

# Network Programs: Your Competitive Edge

## Network Programs Corporate Overview

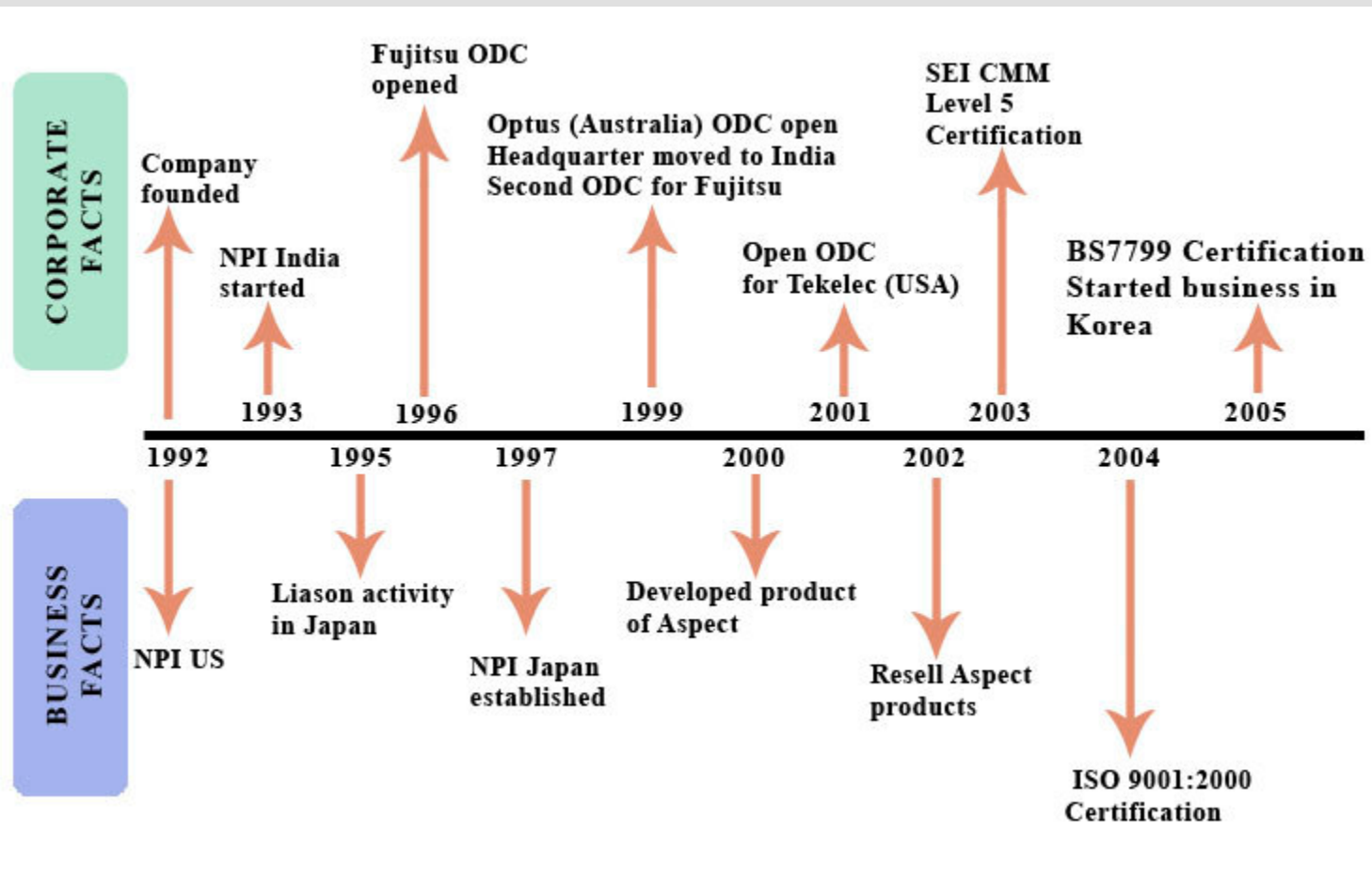


# NPI – Part of the US\$630M Jubilant group

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