

*I have never worked with a more talented, dedicated, honest and high-work-ethic group of people. The effort of TPI's professionals is in direct relation to their commitment for a win-win outcome for both the client and the service provider. Their direct value-add contribution to our outcome is immeasurable.*

– Don Brilz  
Program Manager, Cairn Energy

**HOW WE WORK**

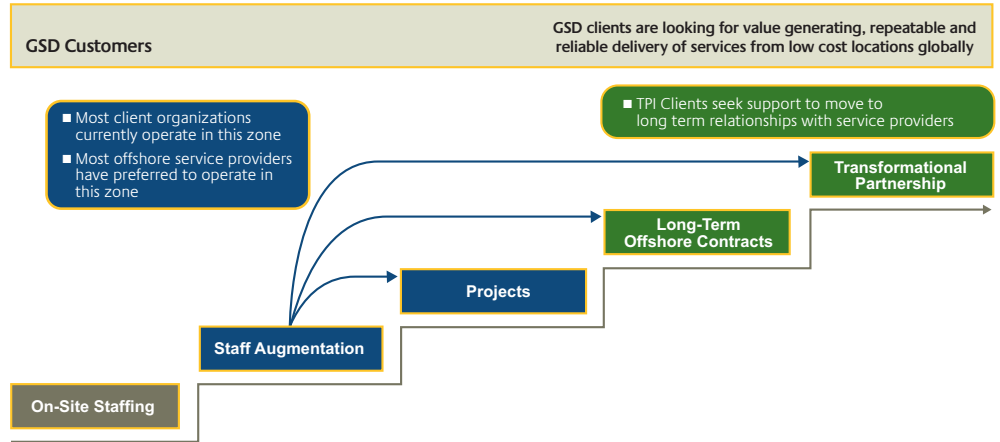
**We are the advisors best suited to help you:**

- **Analyze** service delivery frameworks to identify alternative improvement opportunities
- **Align** services frameworks and operating models with corporate global expansion plans, risk tolerance and intellectual property protection policies
- **Design** the alternative delivery strategies relative to organization structure and governance to manage the new service model
- **Apply** TPI's experience in global transformation efforts
- **Deliver** and implement a plan to transform your operations with enterprise managed services

**MAKING THE MOST OF YOUR OPTIONS**

The use of global (offshore) resources is becoming a core strategy for entering new geographies and markets. TPI can help guide your organization to the most informed decisions about strategically deploying global resources.

With our strong representation in India, Southeast Asia and Europe, we help ensure that your global sourcing strategies align to your business objectives. Whether you are a corporation wanting to test the waters with staff augmentation; seek to expand to a captive operation or joint venture; or are a seasoned user wanting to grow your operation's scale or scope, expand your service delivery locations or number of providers—we have the objective expertise you need.



**GLOBAL SERVICE DELIVERY**

TPI's experienced Global Service Delivery (GSD) advisors help you determine how your organization can leverage global resources effectively. We conduct high-quality and thorough reviews of your operations, suggesting areas for improvement that help you manage ongoing delivery. We focus these offerings in two functional domains:

- ITO (Applications Development & Maintenance and End-User Computing)
- BPO (Finance & Accounting and Financial Services Outsourcing)

We offer these discrete service offerings:

- |  |   |
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| <ul style="list-style-type: none"> <li>■ Knowledge &amp; Process Transition Management</li> <li>■ Captive Operations Assessment</li> <li>■ Offshore Risk Assessment and Risk Mitigation</li> <li>■ Security Assessment</li> <li>■ Portability Analysis and high-level business case for offshoring</li> <li>■ Application Portfolio Analysis and Portfolio Rationalization Strategy</li> </ul> | <ul style="list-style-type: none"> <li>■ Productivity Regime Assessment and Benchmark</li> <li>■ CIO Scorecard</li> <li>■ Operational Due Diligence for Acquisition or Divestiture of a Captive</li> <li>■ Sourcing Management Framework for Offshore Operations</li> <li>■ Optimal Organization Structure Strategy</li> <li>■ Offshore Organizational Readiness and Strategic Alignment</li> </ul> |
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## LOOKING FOR A STRATEGIC PARTNER?

