

Appendix B

Service	Technology Architecture, Design and Engineering Services Performed by Systems Architect Consultant
Solution	Network Monitoring and Management Solution for Battery Plant
Service Details	High-Level Service Plan
Version	Proposal Attachment, Dated September 16, 2010
Client	Encell Technology
Market	Global

Technology Architecture and Design

Technology Architecture

Understand the best Technology Architecture fitting the Business, Vendor and Partner Strategy.

Product Design

Build the most-fitting Product Design.

Product Engineering

Provide complete Product Engineering.

Primary Lead and Support Roles for these Activities		
Components	Primary Lead	Guidance and Support
Technology Architecture	Global-i	ENCELL
Product Design	Global-i	ENCELL
Product Engineering	Global-i	ENCELL

Product Planning

Technology strategy will drive the product planning phase.

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

Product Development

Product planning will drive the product development phase.

Primary Lead and Support Roles for these Activities		
Components	Primary Lead	Guidance and Support
Product Feature Architecture Development	Global-i	ENCELL
Product Platform Architecture Development	Global-i	ENCELL
Product Interface Architecture Development	Global-i	ENCELL
Service Architecture Deployment	Global-i	ENCELL

Product Testing

Product development will drive the product testing phase and contribute actively to assisting internal, vendor and customer teams to perform lab testing and field trials.

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

Product Implementation Activities

Sales Support

Global-i will provide sales support via sales and systems engineering, proposal development, client requirements capture, solution configuration and pricing, proposal preparation, proposal presentation and demo.

Training

Global-i will provide Training for a given client requirement.

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.

Primary Lead and Support Roles for these Activities		
Components	Primary Lead	Guidance and Support
Sales Support	Global-i	ENCELL
Training	Global-i	ENCELL
Solutions Implementation and Deployment	Global-i	ENCELL
Customer Experience & Satisfaction	Global-i	ENCELL

Post-Launch Sustaining and Deployment Support

Business Process Integration

Implementation Process

Based on customer deployment requirements and Encell’s Implementation process, Global-i will drive development of implementation processes for trial and full-blown system deployments. Global-i will work closely with the End-customers and Encell to ensure all modules are implemented properly meeting all customer requirements.

Maintenance, Monitoring & Care

Global-i will work closely with the End-customers and Encell to ensure all modules are under proper maintenance and monitoring.

Primary Lead and Support Roles for these Activities		
Components	Primary Lead	Guidance and Support
Implementation Process	Global-i	ENCELL
Maintenance, Monitoring & Care	Global-i	ENCELL