



Value-Driven Solutions Delivered
Consultants to the Converged Communications Industry
Consulting ■ Contracting ■ Technology

Global-i Professional Services for
Tandberg Video Networking
Customer Deployments
(Proposal)

Client: Tandberg

Date: December 9, 2008

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Statement of Confidentiality and Non-Disclosure

The undersigned reader acknowledges that the information provided in this proposal is confidential; therefore, reader agrees not to disclose it without the express written permission of Global-i, Inc.

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Date

Executive Summary

Global-i, Inc. (Gi) is the first-to-market technology-management consulting and project-based contracting company focused on serving the Converged Communications and IT marketplace for next generation Convergence technologies. The company offers consulting, outsourcing and technology services and solutions to Communications and IT clients both on the commercial and the government sides.

The Company offers significant competitive advantages to clients in the growing markets for Next-Generation Converged Communications and IT products and services. Several key strengths distinguish Global-i in the Converged Communications and IT marketplace. The key strengths are: extensive Communications and IT industry expertise; superior track record in delivering consulting services to service providers, OEMs, enterprises and government agencies; and a history of business and technology innovation.

Global-i services and solutions are well spread out in the consulting and contracting space. Through our Proof-of-Concept Services sold under our Global-i ReStrat™ Service, we provide acquisition, assessments and proof-of-concept services to our customers. Through our Lifecycle Management Services sold under our Global-i LifecycleDrive™ Service, we provide product development, service development and systems development full-lifecycle services to our customers. Through our Implementation and Deployment Services sold under our Global-i D2IS™ Service, we assist in service deployment, market expansion, infrastructure implementation and systems integration via our architecture/design and program/project management types of services. Through our Lab and Partner Services sold under our Global-i LAPS™ Services, we provide Lab and Partner Development and Management Services to our customers. Through our Global-i IntelScape™ Services, we provide Thought Leadership, Research and Strategy services.

In addition to providing the above services, Global-i solutions provided via the above services are specifically developed under three Communications and IT solution categories: Service Providers; OEMs; and Enterprise, Government and Vertical Market Customers.

Finally, when we provide the services from our delivery centers working in conjunction with client teams then our services are sold as above Global-i Branded and White Label services. However, when we provide the same services as an outsourced service then our services are sold as Global-i ExpertConsultant™ service. In the latter case sold as a contracting service, the service is provided via Global-i Consultants who work as embedded team members within client teams under the client's directions using the client's processes and tools at the project-sites. In either case, all our delivery center-based consultants and contracted out consultants are Global-i Methodologies® certified.

1. Company Background

1.1 Who We Are

Global-i, Inc. is a Consulting, Contracting/Outsourcing and Technology services solution provider. The company was founded by Dave Roy in 2007 and has its principal office in the Washington D.C. area. Created to delivering 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.

1.2 What We Do

Using our services we help clients around the world:

- Evaluate and acquire 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

1.3 Our Core Values

Our Core Values guide us in how we create respect and value our judgment and deliver on our commitments:

- Client Value Focus
- Genuine Goodwill
- Smart and Characterful People
- Global Focus
- Respect
- Integrity

1.4 Our Vision

Show and Prove to our customers that our ideas, services, solutions and commitments will pave the path for them to further generate their business value, via our critical services.

1.5 Our Mission

To stay Committed to our customers in order to help them understand what we offer and execute on what we say.

1.6 Our Value Propositions

Our belief is that we have "Critical-Value-Relationships" with the world's leading converged communications companies and all entities which utilize their products and services. Among the many strengths that distinguishes Global-i in the Converged Communications & IT marketplace are our:

- Extensive Communications & IT industry expertise
- Targeted, End-to-End and Evolving service offerings
- Expertise in Lifecycle, Implementation and Technology Services Consulting

- Expertise in Project-based Contracting and Outsourcing for Lifecycle services, Engineering services, Product/Service/Infrastructure/Systems Implementation and Deployment services
- History of Business and Technology Innovation and Service Expertise
- Commitment to the Long-term development of our customers, employees and partners
- Proven and determined leadership team

1.7 Corporate Citizenship

Being a good corporate citizen is part of our identity.

