

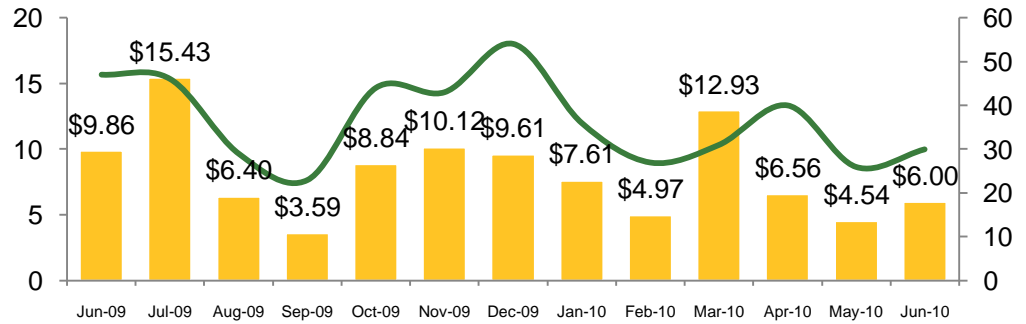


The Gradient

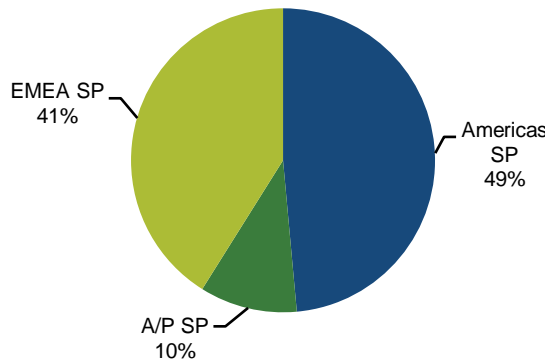
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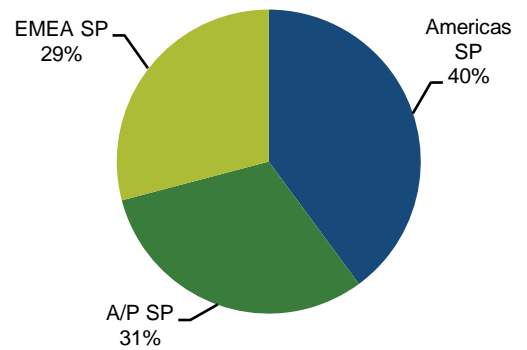
Industrywide Awards (\$B) > US\$50M (Monthly View)



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



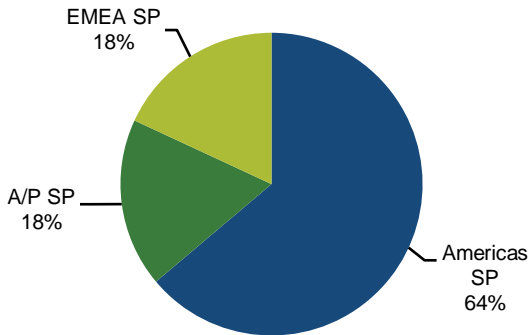
BPO Market Share
TCV: Industrywide Awards ≥US\$25M



