploy

From site implementation to the integration of end-user applications into your network, provide integration and deployment options. [...More](#)



Maintain & Operate

We ensure a high level of network availability and performance while reducing costs. [...More](#)



Industries and Public Sector

Our intelligent, reliable, real-time, secure, next-generation communications platforms offer highly efficient for your specific challenges. [... More](#)

Client Identification of Needs

Client Requirements

- **Global-i can meet and support Consulting and Contracting Requirements under several key areas within the Client Solutions Portfolio and ongoing initiatives:**
 - Client Activities
 - TBD
 - Tied to **Product Development, Management and Marketing Activities**
 - Infrastructure
 - Enterprise-side
 - Carrier-side
 - 3rd Party Applications and Platforms
 - Devices and End-points
 - Managed Services – Network, Security, Monitoring, etc.

Client Identification of Needs

Client Requirements

- Tied to Product Development Activities
 - **All Cross-functional Activities** including:
 - Product Strategy, Product Business Cases, Thought Leadership
 - Architecture, Design, Core Teaming, JADs
 - Product and Requirements Planning/Management
 - Vendor/Partner Evaluation and Management
 - Program/Project Management, Project Turnarounds, Project Leadership
 - Engineering Services - Lab Testing/Field Trials
 - Marketing Services
 - Network Services – Market Expansion
 - IT Services – including all ITO Services, OSS/BSS, etc. activities

Client Identification of Needs

Client Requirements

- Tied to **Go-to-Market Activities**
 - Launch Planning and Execution
 - Service plans
 - Feature/Packages
 - Pricing
 - Promotions
 - Channel components
 - Thought Leadership
 - Collateral Development
 - Customer Acquisitions
 - Partner Program/Alliances
 - Training
 - Field Marketing
 - Pre-Sales Consulting

Client Identification of Needs

Client Requirements

- Tied to **Service Deployment, Infrastructure Implementation and Systems Integration Activities**
 - Perform the full range of pre-sales consulting and deployment activities
 - Assessments, Readiness
 - Proof-of-Concepts
 - Solution Strategy
 - Investment (TCO) Justification
 - Solution Requirements
 - Solution Architecture and Design
 - Product Positioning, Demo, Configuration, Quote, Proposal, Post-sale
 - Deployment and Implementation
 - Program and Project Management

Client Identification of Needs Scope, Commitment, Timeline

Engagement Scope

- Number of Solutions, Number of Markets, Number of Resources, etc

Contract Commitment

- Minimum Number of Engagements
 - 12 Months, Ongoing, Billed Hour Resources, Fixed-fee Projects

Delivery Timeline

- Delivery Timelines meeting Quarterly Objectives
- Deliverables - Resource Planning, Resource Acquisition, Resource Deployment, Delivery, Delivery Management

Proposed Services

Client Proposed Services Objectives

- TBD

Why Global-i

Why Global-i

Benefits of our Proposed Services

Benefits of our Proposed Services

- Strategic Partnering for Domain-based Consulting and Contracting Solutions
- Boost to Client's Product Development, Go-To-Market, Channel, Market Expansion and Implementation Activities
- Client's Strategic Resource Acquisition, Retention, Alignment Resulting in:
 - Significant annual savings
 - Meeting Speed-to-Market Metrics
 - Flexible Structure

Competitive Advantages

- Strong Industry Expertise in
 - OEM, Service Provider, Enterprise and Government Convergence Solutions Portfolio
 - Overall Convergence Infrastructure, Networks, Platforms, Applications & Services Landscape
- Quick Resource Acquisition and Deployment

Why Global-i

Benefits of our Proposed Services

Team Qualifications

- Strong understanding
 - of end-to-end communications customers business cycle
 - Business Strategy
 - Product Development
 - Service Deployment
 - Service Delivery
 - Company Operations
 - Partner Ecosystem
 - Business Continuity and Sustenance
 - of Communications Customers Convergence needs and Competition
- Global-i Methodologies™ based services and solutions
 - Full-Lifecycle
 - Implementation
 - Next-generation Services

Why Global-i

Benefits of our Proposed Services (Success Stories)

- **Sprint-Nextel**
 - Across Voice, Data and Mobility Services
- **BT Global Services**
 - Fortune 500 Implementations over Cisco and Nortel Converged Communications Solutions
- **XO Communications**
 - Managed PBX Services over Avaya Solutions, Hosted PBX Services, SIP Trunking
- **Primus Telecommunications**
 - Managed PBX Services over Toshiba Solutions, Hosted PBX Services, IP Centrex Services, SIP Trunking
- **Time Warner Cable**
 - Voice Services integrated with Cisco Solutions, WAN/MAN, Hosting Services
- **NEC**
 - SMB/Enterprise/Vertical/Government Customer Implementations over NEAX Solutions
- **T-Mobile/T-Systems**
 - Across Voice, Data and Mobility Services

Implementation Plan

Implementation Plan (Sample) Methodology

Methodology Phases	Methodology Processes
1. Analyze	Client Initiative, Client Business Processes, Client Offerings, Client Customers, Client Requirements
2. Design	Consulting and Outsourced Solution
3. Setup	Resource Planning
	Resource Acquisition
4. Deploy	Resource Management
	Delivery Management
	Performance Management
	Resource Alignment
5. Goal Planning	Set Subsequent Objectives, Targets and Budgets

Implementation Plan (Sample)

Implementation Schedule

Schedule	
Timeframe	Milestones
Week 1 (Upon Contract Signing and Retainer Paid)	Project Kick-off and Resource Allocation
Week 2 -4	Detailed Design and Planning
	Acquisition Phase - Start Resourcing
Week 5	Delivery Phase – Start Delivering

Pricing, Terms and Contract Framework

Pricing & Payment Terms

- TBD

Q&A

- Be Candid

Next Steps

- Business Goals Assessment
- Scope and Requirements Capture
- Solution Agreement
- Proposal Presentation
- Contract Development
- Contract Execution
- Solution Kick-Off

Thank you

Global-i, Inc.

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