1.8 Industry Focus

- Telecommunications
- Wireless
- Satellite
- Cable MSOs
- Managed Service Providers (MSPs)/Systems Integrators
- Internet Service Providers
- Content Providers/E-Commerce
- Media
- Entertainment
- IT/Software/OSS/BSS
- SAAS (Software as a Service)
- Semi-Conductors
- Hardware/Infrastructure

1.9 Customer Segments

- Wireless Communications Service Providers: Mobile Operators, Satellite Service Providers, WiMax/Mobile Broadband/Wifi, FMC, MVNOs, Content Providers
- Wireline/IP/Broadband Communications Service Providers: RBOCs, CLECs, ILECS, Managed Service Providers/Systems Integrators, Hosted Service Providers
- Internet Service Providers: ISPs, Media, Entertainment
- E-Commerce and E-Business Service Providers
- Communications Software/Hardware Manufacturers: OEMs, ODMs, ISVs
- Enterprise Clients: Fortune/Global Enterprises and Mid-size companies in Manufacturing, Finance/Banking/Insurance, Healthcare/Medical, Hospitality, etc.
Government Clients: Federal/State/Local Agencies
Education Clients: Universities, Colleges, School Districts, Training Agencies

1.10 Our Practice Areas

- Product & Service Lifecycle Management
- Product & Service Development
- Architecture, Design and Planning Consulting
- Engineering Consulting
- Product & Service Launch and Market Expansion
- Business Consulting
- Technology Consulting
- Systems & Infrastructure Implementation
- Project-based and Managed Outsourcing
- Lab Services
- Research & Strategy Consulting
- Partner Services
- Customer Acquisition Services

- Customer Management
- Revenue Management
- Service & Resource Management

1.11 Our Market Coverage

U.S. (Nationwide), Global

1.12 Our Services

As Global-i provides consulting and project-based contracting services in niche Communications and IT subject areas and has developed its own methodologies in delivering these services across multiple solution areas

[Global-i ExpertConsultant™](#) (Project-based Contracting Service)

[Global-i ReStrat™](#) (Proof-of-Concept Service)

[Global-i LifecycleDrive™](#) (Full-Lifecycle Service)

[Global-i D2IS™](#) (Decision to Implementation & Deployment Service)

[Global-i LAPS™](#) (Lab and Partner Service)

[Global-i D2OS™](#) (Decision to Outsource Service)

[Global-i IntelScape™](#) (Intelligence-based Services)

[Enterprise & Government Solutions](#)

[OEM Solutions](#)

[Service Provider Solutions](#)

[Professional Services Solutions](#)

2. Identification of Needs

2.1 Client Details

	Client Details
Client Company	Tandberg
Address	1860 Michael Faraday Drive, Reston, VA 20190, USA
Client Contact	
Contact Title	
Contact Phone	
Contact Fax	
Contact Email	
Website	www.tandberg.com

Global-i, Inc. is pleased to provide this proposal for providing Global-i Professional Services on an ongoing-basis to Tandberg Global Services in the United States. We appreciate the opportunity to present our services and look forward to contributing to Tandberg's success.

This proposal describes a set of proposed services to be provided by Global-i, Inc. to Tandberg (Client). Per client's objectives, client is requesting the Global-i Professional service to achieve a successful Professional Services Resource Fulfillment solution for deployment of video network service at Tandberg's end-customer accounts. The Video Communications Adoption and Implementation Lifecycle activities includes professional services resource fulfillment for Tandberg's full-portfolio Video Network Services Full-scale Implementation needs, by utilizing Global-i's ExpertConsultant™ Contracting Services.