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

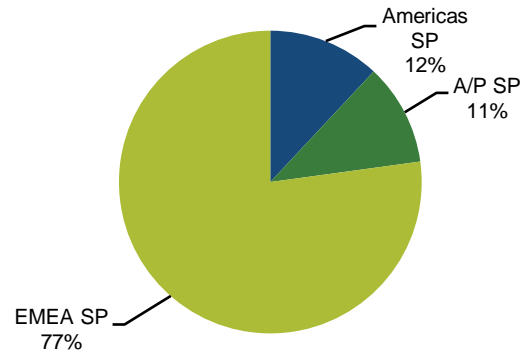
Americas Market Share

TCV: Industrywide Awards ≥ US\$25M



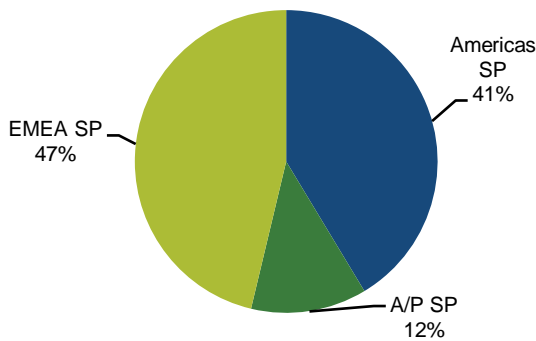
Asia-Pacific Market Share

TCV: Industrywide Awards ≥ US\$25M



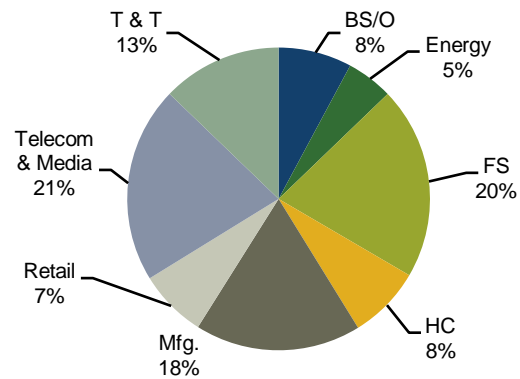
EMEA Market Share

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

Marel Signs Five-Year Contract with AT&T

- Will provide solutions for Marel's 60-site global WAN
- In addition, will provide managed security services-network based firewall, remote access services for home workers and traveling users, and Web security

CGI

CGI Wins \$125M Atlantic Lottery Corp. Information Technology Contract

- Will manage data center and provide application support and development under seven-year contract
- About 80 Atlantic Lottery IT professionals will join CGI's team of 800 professionals in the region and be based in Moncton, New Brunswick, Canada

HP

Ferrovial Signs Global ITO Agreement with Hewlett-Packard

- Will replace current 18-data center network with two centers in Spain and in the U.S.
- Also includes software as well as management and administration processes during a 10-year period
- Centralized management model will guarantee the delivery and management of services to the company's headquarters and remote locations, with information about costs and service times

HP Signs Seven-Year Contract with National Account Service Company

- Under the agreement, will enhance and maintain NASCO's custom version of MetaVance, HP's enterprise system that enables healthcare organizations to administer program benefits
- Will also provide applications development and management services

Smith & Nephew Outsources Finance and Administration to HP

- Seven-year BPO transaction with medical technology giant to provide finance and administration support to European operations
- Will provide services from delivery centers in Poland and India

IBM

Blue Cross Blue Shield of Massachusetts Signs Five-Year Services Agreement with IBM

- Plans to optimize the technology environment includes end-user technical support for employees and management of data center operations and applications portfolio
- Additionally, will host BCBSMA's external Web site, bluecrossma.com

IBM Extends Service Agreement with Danske Bank Through 2017

- Seven-year contract extension, worth more than \$170M, is for management of global IT infrastructure
- New agreement extends the original 10-year contract, which began in 2004

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

IBM

IBM Signs 10-Year Agreement with ElectraCard Services

- Will manage infrastructure at the disaster recovery site located at IBM's data center in Bangalore, India, as well as primary IT infrastructure located in Mumbai

IBM Makes Application Maintenance at Munich Re

- Five-year contract is valued at tens of millions of dollars
- Will handle application maintenance for parts of SAP and Microsoft applications for the group
- Services will be delivered by employees in Munich and a delivery center in Romania

Quippo-WTTIL Taps IBM for Technology Services Agreement

- Five-year agreement to deploy server and storage support, networking and security services
- Also includes managing and administering relationships with existing service providers and providing overall management of services including monitoring and integration functions to meet service levels
- Agreement includes help desk and end-user services, such as a single window for all IT-related problems across corporate headquarters, hubs and branches
- Will also host and manage Lotus Notes and provide managed services for all offices across the country

