

Client Presentation: Global-i Consulting & Contracting Services

Client: Blackberry RIM

Solution Areas: Advanced Enterprise Applications

April 5, 2010



Global-i[©]

Value Driven Solutions Delivered

Consulting ▪ Contracting ▪ Technology



Identification of Needs

Client Identification of Needs

Client Business Review



- Blackberry RIM can maintain their market leadership by Development and Rollout of Advanced Mobile Enterprise Services in the following High-Potential Application

Client Identification of Needs

Client Business Review



– Push-to-X Services

- Push-to-Talk (Advanced Services)
- Push-to-Video
- Push-to-Collaborate
- Push-to-Conference
- Push-to-Application Share
- Push-to-Whiteboard

– Contact Center Integration such as:

- Agent Handset
- Supervisor Handset
- Skills-Based Routing

– Video-Telephony

Client Identification of Needs

Client Business Review



- UC (Voice, Data, Video and Collaboration) Integration with:
 - Service Providers – Carriers, MSPs, SIs
 - OEMs
- FMC (Seamless 3G, 4G and Enterprise Networks) Integration with:
 - Service Providers – Carriers, MSPs, SIs
 - OEMs
- Self-Service (Traditional IVR) Solutions
 - Web-based, Voice-enabled

Client Identification of Needs

Client Business Review



- Vertical Applications & Mobile Services
 - Warehousing Services
 - Training & Streaming Services
 - Hosted & Managed Services
 - CRM
 - Mobile Money
 - Distance Learning
 - Telemedicine
 - Financial (Financial Desk Operations)
 - Insurance Claims (Adjusters and Processors)

Client Identification of Needs

Client Business Review



- Server Side Development
 - Application Server
 - Server Integration into Customer Premise Equipment (CPE), Carrier Side, OEM, ODM, Embedded Components, 3rd Party Integrations
- Client Side Development
 - Handset Client, Soft Client
 - Client Integration into CPE, Carrier Side, Embedded Components, Web Services, 3rd Party
- IT Services Integration
 - IT Infrastructure, IT Assets, Related



Proposed Solution

Client Proposed Services Services & Solutions



- **Global-i LifecycleDrive Services (Full-Lifecycle Services including Concept, Development, Integration, Service Rollout)**
 - Solution Assessments
 - Strategy Formulation & Business Case
 - Architecture & Design
 - Product Planning, Requirements Gathering & Management
 - Product Development, Partner Development & Core Teaming
 - Product Testing, Engineering Services, POCs, Market Trials
 - Service Rollout, Go-to-Market, Deployment and Customer Implementations
 - Program, Project & Partner Management
 - IT Services

Client Identification of Needs Client Requirements



- **Global-i can meet and support Consulting, Professional Services and Contracting Requirements under several key areas within the Client Solutions Portfolio and Ongoing/Upcoming NGN initiatives:**
 - Client Activities Per Requirements
 - TBD

Client Identification of Needs Scope, Commitment, Timeline



Engagement Scope

- Number of Development Projects, Number of Solutions Rolled Out, Number of Deployments, Number of End-Clients, Number of Resources, etc

Contract Commitment

- Contract Engagements
 - Specified Timeframe, Ongoing, Billed Hour Resources, Fixed-fee Projects

Delivery Timeline

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



Capabilities

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Global-i LifecycleDrive™

Full-LifeCycle Services (Next Generation & Enhancement Products/Services Development)

What's this Service?

Global-i LifecycleDrive™ Services offers a suite of services that will benefit communications clients developing and launching new products and services, and sustaining its current products and services.

What are the Service Benefits?

Utilizing the Global-i Lifecycle Methodologies, Service Providers, OEMs, Enterprise, Government and Vertical Market Customers can quickly jump start their product conception, development, trial and launch activities.

How are the Services Delivered?

As an Outsourced Service, Global-i delivers the full-lifecycle based services by integrating Global-i consultants in the client's existing teams and/or dedicated teams at the client project location(s). As an in-house-based Consulting Service, Global-i delivers the full-lifecycle based services as turnkey services from its delivery centers. In either case, the Global-i lifecycle management experts are trained in the Global-i LifecycleDrive™ Methodologies.

Available Resources for this Service

Call us at [1-888-931-1117](tel:1-888-931-1117)

Email us at lcdinfo@globaliconsulting.com

[Request for Service](#)

[Service Brochure](#) ([click here to download file](#))

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Wireless Carrier/Service Provider Communications Practice

Global-i, Inc. (www.globaliconsulting.com) is a technology and business consulting, integration and contracting services company based in Northern Virginia serving our clients nationally and globally.

The company is focused on meeting **Full-Lifecycle and Implementation Consulting and Contracting Services** needs of clients across **Wireless (3G and 4G Networks, Applications, Devices), Wireless Enterprise (FMC, Mobility Applications, Devices), IT, Professional Support Services, etc areas on Wireless Carrier Communications** sides.