2.2 Client Requirements

Requirements	Details
1	Perform Tandberg Professional Services Implementation for a robust portfolio of video communications services that allow organizations to enjoy immediate benefits through rapid adoption and maximum utilization of video
2	Adopt Tandberg Professional Services Standards for People, Processes and Technology for Tandberg service offerings covering all aspects needed by Tandberg customers and partners
3	Apply a Consultative approach and a strong focus on ROI, customer satisfaction and expertise. Tandberg Professional Services will deliver the tools necessary to ensure a successful video conferencing deployment
4.	Engage with Tandberg and benefit from Tandberg's Video Communications Adoption Lifecycle Methodology to achieve results
5.	Provide Design and Integration for the Tandberg solution with the following: OCS, CCM, Notes, Exchange - pre-requisite Tandberg Certification – PSCN (Professional Services Certified Network consultant)
6.	Provide Video network assessments utilizing the Tandberg tool set - pre-requisite Tandberg Certification - PSCN (Professional Services Certified Network consultant)

7.	Provide Installation services for the Tandberg solution to include T3 and T1 - pre-requisite Tandberg Certification - PSCN (Professional Services Certified Network consultant)
8.	Provide Return on investment studies utilizing the Forrester ROI tool - pre-requisite Tandberg Certification - PSCN (Professional Services Certified Network consultant)
9.	Provide detailed Video infrastructure designs utilizing the Tandberg solution - pre-requisite Tandberg Certification - PSCN (Professional Services Certified Network consultant)
10.	Provide on site technical training on various Video technologies - pre-requisite Tandberg Certification - PSCN (Professional Services Certified Network consultant)

2.3 Assumptions

Assumptions	
1	Global-i will utilize Tandberg’s Professional Services Certification Credits to get Global-i Professional Services Consultants Certified on the Tandberg PSCN Certifications for all Tandberg Professional Services and Products
2	Global-i Contracted Consultants on Tandberg Customer Projects adopt Tandberg Professional Services’ Certifications, Business Processes and Tools
3	Tandberg customers are needing full portfolio of Tandberg Professional Services for the full assessment and implementation cycle
4	Global-i Consultants will present themselves to Tandberg customers as Tandberg Professional Services

2.4 Client Business Review

Review Data	Details
1	Tandberg delivers the most comprehensive and reliable total solution of video products in the industry – including Telepresence and high-definition video, a full portfolio of infrastructure products and MCUs, and the best video management platform available.
2	<p>Tandberg provides videoconferencing products and services in 90 countries worldwide. Tandberg customers come from a wide range of industries:</p> <ul style="list-style-type: none"> a. Manufacturing b. Finance c. Public sector d. Public Safety e. Judicial and Legal f. Education g. Healthcare h. Energy i. Technology j. Retail <p>Tandberg customer value propositions:</p> <ul style="list-style-type: none"> a. Accelerate decision making b. Scale knowledge c. Unify the organization d. Promote work/life balance
3	Tandberg’s products include: Telepresence, Video Systems, Management Tools, Network Infrastructure, Multipoint Control Unit, and Peripherals/Accessories
	a. Tandberg Telepresence - lets you walk into your conference room and conduct your meeting as if everyone were in the same room. It's that easy. With true-to-life quality and optimal detail to enable collaboration, you won't miss a thing with TANDBERG's Telepresence products.
	b. Tandberg Video Systems - People's needs are unique and TANDBERG's video systems provide solutions for everyone. From high-definition video systems to desktop units and PC video, you'll find a complete suite of options to unify your organization, collaborate in real time, and increase productivity.
	c. Tandberg Video Management Platform (TMS) – is scalable, easy-to-use and integrates with existing applications to increase ROI. It provides complete visibility and centralized control for onsite and remote video systems. TMS supports management, deployment, and scheduling of the entire video network, including Telepresence.