Sol Melia Teams Up with IBM for IT Management Services in Europe

- Under a four-year agreement with one of the world's largest hotel chains, will manage and transform technology infrastructure in support of the company's initiatives to reduce operational cost and foster innovation
- In Spain and across Europe, will manage Sol Melia's central IT platform and the equipment used daily by 4,500 users
- Will also manage technology infrastructure that runs business applications, including ERP, CRM, e-mail and the hotel's reservation system, as well as host and manage Sol Melia's Web site
- Agreement also includes providing help desk services to Sol Melia's users in Spain, Europe and 19 hotels in Latin America
- Through a Joint Innovation Committee, will deploy desktop cloud services leveraging virtualization technology that will enable Sol Melia's employees to access standardized computing

Yahoo Taps IBM for Multilingual Customer Care Services

- Will deliver customer care services in French, German, Italian, Polish, Romanian, Russian, Spanish and Turkish — as well as for future Arabic-language versions of its products — from a new center in Cairo, Egypt
- Initially providing 80 local jobs, the center will quickly expand in the coming months by filling 250 – 300 positions

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

Keane

Keane Extends Contract with Pegasus Solutions

- Under the three-year contract renewal, will continue to provide a data management solution that includes service-level based delivery and ownership of operating unit outcomes
- Extension continues an original engagement from 2007 and includes the maintenance of reservation, rate and content data for Pegasus' nearly 100,000 global customers

TechTeam

TechTeam Global to Help Europcar Improve and Expand IT Service Desk Support

- Three-year contract to provide service desk support to European leader in passenger car and light utility vehicle rentals
- Under agreement, will standardize and optimize existing IT service desk operations and will also provide incident overflow and night-hour support to augment Europcar's service desk
- Will deliver support in English and French and will extend service desk coverage to 24x7
- In addition to improving service levels and enabling late-hour support for European end-users, service desk will allow end users in Australia and New Zealand to receive fast and efficient service during their normal business hours

Unisys

Unisys Wins Renewal of Outsourcing Contract with the Co-operative Bank

- Under a five-year, \$43M extension, Unisys Payment Services Limited will continue providing outsourced check processing and image archiving services until 2015

Verizon

Life Technologies Selects Verizon Communications' Verizon Business for Global Networking and IT Solution

- Under the three-year agreement, will build and manage a new IP-based network connecting more than 100 Life Technologies locations, as well as implement Akamai Technologies' services to help boost performance of Life Technologies' e-commerce sites
- Will extend deployment of a centralized, companywide ERP system to offices in the Asia-Pacific region

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

ASG

Vodafone Hutchison Australia Outsources Corporate IT Support to ASG

- Five-year contract has two one-year extension options and a value in the vicinity of \$28M
- Has provided end-user computing support, IT service management, corporate servers and other hosted services to Hutchison Australia since 2006

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

Fujitsu

Glaston Renews Patja Agreement with Fujitsu

- Help desk in Vaasa, Finland, will provide integrated support in English to all of the Finland-based glass technology company sites to handle desktop installations remotely
- Glaston plans to gradually give up its servers and use Fujitsu's standardized capacity services

Norsk Hydro Selects Fujitsu as Global IT Infrastructure Services Provider

- Under the six-year agreement, will be responsible for an integrated and end-to-end service delivery that covers both on-site and remote services across Hydro's business areas
- Agreement also covers server hosting and administration, PCs, Local Area Network (LAN), storage systems, 24x7 multilingual service desks, application hosting and collaboration systems

Genpact

Genpact Signs Three-Year Help Desk Services Contract with Federal-Mogul

- Will provide a single point of contact supporting North America, Europe, South America and Asia
- Help desk will operate 24x7 and in multiple languages including French, German, Italian, Japanese, Mandarin, Polish and Portuguese

HCL

Singapore Exchange Signs IT Infrastructure Agreement with HCL Technologies

- Under five-year, \$78M agreement, will provide infrastructure support and management services including the exchange's Reach initiative
- Will provide dual data center architecture, exchange and e-mail archiving, server virtualization and network consolidation
- Solution framework will be delivered out of data centers at Jurong in Singapore and Noida in India
- The \$180M Reach initiative, announced on June 3, aims to create the world's fastest trading engine, establish a state-of-the-art data center offering collocation facilities and seamlessly connect trading communities in global financial hubs to Singapore

