

Nearshore Services

Sourcing High-Quality Services while Saving Cost

Table of Contents

Lodestone Nearshore Services	3
Passion for Excellence. Commitment to Delivery	4
Lodestone offers a wide Spectrum of Services, tailored to Client Needs	5
Lodestone supports its Clients with Complementary Services leveraging the Maximum Potential and Customer Benefits	6
Quality and Flexibility are our Key Drivers when defining the Delivery Model for our Clients	7
What our Clients say about Us	9



Lodestone Nearshore Services

Companies of all sizes, in all industries and in all countries face the challenge to build and maintain applications to support their business. Executives strive to achieve this at minimal total cost of ownership and risk whilst providing the best possible quality, a conflict which is often difficult to resolve.

As a result, executives are well advised to assess the optimal organization for application development services, specifically when initiating large business transformation programs leading to significant changes of the application landscape.

In order to overcome the challenges many companies face with in-house or outsourced application development, Lodestone offers Nearshore Services to help executives manage costs and quality. Our experience shows that running non-core competency work in various sites internally can lead to increased development and maintenance costs while quality decreases. Companies recognize that full application outsourcing to off-shore locations is not always the best answer to these challenges and bears a high risk of follow-up cost and quality losses.

With Lodestone's Nearshore Services companies can source service activities to a foreign, lower-wage country that is close in distance, culture and working attitude, leading to cost savings at high delivery quality.

Passion for Excellence. Commitment to Delivery

With our Service Centers in Wroclaw, Poland and Bucharest, Romania Lodestone supports companies around the globe to move to excellence by offering innovative delivery models that address their widely varying business objectives and project situations.

Improve Flexibility and Control

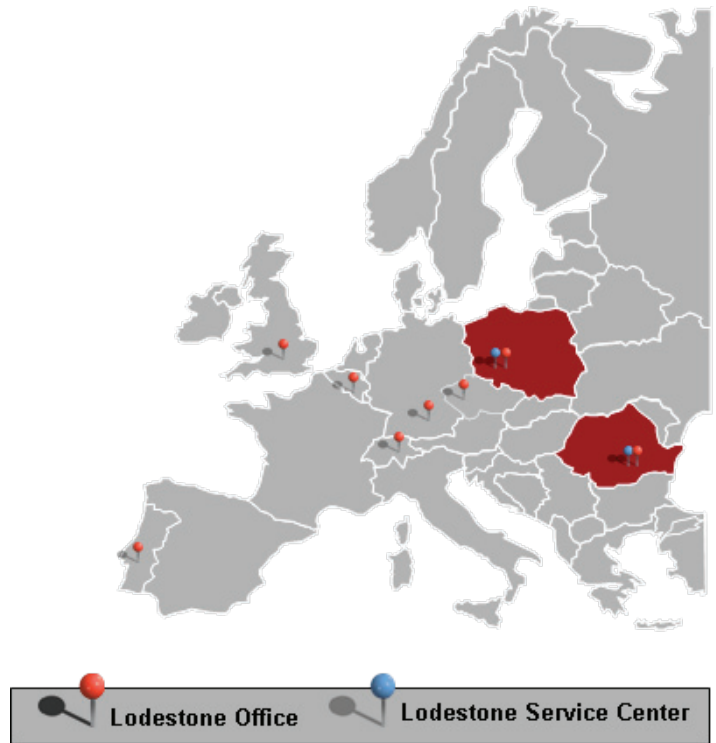
Lodestone's services and our service delivery model allow for providing tailored services and deliverables while providing the clients with maximum transparency on our work. We build long-term trusted relationships with our clients and are very responsive and flexible to their needs.

Reduce Costs and Investments

Building on Lodestone's Nearshore Services our clients have significantly reduced costs and investments from the initial development, through deployment, maintenance and upgrades, and built and sustained a lean operation.

Increase Quality and Performance

Many of Lodestone's clients have faced significant quality issues with off-shore or outsourced application development. Our delivery models have a proven track record to avoid such negative experiences.





Lodestone offers a wide Spectrum of Services, tailored to Client Needs

In our engagements to achieve business results for our clients we carefully consider the company size as well as complexity and take into account the project situation and the concrete needs of our clients. Typically, over the course of time, Lodestone will, jointly with the client, adjust the services to meet the changing business and IT needs.

Custom Solution Development and Support Services

Lodestone provides

- Extension/enhancement of existing or build of new SAP applications
- SAP ABAP and java programming/consulting, specific SAP based applications tailored for specific client needs such as custom reports, interfaces, conversions and enhancements
- Maintenance of custom solutions.