	d. Tandberg Network Infrastructure - allows organizations to get the most out of their video communications investments with an easily usable and manageable network that connects all endpoints and management systems. Moreover, Tandberg Network Infrastructure makes it easy to connect outside of the network via Expressway™ firewall traversal.
	e. Tandberg Multipoint Control Units (MCUs) - enable multiple participants to join a single video conference. TANDBERG delivers a variety of multipoint control units (MCU) to meet the needs of your organization.
	f. Tandberg Recording, Streaming and Archiving - Solutions allow organizations to share knowledge and enhance communication by capturing and sharing any Telepresence or video conference recording.
	g. Tandberg Peripherals & Accessories - Improve video collaboration and communication with peripheral equipment and video accessories.
4	Tandberg's solutions include: Unified Communications, High Definition, SIP, Web Conferencing, Firewall Traversal, and Security
	a. Unified Communications - is the integration of disparate communications systems so that they can be seamlessly used together. It's about combining applications and services such as video, telephony, calendaring, and IM/presence, with any type of communications device and multiple networks for connectivity anywhere, any time.
	b. High Definition Video Conferencing - from Telepresence to conference room to executive desktop solutions.
	c. End to End SIP Solutions - By providing transparent communication between SIP and H.323 devices like endpoints, infrastructure and management tools, TANDBERG is making protocol irrelevant to the end user and enabling seamless, natural communication.
	d. Web Conferencing - Through alliances with best-in-class vendors, Tandberg offers customers unparalleled choice and flexibility to seamlessly combine full-featured web conferencing or easy data conferencing with audio and video.
	e. Tandberg Expressway (Video over IP, Firewall Traversal solution) - Through alliances with best-in-class vendors, Tandberg offers customers unparalleled choice and flexibility to seamlessly combine full-featured web conferencing or easy data conferencing with audio and video.
	f. Tandberg Security - Tandberg helps customers keep control over who is using their network and what they are accessing, and assures adequate levels of privacy.
5	Tandberg Professional Services along with other Tandberg Global Services is provided to Tandberg authorized partners, a comprehensive portfolio of services that fulfill customers' support needs from decision through deployment. Professional Services delivers the tools necessary to ensure a successful video conferencing deployment per the Video Communication Adoption Lifecycle:
	a. Network Readiness Analysis – assesses customer's mixed network infrastructure in depth, including multivendor and legacy telephony, data, mobility, security and endpoints. Upon assessment recommends gaps for optimum video network architecture and design.
	b. Video Network Design – designs a robust, flexible and scalable solution is being proposed to customer's immediate, mid and long term video usage needs.
	c. On-Site Expert – engineers are highly trained and qualified to manage and ensure that the infrastructure and end user video systems reach high levels of availability, primarily contributing to successful usage and adoption. These experts also train the users.
	d. Usage and Adoption – Successful deployment of video communication solutions is dependent on all members of the organization supporting usage and adoption. This means full support from executives, the existence of a video adoption marketing plan, end-user training and metrics.
	d. Project Management – The successful implementation of a video communications solution involves having visibility into many diverse aspects that in sum enables a successful roll out. This involves managing site assessments, creating bill of materials, receiving on-site equipment, site readiness, installation, configuration, training, etc.
	f. ROI and Usage Assessment – Includes video adoption best practices, perform an in-depth assessment, and prove video adoption can be a success.
	g. Installation & Configuration – Successful deployment of video is dependent on correct installation and configuration.
6	Tandberg Professional Services Delivery Methodology – Tandberg Professional Services has a defined delivery process and utilizes multiple standard tools to accomplish the goals within the delivery process. The process is: <ul style="list-style-type: none"> a. Kick-off and Pre-requisite b. Project Delivery c. Testing d. Knowledge Transfer e. Sign-off f. Specialized Support