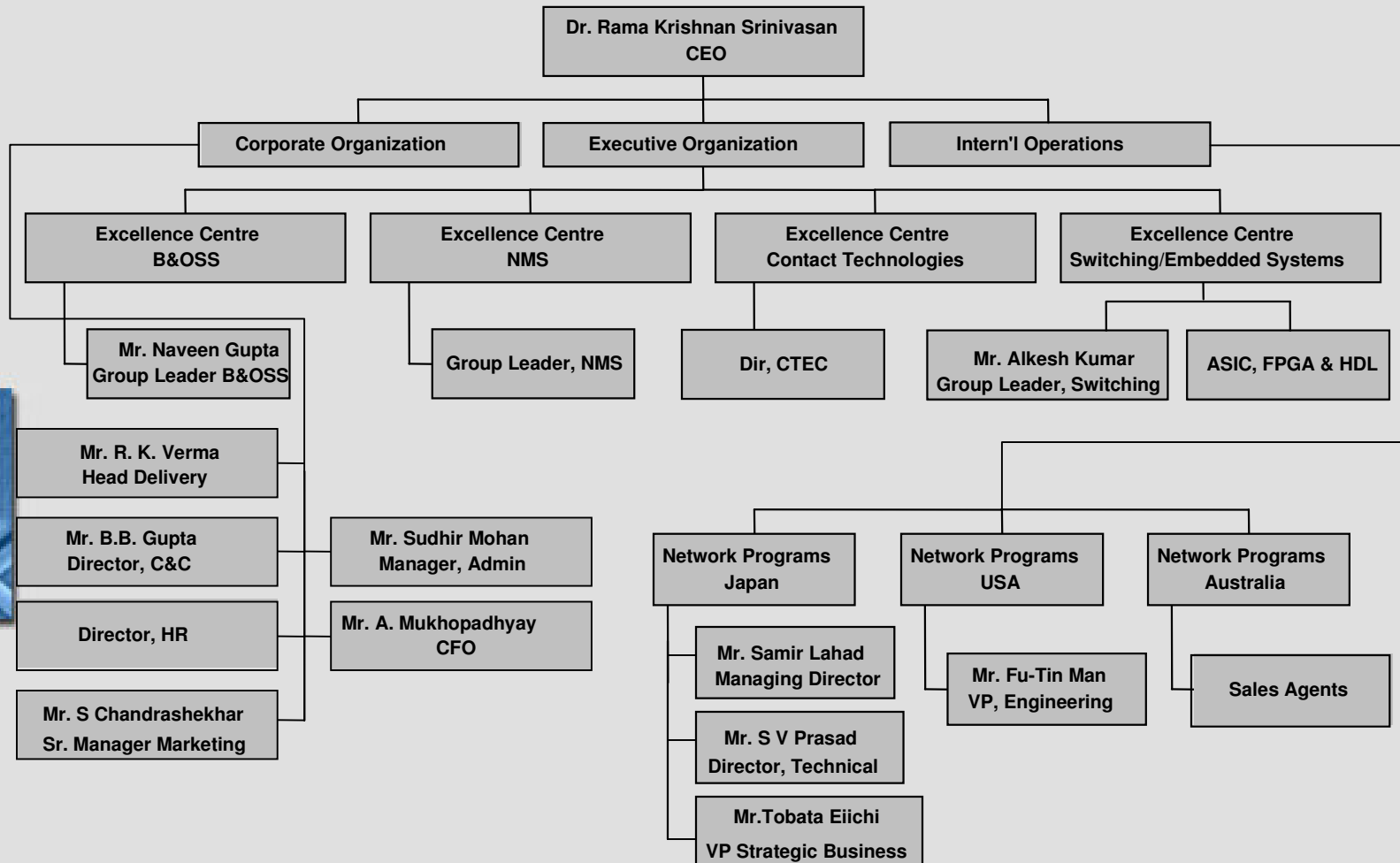
- Founded in 1992 in USA
- Financial backing from Jubilant Group - a US\$630M market capitalization corporate
- Customers spanning the globe



