ETG Enterprise Services & Capabilities Statement
ETG Overview

- Enterprise Cloud Consulting
- E-Commerce Solutions
- ERP Implementation & Support
- Business Intelligence & Analytics
- Application Managed Services
- Testing & Quality Assurance
- Enterprise Mobility

Customer Centric

SOLUTIONS

CLIENTS

DOMAINS

PARTNERS

GLOBAL

USA

CANADA

UNITED KINGDOM

DUBAI

INDIA

Retail
Banking
Hedge-Funds
Healthcare
Telecom
Government

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ETG has the right combination of technology understanding, service offerings, process framework and business adaptation to help you correctly estimate, measure and ensure the right ROI for your ERP investments.
SAP end to end Services

Engage across lifecycle

Business Process Excellence

BI & Analytics
- SEM
- BPS
- BW
- Analytic Apps

SCM
- OPS
- Financials
- HR
- Sales
- SAP NetWeaver

Analytics
- FICO
- FSCM
- CMF
- BCS / EC-CS
- Mobile Sales

CRM
- MM
- PM
- PS
- SD
- SM
- TPM
- ABAP
- BASIS

Deep industry experience
- Manufacturing
- Retail/CPG
- Energy & Utilities
- TMTS
- Telecom
- BFSI

Quality Processes + Project Management

Center of Excellence (CoE)
Implementations roll out and upgrade

❖ SAP Core Focus: Best Practices for rapid Implementations without losing on quality
❖ Template Roll outs and Upgrades
❖ Corporate Governance Compliances Services
❖ Proven methodology for rapid implementations leveraging best practices
❖ Run SAP as methodology for mature support services

Shorten your Time-to-Value with ETG’s SAP Services

▪ Accelerate Implementations and Rollouts by Leveraging Best Practices
▪ Gain Value from Mature Processes and Tools for Compliance
▪ Leverage the Business Intelligence Solutions on the Business Objects Platform for Better Insight
Methodology for Template Usage for any Roll out

**Pre Project/Pre Charter Preparation**
- Work Shop
- Administer High Level Scope Questionnaire (L1)
- Scope Document Preparation

**Project Preparation**
- Work Shop
- Administer Scenario Scoping Questions (L2)
- Gather KDS information using L4 Templates
- Identify the Data loads
- Prepare Config. (L3)/FS/TS
- Get Approval

**Build**
- Configure or Develop
- Unit Testing
- Prepare the Training Documents
- Data load cycles
- Transport Management

**Test**
- Data Load Mock
- Integration Testing using the Test Scripts
- UAT
- Train the Trainer

**Deploy**
- End User Training
- Cut over Activities
- Data load to PAG
- Pre check of Go-Live Activities
- Set up Go-Live Help Desk

**Go Live & Post Go Live Support**
- Go Live
- Post Support
- Transition To AMS teams
EXECUTION

1. Project Invitation
2. Project Planning
3. Project Execution
4. Project Closure

Project Communication
• Mitigate risks and failure at the project level and organization level
• Helps in quick aid packages on the effort estimates
• Plan and forecast the project management plans and approach
• Plan and forecast the business process solutions
• Study the impact on the skills improvement, training needs and change management for deployment of the proposed solutions.
• Measures and tasks to be deployed immediately to increase project quality

BENEFITS
### Application Management Services

<table>
<thead>
<tr>
<th>Service Offering</th>
<th>Processes</th>
<th>Global Delivery Model</th>
<th>Flexible Pricing</th>
<th>Benefits</th>
</tr>
</thead>
</table>
| • Global Service Desk  
• Application Support  
• Application Transition  
• Enhancements  
• Database & Admin Support  
• Testing Services  
• Infrastructure & Application Support  
• Security  
• Release Management | • Proven Transition Approach  
• Run SAP  
• ITIL Driven Framework  
• Global Delivery Processes Framework  
• Iterative Rapid Design Visualize  
• Metrics Collection and Reporting | • Distributed Delivery Centers  
• Follow the Sun  
• Low Cost Delivery Centers  
• Centers of Excellence  
• Flexible delivery models (e.g.: 24x7, 12x5, 8x5) | • SLA Based  
• Risk & Reward Sharing  
• Incentive Based Pricing  
• T&M Based  
• Share Services Model  
• Volume Based  
• Fixed Price Based | • Reduced TCO for Support  
• Continuous Improvement Plan  
• Flexible and Nimble  
• “Right-Sized” solution  
• Implementation of Leading Practices |
ETG Managed Services Overview

Flexible Delivery Models

- Centers Dedicated Offshore
  - Client 1
  - IT, Applications & Business Process
  - Client 2
  - IT, Applications & Business Process
  - Client 3
  - IT, Applications & Business Process
  - Client 4
  - IT, Applications & Business Process