Business Intelligence Services (BI, BW)

Lodestone provides

- Requirements Analysis for BI Solution
- Design and implementation of information providers
- Data integration (ETL & cleansing, custom development)
- Report design & publishing in enterprise portals
- Strategic and Process oriented analytics & data mining
- BI Maintenance and monitoring

Technical Integration Services (XI, PI)

Lodestone provides

- Analysis of current processes and system set-up
- Redesign of system landscape and data flow based on functional process improvement/integration
- Technical integration of systems
- Improvement/enhancement of selected components' functionality
- System performance measurement

People Integration Services (Portals)

Lodestone provides

- Identity Management
- Content implementation
- Portal administration concepts

Lodestone supports its Clients with Complementary Services leveraging the Maximum Potential and Customer Benefits

Solution Assessment & Review Services

As part of Lodestone's standard IDEA methodology we assess the current application environment, perform gap analysis to requirements and industry standards and best practices and formulate recommendations for improvements.

Project Management/Team Leadership

We provide expertise in planning, organization and management of internal and external resources to ensure successful completion of project objectives within time & budget.

Quality Management

All our development and delivery processes undergo rigid quality control procedures. Lodestone also provides independent quality assessments of client's development processes and deliverables.

Testing Services

Lodestone manages testing of specific applications or entire landscapes based on our testing frameworks and accelerators allowing for efficient and reusable testing procedures.

Training Services

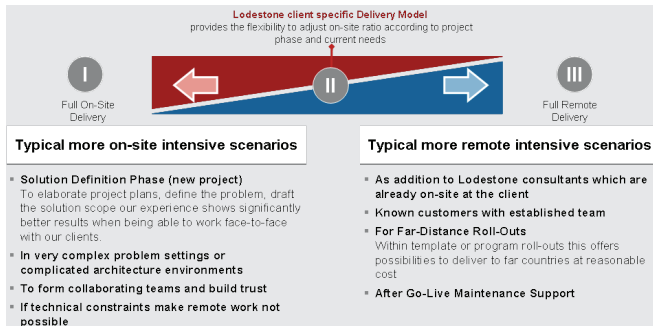
Lodestone believes that successful projects are those where the client's resources gain substantial experience and accumulate knowledge about the solutions. We offer training of project members and maintenance teams as well as for end-users based on tailored concepts (in house, train-the-trainer, etc.)

Maintenance Services

To leverage the full potential of our service center offering Lodestone offers (remote or on-site) post go-live support as well as further 2nd/3rd level support integrated into the client's change management processes



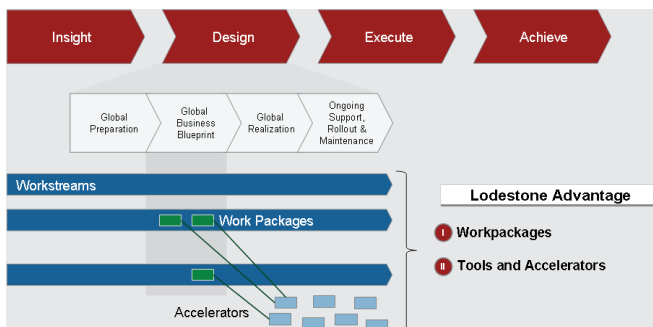
Quality and Flexibility are our Key Drivers when defining the Delivery Model for our Clients



Working for our clients Lodestone adjusted the delivery model to offer flexibility combined with high quality at attractive costs. We found that best results are achieved if the ratio between on-site and near shore sourcing is actively managed and adjusted to the project life cycle and the companies sourcing maturity.

We consult our clients in defining the best models for project deliveries as well as for their application maintenance organizations.

Our services are based on established and proven standards (e.g., ITIL v3 compliant) which will be fine-tuned according to the specific client environment.



The Nearshore services are fully integrated into Lodestone’s delivery methodology IDEA.

Lodestone uses a large set of accelerators, templates, and tools to foster the achievement of successful results and to secure quick benefits for our clients.

We have a passion for excellence and are committed to deliver real benefits to our clients.

Lodestone works with many global companies to achieve compelling results. Many choose Lodestone because they realize significant benefits like these:

High Quality

Our resources based in Central Eastern Europe are very experienced in implementing SAP. We hire and develop top performers. Our Consultants are all at least bi-lingual, speaking English, German and several other European languages.

Proven Track Record

Our teams and our management ran delivery centers for many years for a large spectrum of clients in various industries.

Delivery Model

Our delivery model gives us the ability to work remotely or to move consultants on-site quickly when required by the client.