# Our company is structured around domain expertise and delivery organisations

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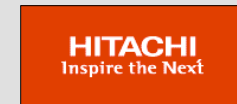
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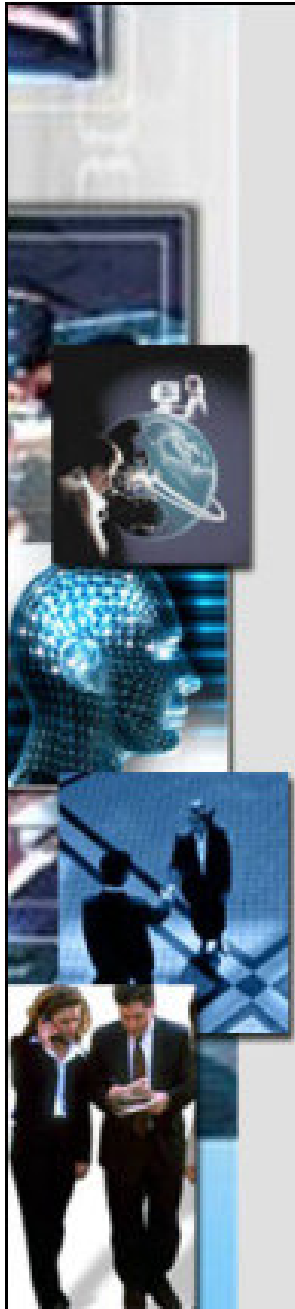
# Worldwide Customers

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# Why Work with NPI?

