

Client Presentation

Global-i Consulting & Contracting Services for BT Global Services

Solution Areas: Voice, Data, Mobility and Collaboration Solutions

May 21, 2009

Global-i[©]

Value Driven Solutions Delivered

Consulting ▪ Contracting ▪ Technology

Agenda

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

Introductions

- Global-i Team for BT 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

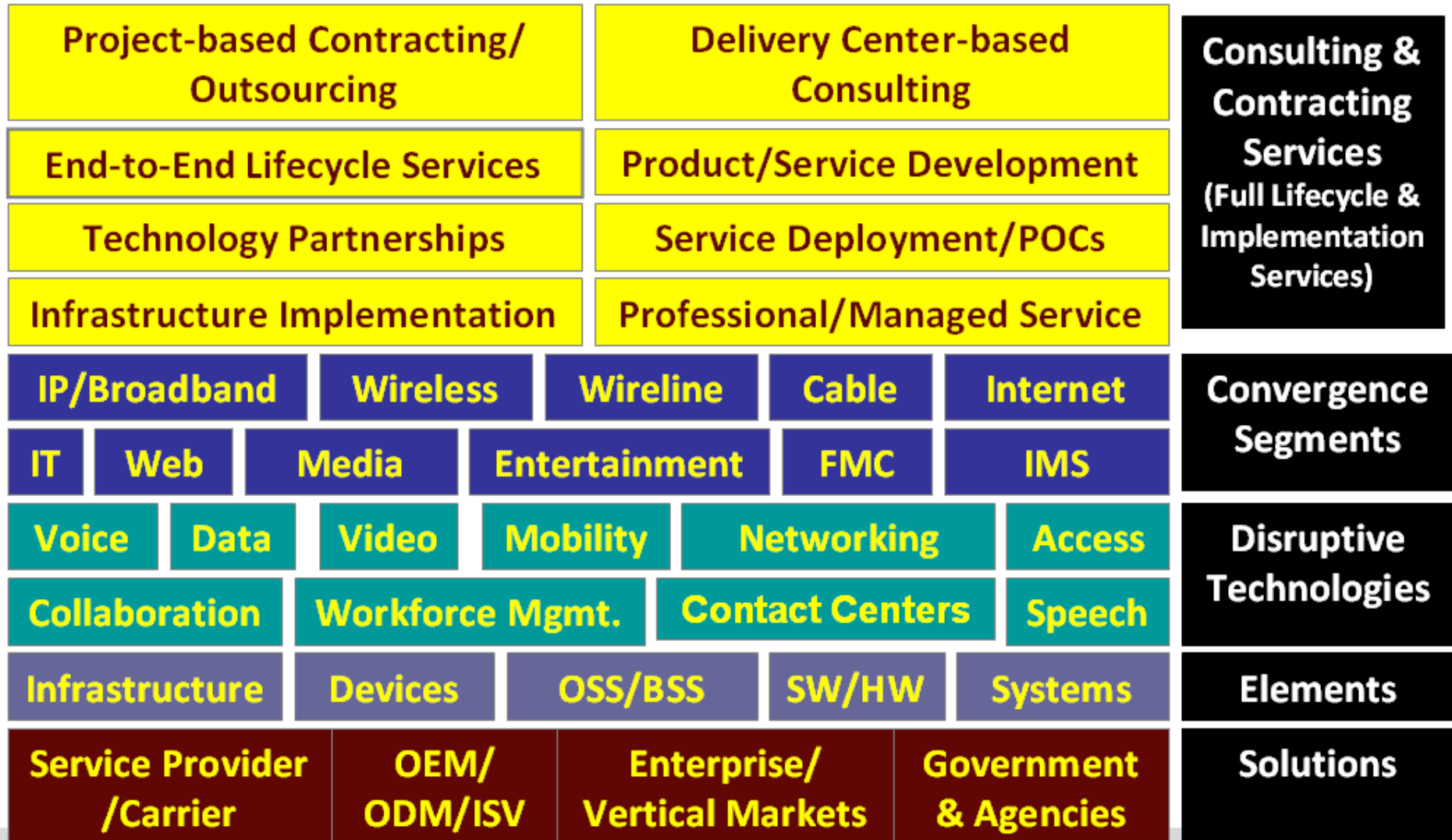
What We Do

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

BT Identification of Needs Client Business Review



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Insights and Ideas



Harnessing Social Networking in the Enterprise

Web 2.0 technologies improving knowledge sharing and collaboration



Innovating through tough times

Developing practical solutions using innovation to beat the recession.