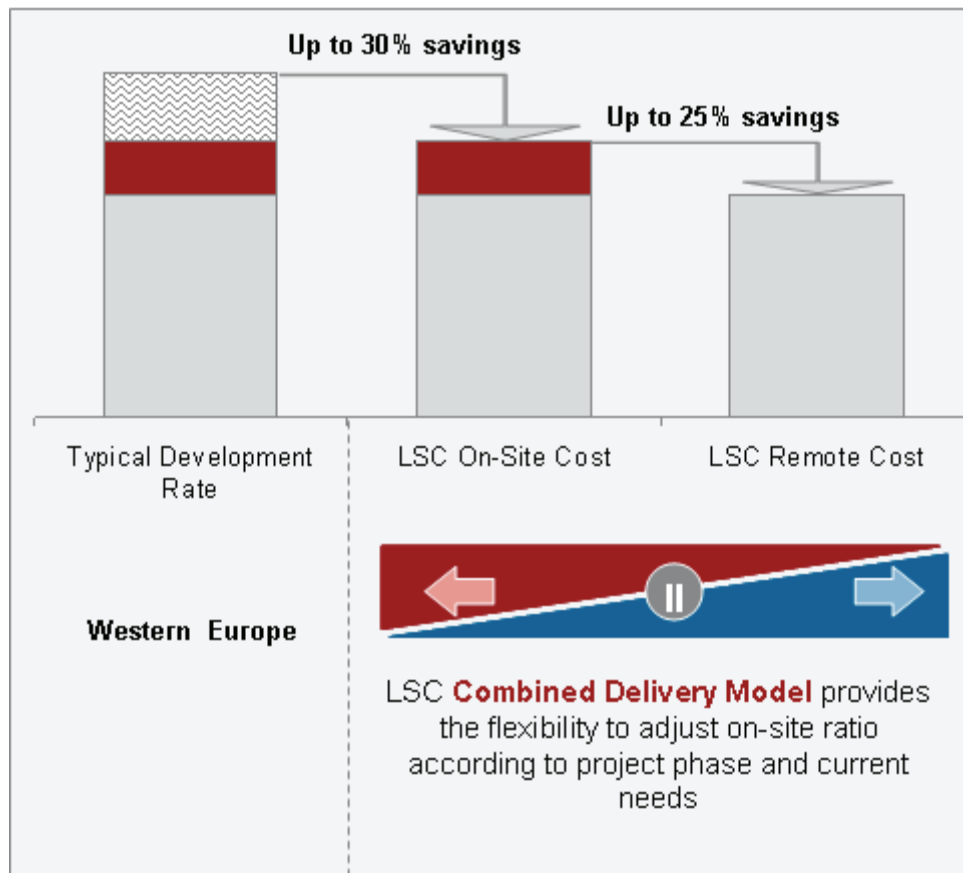
Our strategic positioning within Europe enables us to meet our customers at very low cost. Furthermore our consultants are able to travel with no visa restrictions.

Lower Rates

We offer competitive rates and take advantage of labor arbitrage.

Customers using Lodestone Service Center Services can achieve significant savings.

- Working with Lodestone's on-site services a customer can achieve up to 30% savings in comparison to using competitor's development services.
- With our recommended delivery model which also uses Lodestone remote services additional 25% cost savings are regularly achievable





What our Clients say about Us

“I would like to take the opportunity to thank Lodestone and their team for the extraordinary development achievement shown in 2009 within the BMW ATLAS Wholesale Project.

Lodestone and BMW have jointly managed over 1900 development days last year – next to conducting a release upgrade from SAP 4.7 to ECC6.0 together with a Unicode conversion. We have as well built within an extreme short timeframe a Java based web front end – which now allows our 2000 suppliers to optimize the packaging planning.

I am convinced that not only the technical expertise and experience shown, but also the great commitment and passion of the Lodestone team allowed us to go live in time and budget.”

Klaus Höllerer, ATLAS Development Lead 2007-2010, BMW

Your Contacts

Robert Boreczek, Partner, Lodestone Service Center

Lodestone Management Consultants Sp. z.o.o.
Ul. Klecinska 125
54-413 Wroclaw - Poland
robert.boreczek@lodestonemc.com

Peter Fischer, Partner, Lodestone CEE

Lodestone Management Consultants AG
Obstgartenstrasse 27, Kloten
8058 Zürich - Switzerland
peter.fischer@lodestonemc.com

Lodestone is a global management consultancy, committed to designing and delivering solutions that enable international companies to thrive in today's complex business environment. We help our clients to define the measurable business benefits that we will achieve together, using our teams of client-focused consultants, who combine a passion for excellence with strong process and SAP skills and deep experience of transformational change in their industry.

Australia
Belgium
Canada
Czech Republic
Germany
Poland
Portugal
Romania
Singapore
Switzerland
Thailand
United Kingdom
USA