Macquarie Telecom

Macquarie Telecom Secures Outsourcing Contract with Matrix

- Three-year transaction with Queensland construction and project management group to manage and host full corporate IT suite and provide redundant Internet and voice services underpinned by a full storage area network (SAN) and managed back-up capability

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

Mahindra Satyam

Satyam Computer Services' BPO Arm Enters into Partnership with Direct Channel Holding

- Newly formed alliance allows Direct Channel to extend its service offerings to its already extensive domestic customer base with professional services including business process consulting, knowledge process outsourcing, F&A outsourcing, human resources outsourcing, legal process outsourcing, business intelligence, data analytics and other consulting expertise
- Mahindra Satyam BPO will extend service offering to its global clients that already have operations in Africa (especially South Africa) or are considering South Africa as an alternative delivery center for services such as inbound and outbound call center services and a range of other transaction-based, back-office services

Patni

Japan's Kyushu Railway Company and Patni Sign Joint Venture Pact

- JV between JR Kyushu System Solutions and Patni Computer Systems Japan was christened "JR Kyushu Patni Systems"
- JRKP, a 51:49 partnership between JRQSS and Patni Japan respectively, is aimed at providing IT and product engineering services to the Japanese enterprise market

TCS

National Grid Outsources More to Tata

- Will take over finance and human resource support, with about 300 workers affected

Telenor Norway Selects TCS to Modernize IT

- Three-year contract, worth between \$64M and \$80M, comprises application maintenance and development services and will involve modernization of application portfolio across its OSS, Fixed, Mobile, Data Warehouse and Accounting system domains
- Telenor reduced the number of vendors for system development and maintenance to two and chose Capgemini as its other partner (that contract is valued between \$42M and \$53M)

Wipro

Wipro Partners with Microsoft to Deliver Global Legal Process Outsourcing

- BPO division will provide global LPO for Microsoft's Intellectual Property portfolio
- In July 2008, began providing United States Patent and Trademark filing and docketing services to Microsoft's Intellectual Property & Licensing group

Wipro and TVS & Sons Sign 10-Year Total Outsourcing Contract

- In the initial phase, will reengineer the current IT systems to achieve business IT alignment
- Second phase, covering operations and maintenance, will involve application and infrastructure support at the data center and facilities management across 82 locations

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

Accenture

Accenture and Asprea Sign Seven-Year Application and Infrastructure Outsourcing Agreement

- Will develop and manage all the applications that support property claims repair service operations, covering the claim validation and fulfillment process
- Will also manage infrastructure services, including service desk, workplace, network and telephony, and data center services

Accenture Awarded Application Outsourcing Contract in North America by Henkel

- Under terms of the six-year agreement, will provide management services for the local applications and related project services of Henkel's North American business
- Technologies covered by the program include Oracle, Lotus Notes, Electronic Data Interchange, IBM AS 400 and Web applications
- New contract will complement an existing, seven-year global application maintenance and support agreement announced in August 2009
- Will deliver the services from both North America and one of its centers in Bangalore, India

Accenture Bags Statoil BPO Contract

- Will handle accounts payable functions for Norwegian energy firm under a five-year agreement
- Aims to improve the efficiency and effectiveness of accounts payable operations by re-engineering processes and increasing automation via Accenture's global network which links data centers in the Czech Republic, India and Norway

Asseco Poland

Asseco Poland Becomes Strategic Partner to the Polish Telecom Group

- Signed three-year framework agreements with Telekomunikacja Polska and PTK Centertel to become a strategic provider of IT services
- Will cooperate with Polish Telecom Group in the areas of billing systems and business intelligence software

Atos Origin

European Space Agency Selects Atos Origin as Qualified Partner

- Framework agreement is valid for a period of five years and is expected to be worth up to \$25M a year
- Will support a range of space missions and enable the development of related infrastructure

Capgemini

Haemonetics Awards Capgemini Contract for Service Desk Support

- Will provide U.S.-based global provider of blood and plasma management systems with global multilingual service desk support for all employees as well as on-site support for selected sites

EMEA-BASED SERVICE PROVIDER NEWS

(CONTRACT SIGNINGS, ALLIANCES, ETC.)

