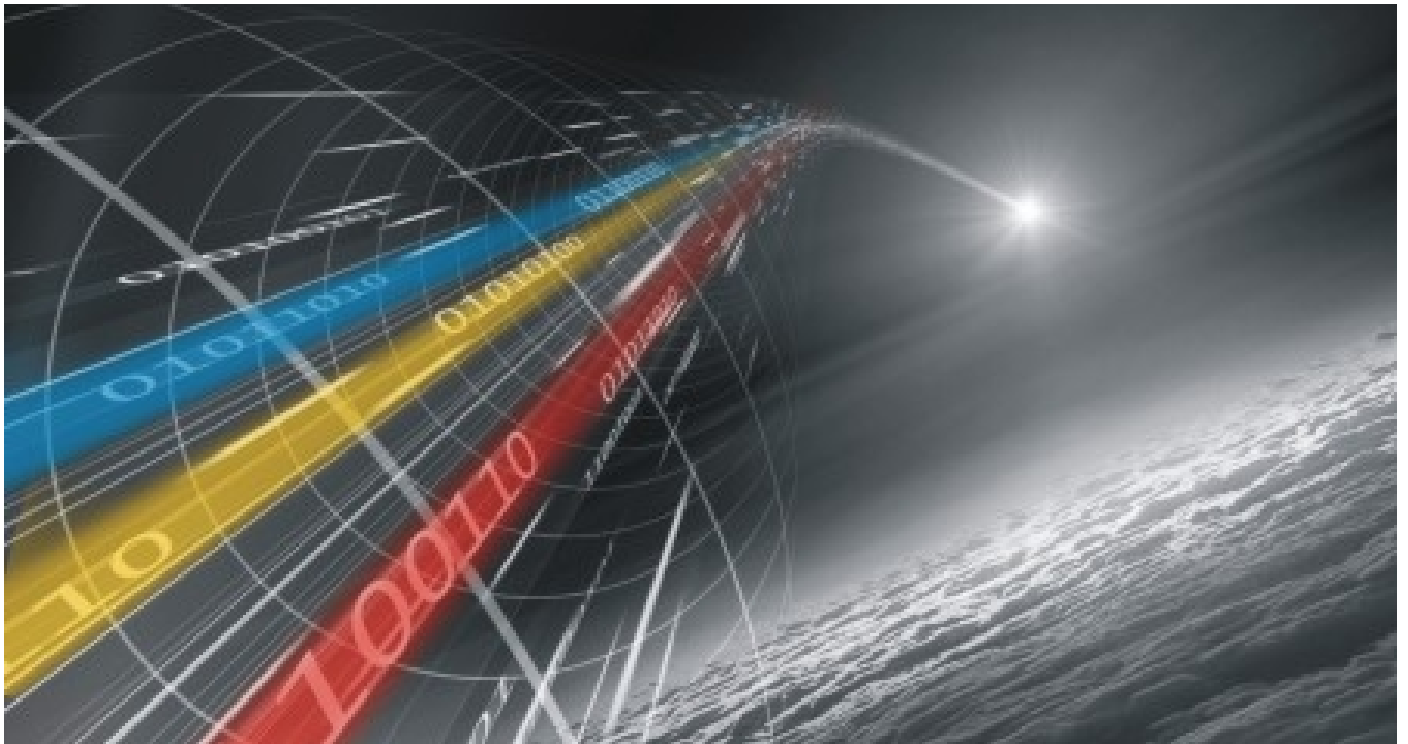


Company Profile

GLOBAL PROSERV LIMITED



GLOBAL ProServ

GLOBAL PROSERV LIMITED *provides managed business process outsourcing services (Knowledge Services, Business Processes and application Management)* to Telecom OEM's, Telecom Operators and Enterprises across North America, Europe & India with a focus on project management and business support functions.

Global ProServ has endeavored to stand for excellence in customer operations management through world class service delivery. Its COPC: 2000 process framework reflects its process maturity. In addition, the six sigma methodology adopted has helped add value to customer processes through improved efficiency and cost management.

Global ProServ has delivery centers in Mumbai and Pune, India with client presence in North America, Europe and India.

Global ProServ is part of the Global group enterprise.