Checkout our Capabilities Presentation (PDF link available on the right side of this page) and visit our services and solutions on the links below:

Global-i Services

<http://www.globaliconsulting.com/id122.html>

Global-i Solutions

<http://www.globaliconsulting.com/id105.html>

Global-i Labs

<http://www.globaliconsulting.com/id159.html>

Additionally, below is information on our Global-i LifecycleDrive (Full-Lifecycle Services), Global-i ReStrat (Proof-of-Concept Services), Global-i IntelScape (Assessments, Planning and Intelligence Services), Global-i ProductDevelopment Services, Global-i D2IS (Decision to Implement

Contact :: Global-i Wireless Carrier & Service Provider Communications Practice



Email us at: WirelessSPCommPractice@globaliconsulting.com



Call us at: 703-574-2917 or 1-888-931-1117



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Enterprise & Wireline Carrier/Service Provider Communications Practice

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The company is focused on meeting **Full-Lifecycle and Implementation Consulting and Contracting Services** needs of clients across **Telecom** (PBX, VoIP, UC, Contact Centers, Managed Services, Hosted Services), **Wireless** (FMC, Mobility Applications, Devices), **IT, Professional Support Services**, etc areas on **Enterprise and Carrier Communications** sides.

Checkout our Capabilities Presentation (PDF link available on the right side of this page) and visit our services and solutions on the links below:

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Global-i Solutions

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Global-i Labs

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Additionally, below is information on our Global-i LifecycleDrive (Full-Lifecycle Services), Global-i ReStrat (Proof-of-Concept Services), Global-i IntelScape (Assessments, Planning and Intelligence Services), Global-i ProductDevelopment Services, Global-i D2IS (Decision to Implement Services), Global-i LEAPS (Lab, Engineering And Partner Services) and Global-i PMO (Program/Project Management Services).

Our heavy focus is in custom developing, managing and delivering our

Contact :: Global-i Enterprise & Carrier Communications Practice



Email us at: EnterpriseandSPCommPractice@globaliconsulting.com



Call us at: 703-574-2917 or 1-888-931-1117



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Communications & IT Channels Channel Partner Practice

Global-i, Inc. (www.globaliconsulting.com) is a technology and business consulting, integration and contracting services company based in Northern Virginia serving our clients nationally and globally.

We are focused on meeting **Full-Lifecycle Consulting and Contracting Services** needs (including Customer and Partner Assessments, Pre-Sales & Proposals, Solutions & Sales Engineering, Channel Marketing Support, Training, Solution Demonstration, Acquisition Services, etc.) of clients across **Wireline** (SIP Trunking, Hosted VoIP, Traditional Voice, MPLS, Integrated Data, Other IP, Broadband), **Wireless** (3G and 4G Wireless, FMC and Applications), **Managed Network Services** (Infrastructure, Applications, IP-PBX, Enterprise Video, Contact Centers, Branch Office, Conferencing, Collaboration and Devices), **IT Services** (Billing, Activation, Provisioning), **Professional Support Services**, etc areas on

Contact :: Global-i Channel Partner Practice



Email us at: ChannelPartnerPractice@globaliconsulting.com



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Global-i Channel Partner Practice, Capabilities
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Customer Assessment and Acquisition Service - ([Service](#)

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Global-i Labs™

Innovation Services (Next Generation & Enhancement Products/Services Discovery)

What's this Service?

Global-i Labs™ Services offers a suite of services that will benefit communications clients in identifying and analyzing new innovation opportunities and sources.

What are the Service Benefits?

Utilizing the Global-i Labs™ Methodologies™, Communications and IT OEMs can identify, analyze and execute on customer opportunities; Communications Service Providers, Systems Integrators, Enterprise, Government and Vertical Market Customers can understand the best-fit vendors and sources for new technologies they require to offer new/enhanced products and services to their end-customers and stakeholders.

How are the Services Delivered?

Global-i delivers the Innovation-based services from its Delivery and Innovation Center via Lab Services Practice Management teams. Follow up services to the Lab Services are provided via Global-i's full portfolio of Lifecycle and Implementation Services.

Global-i Labs™ :: Innovation and Discovery Services Consulting

Technology Innovation Labs

Available Resources on this Service

Call us at [1-888-931-1117](tel:1-888-931-1117)

Email us at gilabsinfo@globaliconsulting.com

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Global-i Labs™
Innovation Services
- Hot Focus Areas



[New Mobile OS Roadmap for OEMs wanting to capture the new handset market evolving](#)

Satellite and Cellular

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Global-i Government Solutions

Full-Portfolio IT Services and Solutions for the Government IT Sector (Federal, State, Local and International)

What is Global-i Government Solutions?

