



BUSINESS PROCESS REENGINEERING

Technical Program Management



In today's technology driven world, your business never closes and exceptional 24x7x365 support is no longer an option, it's a requirement!

Customers today expect a near immediate response and resolution from their service providers. That kind of turnaround can be stressful and fatiguing for your business. JDA TSG specializes in the outsourced management of sophisticated Technical Delivery programs. Our teams support some of the most distinguished companies in the world.

When you entrust and outsource your technical delivery teams to JDA TSG, you start solving problems you didn't know you had.

We focus relentlessly on quality deliveries and building the required infrastructure, mechanics and protocols to meet and exceed desired outcomes. Our model delivers at a reduced cost relative to in-house solutions or any of the "big box" outsourcing companies.

Our business has been built on conceptualizing, implementing and managing sophisticated Technical Delivery programs.

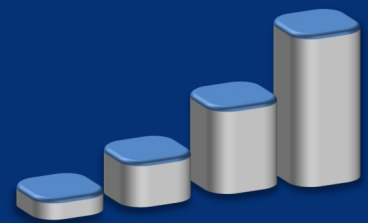
We will study your existing program to craft a solution that includes:

- ◆ Transition and Hiring Plan
- ◆ Business Continuity
- ◆ Identify Savings
- ◆ Process Efficiencies
- ◆ Continuous Improvement

Outsourcing to JDA TSG will help you get more from your delivery teams. Here's how:

YOUR NEW BUSINESS ADVANTAGE

- | | |
|-------------------------------------|--|
| ✓ Accelerated Hiring and Onboarding | ✓ Managing On-site or Remote Team/s |
| ✓ Process Development / Improvement | ✓ Improved SLA's |
| ✓ New Perspective and Ideas | ✓ Increased and Consistent Utilization |
| ✓ Top Quality Delivery | ✓ Decreased Response Time |
| ✓ Insightful KPI Reporting | ✓ Lowered Costs |



TECHNICAL PROGRAM MANAGEMENT

Example of JDA TSG Client Challenges and JDA TSG Solutions

Client Challenges

- ◆ Delivery demand for engineers outpaced resource capacity
- ◆ Large delta between service request and actual delivery date
- ◆ Customer frustrations created too many escalations
- ◆ Renewals were delayed due to inability to more rapidly service
- ◆ Hiring, training, and full utilization was taking 6+ months

JDA TSG Solutions

- ◆ Implement a vendor model to help reduce time to deliver
- ◆ Control the on-boarding, training and delivery ecosystems
- ◆ Identify areas to streamline and create efficiencies
- ◆ Maintain top quality service for every engagement
- ◆ Manage with a sense of urgency

Program Outcomes

- ◆ Time to fill open positions **reduced by 50%**
- ◆ Time required to train and realize utilization **reduced by 40%**
- ◆ Time to achieve full utilization **decreased by 35%**
- ◆ Total cost per engagement **reduced by 35%**
- ◆ Customer Satisfaction **at or above** historical averages

Examples of Supported Areas

- ◆ IT Operations Management
- ◆ Help Desk Management
- ◆ Field Engineering Delivery
- ◆ Infrastructure Services
- ◆ Security and Monitoring
- ◆ Identity Management
- ◆ NOC Administration
- ◆ Knowledge Transfer
- ◆ Migrations/Implementations



Innovation. Leadership.



Our Commitment

We will constantly work to increase the team's efficiency and performance

AND

We will work diligently to reduce total costs associated with your IT Operations programs

Our programs provide stability, efficiency, scalability, quality, elasticity and creativity. We believe in a true partnership model, geared towards mutually agreed upon success.

JDA
TSG