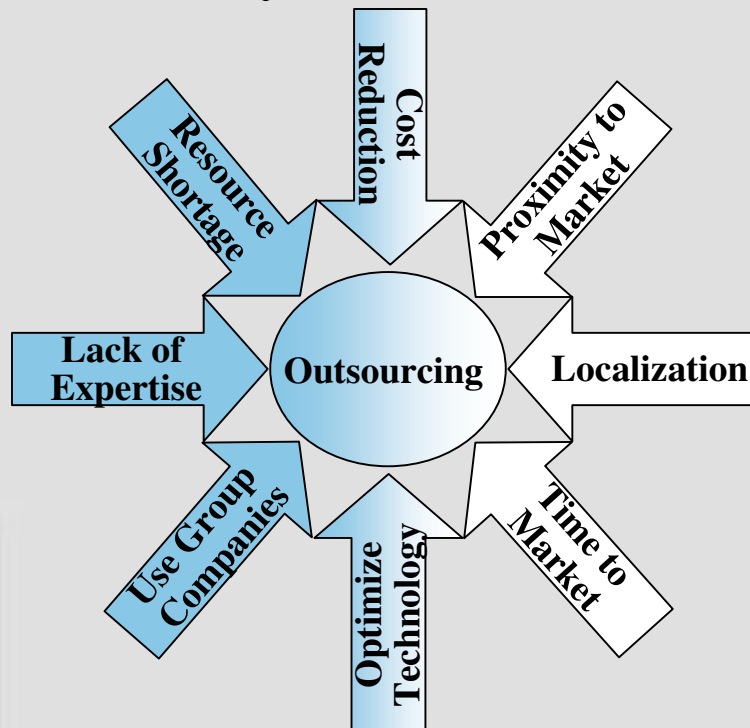


# NPI - a trusted partner with 15 years experience in international market

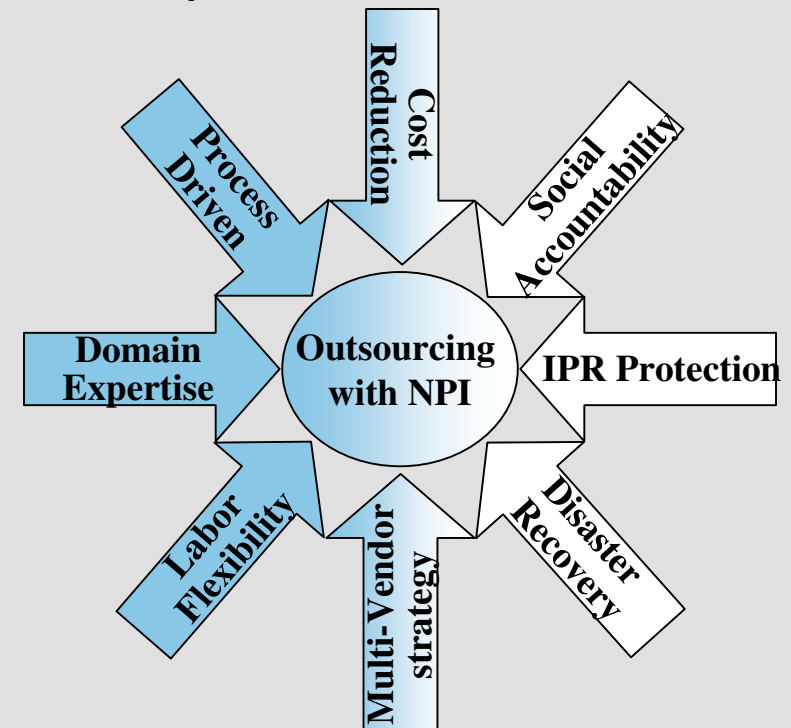
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## Why Outsource?



## Why Partner with NPI?



- NPI uses its own web-based software development tool, NetCollaborater
- Long-term, trusted partner for leading international companies
- Experience with two-way technology transfers, e.g., shared IPR and product resale
- Flexibility in global delivery model -- onsite, offshore, and blended solutions

## Our core competencies

- At Network Programs we consider our core competencies as:
  - Strong technical staff profiles
  - Successful and on-going ODCs and large onsite engagements
  - Ability to work with leading edge technologies, e.g., IP and wireless
  - Ability to learn new technologies quickly
  - End-to-end software delivery capability
  - Flexible business model
  - Global experience and client base

# Network Programs experience helps us understand and address common outsourcing issues

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## Company's Outsourcing Issues

Company Concern	Risk Management
<ul style="list-style-type: none"> <li>• Cultural risks</li> </ul>	<ul style="list-style-type: none"> <li>• International management practices (senior practitioners with multi-national experience)</li> <li>• Significant investment in people</li> </ul>
<ul style="list-style-type: none"> <li>• Language risks</li> </ul>	<ul style="list-style-type: none"> <li>• Multi-language ability and support</li> <li>• Language training and translation services</li> <li>• Develop local organization</li> </ul>
<ul style="list-style-type: none"> <li>• Secure facility</li> </ul>	<ul style="list-style-type: none"> <li>• Network security and back-up confirmed by BS7799 information security certification</li> <li>• Disaster plan and redundant power supply</li> <li>• Available connectivity with parent center for redundancy</li> <li>• Stringent physical security and enforcement</li> </ul>
<ul style="list-style-type: none"> <li>• Available infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• Available office space and support organization</li> <li>• Available technical resources and global sourcing capabilities</li> <li>• State-of-the-art VOIP, LAN, WAN, Firewall, VPN, etc.</li> <li>• Optional client site VPN links</li> <li>• Recreational facilities</li> </ul>
<ul style="list-style-type: none"> <li>• Financial risks</li> </ul>	<ul style="list-style-type: none"> <li>• NPI takes accountability, e.g., service level agreements</li> <li>• NPI aligns its incentives with our clients, e.g., joint ventures, equity, resale</li> </ul>



# Network Programs also address specific issues such as security and disaster management

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## Other Common Concerns Issues

