

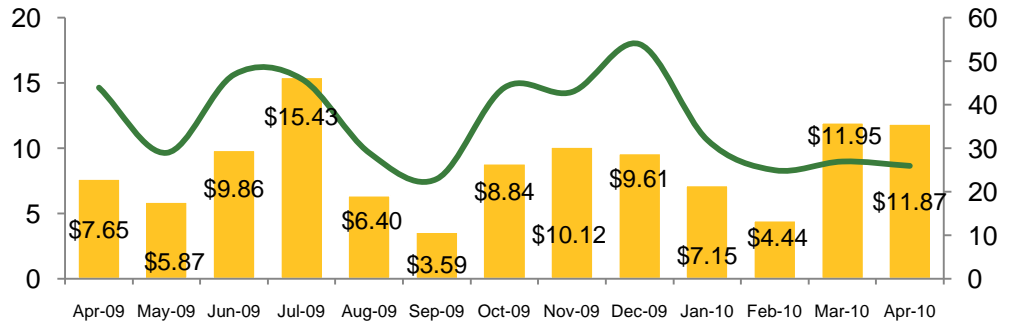


The Gradient

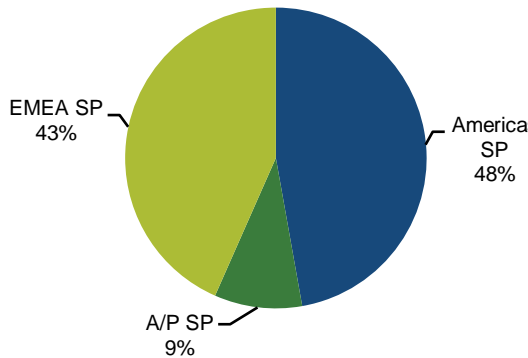
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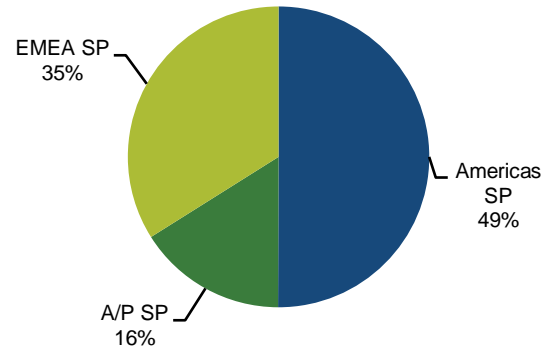
Industrywide Awards (\$B) > US\$50M (Monthly View)



ITO Market Share
TCV: Industrywide Awards ≥US\$25M



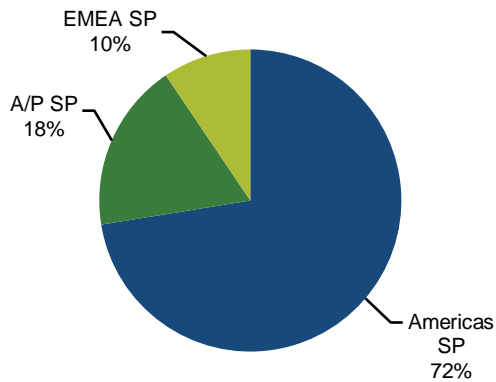
BPO Market Share
TCV: Industrywide Awards ≥US\$25M



- Japan SP consists of Fujitsu, Hitachi, NEC, etc.
- All market share data is for 2010 YTD.

