



2008 India Sourcing Industry Conference Delivering Value to a Global Market

TPI Presenters:

- Peter Allen — Partner & Managing Director, TPI
- John Buscher — Partner, Strategic Account Relationship Development
- Arno Franz — Partner & Managing Director, Asia Pacific
- Scott Gildner — Partner & President, TPI Americas
- John Keppel — Partner
- Sid Pai — Partner & Managing Director, TPI India
- Melany Williams — Partner & Managing Director, TPI Innovation Center
- Indy Banerjee — Director
- David Fleming — Director
- Dinesh Goel — Director

About the TPI Sourcing Industry Conference

TPI's Sourcing Industry Conferences (SIC) consistently attract a significant number of executives representing leading suppliers of sourcing solutions that include consulting services, project services, information technology outsourcing and business process outsourcing. Having held these events in North America, Europe and Asia Pacific since the late 1990s, in 2006 TPI presented its first SIC in India to an audience of enthusiastic and influential sourcing industry executives. In 2008, our 3rd annual India conference aims to continue this engagement with the Indian service provider community by offering a blend of global insight tailored with information of specific relevance to "offshore" service providers.

As the leading global advisor to buyers of complex strategic sourcing solutions, TPI is both a participant in and shaper of the sourcing marketplace. The SIC is a unique opportunity for TPI to share with the service provider community its observations and directions as well as to hear from this community on topics of mutual interest and benefit to our clients.

In this year's conference, we will explore Service Management and Governance enhancement techniques and analyse developments in the global (offshore) service delivery marketplace. In addition, we will present our detailed buy- and sell-side analysis of the global outsourcing marketplace and provide an update on developments in TPI's Innovation Agenda that was introduced at our 2007 SIC.

Additionally, we will be taking the opportunity of our India SIC to "pre-launch" TPI's first service offering for the service provider community, providing conference attendees with a world-first insight into an exciting new direction for TPI.



Preconference Training

As an optional precursor to the 2008 India SIC, TPI is once again offering a comprehensive training course designed to prepare service provider personnel for involvement in a TPI-advised transaction. This training will provide participants with a sound understanding of the TPI Transaction Methodology and will then look closely at how to most effectively engage with clients through this methodology and how to avoid key pitfalls in the transaction life cycle. Having provided participants with this understanding of the transaction methodology, we will progress to review in detail the structure and content of TPI's request for proposal (RFP) template, TPI's service level methodology, our approach to financial base case development and our pricing methodology.

This 2008 training will span two full days to ensure there is ample time for all attendees to interact with our trainers — each of whom is a highly experienced TPI advisor with extensive real-world insights to share on the skills, knowledge and behaviours that make a fundamental difference to service provider effectiveness when working with TPI-advised clients.

Monday 22nd September — Training

Time	Topic	Speakers	Comments/Objectives	Location
8:30 a.m. – 9:00 a.m.	Registration & Breakfast			Diya Room Foyer
9:00 a.m. – 10:00 a.m.	Introduction	Indy Banerjee	<p>This session will introduce the presenters as well as providing a brief introduction to TPI and the TPI philosophy that underpins the advice we provide to our clients. We also will provide insights into the behaviours that have been consistently observed to drive positive outcomes for participants in the transaction process. Key topics to be covered include:</p> <ul style="list-style-type: none"> ○ Short TPI overview ○ TPI transaction philosophy ○ Observations on winning transactions 	Diya Room
10:00 a.m. – Midday	The TPI Transaction Methodology	John Buscher	<p>In this session we will review the project life cycle methodology through which a TPI-advised transaction is executed. The proprietary TPI methodology (M-Step) will be reviewed along with the major variants to this methodology. These variants are employed to facilitate client needs for solution customization and rapid transaction execution. Key topics to be covered include:</p> <ul style="list-style-type: none"> ○ Sourcing strategy framework ○ 'Base' transaction methodology (M-Step) ○ Variations to base methodology ○ RFP and non-RFP approaches ○ Mutual Value Discovery approach 	Diya Room
LUNCH: Midday – 1:00 p. m. Diya Room Foyer				
1:00 p.m. – 2:00 p.m.	Getting Invited to Bid	David Fleming	<p>A number of activities take place in advance of direct engagement with the market on any transaction, and these often are not clearly understood by the service provider community. In this session we will explore the advisory activities that typically precede direct market engagement. Topics to be covered include:</p> <ul style="list-style-type: none"> ○ Premarket engagement activities ○ Preselection, RFI and hybrid RFI approaches ○ Service provider selection criteria 	Diya Room