Company Concern	Our Risk Management
<ul style="list-style-type: none"> <li>• Collaboration of design documents</li> </ul>	<ul style="list-style-type: none"> <li>• NetCollaborator and SEI CMM L5 processes</li> <li>• Bridge SE</li> <li>• Project management methodology</li> </ul>
<ul style="list-style-type: none"> <li>• Quality assurance management</li> </ul>	<ul style="list-style-type: none"> <li>• NetCollaborator and SEI CMM L5 processes</li> <li>• Bridge SE</li> <li>• Dedicated P&amp;SQA team</li> <li>• Project management methodology</li> <li>• Experience with large-scale transnational project</li> </ul>
<ul style="list-style-type: none"> <li>• Difficulty with communications</li> </ul>	<ul style="list-style-type: none"> <li>• Bridge SE</li> <li>• English language skills</li> <li>• Culture of communications</li> </ul>
<ul style="list-style-type: none"> <li>• Managing schedules</li> </ul>	<ul style="list-style-type: none"> <li>• NetCollaborator and SEI CMM L5 processes</li> <li>• Bridge SE</li> <li>• Project management methodology</li> </ul>
<ul style="list-style-type: none"> <li>• Resource management</li> </ul>	<ul style="list-style-type: none"> <li>• NetCollaborator and SEI CMM L5 processes</li> <li>• Global resourcing</li> <li>• Low attrition</li> </ul>
<ul style="list-style-type: none"> <li>• Integration and testing</li> </ul>	<ul style="list-style-type: none"> <li>• NetCollaborator and SEI CMM L5 processes</li> <li>• Bridge SE</li> <li>• Dedicated testing teams</li> <li>• Project management methodology</li> <li>• Systems integration experience</li> </ul>

As the partnerships matures, the complexity, size and length of projects increase, culminating in JVs or VARs

## Partnership Ladder

- Onsite support
- Short-term
- Supplement IT capability
- Low risk
- Rapid ramp up time
- Builds confidence
- In-house projects
- Medium-sized projects
- Global delivery model
- Use Bridge SE
- Medium-term, e.g., 6 months
- Small upfront investment
- Large projects
- Offshore or onsite
- Use Bridge SE
- Long-term, e.g., 6+ months
- Team continuity
- Aligned incentives
- Strategic
- Offshore
- Use Bridge SE
- Long-term
- Team continuity
- Aligned incentives
- Minimum commitment
- Shared investment
- Aligned strategy
- Revenue potential
- Valuation and profit



Cost Savings Range from 20% to 40%

# Our domain expertise is organised around Excellence Centres, providing offshore and onsite solutions



Contact Technologies	Switching and Embedded Solutions	Network Management Services	Business & Operations Support System
<p><b>Value Proposition</b></p> <ul style="list-style-type: none"> <li>End-to-end Contact Centre Solutions</li> </ul> <p><b>Offerings on Services</b></p> <ul style="list-style-type: none"> <li>CRM Solution for Telcos</li> <li>Workforce Management Solution</li> <li>Self-care System</li> <li>Outbound Dialer</li> <li>ACD Middleware</li> <li>Voice Logging Solution</li> <li>Reporting/Analysis Tools</li> <li>Trouble Ticketing Solution</li> <li>CTI-enabled CIM Solution for Telcos</li> </ul> <p><b>Products</b></p> <ul style="list-style-type: none"> <li>NetRelations</li> <li>3rd-party Products</li> </ul>	<p><b>Value Proposition</b></p> <ul style="list-style-type: none"> <li>Broadband Network</li> <li>Enterprise Network</li> <li>PSTN network</li> <li>Embedded Systems</li> </ul> <p><b>Offerings on Services</b></p> <ul style="list-style-type: none"> <li>Applications Development</li> <li>Porting RTOS or Kernel on Custom Hardware</li> <li>Device Driver Development</li> <li>Feature Enhancement</li> <li>Prototype Design</li> <li>ASIC Design Services</li> </ul> <p><b>Products</b></p> <ul style="list-style-type: none"> <li>Net Pacer</li> <li>Net Wisperer</li> </ul>	<p><b>Value Proposition</b></p> <ul style="list-style-type: none"> <li>EMS</li> <li>NMS, QOS, and SLA</li> <li>Embedded SNMP agents</li> <li>System Interface Technologies</li> <li>Telematics</li> <li>RFID</li> <li>Image processing</li> </ul> <p><b>Offerings on Services</b></p> <ul style="list-style-type: none"> <li>Offshore R&amp;D</li> <li>Development &amp; Maintenance</li> <li>Services</li> <li>Onsite Manpower Services</li> </ul> <p><b>Products</b></p> <ul style="list-style-type: none"> <li>Fujitsu ProactNes/SN</li> <li>Reusable components for Service Level Management</li> <li>SNMP Stack, MIB, RMON Tools</li> </ul>	<p><b>Value Proposition</b></p> <ul style="list-style-type: none"> <li>Customer Care</li> <li>Billing and Mediation for Telcos</li> <li>ECRM</li> </ul> <p><b>Offerings on Services</b></p> <ul style="list-style-type: none"> <li>Enterprise Application Integration</li> <li>Process Consulting and Realisation</li> <li>3G OSS and Wireless Applications</li> <li>E-Governance</li> <li>HealthCare Applications</li> <li>E-Commerce Trading Applications</li> <li>Telecom OSS Applications</li> </ul> <p><b>Products</b></p> <ul style="list-style-type: none"> <li>Smartflo</li> <li>Net PM</li> </ul>