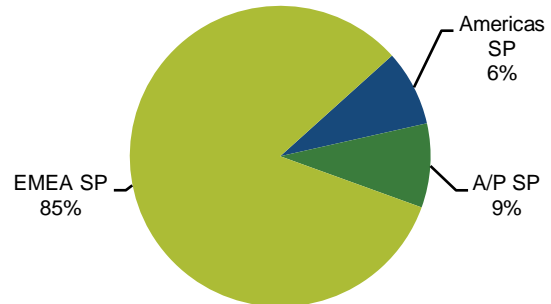
Americas Market Share

TCV: Industrywide Awards ≥ US\$25M



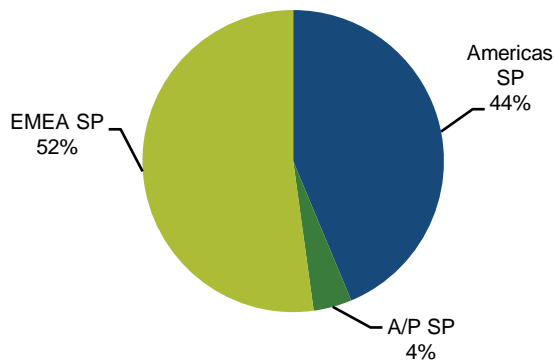
Asia-Pacific Market Share

TCV: Industrywide Awards ≥ US\$25M



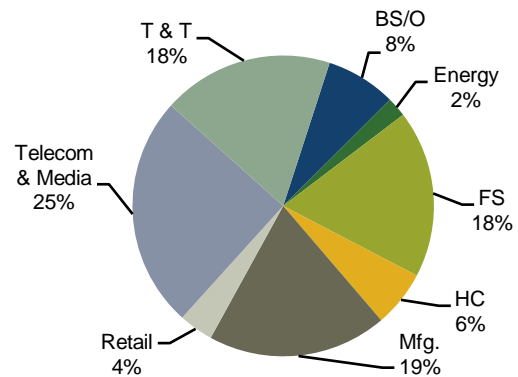
EMEA Market Share

TCV: Industrywide Awards ≥ US\$25M



Market Share by Industry

TCV ≥ US\$25M



- Japan SP consists of Fujitsu, Hitachi, NEC, etc.
- Industries:
 - BS/O – Business Services/Other
 - Energy
 - FS – Financial Services
 - HC – Healthcare
 - Mfg. – Manufacturing
 - Retail
 - Telecom & Media
 - T & T – Travel & Transportation
- All market share data is for 2010 YTD.

AMERICAS-BASED SERVICE

PROVIDER NEWS

(Contract Signings, Alliances, etc.)

AT&T

Dover Selects AT&T to Enhance Communications Services

- Under a five-year contract, will provide voice, unified communications and mobility services to support the manufacturer of industrial equipment
- Will transition current conferencing systems onto AT&T Connect, which integrates Web, video and voice conferencing onto one platform
- Will also offer Wide Area Network, managed Internet service and voice and mobility services

Intercontinental Exchange Extends Contract with AT&T for Hosting Services

- Under the new agreement, will provide hosting services delivered from data centers located around the world along with metro Ethernet services

Liz Claiborne Picks AT&T for Network Upgrade and Managed Network Services

- Under a new contract, will provide 24/7 monitoring and maintenance of the network, along with complete implementation and life-cycle management
- Will also continue to provide wireless and wireline services, including AT&T Teleconferencing and VPN solutions

CGI

Portage La Prairie Mutual Insurance Company and CGI Announce an ITO Renewal

- Agreement will extend the existing infrastructure services outsourcing agreement until 2014

CGI Wins a Three-Year Contract with Telekomunikacja Polska Group

- Will provide Poland's leading telecommunications provider with application maintenance and development on a number of technology platforms
- Services will be delivered via CGI's Warsaw Development Center with additional support teams located at TP Group sites throughout Poland

CGI Announces \$47.5M in Contract Renewals for Insurance Processing Services

- Renewed contracts, some of which extend to 2014, for automobile insurance policy processing services with five insurance companies
- The companies, made up of major regional and national writers in the personal and commercial insurance sectors, represent a broad base of policyholders in different states across the U.S.

Cognizant

Cognizant Selected by Harris Corporation to Transform Software Product Engineering

- Under a multi-year, multimillion-dollar agreement, will provide software development services for the Harris portfolio of media management software products for advertising agencies, television stations, and broadcast and cable networks

AMERICAS-BASED SERVICE PROVIDER NEWS (Contract Signings, Alliances, etc.)

CSC

Woodside Energy Renews Three-Year, \$30M CSC Contract

- Will continue to provide infrastructure outsourcing and support services, including service desk and field services; problem, change and configuration management; and data center, server and network resources
- TCV and term are the same as in previous contract from three years ago

HP

Indian Telco Aircel Outsources IT to HP

- Will use IT operations management solutions to ensure business-critical applications, including CRM, billing, databases and fault management systems, are available 24x7
- Solutions are part of Business Technology Optimization portfolio and include HP Business Service Management, HP Business Service Automation and HP IT Service Management solutions

IBM

Alko Taps IBM Services to Improve Service and Environmental Efficiencies

- Under five-year IT services agreement with the Finnish state-owned alcoholic beverage retail company, will enhance and manage IT infrastructure including servers, middleware, network services and workstation support
- Will also support environmental conservation initiatives by reducing data center power consumption

athenahealth Taps IBM to Streamline Back-Office Processes, Improve Data Capture for Physicians

- Will provide voice, data and administrative support for revenue cycle management and clinical data management services including data entry processes for information such as lab reports and physician's orders

IBM and BG Group Sign IT Services Contract

- Under a five-year agreement, will provide server and storage support, end-user services including desk side and global service desk support, as well as network management services
- Will also enhance BG Group's information security position with managed securities services, including vulnerability management, firewall management and network intrusion detection