EDB

EDB Signs Five-Year, \$335M Agreement with Telenor

- Agreement includes data center platform and data network modernization, as well as desktop solutions, over the next 3 – 5 years

Logica

Bankgirocentralen Extends Outsourcing Agreement with Logica

- Five-year extension covers systems development and management of IT systems
- Agreement also covers the development of new interfaces to the BGC Internet-based payment services

Logica Wins Award from European Space Agency

- Will provide information system technology services for the next three years to the European Space Agency for use at Frascati location in Rome, Italy
- The \$9.5M contract includes taking responsibility for operational integration, verification and validation of the ESA's Earth observation data software

Skandia Chooses Logica as Outsourcing Partner

- Will provide a private cloud-based infrastructure management solution for Skandia's financial systems and applications
- Contract is worth \$19M and runs for three years, with the option of a two-year extension
- Infrastructure management outsourcing solution consists of services for clustered data centers and maintenance of 950 servers, including a 24x7 remote infrastructure management service

Steria

Steria Switzerland Wins Two ITO Contracts Worth More Than \$9.5M

- First contract was signed with wholesaler Antalis and covers client services, data center and service desk activities
- Second contract concerns building and management of a data center for an unnamed trader to host all IT for EMEA operations

Tieto

If P&C Insurance Renews IT Outsourcing Agreement with Tieto

- Five-year, \$203M services agreement includes operations management services for If's IT systems in the Nordic countries
- Delivery will be made in cooperation with Atea, which will contribute as a subcontractor on client services in end-user services

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

T-Systems

T-Systems Wins Six-Year Contract from DekaBank

- Will be responsible for voice and data communication, workstation systems and data center services under a contract valued in the three-digit millions of Euros
- Service agreement also includes the integration of trading center solutions specific to banks

Xchanging

Xchanging and SIA-SSSB to Form Enterprise Partnership

- As part of proposed EP, will acquire 51 percent of Kedrios S.p.A., the Italian subsidiary of SIA-SSB that specializes in securities processing and fund administration services for the Italian market
- Will assume operational control of Kedrios and its 152 employees
- Kedrios' revenues for the calendar year 2009 were \$23.3M
- Upon completion, will employ more than 1,300 staff and process over 40 million transactions per year for more than 100 customers on its Continental European financial markets platforms
- In addition, SIA-SSB and Xchanging are assessing the possibility of leveraging Xchanging's pan-European expertise in procurement services

BPO SALES AND CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

Stream Global Services

Stream Selected to Provide Customer Service Solutions for Leading Video Game Manufacturer

- Under a multi-year agreement, will deliver an integrated service solution including customer support, technical support and customer saves for the company through a combined onshore and nearshore solution
- Solution initially offers support for English-speaking, U.S.-based customers out of the service center in Beaverton, Oregon, and multilingual support — offering 16 different languages — for the European customers out of its center in Dublin, Ireland
- Initial phase of the implementation will be fully operational in 3Q2010, and the contract is expected to generate more than \$50M per year in revenue, once fully deployed

BPO TRANSACTION PROCESSING AND OPERATIONS

BNY Mellon

BNY Mellon Asset Servicing Announces Outsourcing Mandate with Rainier Investment Management

- Will provide a range of outsourcing support, including accounting, performance measurement, account opening, account reconciliation, client reporting and client billing for Seattle-based asset management firm with more than \$18B in assets under management

BPO GENERAL AND ADMINISTRATIVE FUNCTIONS

FACILITIES MANAGEMENT

Arcadis

BT Signs Three-Year Contract with Arcadis for Managing Facility Services in Benelux

- Arcadis Aqumen Facility Management, a JV of Arcadis and Carillion in the U.K., will provide facility management services for all the office locations of BT in Belgium, the Netherlands, and Luxemburg

CBRE

CB Richard Ellis in Tune with Universal Music Group

- Will support UMG's highly cellular office space, which comprises a significant level of closed working hubs
- Will also support its warehouse property portfolio, which is spread over 46 countries, comprising more than 140 properties and a total of 3 million square feet globally, 1.1 million square feet of which is located in the EMEA region