- Shared Services Model/Customized
  - Client 5
  - IT, Applications & Business Process
  - Client 6
  - IT, Applications & Business Process
  - Client 7
  - IT, Applications & Business Process

ETG Low Cost Center Operations
ETG Facilities, Global Compliance, Global Reach & Network, HR Best Practices, Finance & Procurement, Legal, Process & Operational Excellence

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Outline of Transition Methodology

Leveraging current processes and stepping into support operations through a planned transition methodology

Required Skill Level to support AMS

AMS SKILL LEVEL

- Scope Finalization
- Design Operations
- Setup Operations
- Transition to Support
- Steady State Operations

Continuous Improvement

TIME

Assess
Transition
Operate
Improve

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Shared Onsite/Offshore Support Model

**Flexible Engagement Model**
- Right-Sourcing Model
- High Level of Off-shoring for greater cost benefit
- Flexibility to quickly ramp-up and ramp-down
- Model to transition applications over time in conjunction with client’s internal staffing plans

**Unique Staffing Plan**
- Onsite staffing plan with high optimization of utilization
- Offshore staffing plan which also provides implicit backup of personnel and information
- Systematic transition of responsibilities from client personnel to YASH team

**Defined Benefits**
- Cost optimization by multi-skill resources
- Experience of working on similar engagements in & industries
- Quality delivery at significant low costs
- Significant experience in roll-outs and application support
- Ability to deploy consultants with experience in global roll-outs and application support

**Process Framework**
- Designing and adapting a standardized ITIL based process framework
- Defined Documentation Standards, procedure templates with R&R workflow
- Establishing processes to perform centralized monitor, report and control of service desk, knowledge management, change management and SLA performance management
**Program Governance Model**

### Steering Committee

**Meeting: Once a Quarter**

- Programme Direction Review adherence to SLA’s
- Review performance on key metrics
- Set targets for healthy growth

### Program Management

**Meeting: Once a Month**

- SLA Adherence
- Onsite Offshore Ratio / Offshore Leverage
- Budgeted Vs Actual cost of project delivery
- Utilization of budgeted resources
- On time Delivery Retention of the resources
- Attrition in the project
- Network Availability
- Customer Delight Index

### Project Management

**Meeting: Once a Week**

- Project Status & Tracking, SLA and Metric Tracking
- Operation Issues, Delivery Coordination Issue
- Issue Consolidation and Tracking
- Risk Management, Change Management

**Escalation**

- **Client Executives**
- **Client Program Manager**
- **Client Project Manager**
- **ETG Executives**
- **ETG Delivery Head**
- **ETG Program Manager**
- **Delivery Manager**
- **Delivery Lead**
Our Application Support Model

Project Stakeholders

Project (s)

Proj Mgr (Onsite)
(Client / Etisbew)

Proj Mgr (Offshore)
(Etisbew)

Resources (Offshore)
(Etisbew)

Communication Management

Issue Management

Project Management

Project Management

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Our Application Support Model

ETG Team
- ETG Client Relationship Manager
- ETG Project Manager
- ETG Project Coordinator
- ETG Consultants

ESCALATION
- Resolve Issues and report
- Escalate Unresolved Issues
- Resolve Issues and report
- Escalate Unresolved Issues
- Resolve Issues and report
- Escalate Unresolved Issues
- Resolve Issues and report
- Escalate Unresolved Issues

CLIENT Team
- VP
- Support Manager
- Support Coordinator
- Power Users

Escalation Path

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Delivery Accelerators

- Flexible Models of partnership
- Ramp up and down of resources

- Process driven approach
- Rapid Implementations
- Risk Management Plans
- Complete Project Templates

- Innovative service delivery
- Value add to the customers
- Change Management Plans

- S/4 HANA Certified Professionals
- Broad Industry experience
Key Success Factors

- Comprehensive Service Level Agreements
- Flexible, Individual Support
- Access to world class Experienced Professionals
- Reliable, Secure and Scalable IT Infrastructure
- 24x5 Support Environment
- Web based Knowledge and Support Portals
- Support Solution is built around Expertise, Experience and Elasticity

Planning, discipline and control

- Effective management of scope change
- Well defined and tightly controlled defect identification and correction process.
- In resolving issues limit alternate solution exploration to manageable work efforts
- Responsive approval process of deliverables
- COE leveraged process
- Adherence to Security profile disciplines
- Go/No criteria established and accepted upfront
- Interim production support- responsiveness to the users, Understanding the business, Effective SLA’s in place

Resource Staffing, accountability

- Forward focused staffing, contingency and risk mitigation plans
- Experienced technical resources
- Clear accountabilities established
- Clear understanding of the onsite/offshore development model by all Project team members

