

Real-Time Enterprises (RTE) Partnering for Radical Changes



Business Transformation Outsourcing (BTO)

Today, doing business means achieving real-time collaboration with your resources, partners, suppliers and customers. As organizations strive to incorporate strategies such as collaborative commerce, customer relationship management and e-business into their business planning, the need to re-examine the underlying IT foundation becomes critical.

We believe that current enterprise architectures don't support this dynamic new way of doing business. It requires an organizational model that is flexible, agile, virtual and able to react quickly to changes in the marketplace, and a new enterprise architecture that enables the business initiatives necessary to transform your enterprise. The new enterprise architecture should allow the fluidity and real-time communication needed to achieve business goals.



Now is the Time for Real-Time Enterprise

The benefits of the Real-Time Enterprise (RTE) are real and substantial. There are scores of cases in which a focus on radical time reduction has resulted in major business benefits.

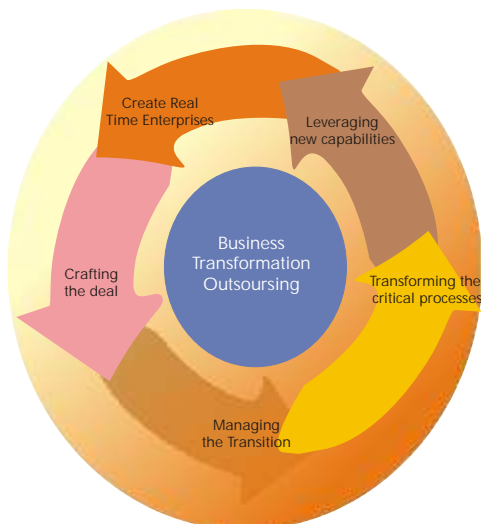
For instance:

- ◆ A major automobile company saved \$1.2 billion per annum and improved its responsiveness when it reduced product development time from seven to four years.
- ◆ A major international bank's real-time risk management system has allowed it to respond rapidly to changes in market conditions, resulting in substantial competitive advantage.
- ◆ A major telecommunications company increased productivity by 33 percent and order volume by 60 percent when it reduced the duration of its Internet Protocol (IP) and broadband services provisioning process from between 30 and 60 days to 18 days.

What is Business Transformation Outsourcing?

We define Business transformation outsourcing (BTO) as a program to transform the way a business works with new business model, enabled by virtual offices and managed with our eSolv Business Process framework. Through BTO, organizations can achieve rapid, sustainable, step-change improvements in enterprise-level performance.

Business transformation is not a new concept. What is new and different about BTO is that it offers executives a way of achieving transformational outcomes at speed. CEOs who use this approach start with a bold strategic agenda. They share risks and gains with an outsource business partner as they collaborate to transform roadblock business processes into competitive weapons in an accelerated time frame. And they measure the resulting performance improvement in dramatic gains in share price, market position, and return on capital.



Let's say you are interested to expand your market share but lack the additional budget required, infrastructure and resources to make it happen.

Through Business Transformation Outsourcing you can achieve these strategic goals. This execution is managed through four key stages:

- ◆ **Crafting the deal:** BTO should be tailored to the specific circumstances the firm faces with creative arrangements like third party financing, or equity plays to maximize benefits and distribute risk.
- ◆ **Managing the transition:** After the deal is signed, you can begin transitioning processes to your business partner.
- ◆ **Transforming the critical processes:** Bring day-to-day operations under rigorous discipline to make them reliable and cost effective, while redirecting resources toward new, higher payoff activities.
- ◆ **Leveraging new capabilities:** Transforming critical processes converts them from roadblocks to part of the strategic solution.

What makes BTO distinctive?

We identified many processes, in many industries, where such initiatives would pay off at all level of the organization.

- ◆ At operational level, the main benefits are improved customer service, risk reduction and lower process costs.
- ◆ At managerial level, the main benefits are faster exploitation of emerging opportunities, less damage when things go wrong and increased agility when dealing with large and small threats and changes.
- ◆ At leadership level the main benefits are faster implementation of the strategies that are needed to meet changing circumstances.