HRO

Alexander Mann

Astra HR Enters Strategic Partnership with JAN-PRO International

- Will provide specialized HR services including workforce compliance issues, employee handbook and policy development, benefits and payroll administration, and staff recruitment and retainment

GEOGRAPHIC EXPANSION

Capgemini

Opened Capgemini Morocco Headquarters

- In Morocco since 2007, presently has a team of more than 260 in the country and is aiming to double the headcount over the next two years
- Capgemini Morocco currently provides IT systems development and maintenance projects for more than 10 major French companies, notably in the Public Sector, Energy, Financial Services and Telecommunications industries
- Already has a technology services unit in place, along with a SAP offering, which it plans to enrich during the second half of the year

CSC

CSC Opens Seven New Cloud-Enabled Data Centers

- Data centers located in Chantilly, Virginia; Newark, Delaware; Chicago, Illinois; Sydney, Australia; Copenhagen, Denmark; Luxembourg; and the New Kent Complex, U.K.
- Will be able to run cloud services for Healthcare, Financial Services and other highly regulated industries where security concerns are paramount

Firstsource

Firstsource to Open New Contact Center in Middlesbrough, England

- Facility will employ more than 500 people

GEOGRAPHIC EXPANSION

HCL

HCL Technologies Announces Enhanced Focus on IT Infrastructure Services in Brazil

- Will set up a multilingual service desk facility in Rio Grande do Sul to support global and local customers
- Facility will also provide global support for Telecom and Mainframe customers worldwide

Hinduja Global Solutions

Hinduja Global Solutions to Hire 1,500 Call Center Agents in Iloilo City in the Philippines

- Will open a call center in Iloilo City by the middle of 2010

IBM

IBM to Increase BPO Headcount

- Plans to increase BPO resources in India during 2010 by at least 5,000 people
- Currently operates BPO facilities in a number of Indian cities, including Gurgaon, Hyderabad, Kolkata, Mumbai, and Pune, and indicates that any expansion will likely take place in existing locations

L&T InfoTech

L&T InfoTech to Open Software Development and Maintenance Center in Belfast, Northern Ireland

- Belfast Center will enhance presence in the European market and be actively involved in development work for all of the company's services and products

MphasiS

MphasiS Launches BPO Operations in Raipur

- 500-seat center will provide services to Idea Cellular and work closely with MphasiS' hub in Indore, India

Siemens

SIS Continues to Expand Service Offerings in the Area of ITO

- New \$4.5M IT operations center in Chengdu, China, will house roughly 100 specialists by the end of 2010 Will deliver IT support for desktops, servers and networks as well as for software and systems engineering, and offer service desk support in Chinese, English, Japanese and Korean

Sykes

Sykes Strengthens Global Delivery Footprint with Expansion into Romania

- New center in Cluj will support an existing global consumer product/technology client

Teleperformance

Teleperformance Selects Philippines for Asian Regional Headquarters

- 20-story Alphaland building is located in the central Makati area of Manila
- Center will offer a range of CRM services, including customer service and advanced technical help desk services to clients via inbound voice calls, e-mail, and Web chat
- Will also house regional management for growing Asia-Pacific operations

GEOGRAPHIC EXPANSION

T-Systems

T-Systems to Invest in German Data Center

- Center near Magdeburg expected to open in 2012 and employ 70 people

Unisys

Unisys Creates Application Modernization Center of Excellence in Missouri

- New facility in St. Louis will be focused on building, operating and maintaining software applications for federal government and commercial clients
- Center, expected to create 300 jobs by 2012, will centralize application modernization services and support provided for government clients

CAPTIVES/SHARED SERVICE CENTERS

Albemarle

Albemarle Celebrates Opening of Shared Services Center in Budapest, Hungary

- Facility developed as part of initiative designed to standardize and streamline global processes

P&G

P&G to Boost Shared Service Center, Tap “Virtual Reality”