2.5 Scope

Scope	Details
1	Global-i Professional Services Solution will provide Tandberg with Professional Services Resource Fulfillment for Tandberg Professional Services needs
2	Global-i will provide Tandberg with Resource Fulfillment for Tandberg customers that require the total lifecycle solutions (typically large customers needing full lifecycle)
3	Global-i will provide Tandberg with Resource Fulfillment for Tandberg’s customers in selected Tandberg Professional Services Regions (Northeast US and Mid-Atlantic US)
4	Global-i Professional Services Solution will provide Tandberg with one consultants per customer account covering the technical and business service modules
4	Global-i Consultant on the Technical Side will cover the following:
4.1	Network Readiness Assessments (Tandberg Order Number: 113703V11)
	Goal: Investigate the client network infrastructure in depth taking into consideration a mixed network environment that may include mobility, security, multi-vendor/legacy infrastructure including video
	Deliverables:
	Assessments performed on-site in conjunction with client personnel
	Active Testing
	Real-world simulation of video streams
	Passive monitoring of performance
	Comprehensive report of findings and recommended corrective actions
4.2	On-site Expert and Technical Service Manager (Tandberg Order Number: 113703V15 and 113704V16)
	Goal: Proactively manage to a high quality and high availability of the video infrastructure and end-points equipment and to serve as the efficient results driven resource to Tandberg customers
	Deliverables:
	Acquire full knowledge about customer’s video solution
	Expertise deployed and available on-site or remote as needed
	Highly competent 2 nd and 3 rd line of support
	Proactive maintenance and problem resolution
	End-user education
	Technical Knowledge transfer
	Centralized subject matter expert on all aspects of the video solution
	Main point of technical contact between the customer and Tandberg
	Trend analysis on the service health of the total solution
	Develop a scalable roadmap for developing and maintaining the solution
	Fully identify and understand how to overcome regional video adoption challenges
	Coordinate availability of Tandberg experts as needed
4.3	Tandberg Management Suite Installation, Configuration and Knowledge Transfer (Tandberg Order Numbers - 113600V02, 113600V03, 113600V04)
	Goal: Support installation and configuration of the Tandberg Management Suite (TMS) on a customer’s network
	Deliverables:
	A workshop to establish the customer’s planned use of TMS, examining the different tailoring needs
	Installation and basic configuration of the TMS application
	Definition of locations, folder structure and access levels
	Registration of all video components
4.3.1	Tandberg Management Suite and Microsoft Exchange Integration (Tandberg Order Numbers - 113600V08)
4.3.2	Tandberg Management Suite and IBM/Lotus Notes Integration (Tandberg Order Number – 113600V09)
4.3.3	Tandberg Management Suite and Same-time Integration (Tandberg Order Number – 113600V12)
4.3.4	Tandberg Management Suite/Live Communications Server or Office Communications Server (Tandberg Order Number – 113600V10)
4.4	Tandberg Infrastructure Installation, Configuration and Knowledge Transfer (Tandberg Order Numbers – 113703V01 and several more)
	Goal: On-site Installation, Configuration, and Knowledge Transfer of Tandberg Infrastructure

	Deliverables:
	Project Kick-off
	SPID – Service Planning and Implementation Pre-requisites
	Installation and configuration of Tandberg Infrastructure Equipment
	Registration of equipment to Tandberg TMS where applicable
	Testing
	Installation and configuration documentation
	Project sign-off
	Customer satisfaction survey
	Knowledge transfer to customer
	Knowledge transfer to partner
	Knowledge transfer to Tandberg support team
5	Global-i Consultant will cover the following Business Side:
5.1	Usage and Adoption (Tandberg Order Number: 113703V06)
	Goal: Generate awareness of video
	Deliverables:
	On-site presence
	Video presented as easy to use
	End-users opportunity to experience ease of use and quality of video calls
	Evangelism of video
5.2	ROI, Usage Assessment (Tandberg Order Number: 113704V14)
	Goal: highlight video adoption best practices, perform an in-depth assessment, and show how video adoption can be a success.
	Deliverables:
	Executive Summary Report
	Insight in how to increase video usage and adoption via awareness, industry best practices and end-user training
	Pros and Cons of a global service approach to video (proactive and reactive)
	Validation of employee benefits – more home time, less stress, lower CO2 emissions
	Recommendations to travel policies – travel budget reduction or travel restrictions
5.3	On-site Workshop (seminars, custom on-site training) (Tandberg Order Numbers: 113704V12, 113703V10)
	Goal: Provide a completely customized knowledge expertise at the customer premises
	Deliverables:
	Workshop to understand customer training needs
	Creation of customized training material
	Training delivery
	Extensive questions & answers
6	The Project Manager Consultant (if needed) will cover the following:

