

## Appendix C

<b>Service</b>	<b>Product Development Services Performed by Product Development Manager Consultant</b>
<b>Solution</b>	<b>Network Monitoring and Management Solution for Battery Plant</b>
<b>Service Details</b>	<b>High-Level Service Plan</b>
<b>Version</b>	<b>Proposal Attachment, Dated September 16, 2010</b>
<b>Client</b>	<b>Encell Technology</b>
<b>Market</b>	<b>Global</b>

### **Product Development Strategy**

#### **Development Strategy**

The goal will be to provide full-lifecycle product development activities for Encell's Network Monitoring and Management Solution.

#### **Product Development Environment**

Research will be conducted to perform due diligence on most fitting Development Environment.

#### **Product Development Management**

Global-i Development Manager will lead and manage the fitting overall Development team brought in for hands-on development.

<b>Primary Lead and Support Roles for these Activities</b>		
<b>Components</b>	<b>Primary Lead</b>	<b>Guidance and Support</b>
<b>Development Strategy</b>	Global-i	ENCELL
<b>Product Development Environment</b>	Global-i	ENCELL
<b>Product Development Management</b>	Global-i	ENCELL

**Product and Service Planning**

Product Development Strategy will drive the product planning phase.

<b>Primary Lead and Support Roles for these Activities</b>		
<b>Components</b>	<b>Primary Lead</b>	<b>Guidance and Support</b>
<b>Product Plan</b>	Global-i	ENCELL
<b>Requirements Gathering</b>	Global-i	ENCELL
<b>Requirements Management</b>	Global-i	ENCELL
<b>Core Teaming</b>	Global-i	ENCELL
<b>Joint Application Development</b>	Global-i	ENCELL
<b>Architecture-Design and Roadmap</b>	Global-i	ENCELL
<b>Requirements, Design and Development Documents</b>	Global-i	ENCELL
<b>Product Committee Sign-off</b>	Global-i	ENCELL

**Product Development**

Product planning will drive the product development phase.

<b>Primary Lead and Support Roles for these Activities</b>		
<b>Components</b>	<b>Primary Lead</b>	<b>Guidance and Support</b>
<b>Product Feature Development</b>	Global-i	ENCELL
<b>Product Platform Development</b>	Global-i	ENCELL
<b>Product Interface Development</b>	Global-i	ENCELL
<b>Hands-on Development Environment and Team Selection, Staffing and Management</b>	Global-i	ENCELL

**Product Testing**

Product development will drive the product testing phase.

<b>Primary Lead and Support Roles for these Activities</b>		
<b>Components</b>	<b>Primary Lead</b>	<b>Guidance and Support</b>
<b>Lab Testing (In-house)</b>	Global-i	ENCELL
<b>Field Trials</b>	ENCELL'S Customers	Global-i, ENCELL

**Product Support and Implementation**

**Product Support**

Global-i will contribute actively to all necessary Product Support and customer engaging activities.

**Sales Support**

Global-i will contribute actively to prospective client requirements.

**Solution Implementation and Deployment**

Global-i will provide product and overall solution implementation and deployment support.

**Customer Experience & Satisfaction**

Global-i along with Encell will contribute actively to enhance Customer Experience and Satisfaction.

<b>Primary Lead and Support Roles for these Activities</b>		
<b>Components</b>	<b>Primary Lead</b>	<b>Guidance and Support</b>
<b>Product Support</b>	Global-i	ENCELL
<b>Sales Support</b>	Global-i	ENCELL
<b>Training and Documentation</b>	Global-i	ENCELL
<b>Solution Implementation and Deployment</b>	Global-i	ENCELL
<b>Customer Experience &amp; Satisfaction</b>	Global-i	ENCELL

**Post-Launch Sustaining and Deployment Support**

**Product Maintenance**

Based on Product Roadmap and future Customer Requirements, Global-i will conduct Product Maintenance via Updates and Licensing Support.

**Next-Generation Product Planning (Future Releases)**

Based on Product Roadmap and future Customer Requirements, Global-i will conduct Product Upgrades via Next-Generation Product Planning.

<b>Primary Lead and Support Roles for these Activities</b>		
<b>Components</b>	<b>Primary Lead</b>	<b>Guidance and Support</b>
<b>Product Maintenance</b>	Global-i	ENCELL
<b>Next-Generation Product Planning</b>	Global-i	ENCELL