- Wants to save on operations and product innovation by using the “virtual reality” technology of its Global Business Services arm
- Originally focused GBS toward strategic roles like market research, purchasing, supply chain solutions, product life-cycle management and customer business solutions

MERGERS AND ACQUISITIONS

ADP

ADP Enters Agreement to Acquire Workscope

- Based in Marlborough, Massachusetts, Workscope serves a broad client base, including numerous Fortune 250 companies
- Provides solutions to more than 3.5 million users with services deployed in over 180 countries, 48 currencies and 70 languages
- Acquisition will significantly expand presence within the benefits marketplace for large, complex organizations

Alliance Data

Alliance Data's Epsilon to Acquire Equifax's Direct Marketing Services Division for \$117M

- Equifax's DMS division provides proprietary data-driven, integrated marketing solutions through two complementary offerings: database marketing and hosting, and data services including United States consumer demographic information
- Equifax's DMS division has approximately 200 full-time employees and will be integrated into the Epsilon business under its Epsilon Targeting and Marketing Technology groups

MERGERS AND ACQUISITIONS

Capgemini

Capgemini Completes Acquisition of Strategic Systems Solutions

- Founded in 1995 and headquartered in the U.K., SSS is recognized in the capital markets sector and employs 670 professionals across the U.K., the U.S., Singapore, China and the Philippines
- Prior to this acquisition, Capgemini owned 49 percent of SSS, and now will fully integrate SSS with the existing capital markets unit in the Financial Services Global Business Unit

EDB/ErgoGroup

EDB Business Partner, ErgoGroup Will Merge to Create Nordic IT Vendor

- Interim name of the company will be EDB ErgoGroup ASA
- EDB's shareholders will hold 53 percent and ErgoGroup's sole shareholder, Posten, will hold 47 percent of the combined company following completion of the merger
- Telenor Group holds an ownership share of 51.3 percent of EDB Business Partner
- Combined company will conduct a share issue of up to \$159M in new equity to strengthen the combined balance sheet and to provide strategic and financial flexibility going forward

Hinduja

Hinduja BPO Arm Acquires U.K.-Based CRM Company Careline Services

- Careline Services is a contact center provider, serving more than 20 customers across verticals such as government, fast moving consumer goods, financial services, automobiles, telecom and retailers
- It has more 1,000 employees across three sites in the U.K. and handles in excess of 50,000 customer interactions every day across multiple channels and in 14 languages
- Chief executive, senior management team and key employees of Careline Services will continue in their roles after the acquisition
- With the acquisition, will have a presence in 29 delivery centers across Canada, India, Mauritius, the Philippines, the U.K. and the U.S., and global headcount will exceed 16,000

Mercer

Mercer Acquires Innovative Process Administration

- Headquartered in Cleveland, Ohio, IPA is a leading provider of health and benefits recordkeeping and employee enrollment technology
- IPA provides underlying technology for Mercer EasyEnroll, which currently supports more than 75 clients
- IPA supports another 80 clients directly and more than 1,000 clients through its sales channels
- James Zedella, IPA's current President and Chief Executive Officer, will join Mercer as H&B Small and Mid-Market Business Leader

MERGERS AND ACQUISITIONS

NTT Data

NTT Data to Buy Intelligroup for \$199M

- Will buy Hyderabad-based company's United States-listed shares at \$4.65 each
- SB Asia Infrastructure Fund Lp and Venture Tech Assets Pvt. Ltd, which collectively hold 62.9 percent of Intelligroup's outstanding common stock, have agreed to tender their shares into the offer
- Intelligroup runs businesses in five verticals: manufacturing, high technology, life sciences, consumer packaged goods and media
- Intelligroup provides primarily SAP, Oracle and Microsoft applications to companies in Denmark, India, Japan, the U.K., the U.S., and West Asia, which complement NTT's services business and its customer base
- In fiscal year 2009, Intelligroup had revenue of \$125M, and it employs 2,600 people globally, 1,800 of whom work in its delivery centers in Bangalore, Hyderabad, and Mumbai, India