IBM to Provide Data Center Services to Broadridge Financial Solutions

- Ten-year agreement covers data center and information-processing services
- Infrastructure services provided include data center, IT operations and network support

IBM to Provide Technology and Services to Dongbu Insurance

- Under the seven-year, Open Infrastructure Offering contract, valued at approximately \$60M, will streamline operations and build an integrated IT infrastructure based on IBM technology
- Four IBM System z10 enterprise class and business class mainframe servers will serve as the backbone of the system, running on z/OS and Linux operating systems as well as IBM DB2 and WebSphere Application Server

AMERICAS-BASED SERVICE PROVIDER NEWS (CONTRACT SIGNINGS, ALLIANCES, ETC.)

IBM

Hilton Worldwide and IBM Announce Global Technology Infrastructure and Solutions Agreement

- Will host and manage the technology platforms that support Hilton Worldwide's ten brands, including data center management and monitoring, global e-mail services, Web hosting and the central guest reservation system
- Will use Smarter Data Center in Research Triangle Park, North Carolina

iYogi Signs Pact with IBM to Enable Expansion Plan

- Five-year, Managed Business Process Services agreement will involve providing remote, voice and chat-based technical support services for PCs and printers to iYogi's customers in the U.S. and other geographies
- IBM Daksh Business Process Services will provide remote technical support services from global delivery centers in Gurgaon, Kolkata and Chandigarh, India

IBM Signs Six-Year IT Services Agreement with Nordea

- New agreement, which runs through 2015, succeeds a 10-year contract signed in 2003
- Scope includes IT infrastructure and operations services in the Nordic countries
- Will include mainframes, midrange servers, PCs, local area network and help desk services
- Also includes use of emerging technologies such as cloud computing
- Will also leverage assets across research, consulting, software, system integration and global delivery

Toronto Pearson Airport, IBM Ink \$130M Outsourcing Contract

- Five-year agreement to manage Greater Toronto Airports Authority's entire IT infrastructure including kiosks, workstations, flight information displays and networking
- New governance model means air carriers pay for technology usage based on business metrics like passenger printouts at kiosks and logon and logoff times at check-in counters
- Pearson's 60 airlines will be billed directly by IBM on a per usage basis instead of the traditional bundle of landing fees and terminal charges

AMERICAS-BASED SERVICE PROVIDER NEWS (CONTRACT SIGNINGS, ALLIANCES, ETC.)

IBM

IBM Signs New Agreement to Upgrade Systems and Software for Travelport

- Multi-year, multimillion dollar agreement with global distribution system provider to upgrade systems and software to provide greater capacity to its customers in 160 countries worldwide
- Will provide significant upgrades to the existing systems architecture and software infrastructure of its industry-leading technology platform
- Will take advantage of IBM technologies and work with IBM to upgrade its core system operating software to the IBM z/Transaction Processing Facility
- Agreement also includes elements of IBM's software portfolio including WebSphere, Rational, Tivoli and Information Management products while also leveraging the full range of IBM server and storage products

Multiple

NBN Picks IBM, Oracle, and Accenture for Core Business System

- Awarded three-year contracts worth \$19.4M to deliver and operate software for its core business functions
- IBM will host the infrastructure, Oracle will manage the software platform and Accenture will implement the system and provide ongoing support services

Savvis

Savvis Signs Contract to Provide Managed Services for All Nippon Airways

- Under the three-year agreement, will provide an IT infrastructure solution supporting ANA Group's corporate Web sites and intranets spanning 90 domains
- Will deploy managed hosting services, as well as managed security services, which include network intrusion detection, managed firewalls and managed network services
- Services will be available on a global basis and delivered from Savvis' Tokyo data center

TechTeam

TechTeam Expands Outsourcing Contract

- IT service desk relationship with an international automotive supplier now includes coverage of end users in South America

ASIA/PACIFIC-BASED SERVICE PROVIDER NEWS (CONTRACT SIGNINGS, ALLIANCES, ETC.)

