

Implementing dedicated offshore technology and customer service centers for next generation companies

October 2002

Safdar Quraeshi
CEO, Strategiwab Inc./LLC

Strategiwab provides dedicated offshore outsourcing for clients seeking to reduce cost and increase quality in the areas of IT engineering, customer relationship management, and business process outsourcing.

Strategiwab employs a unique dedicated outsourcing approach where offshore facilities are totally dedicated to the clients' specific requirements, effectively creating a cost effective offsite branch of a clients existing operations.

We use a proven offshore implementation methodology by working closely with clients to assimilate relevant information, develop an execution plan, and build dedicated teams of world class quality using an action item driven "toolbox" with key milestones.

Our approach directly addresses common client apprehensions and concerns related to outsourcing risks by understanding, organizing, and rigorously following through on critical execution items to address client concerns. Capitalizing on our asset base, our delivery oriented approach allows us to build a world class, highly efficient dedicated offshore facility focused on catering to a clients every need.

We call this approach "next generation outsourcing".

A seamless "One Team" environment

We believe a dedicated facility is an extension of your existing operations. Our approach results in focused and dedicated proactive interaction between client staff and co-chosen dedicated offshore staff.

Our objective is to create a global "one team" environment between clients and their dedicated offshore delivery teams. Addressing critical client concerns and creating a seamless organization, members of a clients on shore team interact at multiple levels with their dedicated offshore team giving a client unparalleled control over their resources.

Strategiwab's approach promotes a high level of camaraderie, team spirit, communication, intellectual exchange, and leads to a dynamic and results oriented working relationship between a client and its dedicated offshore team. Resources remain focused on common objectives where on shore and offshore team members work round the clock to add value to projects with multiple value-add, complementary services including the creation of client specific methodologies, project plans, training, customized reports, and technology evaluations.

Dedicated resources become a part of a clients' team, and are assimilated into the client environment by employing processes and methodologies used at the client's primary site or head office.



Mitigating and managing offshore execution risk while scaling your organization cost effectively

Many organizations who realize the financial benefits of outsourcing view global outsourcing as a risky proposition. While it is true that risk exists in any offshore venture, our experience proves that when management and communication processes are clearly defined and coupled with strong local presence and execution, the benefits of outsourcing far outweigh the risks.

Strategiweb's team has been doing business successfully in the Philippines for 20 years. Our management, legal, technical and administration team has over 100 years of experience and an unmatched network of critical relationships. We believe our teams experience and network are our key assets.

Strategiweb's multicultural team has a strong set of capabilities and experience in execution including:

- Planning
- Corporate Structuring
- Talent identification and recruiting
- Translating client requirements into local execution steps
- Infrastructure establishment
- Administration
- Vendor relationship management
- In depth understanding of the local political environment
- Logistical support

Using our key assets and Philippine in country resources, the cornerstone of Strategiweb's approach is to mitigate the risks of outsourcing for U.S. clients that understand the offshore value proposition but have serious concerns about the execution and implementation of an offshore outsourcing facility.

This approach is designed to build a service facility to complement client requirements in a "plug and play" environment and provide a cost effective strategy to scale resources quickly, and cost effectively.

In today's challenging economic environment, few businesses can afford to ignore the real and immediate benefits of offshore outsourcing, Strategiweb provides next generation organizations with the tools to execute on this strategically important opportunity with a deep understanding of the process, success factors involved, asset base, and a proven track record.

Located in Boston Massachusetts and Manila Philippines, Strategiweb is the I.T. outsourcing arm of the Milcon Group of Companies. Strategiweb implements innovative information technology services on a turnkey basis using best of breed processes and methodologies to increase competitiveness, efficiency, and profitability. Clients include Goldk, Trellix, Compaq (HP), ValueClick, ISI International, Execuplanet (Lee Hecht Harrison).

www.strategiweb.com

USA
 One Arlington Street
 Boston, MA 02116
 Tel: (617) 247-0247
 Fax: (617) 267-6085
 E-mail: ussales@strategiweb.com

ASIA
 Suite 2302, Antel 2000 Corporate Center
 121 Valero Street
 Salcedo Village, Makati City
 Philippines
 Tel: (632) 845-0961; 845-0962
 Fax: (632) 845-1051
 E-mail: phsales@strategiweb.com