2.6 Initial Minimum Contract Commitment

Minimum Number of Full-Lifecycle Customer Engagements	Time Frame
12	12 months

2.7 Initial Engagement Plan

Engagement Plan Items	
Engagement Locations	Tandberg Regions - Northeast U.S., Mid Atlantic US
Engagement Timeframe	Full-Cycle Customer Deployments (16 to 26 weeks)
Engagement Requirements	Tandberg PSCN Certification for Global-i Consultants as soon as they are resource allocated

3. Proposed Service

3.1 Objectives

Service Objectives	Details
1	Provide Professional Services-based Resources for Full-Lifecycle Video Network Deployments
2	Provide Global-i Professional Services Consultant
3	Provide Resource Fulfillment initially in 2 regions: Northeast US and Mid Atlantic
4	Global-i Consultants represent Tandberg Global Services and adopt Tandberg Business Processes and Tools while engaged on customer projects

3.2 Service

3.2.1 Solution

Global-i is offering a Professional Services-based Resource Fulfillment solution for deploying video infrastructure from Tandberg for their strategic accounts initially in 2 Tandberg PS regions in North Eastern and Mid-Atlantic United States. The solution will offer resource fulfillment and resource engagement per Tandberg business processes and practices. Global-i's solution is as below:

Service Requirements	Details
1	Provide Professional Services-based Resource Fulfillment for Full-Lifecycle Video Network Deployments
2	Each engagement is in two Tandberg Professional Services Regions - North Eastern and Mid-Atlantic United States
3	Each engagement is full lifecycle engagement for assessing, justifying, designing, developing and deploying video infrastructure solution. Basically the full lifecycle solution is deployed at Tandberg's largest customers needed a full-lifecycle support for new video infrastructure or a major upgrade.
4	Each engagement is across the full-spectrum of Tandberg customers
5	Each engagement will be provided Global-i Consultants meeting Tandberg resource requirements
6	Each engagement will be provided a Global-I Professional Services Consultant performing the Technical Side services: <ul style="list-style-type: none"> • Network Readiness Assessments • On-site Expert and Technical Service Manager • Tandberg Management Suite Installation, Configuration and Knowledge Transfer • Tandberg Infrastructure Installation, Configuration and Knowledge Transfer
7	Each engagement will be provided a Global-I Professional Services Consultant performing the Business Side services: <ul style="list-style-type: none"> • Usage and Adoption • ROI, Usage Assessment • On-site Workshop
8	Each engagement can be provided a Global-i Project Manager Consultant performing (Optional): <ul style="list-style-type: none"> • Project Manager
9	Additionally, Global-i Professional Services Consulting Group Resources are available for best practices for Tandberg's Professional Services design, development and deployment and Tandberg Overall Services, as needed

3.2.2 Deliverables

Deliverables	Details
1	Resource Planning
2	Resource Acquisition
3	Resource Deployment
4	Resource Alignment and Management