Cybernet-SlashSupport

Frost & Sullivan Expands Outsourcing Engagement with Cybernet-SlashSupport

- Engaged in consulting, Application Development & Maintenance and technology support work
- As part of the expanding engagement, will help develop a 360-degree project feedback module that will work with F&S's project management application
- In addition, will equip F&S with the ability to leverage the information gained from its projects to spin off new projects called Leveraged IP
- Team at facilities in Chennai, India, will also develop IT solutions aimed at achieving more systems integration across applications
- Will also partner closely with the F&S IT team in the U.S. to help them automate their manual processes and help develop applications for HR, Finance, Operations and Administration departments

Fujitsu

3663 First for Foodservice Switches Outsourcer to Fujitsu

- Under a five-year IT managed service contract, will provide the food delivery firm with complete IT managed service, which includes hosting all systems, managing servers, desktop management, and help desk and process support
- Will transfer 145 servers and 3663's SAN from Serco's data centers to Fujitsu's Tier 3 data center

Hitachi Consulting

Dalkia Outsources IT Services to Hitachi Consulting UK

- Established new IT infrastructure in the U.K. and will provide ongoing, 24x7 support for the new core infrastructure and associated applications
- Will also offer backup solutions, IT service continuity for multiple data centers and disaster recovery links
- Support will primarily be provided from offices in Manchester as well as from a support center in Pune, India

Infosys

Infosys Bags Three-Year, \$150M IT Outsourcing Contract from Microsoft

- Agreement involves managing help desk, desk-side services, IT infrastructure and applications support in 450 locations across 104 countries

Patni

Patni to Upgrade Air Transport Association of America's Aviation Marketplace

- Will produce specifications for the system and conduct all coding and development in preparation for hosting by early 2011
- Agreement also covers implementation and maintenance of the system

Patni Bags \$200M Contract from Insurer Universal American

- As part of the five-year IT and back-office transaction, will acquire CHCS Services, a subsidiary of Universal American with technologies in the healthcare insurance segment
- Acquisition establishes it as a third-party administrator in most states in the U.S. and also includes a 200-person facility in Pensacola, Florida

ASIA/PACIFIC-BASED SERVICE PROVIDER NEWS (CONTRACT SIGNINGS, ALLIANCES, ETC.)

TCS

Rolls-Royce Selects Tata Consultancy Services to Expand Engineering Services Footprint in India

- Will provide a range of engineering services across the entire product life cycle
- Additionally, will set up an engineering center in Bangalore to cater to Rolls-Royce design and engineering requirements

EMEA-BASED SERVICE PROVIDER NEWS (CONTRACT SIGNINGS, ALLIANCES, ETC.)

Accenture

Electrolux IT Solutions Awards Accenture Multi-Year Application Development and Management Services Contract

- Will develop and manage a portion of existing portfolio of enterprise applications including JD Edwards, Cognos, and Lotus Notes through a centralized global delivery model
- Will continue to provide application development services for SAP applications that were covered by a contract signed in 2008
- Services will be delivered in 22 countries via delivery centers in India, with local service management in Australia, Brazil, China, Germany, Sweden, Thailand, and the U.S.

Nordea Awards Accenture Five-Year Application Outsourcing Contract

- Will assume responsibility for maintaining and developing Nordea's Web content management platform for its customer Web sites
- Will provide services through local facilities in Denmark and via centers in Bangalore, India

Telefónica Group Awards Accenture Application Management and Development Services Contracts

- Will manage development and maintenance of applications related to consumer systems, billing and collections, across 17 markets in Latin America and Europe

BT

BT Wins Managed Services Contract with Tommy Hilfiger

- Under the terms of the five-year agreement, will provide a video-conferencing solution that includes the industry's first "virtual fitting rooms"
- Virtual fittings rooms — based upon BT's Unified Communications Video solution coupled with Tandberg technology — include add-ons such as mobile cameras and recording facilities to enable the design team, based in Amsterdam and New York, to collaborate with the manufacturing team in Hong Kong

EMEA-BASED SERVICE PROVIDER NEWS (CONTRACT SIGNINGS, ALLIANCES, ETC.)

Capgemini

Capgemini Enters into New Agreement with Kraft Foods for Indirect Procurement Services

- Under terms of the multi-year agreement, will assume responsibility for the strategic sourcing and spend management of various purchasing categories
- Will deploy a new global service delivery model, which leverages technology from its recent acquisition of IBX, an on-demand purchasing solutions provider, for Kraft Foods' operations

Capgemini and Dutch Retail Group Maxeda Sign \$54M+ IT Services Contract Extension

- Two-year extension will involve 170 FTEs and see a major part of the application outsourcing and infrastructure outsourcing services delivered from Indian centers located in Kolkata and Mumbai in addition to Amsterdam in the Netherlands
- Original agreement was a five-year contract signed on December 14, 2007

Colt

Nectar Powered by Colt's Managed Hosting Solution

- Selected by leading coalition loyalty program for a managed hosting solution and management of its communications network in Italy
- Under the agreement will host the Nectar collectors' Web site, the Nectar call center system and the back-end loyalty engine used for data storage, processing and management
- Multi-year partnership to manage Nectar's private network includes managed data center hosting services across two Colt data centers