# NPI Industry Focus

Network Programs retains expertise in multiple industry verticals

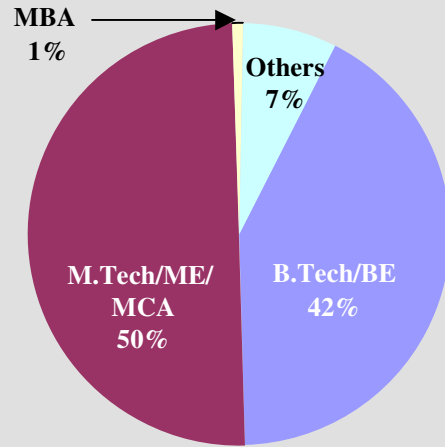
	Research & Development	Design	Applications Development	Testing & Maintenance	Systems Integration
Telecom	√	√	√	√	√
Embedded Software	√	√	√	√	√
Contact Centres	√	√	√	√	√
Automotives	√	√	√		
Financial			√	√	√
ASIC & FPGA	√	√	√	√	√



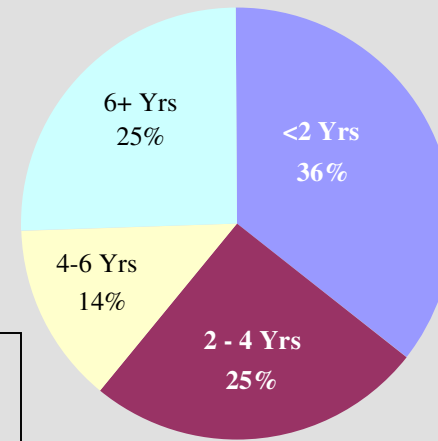
# Technical skills and experience : 250 engineers



**Engineering Education**

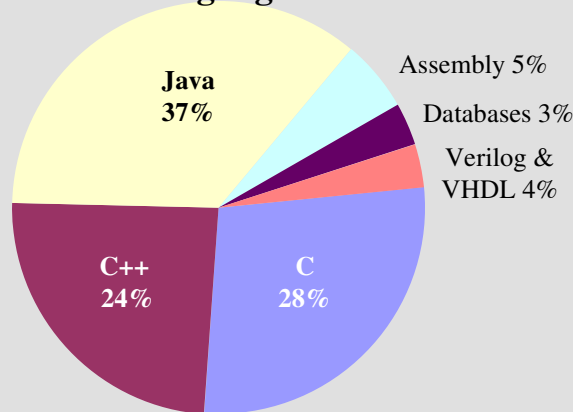


**Engineering Experience**

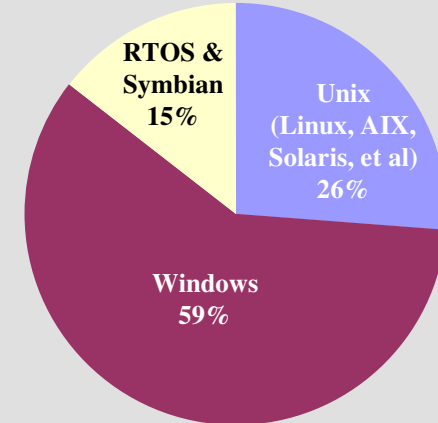


**Employee Skill & Competency Mapping**

**Engineering Software Language**



**Engineering Software Environment**



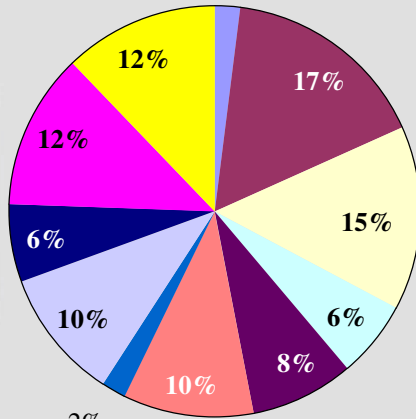
# Employees distribution as per Excellence Center