3.2.3 Resource Team

Global-i Resource Team	Number of Resources	Details
Global-i Account and Solutions Leader	Dedicated Tandberg Account and Solutions Leader	TBA
Global-i Management and Delivery Leader	Dedicated Tandberg Management and Delivery Leader	TBA
Global-i Consultants	One Global-i Professional Services Consultant	TBA, Meeting Tandberg Requirements
Global-i Professional Services Consulting Group	Optional and Extended Global-i Consulting Resources available	TBA

4. Why Choose Global-i

4.1 Benefits of our Proposed Service

1. Strategic Partnering for Global Services Resource Fulfillment Solution for Tandberg Global and Professional Services
2. Tandberg Total Portfolio Market Boost and Expansion
3. Tandberg Professional Services Strategic Resource Acquisition, Retention and Alignment resulting in significant annual savings

4.2 Competitive Advantages

1. Strong understand of the Video Infrastructure and Converged Communications Landscape
2. Quick Resource Acquisition and Deployment
3. Immediate Revenue generation service with a window of extension of Professional Services across Tandberg's nationwide footprint and other Global-i services

4.3 Team Qualifications

1. Strong understanding of IP technologies, including Video Networking, Video Endpoints, Carrier Transport Services and Emerging Video Applications and Solutions
2. Strong understanding of Communication customer Convergence and Collaboration needs
3. Global-i Methodologies based service and solution

4.4 Success Stories

1. BT Global Services
2. XO One Professional Services
3. Sprint Global Services
4. Nextel Managed Services
5. NEC Professional Services
6. IP Unity-Glenayre Professional Services
7. Ameritech Global Business Services

5. Implementation Plan

5.1 Methodology

Methodology Phases	Methodology Process	Deliverables
1. Analyze Needs	Client Initiative, Client Business Process, Client Offerings, Client Customers, Client Requirements	Client Business Review (Included in the SOW Proposal)
2. Design Plan	Professional Services Resource Fulfillment Solution	Solution Plan (Included in the SOW Proposal and for Deployment)
3. Develop and Acquire	Detailed Resource Fulfillment Plan	Consultant Requirements, Acquisition, Certification, On-boarding, Deployment Plan
	Consultant Engagement Management	Engagement Schedule Management
	Consultant Tandberg Certification and Global-i Methodology Training	Tandberg PSCN, Global-i Methodology Training
4. Deploy and Manage Resources	Consultants at project-locations	Consultant Management

5.2 Implementation Schedule

Schedule	
Timeframe	Milestones
Week 1 (Upon Contract Signing and Retainer Paid)	Kick-off and Resource Allocation
Week 2 -4	Detailed Design and Develop Phases
Week 5	Deployment Phase - Start Consultants on Engagement(s)
Monthly (Post Deployment)	Deployment Phase – Consultant Management and Consultant Reporting

6. Pricing and Payment Terms

6.1 Pricing

Services	Fulfillment Objective	Tandberg Price (Billed Rate to Customer)	Global-i Price (Billed Rate to Tandberg)
1	Provide Design and Integration for the Tandberg solution with the following: OCS, CCM, Notes, Exchange		
2	Provide Video network assessments utilizing the Tandberg tool set		
3	Provide Installation services for the Tandberg solution to include T3 and T1		
4	Provide Return on investment studies utilizing the Forrester ROI tool		
5	Provide detailed Video infrastructure designs utilizing the Tandberg solution		
6	Provide on Site technical training on various Video technologies		

6.2 Payment Terms and Schedule

Payment Terms	Payment Schedule	Delivery Schedule
Retainer (20% of first engagement)	At Contract Signing	For Solution Setup (4 weeks)
Weekly Billing	Weekly Billing	Consultants Engaged

6.3 Guarantees

TBD

6.4 Extension

TBD

6.5 Approval
Approval

If you are in agreement with this proposal, please sign and date below and return this page to Global-i Account Leader or fax to (484) 770-2917. This proposal is valid for 30 days.

Sincerely,

Accepted by Client:
"Client"

Dave Roy
Principal
Global-i, Inc.

By: _____
Title: _____
Date: _____