Ericsson

Ericsson Gets Five-Year Network Management Contract from Mobilicity

- Responsible for front- and back-office operations and field maintenance of network, which will be launched in Toronto this spring and later rolled out in Vancouver, Calgary, Edmonton and Ottawa
- Also designed and built the 3G network of the Canadian operator

Harvey Nash

Harvey Nash Group Wins Contract with Alcatel-Lucent Deutschland

- Will provide line delivery and engineering services for several mature products over a multi-year term worth more than \$53M
- Services will be delivered through an alliance with Wipro Limited and Nash Technologies, a Harvey Nash subsidiary
- As part of the agreement, established a new development center in Stuttgart, Germany

EMEA-BASED SERVICE PROVIDER NEWS

(Contract Signings, Alliances, etc.)

Hibernia Evros

Hibernia Evros Wins Travelodge IT Outsourcing Contract

- Under the agreement (covering 55 users), will provide 24x7 support for servers, network, backups and security

Logica

Logica Wins Five-Year Outsourcing Contract from Lantmannen and Scan

- Agreement includes operational and capacity services as well as management and development of applications and systems for more than 13,000 employees in 18 countries
- Acquisition of Conagri (Lantmannen and Scan's jointly owned IS/IT company) mean ~180 employees will transfer to Logica

Nexellent

Nexellent Wins Hirslanden IT Outsourcing Contract

- Will move IT infrastructure to two geographically separate data centers

Nokia Siemens/Siemens

MTS Inks Outsourcing Agreement with Nokia Siemens

- Will handle the daily operation and maintenance of the entire mobile network across central Russia as part of a five-year managed services contract
- About 250 employees will transfer to Nokia Siemens Networks

Swiss Bank Awards IT Outsourcing Contract to Siemens

- Under terms of the five-year contract, will take over all IT services for Basellandschaftliche Kantonalbank from January 1, 2011, including service desk, ticketing and data center services
- Will also be responsible for the corporate network and Internet access

Swisscom

Swisscom Wins ICT Outsourcing Contract with Ringier AG

- Five-year agreement covers the complete range of telephone services as well as the operation of all networks in Ringier's Swiss offices
- In addition, will provide network security from Security Operation Center in Zurich-Herdern

Telefónica

Telefónica Signs Telecommunications and IT Services Agreement with Ferrovial

- Contract provides for end-to-end management of employee workstations, the printing platform, local area networks, Wi-Fi access points, e-mail and integrated security offerings for browsing and secure remote access to corporate applications
- In addition, it also covers managing 10,000 IP telephony users, 30,000 mobile handsets and 5,000 mobile units in Ferrovial's transportation and logistics fleet, as well as control devices at remote sites

EMEA-BASED SERVICE PROVIDER NEWS (CONTRACT SIGNINGS, ALLIANCES, ETC.)

T-Systems

T-Systems Wins Customer Management Portal Contract

- Will build Oesterreich Werbung a new portal enabling experts to check the results of ad campaigns and other marketing activities with one click

T-Systems Signs \$123M Outsourcing Agreement with TUI Travel

- Under the five-year contract, will take on end-to-end responsibility for providing integrated voice, data and mobile services to TUI's major brands, such as Thomson and First Choice
- Scope covers 25,000 staff in 2,370 travel agency shops and 73 other offices across Belgium, France, Germany, Ireland, the Netherlands, Switzerland, and the U.K.
- Has provided WAN services to the travel group for the past five years
- May be the world's largest rollout of Microsoft Office Communicator

Xchanging

Xchanging Announces Contract Win from VERITAS Investment Trust

- Fondsdepot Bank, an partnership of Xchanging and Allianz Global Investors, awarded a contract for the administration of approximately 100,000 investment accounts
- Expects migration of the investment accounts from current platform onto Fondsdepot Bank's IT platform to be complete by August 15

BPO SALES AND CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

Convergys

Convergys Renews CRM Contract with Leading Telecommunications Company

- Fortune Top 50 telecommunications company renewed contract for Smart BSS Solutions for five years
- Will continue to provide client account management services through a customized software solution
- Will also continue to provide data processing, application support and development for customized solution

Stellar

Stellar Wins Call Center Services Contract with Neighborhood Energy

- Chosen to provide telesales services based on industry experience in the Australian retail energy market

TeleTech

TeleTech Awarded Multi-Year Contract to Enhance Credit Card Customer Experience

- Will provide leading financial services company client with a suite of managed and hosted services to

Vertex

Vertex Wins Contract with NorthWestern Energy

- Multi-year contract to consolidate, upgrade, and host existing Customer Information Systems
- Will be upgrading and consolidating existing E-CIS databases into one hosted eCIS+ platform

