

Client Presentation

Global-i Consulting & Contracting Services for NEC Unified

Solution Areas: Voice, Data and Collaboration Solutions

May 20, 2009

Global-i[©]

Value Driven Solutions Delivered

Consulting ▪ Contracting ▪ Technology

Agenda

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Introductions

- Global-i Team for NEC Unified 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

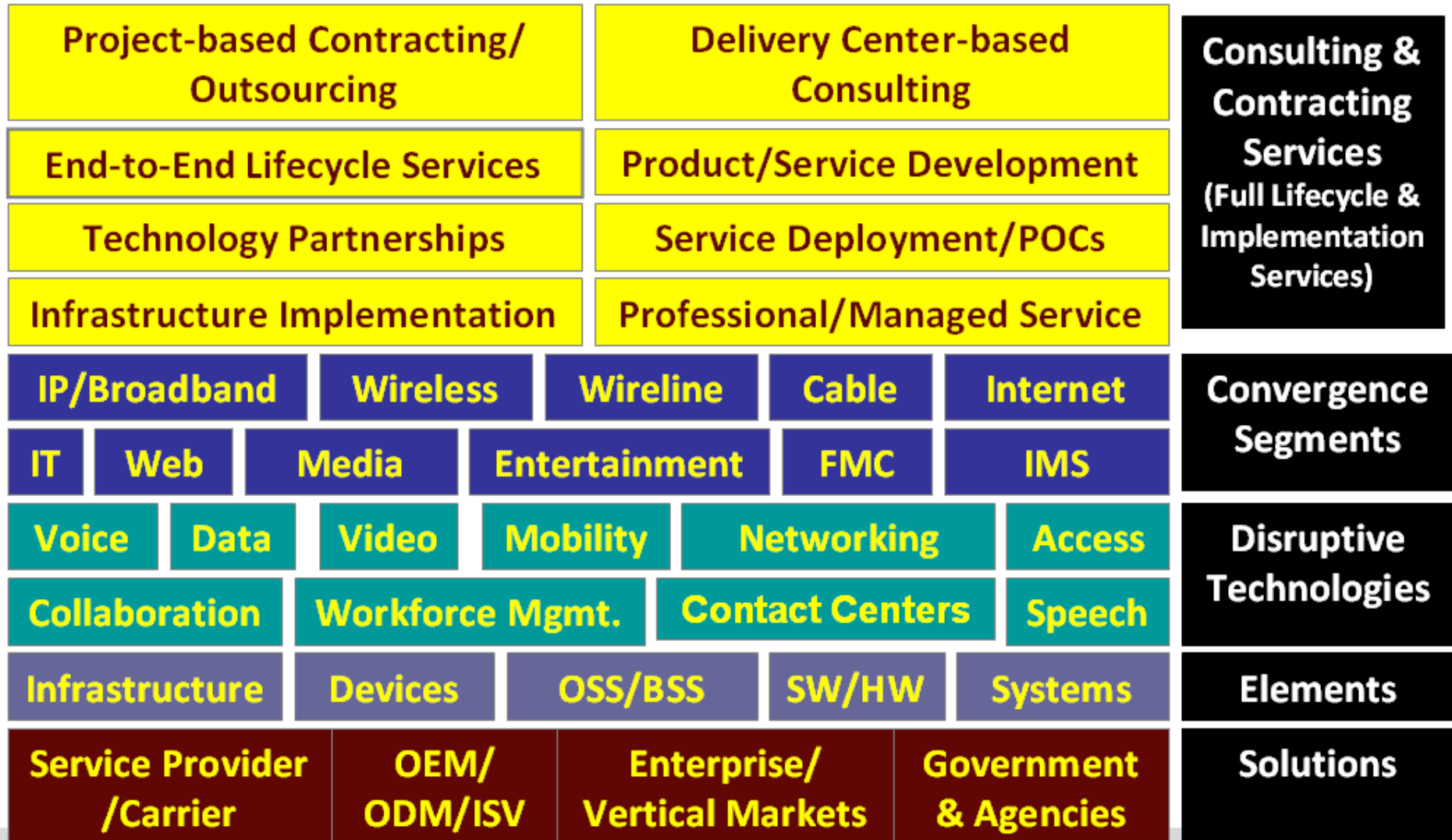
What We Do

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

NEC Unified Identification of Needs Client Business Review

NEC Empowered by Innovation

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About NEC Unified Solutions, Inc.

Building Communications Solutions and Delivering Excellence

Market leadership, competitive advantage and growth opportunities are not guaranteed through innovative technologies alone. Savvy businesses depend on the expertise of technology solutions providers, who can customize and deliver the services required in today's connected enterprise to ensure optimal performance and return on investment.

That is why thousands of enterprises across North America, including Fortune 1000 companies and major vertical industries such as healthcare, education, and hospitality, trust NEC Unified Solutions to deliver unparalleled excellence and customized solutions for their unique networking and communications needs.

NEC Unified Solutions optimizes a customer's communications infrastructure and technology investments, and delivers excellence through its Professional and Managed services like network assessments; remote monitoring and management; systems integration and network security.

NEC Unified Solutions supports its customers through best-in-class development teams and channels across all NEC entities and geographical borders, in order to be the single-source provider of voice, data and video solutions for the connected enterprise. Moreover, our end-users profit from the distinct advantage of our industry partnerships with established leaders like Cisco Systems, Polycom, Genesys, Zeacom, Airespace, Dukane, Xtend, Top Layer and F-Secure, among others.

NEC Unified Solutions is a relationship-driven company, approaching each challenge and opportunity with the highest levels of commitment and consideration for our customers' long-term benefit.

Let us deliver excellence for you.



NEC Unified Identification of Needs Product Solutions Review

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Products: What are Your Communication Needs?

Click on any category to be introduced to NEC Unified Solutions products:

▶ **UNIVERGE SV8000 Series Communication Servers**

The UNIVERGE® SV8000 Series Communication Servers from NEC creates new ways of generating revenue and increasing customer responsiveness while simultaneously improving efficiency and reducing costs.

▶ **Bundled Solutions**

UNIVERGE bundled solutions are the next-generation of NEC's UNIVERGE360 approach to unifying business communications – an approach that focuses on the role of the user to determine the best communications method and technology.

▶ **Terminals**

NEC's UNIVERGE family of terminals move the standard phone to the next level through its large feature set and modular design. By delivering a wide range of customizable features, these terminals can help meet the communication needs of any workplace.

▶ **Migration Solutions**

Your investments in technology are important. They bring added value to your business and can often help increase your bottom line. NEC is committed to helping you retain the significance of your investment by providing a clear migration path that is both simple and cost-effective.

▶ **Enterprise Communication Platforms**

IP Communication systems and supporting solutions,

▶ **Software Based Communication**

UNIVERGE® Spherical is a complete, software-based,

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 over Nortel Solutions
- **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 over Nortel 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

Global-i, Inc.

1-888-931-1117

info@globaliconsulting.com

www.globaliconsulting.com