Communication & Escalation process

- Timely decision and escalation process in place.
- Strong focus on communication and awareness across all teams, participants and stakeholders
- Proactively resolving issues (active risk assessment focus)
- Close collaboration with other partners and bodies involved
- Communication, communication, communication

Training

- Dedicated Technology Center
- Focus on end user perspective. Make training environment purposeful, focused, targeted on discrete learning stages.
- Active user participation in the development of materials (training, procedures, test scripts)
- Continue training support into post implementation support timetables
<table>
<thead>
<tr>
<th><strong>Our Key Clientele</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Wrangler</strong></td>
</tr>
<tr>
<td>Wrangler is an American manufacturer of jeans and other clothing items. The brand is owned by the VF Corporation, who also own Lee, JanSport among others</td>
</tr>
<tr>
<td><strong>SBHPP</strong></td>
</tr>
<tr>
<td>SBHPP is a business unit of Sumitomo Bakelite Co.,Ltd and is a global leader in the high performance plastics solutions and support.</td>
</tr>
<tr>
<td><strong>Brevard County</strong></td>
</tr>
<tr>
<td>Brevard County is a county in the state of Florida.</td>
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<tr>
<td><strong>Argos</strong></td>
</tr>
<tr>
<td>Argos is the leader in Cement Business in Colombia, the fifth largest producer in Latin America and the second largest in the south-eastern United States.</td>
</tr>
<tr>
<td><strong>HRIZONS</strong></td>
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<tr>
<td>HRIZONS, an SAP Gold Partner, is a strategic Human Capital Management technology consulting firm specializing in Success Factors and integration.</td>
</tr>
<tr>
<td><strong>Divvy Engagement Solutions</strong></td>
</tr>
<tr>
<td>Divvy Engagement Solutions, an American based Company that delivers targeted incentive programs in order to maximize the effectiveness of the end users to meet the business objective.</td>
</tr>
<tr>
<td><strong>Certa Consulting</strong></td>
</tr>
<tr>
<td>Certa Consulting is a professional services firm, focused in providing solutions to the Commercial Processes (Marketing, Pre-sales, Sales and Post-Sales) to serve the B2B segment</td>
</tr>
<tr>
<td><strong>Digicel</strong></td>
</tr>
<tr>
<td>Digicel is a total communications and entertainment company offering affordable and innovative mobile services, enterprise solutions, cloud computing, cable TV, broadband and engaging content.</td>
</tr>
<tr>
<td><strong>KKR Prisma</strong></td>
</tr>
<tr>
<td>KKR Prisma Capital Partners is a Registered Investment Adviser with the SEC in the United States.</td>
</tr>
<tr>
<td><strong>Minister of Interior</strong></td>
</tr>
<tr>
<td>Minister of Interior, Abu Dhabi responsible to define and implement principles to assist the Ministry to fulfill its obligations and duties efficiently in all fields</td>
</tr>
<tr>
<td><strong>Rasasi</strong></td>
</tr>
<tr>
<td>Rasasi Perfumes Industry LLC is a family owned business in Dubai, founded in 1979</td>
</tr>
<tr>
<td><strong>DSS</strong></td>
</tr>
<tr>
<td>DSS is an organization whose focus is in health care with special emphasis on a range of research, market information and consulting services</td>
</tr>
</tbody>
</table>
Our Key Clientele

RasGas Company Limited, the second-biggest LNG producer in the world, a liquefied natural gas producing company in Qatar.

Microsol, is a solar cell manufacturing company based in India now relocated to Fujairah, the mountainous state of the United Arab Emirates (UAE).

EIB is a leading Islamic financial services institution with a core platform in retail banking and a strong commercial banking franchise.

Al Taaraf Safety & Security System L.L.C, Head Quartered in Dubai is the next generation home & commercial security services provider involved in design, manufacturer & installation of security systems.

Falcon Pack, the flagship company of the Falcon Group, is the leading manufacturer and distributor of disposable packaging products.

Abu Dhabi Tourism Culture Authority conserves and promotes the heritage and culture of Abu Dhabi emirate and leverages them in the development.

Al Ain City Municipality is one of Municipal Affairs Authority depts and it is a governmental institution that serves Al Ain Area of Abu Dhabi.

Microsol

Redington provides end-to-end supply chain solutions for all categories of Information Technology products, Consumer and Lifestyle products to over 100 international brands and have relationship with major brands all over the world.

MEplusYOU (formerly IMC2) is a strategic and creative agency that works across channels and has specific focus areas (Owned and brand Content, Digital, Social & Mobile, TV etc.)

Annapolis County is a county in the Canadian province of Nova Scotia located in the western part of the province on the Bay of Fundy.
THANK YOU!