BPO TRANSACTION PROCESSING AND OPERATIONS

Citi

Citi to Provide Operations Services to Natixis Managed Portfolio Advisors

- Will provide operational services in support of MPA's unified managed accounts, multi-strategy portfolios and separately managed accounts business

First Data

Commerzbank Extends Processing Agreement with First Data

- Under terms of the renewal, will continue to provide technical processing for cross-border Maestro transactions for Germany's second largest financial institution until 2015

RBC Dexia

RBC Dexia Extends Outsourcing Relationship with APS Asset Management

- Extended relationship to include the custody of the existing APS Alpha Fund and the custody, fund administration and transfer agency of the APS Vietnam Alpha Fund

SEI

SEI to Provide Outsourcing Services to Pimco

- Will provide a fully outsourced, customized solution centered on delivering automated business processes, account administration, reconciliation and reporting
- Will offer support for counselors selling the Pimco Municipal Bond Ladder

Wells Fargo Outsources Wealth Management Services to SEI

- Multi-year agreement to provide core processing and accounting systems for the firm's wealth management and institutional retirement businesses
- Has provided wealth processing and selectively outsourced solutions to Wells Fargo for over 30 years

BPO GENERAL AND ADMINISTRATIVE FUNCTIONS

FACILITIES MANAGEMENT

Fluor

Fluor Secures IBM Facilities Management Contract

- Four-year contract covers more than 300 sales, administrative, data center and corporate facilities throughout the U.S.
- Will provide ongoing operations and maintenance, space management, health and safety, landscape and grounds, janitorial and other facility management services

BPO GENERAL AND ADMINISTRATIVE FUNCTIONS

HRO

Hewitt

International Paper Company Extends HR BPO Contract with Hewitt Associates until 2014

- Will continue to provide a full range of HR BPO services, including payroll, workforce administration, health and welfare administration, recruiting support activities, application support and help desk services on the SAP platform
- In addition, will provide call center and HR manager support activities, learning administration, and flex staffing management services using a variety of applications
- Offices in The Woodlands, Texas, will remain the primary hub for delivering services for more than 40,000 employees

KellyOCG

KellyOCG Awarded Multi-Year Recruitment Process Outsourcing Contract by Novartis Pharmaceutical France

- Will assist in recruiting external talent, including temporary staff and interns, in addition to managing internal job mobility
- Will integrate current customer technology and deploy a new technology platform called Pixid

Multiple

Bank of America Partners with Hewitt, Plateau Systems, Merrill Lynch and Fidelity for HR Delivery Platform

- As part of a new five-and-a half-year contract, Hewitt will support human resources administration, payroll, and health and life management administration; provide technology for timekeeping, recruiting applicant tracking; global talent and performance management
- Will also offer core service center support for all Bank of America associates in the U.S.
- A global learning management system from Plateau Systems will be integrated into the Hewitt platform to manage the administration, delivery and tracking of learning and training
- Access to all services will be integrated through Hewitt's online portals
- Fidelity will continue to administer retirement services for Bank of America associates under the current contract

NorthgateArinso

NorthgateArinso Signs Five-Year Contract with Becton, Dickinson and Company

- Under the multimillion dollar contract, will provide payroll services to about 29,000 employees worldwide

PeopleStrong

PeopleStrong Wins HRO Contract with Virgin Mobile India

- Will provide a uniform Human Resources experience to more than 800 employees across more than 300 locations for payroll, HR query resolutions and various other HR processes

BPO GENERAL AND ADMINISTRATIVE FUNCTIONS

LEGAL PROCESS OUTSOURCING

Integreon

Integreon Wins Another Law Firm Outsourcing Contract in the U.K.

- Will provide Foot Anstey with library and information services
- Offering includes legal and business research, journal management, information supplier management and procurement, and related library and research services

Microsoft Signs New Outsourcing Agreement with Integreon

- Under the new contract, a team of lawyers in India will provide contract review and offshore document review
- Will also supply eight full-time contract specialists and lawyers to work for Microsoft in Fargo, North Dakota

LOGISTICS

Wincanton

Wincanton Wins Contract from AgustaWestland

- Contract with distributor of helicopter components is valued at approximately \$39M over five years
- Will manage production stores and logistics operations in and around Yeovil, U.K.
- 130 AgustaWestland employees will transfer to Wincanton

PROCUREMENT

Xchanging

Xchanging Wins Outsourcing Contract with CHEP Europe to Manage a Total Spend of \$541M over Five Years

- As part of the contract, will manage more than \$108M of spend per annum on behalf of the global leader in pallet and container pooling
- Will help integrate and standardize procurement processes for CHEP's business across France, Germany, Spain and the U.K. for their noncore categories
- Will also consolidate spend management and help reduce overall noncore procurement costs across CHEP's European businesses
- Contract will include sourcing of noncore categories and a large proportion of procure-to-pay activities