To gain these benefits each enterprise needs a program of time-based transformation; a business initiative that strips latency from its most critical business processes. (In technical terms, "latency" is the time it takes for a system to respond to an input. Viewing the modern enterprise as a kind of complex system, a zero-latency enterprise strategy implies that all parts of the enterprise can respond to events as soon as they become known to any one part of the enterprise.)

What is the difference between BPO & BTO?

	Business Process Outsourcing	Business Transformation Outsourcing
Objective	Hand off support function to specialist provider to cut costs and focus managers on core issues.	Transform the way a business works to achieve dramatic sustainable enterprise-level performance improvement
Partner Role	Run support function	Collaborate to transform business
Approach	Standardized services Transaction-based, fee for service pricing Narrow scale and scope of services	Integrated services to radically change business Outcome-based, risk-share financial structure Accelerated delivery
Typical Benefits		
Inputs	20-50% cost savings Access to best practices Improved career opportunities Improved management focus	50% cost savings Access to critical skills Improved career opportunities Improved management focus
Outputs	Same, consistent service level Shared financial risk	Higher, consistent service level Improved flexibility, speed Shared strategic risk
Outcomes		50% market share increase Revenue doubled Basis of competition changed

E*Pro helps business towards real time enterprises

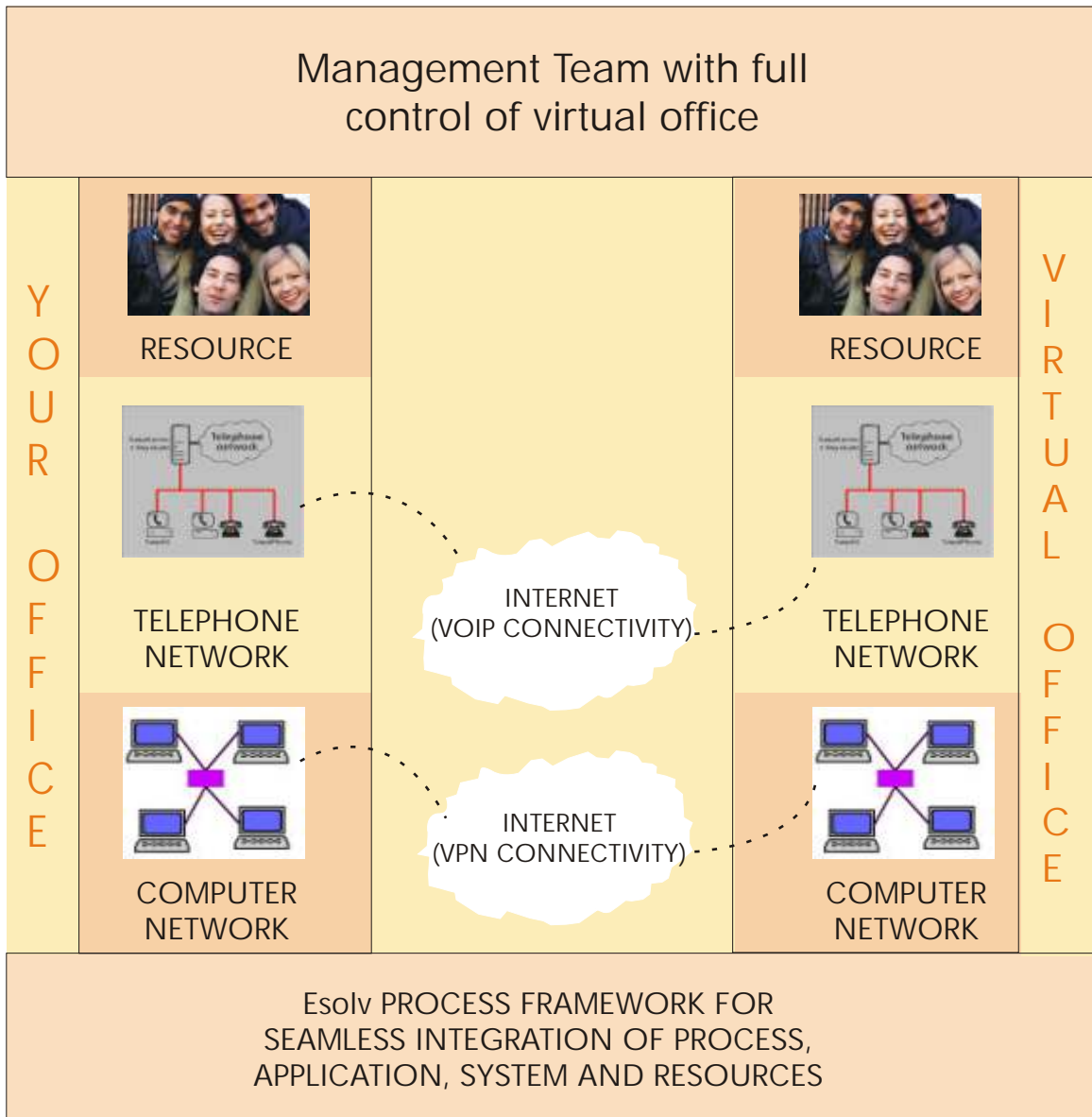
Imagine you are CEO of a company managing 10 major clients. As a strategy to grow your business, you have decided to implement a different business model. You intend to move most of your resources and customer processes nearer, to your client venue and create additional 10 virtual offices, having your office as a controlling center. Is it possible for you to manage this new business model with your current processes, IT infrastructure and application?