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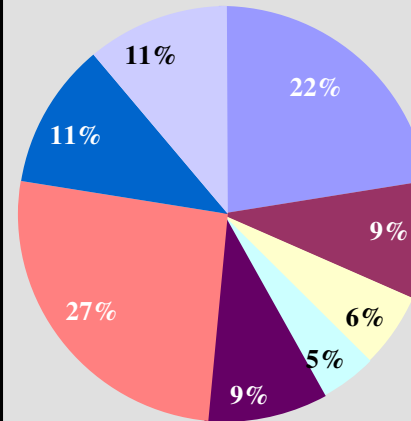
## BSS & OSS

2%



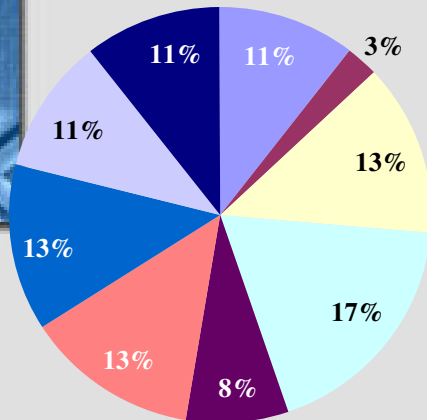
- OSS - 3G, Wireless
- Billing - IP, Convergent
- Web - Portals, eCommerce
- Data Warehousing
- Financial Applications
- Mobile Applications
- Legacy Modernization
- Business Process Mgmt
- Support & Maintenance
- CRM & ERP
- System Integration

## Switching & Embedded



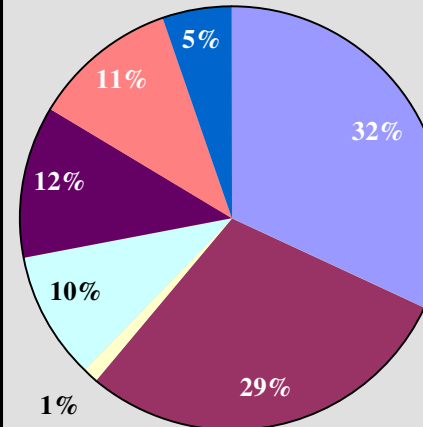
- Broadband, Ethernet Routing & Switching
- Security (IP, Network, OS)
- Soft Switch & Voice Solutions
- Device Drivers
- Kernel Programming
- Embedded Programming
- FPGA & ASIC Design
- FPGA & ASIC Verification

## NMS



- Design & Optimization
- Security & Surveillance
- Network Mgmt
- Network Inventory
- Bandwidth Mgmt
- Traffic Mgmt
- SAN
- Mobile Apps
- Biometrics, RFID

## Testing & Verification



- Application Testing
- Product Testing
- Content Testing
- Device Testing
- Protocol Testing
- Network Testing
- Device Driver Testing

# We use our online tool, NetCollaborater, to manage software development, and remotely monitor ODCs

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## NetCollaborater Homepage

Clients and vendors can login to track the project planning, progress, upload documents, threaded discussion, defect tracking, etc.

Accessible over Web

Vendor Client

License Upgrade

## Project Homepage

Support FAQ Calculator Calendar Help Logout

The Client's Company Name

Resource Time Log Reports Repository Chat Mail

Profile: Program Manager Thursday, April 05, 2001

Reports

- Project Plan
- Activity/Category
- Resource
- Project Progress
- Milestone
- Variance
- Metric

Repository

- Document
- Latest Version Menu
- Feedback Menu
- Set Configurable Menu
- Item
- List Versions

Chat

- Start Chat
- Time Zone
- Chat Schedule
- Search Chat