Service Offerings

□ Knowledge Services

- Research
- Analytics


□ Business Process Management

- Project Administration Services
 - Project Performance Tracking & Monitoring Services
 - Program Coordination Services
 - Project Documentation Services
- Business Support Services
 - Finance & Accounting Services
 - HRMS & Payroll Services
 - Supply Chain Support
 - Helpdesk Services

□ IT/ Application Management

- Deployment and Management of IT Applications
- Database Management & Reporting (MIS)
- IT/Application Security Services

VALUE PROPOSITION:

 *Ability to manage high volume and complex transactions across Services and Verticals*

- HRMS & Payroll
- Finance & Accounting
- Legal Transcription
- Document Management

Consistently beaten benchmarks for key client performance metrics like Turn Around Time, Accuracy, Transactions per day and Cost per transaction.

 *Ability to manage and deliver High End Solutions*

- Research
- Analytics
- Architectural & Engineering Drawings

Our approach to add value to client's business objectives has helped us surpass client expectations and be an integral part of client organization.

 *Multi geography client base and delivery center:*

Combination of Business Continuity Planning, Technology infrastructure and program management helps us to offer seamless experience of services to clients from multiple cities and centers without impacting client SLA's and key deliverables.

 *Ability to Deploy and Manage large IT applications*

Our IT team and software programmers work in synergy with Operations teams and help generate exact understanding of client's business needs. This helps them in engineering technology solutions that drive business innovations and make our customers successful.

Solutions for Global Telecom Operators and OEM's

For the OEMs and service providers our portfolio of services includes:

1. Project Administration Services

- Project Performance Tracking & Monitoring Services
 - Site Implementation tracking
 - Invoice tracking
 - Project planning, milestone tracking and alert generation
 - Generating Issue register and making timely escalations
 - Generating DPR's
 - Project Management tool updates (Captive or shared tool)
- Program Coordination Services
 - Site Access Booking & Scheduling
 - Scheduling of Engineer Visits/Partner Visits
 - Performance tracking and reporting
 - Hardware Supply Coordination
 - Preventive Maintenance Scheduling & Coordination
 - Daily/Weekly/Monthly MIS
- Project Documentation Services
 - Site Folder Documentation
 - Handover Packs
 - Health & Safety Documentation
 - Statutory Documentation (SACFA)
 - Architectural & Engineering Drawings (CAD As-builts, Construction Drawings, Zoning drawings etc.)

2. Business Support Services

- Finance & Accounting Services
- HRMS & Payroll Services
- Supply Chain Support Services
- Helpdesk
- Database Management & Reporting

Clients and Case Studies

Client 1: Leading Network Services Provider

Project Performance Tracking & Monitoring Services

Gap Analysis

The client had no formal structure in place to track, collect and measure Project data. Details of projects were scattered across locations and divisions. There was no tracking mechanism in place. This was delaying the revenue generation and hence the profitability of the company.

Solution Offered

Global ProServ set up a dedicated central back office team to collect, measure, analyze and report the data for all projects pertaining to telecom operations. Global ProServ provides Alerts and reminders to the client to move and expedite achievement of various milestones of the projects.

Achievements

- ✚ Tracking 21 projects across 60+ circles. Tracking of 10,000+ sites.
- ✚ Reduction in Project implementation time by 15%.
- ✚ Prior to outsourcing there was no proper database with client for TI projects. Now we have a centralized database with records of all past and present sites pending as well as completed. This can be helpful for recording project learning and will be useful while taking up new business with the same client.
- ✚ Relentless follow up for closing of different stages of the project is leading to faster invoicing and revenue generation for the client.

Client 2: UK based service provider

Site Access Booking Services

Process

- ✚ To plan out a week-wise schedule of TRU card swaps across counties within a defined time frame
- ✚ Scheduling of engineers' site visit as per weekly plan
- ✚ Apply for permission, complete required documentation and obtain confirmation from the site supervisors for onsite visit

- ✦ Procure all necessary information required to assist the engineer in completing the task
- ✦ Re-construct the weekly plan in case of visit failure for any reason