Global-i Government Solutions offers full suite of Global-i Telecommunications and IT Services and Solutions benefiting Government clients with planning services, management services, engineering and design services, development services, implementation and deployment services, integration services; and operations and maintenance services of Government Telecommunications and IT Infrastructure, Systems and Services.

What are the Service Benefits?

Utilizing the Global-i Government Solutions and Services, Federal, State, Local Government Agencies in the US and International Government Agencies can get focused services and support for their IT Services and Operations.

How are the Services Delivered?

Global-i delivers these services directly under Government Contracts as well as in Partnerships with Government Prime Contractors.

Global-i Government Solutions :: News

(December 22, 2009) Press Release & Site Launched:
Global-i Consulting Services & Network Solutions Launched

Contact :: Global-i Government Solutions

Email

Email us
at: gigovsolutions@globaliconsulting.com



Call us at: 703-574-2917 or 1-888-931-1117



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Global-i Government Solutions :: Events

[Global-i Discusses its Government Solutions at FOSE 2009](#)

[Global-i's Founder and President's Webinar with Nortel Global Services on Adoption of Unified Communications in the Enterprise \(Launch VoIP News Webinar\)](#)

[\(August 5, 2009\): Global-i Founder and President Says "Satellite, Wireless and SAAS to Emerge as](#)

(November 23, 2009) Press Release & Site Launched:
Global-i Consulting Services & Broadband
Solutions Launched to Support Broadband Stimulus Act USA

(August 5, 2009): Global-i Founder and President Says
"Satellite, Wireless and SAAS to Emerge as Winners for
Broadband Stimulus" in an Interview with TMCNET.com.

(March 12th 2009): Global-i (Gi) Launches its Government
Solutions Practice for Federal, State and Local Government
Clients Offering Communications and IT Consulting and
Contracting Services

Global-i Resources

Enterprise & Government Communications & IT Practice -
Capabilities Presentation ([click here to download file](#))

Global-i Services

Global-i LifecycleDrive Services (Full-Lifecycle) - Site
<http://www.globaliconsulting.com/id112.html>

Global-i ReStrat Services (Proof-of-Concept) - Site
<http://www.globaliconsulting.com/id111.html>

Global-i IntelScape Services - Site
<http://www.globaliconsulting.com/id130.html>

Global-i Assessments (Assessment Services) - Site
<http://www.globaliconsulting.com/id167.html>

**Global-i D2IS Services (Infrastructure Implementation, Service Deployment
and Systems Integration) - Site**
<http://www.globaliconsulting.com/id126.html>

Global-i LEAPS Services (Engineering Services) - Site

Global-i Government Solutions

Networx (Contact: [GSA-
Networx@globaliconsulting.com](mailto:GSA-Networx@globaliconsulting.com))

**Broadband Stimulus Act
(American Recovery and
Reinvestment Act of
2009)** (Contact:
broadbandstimulusactusa@globaliconsulting.com)

EAGLE (Contact: [DHS-
Eagle@globaliconsulting.com](mailto:DHS-Eagle@globaliconsulting.com))

CONNECTIONS (Contact: [GSA-
Connections@globaliconsulting.com](mailto:GSA-Connections@globaliconsulting.com))

ALLIANT (Contact: [GSA-
Alliant@globaliconsulting.com](mailto:GSA-Alliant@globaliconsulting.com))

MILLENNIA (Contact: [GSA-
Millenia@globaliconsulting.com](mailto:GSA-Millenia@globaliconsulting.com))

MILLENNIA LITE (Contact: [GSA-
MilleniaLite@globaliconsulting.com](mailto:GSA-MilleniaLite@globaliconsulting.com))

ANSWER (Contact: [GSA-
Answer@globaliconsulting.com](mailto:GSA-Answer@globaliconsulting.com))



Global-i Resources



- **Case Study**

- Case Study: Global-i Infrastructure-based Consulting and Contracting Services helped Service Provider to Develop and Deploy SIP-based Hosted Services (**View by [clicking here](#)**)

- **Brochures**

- Proof-of-Concept Services (**View by [clicking here](#)**)
- Full-Lifecycle Services (**View by [clicking here](#)**)
- Global-i Labs (**View by [clicking here](#)**)

- **Whitepapers**

- Ten Steps to Development and Delivery of WiMax Services (**View by [clicking here](#)**)
- Best Practices for Video Services Deployment (**View by [clicking here](#)**)
- Wireless Service Provider Implementation Excellence (**View by [clicking here](#)**)
- Wireless OEM Implementation Excellence (**View by [clicking here](#)**)

- **Presentations**

- Adopting Unified Communications and Drive UC into your Next-Generation Communications Infrastructure (**View by [clicking here](#)**)

- **Webinars**

- Unified Communications Webinar with Nortel Global Services on VoIP News (**View by [clicking here](#)**)



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 (US/Canada)

703-574-2917 (International)

info@globaliconsulting.com

www.globaliconsulting.com