TPI's Global Service Delivery experts can help you achieve your organizational goals through objective advice, knowledge of your industry and experience with arrangements from simple to complex.

Looking for a strategic partner? Contact **Indy Banerjee**, Partner, at **+91 80 4151 8538** or **indy.banerjee@tpi.net**. For more information, visit [www.tpi.net](http://www.tpi.net).

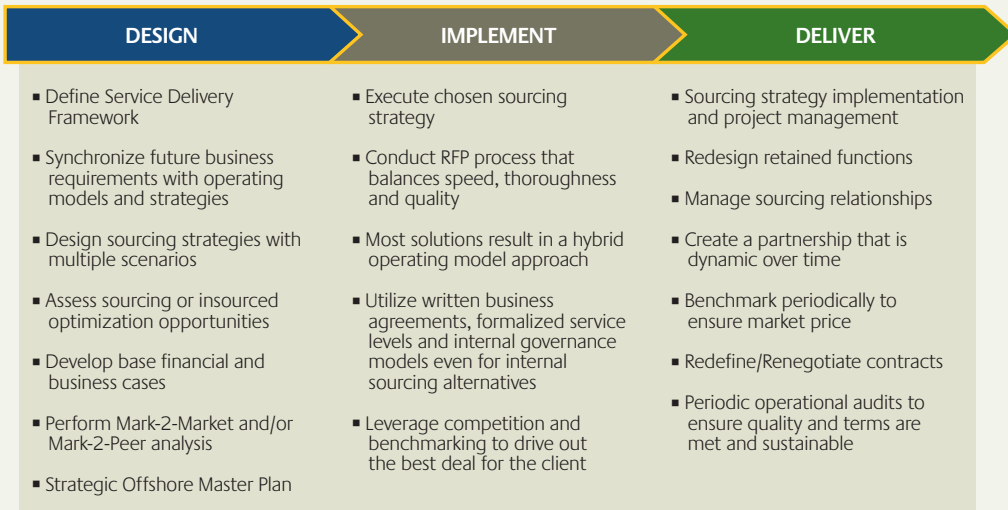
## ABOUT TPI

### Who We Are

TPI, a unit of Information Services Group, Inc. (ISG) (NASDAQ:III, IIIIU, IIIIW), is the founder and innovator of the sourcing advisory industry, and the largest sourcing data and advisory firm in the world. We are expert at a broad range of business support functions and related research methodologies. Utilizing deep functional domain expertise and extensive practical experience, TPI's accomplished industry experts collaborate with organizations to help them advance their business operations through the best combination of business process improvement, shared services, outsourcing and offshoring. In addition, TPI Momentum, a business unit of TPI, provides information and insights to outsourcing and offshoring service providers to help them provide enhanced services to their sourcing clients. For additional information, visit [www.tpi.net](http://www.tpi.net).

### What We Do

TPI concentrates exclusively on helping enterprises make lasting improvements to their business support operations from strategy, design and implementation of service delivery solutions.



### Our Mission is Our Passion

Our advisors share a genuine passion for the value that we help our clients achieve. The outcomes that we recommend are driven by your unique situation and a meaningful understanding of your market realities.

For more information about TPI and the sourcing industry, visit [www.tpi.net](http://www.tpi.net)

### To learn how TPI may assist you, please contact:

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## WHY TPI?

Global 1000 enterprises rely on TPI for our strategic expertise across a range of service delivery options. Our advisors bring you:

- **Experience** — Each TPI advisor brings a wealth of experience and the practical savvy to guide you in the right direction.
- **Knowledge** — As sourcing industry insiders, we have access to up-to-the-minute data, the latest research and the key relationships to help drive your results.
- **Objectivity** — TPI is known throughout the industry for integrity and objectivity. We offer impartial advice seasoned by our collective insight and leadership.