Savvis

Savvis Acquires Canadian Managed Services Provider Fusepoint for \$124.3M

- Fusepoint, which operates three data centers in Montreal, Toronto, and Vancouver, provides managed IT and collocation services to enterprises in Canada
- Fusepoint's 1Q2010 annualized revenue was \$45.8M, and its adjusted EBITDA reached \$2.89M

SourceRight/Hays

Global RPO Alliance: SourceRight Solutions and Hays plc

- Will deliver a range of recruitment solutions, including recruitment process outsourcing, managed service programs and professional contingent workforce services
- Will offer dedicated account teams comprised of more than 4,500 recruiters worldwide who provide deep experience across industries and job types
- One of the largest outsourced talent acquisition alliances in the marketplace, it will deliver specialized recruitment offerings and candidate outreach strategies tailored to each industry, region, country and culture

Vertex

Vertex Extends Customer Management Outsourcing Reach by Acquiring PCI

- Following the acquisition, PCI will be rebranded as Vertex and build on PCI's track record of delivering inbound and outbound customer contact services linked to multilingual support in nine languages
- Will open a new site in Ballarat, Victoria, that will employ 600 people over the next two years
- Business will be Vertex's first wholly owned Australian operation and be led by Phil Allan, previously CEO of PCI

CORPORATE SOURCING ROLES — SERVICE PROVIDERS

Company	Appointee	Role	Prior Roles
Capgemini	Christophe Bur	Vice-President of Telecommunications	Executive director of strategy, planning and operations for product management at Telstra, and also worked with Optus and Singtel for more than 10 years
Capgemini	Laurent Bye	Director of Client Partnerships	Launched and lead company's Middle East and African telco business
Capgemini	Oliver Schwarz	Leader for Outsourcing Services in Germany, Austria and Switzerland	Roles at Unisys and CompuNet AG
CIBER	Gary Kohn	Vice President for Investor Relations	VP of Investor Relations at Western Union, from 2006 to 2009, and previously held same role at First Data Corporation
Communisys	Phil Dean	Managing Director of Creative Services	Managing Director at Thompson Brand Partners for six years, headed up the ATTIK office in the U.K. as Managing Director, and held position of Creative Director at PFB
Ericsson	Ola Rembe	Head of Corporate Public & Media Relations	Fifteen years of communications experience and has been with Ericsson corporate communications since 2001
Infosys	Eric Paternoster	CEO of Infosys Public Services	Head of Infosys' insurance and healthcare business
Integreon	Bill McClements	Global Chief Human Resources Officer	Global head of human resources and chief operating officer at Monitor Group
Keane	Timothy Conway	Executive Vice President of Public Sector Business Unit	Senior managing director of Federal Solutions at ACS, more than 10 years as a Public Sector executive with IBM, and positions with Public Service Electric and Gas Company and Lockheed Martin Federal Systems

Company	Appointee	Role	Prior Roles
Logica	Richard Davies	Director of Asia-Pacific for Global Financial Products Business	Logica's director of Global Payments and management roles within MPCT, American Express and Thomas Cook Group
NorthgateArinso	Paul Hutchison	Vice President of Global Service Delivery	Global Client Executive for HR Outsourcing and Global Delivery Executive at IBM
Tieto	Willem Hendrickx	Executive Vice President, Telecom and Media	SVP, Global Channels; EMEA VP, Channel and Mid-Market; Regional Manager for Europe North; and Country Manager for the Netherlands – all at EMC; and positions at Parametric Technology Company, LCI and Xerox
T-Systems	Andreu Vilamitjana	Commercial Director for Spain and Portugal	N/A
T-Systems Switzerland	Ralf Griesse	Director Finance and Controlling	N/A
Wipro	Ki Young Jang	Country Head for South Korea	Held various senior managerial roles with IBM and Bearing Point in Korea
Xerox	Mandy Shapansky	President, CEO and Chairman of Xerox Canada	Chief financial officer and chief of staff for Xerox Canada since 2002
Xerox	Kevin Warren	President of U.S. Solutions Group	Chairman, President and CEO of Xerox Canada, head of Xerox's U.S. Eastern Sales Operations, manager of sales operations, solutions manager for the District of Columbia commercial marketplace, and vice president of Federal Sales for the United States