Imagine you are CEO of a company, traveling extensively and work from remote locations, weeks together. You like to monitor the transactions happening and be total control of the situation happening at your office. Is it possible for you to remote manage the entire operation of yours with your current IT infrastructure, your processes and backend systems?

Imagine you want to optimize the entire business processes to create real time enterprises. You want to know the business rules used in each of your processes, understand the latency of each of the processes and fine-tune the process by analyzing the latency. Is it possible for you to do it without a costly reengineering of your IT system and change management processes?

Sound impossible? Well, it's not. A small, but growing number of companies are proving they can achieve high-speed, breakthrough results like this with a bold new approach we call business transformation outsourcing.

E*Pro is in the business of helping organization to create real time enterprises with our unique solution of creating virtual offices with full control using our eSolv process framework.



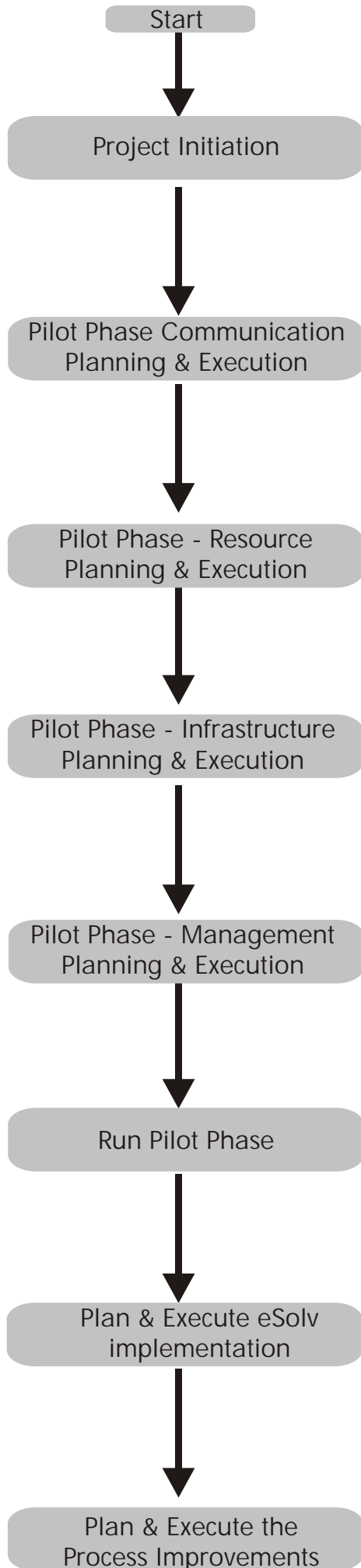
We help you to create **virtual offices** with full control and transparency

- ◆ This office will have resources with your direct control
- ◆ This office will have phone lines to each resources, which is linked with your telephone network.
- ◆ This office network will be linked with your network by virtual private network (VPN) with full control to you.
- ◆ This office will follow the system & procedure of yours.
- ◆ Transactions, activity, workflow and work items of this virtual office will be monitored and managed by you directly