Monday 22nd September — Training

Time	Topic	Speakers	Comments/Objectives	Location
2:00 p.m. – 3:00 p.m.	Working together – the key interactions	Indy Banerjee	<p>Up to this point in the day, participants will have largely focused on the functional, structural and procedural aspects of a TPI-advised transaction. In this session, the focus will shift to how the participants — client, service provider and advisors — can work together to realize mutually beneficial outcomes from the engagement. This session will address the main scheduled points at which the parties will engage as well as reviewing the roles, responsibilities and structures employed to facilitate effective interaction. Key topics to be covered include:</p> <ul style="list-style-type: none"> ○ Major points of interaction <ul style="list-style-type: none"> ○ Direct communications ○ Q&A process ○ “Yellow pad” sessions ○ Walk-through sessions ○ Due diligence ○ Negotiations ○ Transition and governance ○ Roles and responsibilities <ul style="list-style-type: none"> ○ Client, Service provider & TPI ○ Transaction organization structures <ul style="list-style-type: none"> ○ Key individuals ○ Core team and project team ○ Decision hierarchy ○ Expectations 	Diya Room
BREAK: 3:00 p.m. – 3:30 p.m. Diya Room Foyer				
3:30 p.m.– 4:30 p.m.	Tipping Points: Critical moments in the Sourcing Life Cycle	Peter Allen	By reference to our global transaction experience, we will review the sequence of decision criteria commonly encountered in the sourcing deliberation, with focus on the issues that have an impact on those decisions. Taking a life-cycle approach, we will engage in discussion around how the industry might best address these issues to the satisfaction of client concerns	Diya Room
4:30 p.m.– 5:00 p.m.	Day 1 Recap and Open Q&A	David Fleming	A short recap of the first day’s training followed by an open forum opportunity for attendees to raise questions and explore the range of topics addressed both formally and informally during the first day.	Diya Room



Monday 22nd September — Training

Time	Topic	Speakers	Comments/Objectives	Location
Close				

Tuesday 23rd September — Training

Time	Topic	Speakers	Comments/Objectives	Location
8:30 a.m. – 9:00 a.m.	Registration & Breakfast			Diya Room Foyer
9:00 a.m. – 10:30 a.m.	Generic RFP overview	Indy Banerjee	<p>In this session, we will present a sample RFP document set and walk participants through this document. In doing this we aim to create familiarity with the structure, function and layout of the RFP documentation as well as clarify the expectations regarding compliant and effective RFP responses. Through this process we aim to give participants a clear understanding of:</p> <ul style="list-style-type: none"> ○ RFP objectives ○ RFP structure and organization ○ Formatting and response requirements ○ RFP content <ul style="list-style-type: none"> ○ Instructions ○ Term sheet ○ Exhibits and attachments ○ Appendices 	Diya Room
BREAK: 10:30 – 11:00 Diya Room Foyer				
11:00 a.m. – 12:30 p.m.	Service Level Methodology	David Fleming	<p>Along with price and scope, service levels are a cornerstone of any effective transaction. This session will introduce participants to the service level methodology that is present in almost all TPI-advised transactions. Key topics to be covered include:</p> <ul style="list-style-type: none"> ○ Guiding principles ○ Methodology overview ○ Review of <ul style="list-style-type: none"> ○ Service level defaults ○ At-risk amount ○ Allocation approach ○ Modification processes ○ Performance improvement ○ Earnback ○ Critical deliverables ○ Operational management 	Diya Room

Tuesday 23rd September — Training

Time	Topic	Speakers	Comments/Objectives	Location
LUNCH: 12:30 p.m. – 1:30 p.m. Diya Room Foyer				
1:30 p.m. – 2:30 p.m.	Pricing – Part 1: Building the Base Case	Melany Williams	<p>Effective pricing is fundamental to the success of both service provider and client as they seek to realize the objectives they set themselves when entering into any transaction. In these two sessions, we will review the most common pricing methodology employed in TPI-advised transactions, particularly large-scale outsourcing transactions. Key topics to be covered include;</p> <ul style="list-style-type: none"> ○ Base case overview <ul style="list-style-type: none"> ○ Data sources ○ Components ○ Inputs 	Diya Room
BREAK: 2:30 p.m. – 3:00 p.m. Diya Room Foyer				
3:00 p.m. – 4:00 p.m.	Pricing – Part 2: The Pricing Framework	John Keppel	<p>Continuing on from part 1 — the base case overview — our second pricing session will focus in detail on the pricing framework itself:</p> <ul style="list-style-type: none"> ○ Pricing overview <ul style="list-style-type: none"> ○ Resource baseline ○ Base charges ○ Transition and transformation ○ Variable pricing (ARC/RRC) ○ Termination 	Diya Room
4:00 p.m. – 5:00 p.m.	Wrap-up and Open Q&A	All	An open forum opportunity for attendees to raise questions and explore the range of topics addressed both formally and informally during the SIC.	Diya Room
Close				