GEOGRAPHIC EXPANSION

Accenture

Accenture Opens Center in Argentina

- Inaugurated new Buenos Aires center to serve the applications and development needs of Telefónica Group's Latin American and European operations
- Center was delivered under contracts signed in 2007 and 2009

Atos Origin

Atos Origin Expands in Spain

- CPD Mundivía Atos Origin will offer services such as housing (hosting servers), mail services, data storage and business continuity programs, and management, hosting and maintenance
- New facility will promote job creation by Mundivía Cantabria, whose workforce is expected to exceed 300
- Mundivía Cantabria service company information technologies are owned by Atos Origin and SODERCAN

Birlasoft

Birlasoft Bolstering Global Delivery Capability

- Setting up global delivery centers in Beijing, China, and in Monterrey, Mexico
- GDCs in Beijing and Monterrey will start with about 100 and 50 local IT professionals, respectively
- Beijing center will focus on Internet technologies and QA testing; Monterrey will focus on infrastructure services and packaged applications

IBM

IBM Invests \$10M in Brazil with a Focus on Services

- New data center in Hortolândia, São Paulo, will be focused exclusively on providing outsourcing

Infosys

Infosys to Double German Team in Next Three Years

- Will appoint 300 new employees to its team in Germany in the next three years, thus doubling its current workforce.
- Currently, about 900 workers in India are servicing only German customers

Sitel

Sitel to Open First BPO Center in Poro Point, the Philippines

- Center will hire an additional 500 workers
- In addition to the 500 workers, also looking at hiring an additional 500 employees for its Baguio operations
- Will be opening an eighth BPO center in the Philippines in the fourth quarter
- Forty percent of the operations are for technical support and help desk
- Other services include customer care, collections and receivables, acquisitions and back office

GEOGRAPHIC EXPANSION

Verizon

Verizon Business Opens Second Data Center in Hong Kong

- New facility, the ninth Verizon data center in the Asia-Pacific region, has direct access to the submarine cable landing station and becomes its third point of presence in Hong Kong
- Center will contain a new private IP node, offering companies direct access to Verizon's MPLS Private IP
- New center will also provide Internet data center services for multinational customers looking to colocate Internet servers or data networking or voice equipment
- In addition, local customers will have access to a range of other services including onsite technical support services, automated server monitoring and remediation service, remote backup and restore services, onsite media storage management and help desk services

CAPTIVES/SHARED SERVICE CENTERS

Bosch

Bosch of Germany Opens Communication Center in the Philippines

- Manila center, which is expected to create 200 new jobs, will service internal needs of Asia-Pacific subsidiaries and help the company as an international provider of BPO services
- Initially, the main task of the team in Manila will be to oversee an IT help desk project for the Asia-Pacific region

MERGERS AND ACQUISITIONS

AT&T

AT&T Divests 7 Percent Stake in Tech Mahindra for about \$147M

- Exercised a call agreement to acquire the shares about a month ago from BT Group
- Originally acquired the call option in 2005 for \$34.6M

DynCorp

Cerberus Capital Management to Buy DynCorp International for \$1.5B

- Stockholders of the national security technology and services provider would receive \$17.55 in cash for each share from the New York private investment firm
- Acquisition is a return to private equity ownership for DynCorp, which was owned by VERITAS Capital before going public in 2006

MphasiS

MphasiS Buys Fortify Infrastructure Services

- Will acquire global provider of offshore-based remote IT operations and management services for \$15.5M
- Fortify has a portfolio of ROM offerings that includes data center operations, systems and application infrastructure management, managed security services, network monitoring and management, and virtualization services

CORPORATE SOURCING ROLES — SERVICE PROVIDERS

Company	Appointee	Role	Prior Roles
ACS	Chad Harris	Senior VP and Group President	Managing director of commercial markets within IT outsourcing group at ACS
Alcatel-Lucent	Vivek Mohan	President of Global Services Business	Head of Alcatel-Lucent's business in India
APAC Customer Services	Ruth O'Brien	Global Vice President, Client Solutions	Senior Vice President, Global Service Delivery at Stream Global Services; and Senior Vice President, Operations – UK/Ireland and U.S. Western Regions for Sitel
Atos Origin	Bruno Fabre	Executive Vice President for Telecom and Media	CEO at Thomson Telecom; CEO at ATLINKS; Vice-President Sales, Supply Chain and Customer Care at Alcatel Mobile Phones; Sales Director Europe & South America at Alcatel Radiotelephone; and positions at Afrique Métaux & SAGEM
BNY Mellon	Scott Freidenrich	Executive Vice President and Treasurer	Head of U.S. Institutional Sales for Prime Finance at Citigroup, Citigroup's head of Investor Relations and global treasurer for Citigroup's Corporate and Investment Bank
BNY Mellon	Jane Sherburne	Senior Executive Vice President and General Counsel	Partner at the Washington, D.C., law firm of Wilmer Cutler & Pickering, special counsel to President Bill Clinton, deputy general counsel at Citigroup, general counsel for Citigroup's Global Consumer Group, Wachovia Corporation's general counsel and her own legal practice
Capgemini	Eva Aspengren	Acting CEO – Capgemini Sweden	N/A