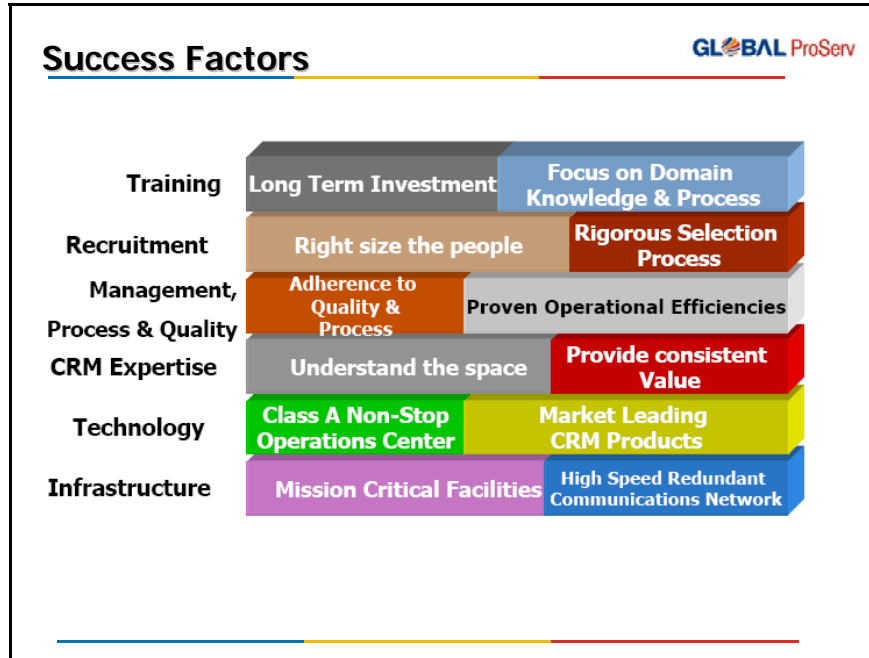
Achievements

- ✦ Target: 6 months. Achieved: 5 months.
- ✦ Target TRU swaps/Engineer/day: 6, Achieved :9
- ✦ Saving 40% of onshore cost.
- ✦ Improved resource utilization.

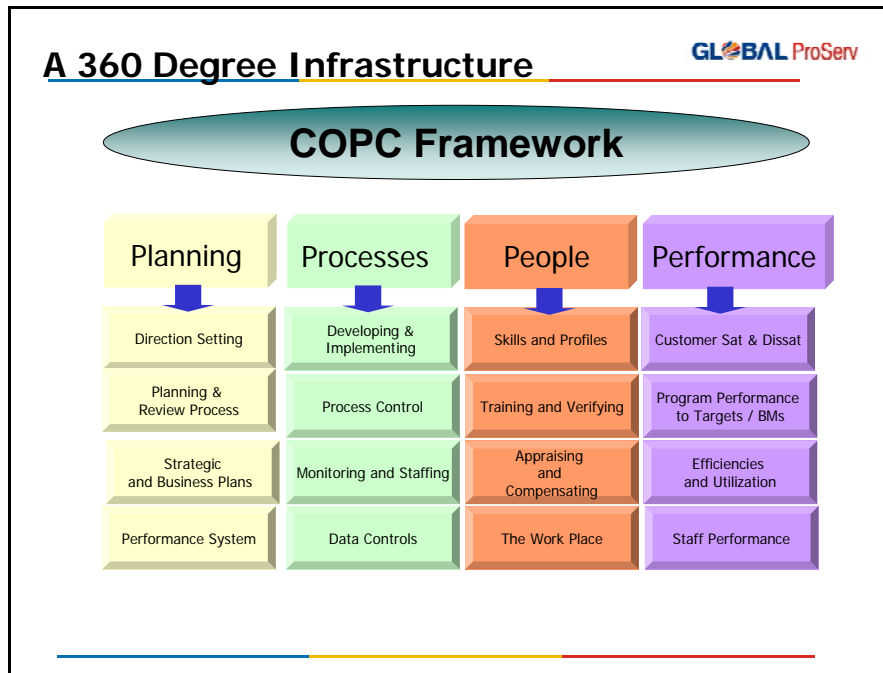
Customer Speak

- *Just looking through your access requests for NTL and I haven't spotted any mistakes. This is very good and the UK team are very happy with you and your teams efforts – Richard Langley Stevens, Project Support Coordinator, (6th Apr 07).*
- *It's come to light just of late, that I feel as though you need a well deserved pat on the back. The team here in the UK are very impressed in the way you, and whoever else is involved in your team have worked these past couple of weeks, and that I would like to take the opportunity to thank you in all your hard work so far. Let's keep this great work ethic going and before you know it we will have one successful project under our belts – David Bradshaw Smith, Project Co-Coordinator, (4th Jul 07).*
- *I would like to thank you for your teams efforts in what you have produced so far and I am sure we will go forward on the Project a lot smoother with your support. - Keith Peacock, Project Manager, (15th Aug 07).*

Success Factors @ ProServ



Process Framework @ ProServ



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