Wednesday 24th September — SIC

Time	Topic	Speakers	Comments/Objectives	Location
8:30 a.m. – 9:00 a.m.	Registration & Breakfast			The Grand Ballroom Foyer
9:00 a.m. – 9:20 a.m.	Welcome & Agenda Review	Sid Pai	Opening comments and a brief review of the conference focus and agenda	The Grand Ballroom
9:20 a.m. – 11:00 a.m.	The Sourcing Industry: Facts, Figures and Forecasts	Arno Franz	TPI's worldwide reach and leadership position provide us with both a historical and current view on sourcing industry performance and direction. This perennial favourite topic at the TPI SIC will include analysis from all of our regional TPI Indices — our detailed buy-side and service provision-side analysis developed to help the investment community and strategic business leaders understand the global outsourcing industry.	The Grand Ballroom
BREAK: 11:00 a.m. – 11:30 a.m. The Grand Ballroom Foyer				
11:30 a.m. – 12:30 p.m.	Innovation Agenda Update	Peter Allen	At our 2007 SIC, we reviewed TPI's Global Outsourcing Industry Innovation Agenda, a topic that generated considerable interest and feedback from our audience. In this session we will provide an update on our progress at advancing this agenda within the sourcing industry.	The Grand Ballroom
12:30 p.m. – 1:00 p.m.	Service Provider Offering — Prelaunch	John Buscher	TPI's first service offering targeted at the service provider community is a revolutionary step for our business and, we trust, for the broader sourcing industry. Conference participants will be the world's first to hear details on this exciting step in the evolution of TPI.	The Grand Ballroom
LUNCH: 1:00 p.m. – 2:00 p.m. The Grand Ballroom Foyer				



Wednesday 24th September — SIC

Time	Topic	Speakers	Comments/Objectives	Location
2:00 p.m. – 2:45 p.m.	Reduce Value Loss by Retraining the Service Management Team	Arno Franz	Value loss in outsourcing often starts at the service delivery management level — a group of people who are highly intelligent, powerful and yet still fail to manage effectively. This session considers how companies are bringing these managers into alignment with outsourcing management best practices and covers the means companies are using to accomplish this. We will share examples of success strategies in re-equipping functional leaders for the world of outsourced service management, including the skills relating to internal relationship management for supply/demand balancing and avoiding costly services complexity.	The Grand Ballroom
2:45 p.m. – 3:30 p.m.	Getting to Signing: Keeping Your Engagement on Track	Melany Williams	Drawing on TPI's peerless experience in the transaction life cycle, this session will consider how to better engage the client team during the procurement process, including techniques for more effective executive alignment, solution sessions, due diligence, proposal walk-throughs, negotiations and handling challenges during the sales process.	The Grand Ballroom
BREAK: 3:30 p.m. – 4:00 p.m. The Grand Ballroom Foyer				
4:00 p.m. – 4:30 p.m.	Service Provider Case Study	John Buscher	Following on from the morning session introducing TPI's new service provider offering, we will present a short case study to demonstrate a real-world application of this exciting new component of TPI's service portfolio.	The Grand Ballroom
4:30 p.m. – 5:00 p.m.	Global Service Delivery: Changing Dynamics in the Global Markets	Dinesh Goel	The increasing maturity of the global service delivery environment has generated noticeable trends in offshore markets. We will share our perspectives on these trends with a focus on emerging buyer themes driving successful service provider relationships.	The Grand Ballroom
5:00 p.m. – 5:30 p.m.	Open Q&A	TPI Executive Panel	An open forum opportunity for attendees to raise questions and explore the range of topics addressed both formally and informally, during the SIC.	The Grand Ballroom



Wednesday 24th September — SIC

Time	Topic	Speakers	Comments/Objectives	Location
Cocktail Reception Diya, Surya & Maya Rooms				