Company	Appointee	Role	Prior Roles
Capita Group	Beverley Bryant	Managing Director of Healthcare Business	Chief Information Officer at the Department of Health; and senior positions in both Acute Trusts and Primary Care Trusts including Director of Performance, Improvement and Delivery at NHS Leeds and Director of Business Development at Mid-Yorkshire Hospitals NHS Trust
CSC	Gavin Larkings	President - Australia Operations	VP of service delivery with CSC's Managed Services Sector for EMEA, and VP of service delivery in the Australian region
CSC	Denise Peppard	Vice President and Chief Human Resources Officer	Senior vice president of human resources at Wyeth and Wyeth Pharmaceuticals; and several senior management roles with Liberty Financial Companies in Boston and Cytotherapeutics in Rhode Island.
First Data	Gustavo Dias	Legal Counsel – Brazil	Legal Supervisor at Banco Lemon
First Data	Levend Iskit	Managing Director – Turkey	Led sales of various products for the financial services industry in Turkey for HP
First Data	Cláudio Rillo	Head of Information and Technology – Brazil	Positions with American Express in the U.S. and in Brazil along with IBM Global Services in the U.S.
Firstsource	Matthew Vallance	MD and Chief Executive	MD and President for the company's global financial services and telecoms divisions
HP	Piau Phang Foo	Senior Vice President and Managing Director for HP APJ	MD of HP China and VP of HP Enterprise Business – China, along with positions at Shenzhen Hasee, GM, Gateway and Dell
HP	Richard Geraffo Jr.	Senior Vice President and Managing Director – Americas	Vice President and General Manager, Americas for VMware and leadership positions at BEA and IBM
HP	Thomas Hogan	EVP of Sales, Marketing and Strategy for HP Enterprise Services	Led Software & Solutions business unit at HP

Company	Appointee	Role	Prior Roles
HP	Leonardo Mendoza	Vice President of Enterprise Services – HP Mexico	Sales Leader for Latin America and general director for Latin America of HP Outsourcing Services; and Vice President at Oracle for Latin America and North Mexico
HP	Francesco Serafini	Executive Vice President of Emerging Markets	Senior Vice President and Managing Director for HP EMEA
HP	Jan Zadak	SVP and Managing Director – HP EMEA	Senior Vice President of Sales for HP Enterprise Business in EMEA
ICG Commerce	Joseph Waterman	Chief Financial Officer	Chief Financial Officer of RecoverCare, Chief Financial Officer of Gestalt, and Chief Financial Officer and then President and Chief Operating Officer of Sanchez Computer Associates
Jones Lang LaSalle	Chris Browne	Head Integrated Facility Management Services for Americas	Vice President – Global Service Delivery for Hewlett-Packard; Senior Managing Director at CB Richard Ellis; and various positions including Regional Director for Global Corporate Services in the Eastern U.S. and Latin America, Head of Facilities Management EMEA and Global Head of Facilities Management
Mercer	Douglas DeNigris	Taft-Hartley Business Leader for U.S. Outsourcing Unit	Director of client services for Mercer’s Taft-Hartley defined contribution administration clients
Stanley	Jim Brabston	Chief Operating Officer	Senior Vice President
TeleTech	Joe Bellini	Executive Vice President and Chief Sales Officer	Position with Symphony Marketing Solutions, president and CEO of the Enterprise Software Group at Brooks Automation and CEO at both eXcelon and C-Bridget Internet Solutions

Company	Appointee	Role	Prior Roles
T-Systems	Larry Kaner	Director, Business Development - Americas	Director - Global Programs Team at Wipro
Unisys	Ron Frankenfield	President of Global Outsourcing and Infrastructure Services	VP of worldwide sales for GOIS, General Manager of Australia/New Zealand and overall Asia-Pacific businesses, SVP of financial services at SAP and general manager for Americas group at Egenera
Xchanging	William Woo	Managing Director - South East Asia region	Vice President, Global Service Delivery for EDS Asia