We help you to implement **Business Process Management (BPM) framework** to your organization with our eSolv framework. eSolv will benefit your organization in the following ways:

- ◆ Higher levels of automation
- ◆ Business activity Monitoring
- ◆ Business Decision Making
- ◆ Faster Deployment of the Process
- ◆ Reduced Costs of Human Involvement in the Process
- ◆ Greater Flexibility to Change the Process
- ◆ More Control for the Business User over the Process
- ◆ Improved Accuracy of Process Execution

Our BTO Execution Plan



Project Initiation

- ◆ Project signoff, identifying key personnel as project champions. Assigning onsite and offsite account managers. Schedule for a telecom meeting on either sides.
- ◆ Understand client pain points, long terms visions for problem solving.
- ◆ Identifying the scope of the project. Measurable goals and milestones. Risk mitigation.
- ◆ Documenting the understanding and bona fide it.

Pilot Phase - Communication Planning & Execution

- ◆ Collect existing clients infrastructure details of Internet bandwidth, telecommunication network
- ◆ Plan the need for additional infrastructure up-gradation
- ◆ Plan & execute the different options for establishing separate connectivity for voice and data
- ◆ Install and configure the communication network process on either sides
- ◆ Fine tune the communication process after configuring

Pilot Phase - Resource Planning & Execution

- ◆ Plan the resource allocation required. Define skill set, roles & responsibilities of resources
- ◆ Define the time schedule for virtual office operations
- ◆ Plan for staff recruitment, training and induction
- ◆ Identify best of breed consultants. Shortlist and schedule for customer interview
- ◆ Induction and training for new consultants
- ◆ Getting into real work

Pilot Phase - Infrastructure Planning & Execution

- ◆ Discuss various options for client's office at the virtual location. Plan for infrastructure required for Pilot.
- ◆ Plan on Physical security, network and data security needs
- ◆ Plan and decide LAN, VPN and server requirement
- ◆ Decide on the Software and tools requirement
- ◆ Decide the need for hosting web server, FTP Server, mail server
- ◆ Finalize and document the infrastructure plan
- ◆ Procure equipment and software needed
- ◆ Install & configure the equipment and software

Pilot Phase - Management Planning & Execution

- ◆ Plan for business activity monitoring system(daily activity/distribution list)
- ◆ Assign direct supervisor for the team
- ◆ Daily work allocation, reporting model have to be planned and designed
- ◆ Get process documentation used by Resources

Run Pilot Phase

- ◆ Execute pilot process
- ◆ Monitor, mentor the resources
- ◆ Call client as planned for status update
- ◆ Report daily activity as planned
- ◆ Evaluate performance vs target
- ◆ Fine tune processes based on updates from client meetings
- ◆ Prepare weekly timesheet and circulate to the onsite account manager
- ◆ Add / upgrade infrastructure as required

Plan & Execute eSolv implementation

- ◆ Demo eSolv implemented with similar client environment
- ◆ Assemble eSolv implementation team. Create a client process demo
- ◆ Discuss & Identify the customization of eSolv
- ◆ Estimate the effort required to client process implementation
- ◆ Identify integration required with external systems & processes
- ◆ Work with the customer to get the effort approved
- ◆ Execute customization effort/ Implement customization effort
- ◆ Get feedback on the system and Fine Tune the eSolv processes

Plan & Execute the Process Improvements

- ◆ Use Activity Monitoring and collect information on the processes
- ◆ Analyze processes
- ◆ Modify the processes & business rules based on the result
- ◆ Add more processes / integration effort in the eSolv framework
- ◆ Fine tune the eSolv implementation based on the feedback
- ◆ Monitor and take control of processes running in the offsite location
- ◆ Work on dynamic creation of virtual team using the real time changes required in th business
- ◆ Fine tune the real time changes and moving work the way the business needs

The eSolv solution framework gives an organization the ultimate control, flexibility and capability to successfully manage mission critical global transactions. Thereby turning strategic growth opportunities into successful businesses. There is simply no better ways to run a business.

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