Collaborating through highs and lows

In recession or boom times, the long-term benefits of collaboration technology can far outweigh any short-term cost-savings.



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About us



We can bring your business all the advantages of a networked, converged world. Learn more about who we are, what we think, and why BT is the right choice for your business at home and around the world.

[» Learn more about BT Global Services](#)

» BT signs with Hitachi to grow turret business in Japan

BT Japan Corporation (BT) just announced that it has signed an original equipment manufacturer (OEM) agreement with Hitachi Communication Technologies, Ltd. (Hitachi Com).

» BT positioned a leader in Gartner's Magic Quadrant

BT is positioned in the leaders' quadrant in Gartner's Pan-European Network Service Providers (NSP) Magic Quadrant 2008.

» Outsourcing for automotive giant

To drive its business transformation, FIAT Group has outsourced its networked IT services to BT across the globe.

BT Identification of Needs Solutions Review



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Solutions



Filter by Solutions	Filter by Business needs	Filter by Availability	Filter by keyword
Customer Relationship Management (9)	build a sustainable organisation (19)	Argentina (10)	Keywords you enter here will be used to further filter the Solutions you see below. <input type="text"/> <input type="button" value="Search"/>
Industry solutions (19)	communicate effectively (20)	Australia (33)	
Mobility and Wireless (7)	create a customer focused organisation (15)	Austria (3)	
Networked Infrastructure (4)	create a secure and risk resilient organisation (13)	Belgium (20)	
Networked IT Services (5)	improve ability to react to change in the marketplace (22)	Brazil (12)	
Outsourcing (1)	increase efficiency (21)	Canada (12)	
Security and Risk Management (8)		China (33)	
Sustainability (1)		Colombia (12)	
Unified Voice and Data Communications (6)		Costa Rica (12)	
		▼ Show	

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Solutions name ▼	Description
Applications Assured Infrastructure	We'll help you optimise and support your business-critical application performance with Application Assured Infrastructure.
BT Managed Secure Messaging	Use our secure, reliable Giovanni-compliant messaging solution to take care of your critical financial communications.
Business Continuity	BT Business Continuity Solutions improve your organisation's operational resilience with disaster recovery and business continuity strategies that help you survive service disruptions or crises.
Carbon Impact Assessment	Discover how information and communication technologies can help you reduce emissions, lower costs, and improve efficiency.
Conferencing Services	The BT Conferencing Services solution enables meetings to occur without the need to leave your office – while increasing productivity, reducing costs and being environmentally responsible.
Customer Intelligence	Use some intelligence – improve customer experience and promote long term customer loyalty.
Deploying Hosted Contact Centres	Reduce costs, minimise risk and improve your customer service with a BT hosted contact centre.

BT Identification of Needs Services Review



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Products and services



Filter by Products and services	Filter by Availability	Filter by keyword
Consultancy and Professional Services (28)	Argentina (32)	Keywords you enter here will be used to further filter the Products you see below. <input type="text"/> <input type="button" value="Search"/>
Managed Services (81)	Australia (110)	
Network Services (32)	Austria (41)	
Products and Services (4)	Belgium (63)	
Wholesale Telecommunications Services (22)	Brazil (44)	
	Canada (35)	
	China (112)	
	Colombia (39)	
	Costa Rica (31)	
	Show	

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Products name ▼	Description
AAI Consultancy Audits	Efficient IT is critical to your long-term success. We can help you optimise performance to support strategic business goals.
AAI Continuous Performance Management	An efficient IT estate is now a business necessity. We can help you monitor and maintain optimal infrastructure performance.
Asset Visibility	Gain operational efficiency through greater visibility and control of the mobile assets in your supply chain.
Assured Services	Comprehensive support for your business-critical IT infrastructure with a designated order manager and 24/7 service desk.
Audio Conferencing	Harness the power of your phone to transform your office into a personal meeting room for three-way calls and conferences.
Authentication	You need to be sure that the users accessing your networks are who they say they are and are fully authorised.
Authorisation	Take greater control of user access to your resources with Authorisation – protecting your infrastructure at every level.

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**
 - Enterprise and Service Provider Solutions over Voice, Data, Mobility and Collaboration
- **Motorola**
 - Enterprise and Service Provider Solutions over Voice, Data, Mobility and Collaboration
- **BT Global Services**
 - Fortune 500 Implementations over Cisco 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

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

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