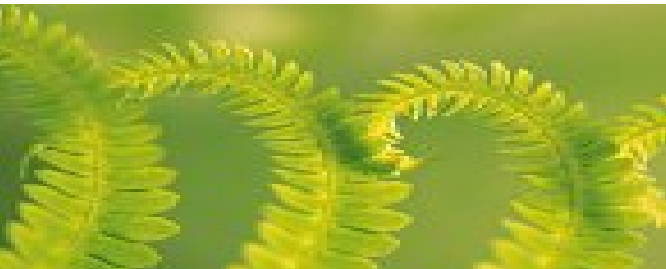


Indecomm Global Services - Overview



- Recognized as a specialist BPO services provider who leverages cutting edge technology, process excellence and deep domain expertise to deliver superior business results.
- Strategic relationships with customers in specific verticals.
- Expertise in intelligent data capture, document management and workflow automation.
- Innovative Global Execution Models- In house processing platform; seamless **Onsite-Onshore-Offshore** Delivery.
- Flexible Ownership Structure allows for enterprise partnerships.
- Acquisition of Mortgage Dynamics Inc provides consultancy and hi-value mortgage services.
- ISO-9001 2000 certified, Six Sigma practices and BS7799 Security compliant.
- Compliance with industry leading organizations/standards like Citibank Security Audit and HIPAA.
- **Indecomm's array of services** **Consulting, Technology and Outsourcing**

Funding

June, 2003: Series A - Sequoia Capital and Acer
- Acquisition of TRRS Imaging and Migration to Indecomm Structure.

January, 2006: Series B - Sequoia Capital, International
- Finance Corporation (IFC) and Torell Inc.

Enterprise Partnerships

April, 2006: IntelliHub Solutions & Services
May, 2006: Centillion Solutions & Services

Acquisitions

April, 2007: Brainvisa Technologies
July, 2006: Mortgage Dynamics Inc
July, 2007: US Recordings

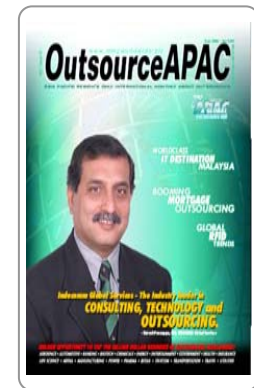


Recognized amongst Best IT Exporters. Awarded Certificate of Excellence as Fastest Growing IT Subject Matter Expert - 2006

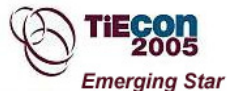
2007 finalist of the Red Herring Global 100 list. One among the top 200 companies selected from a list of 1800 technology companies worldwide



Acknowledged as part of **Top 100 Global Outsourcing Companies** by International Association of Outsourcing Professionals, featured in **April, 2007 issue of Fortune Magazine**



Institute of Economic Studies, presents Excellence award for outstanding performance.



Adjudged an Emerging Star at the TieCon 2005

Recognized by STPI as amongst Best IT Exporters. Awarded certificate of excellence as Fastest Growing IT Subject Matter Expert - 2006



Voted by Business Today as among Top 20 list of companies from India that have a chance to establish global greatness - for the year 2004 - 2005

Cover of OutsourceAPAC magazine, December, 2006 issue. Featured as Industry leader in Consulting, Technology & Outsourcing

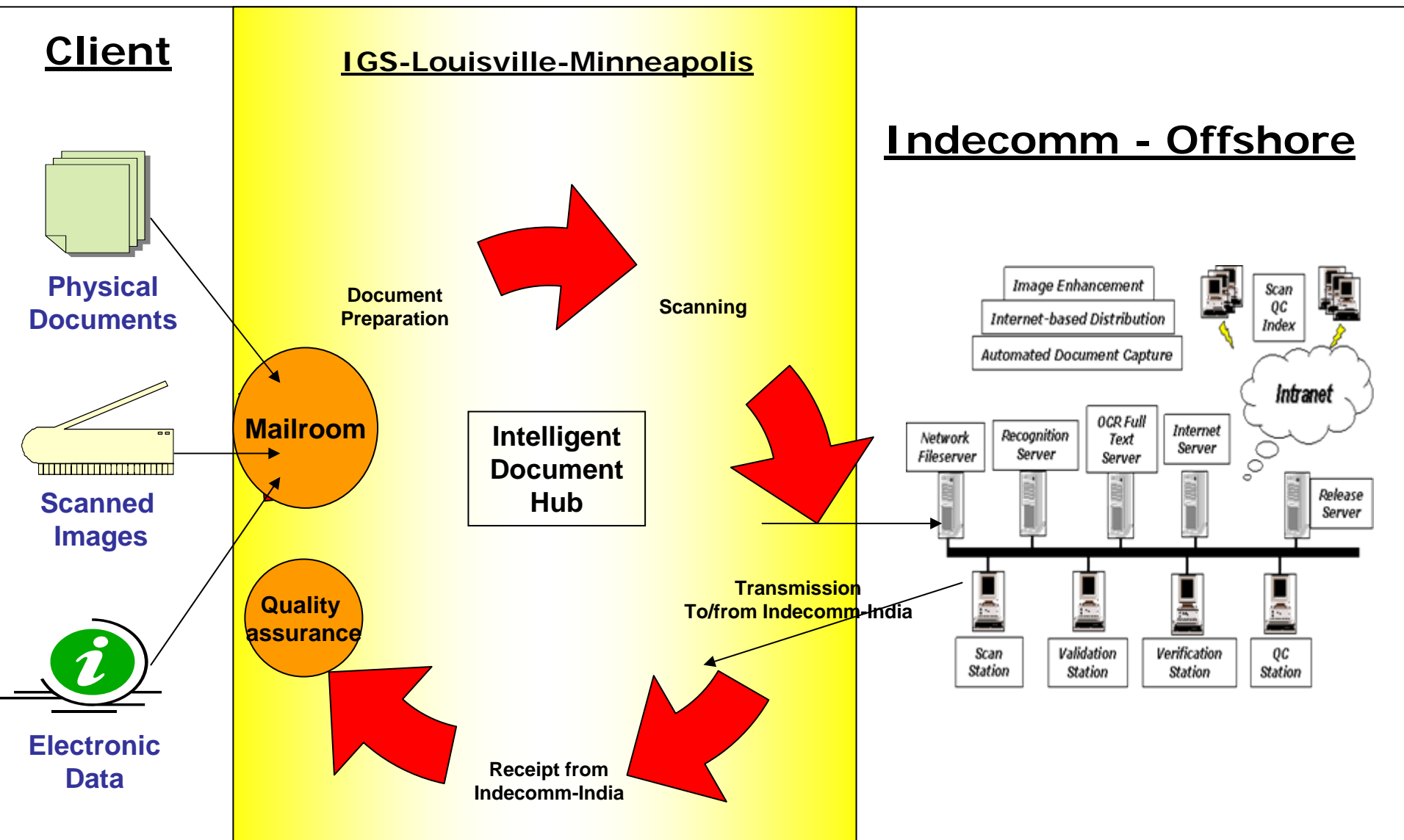


Featured in Neo IT's list of top 100 ITO and BPO Suppliers Worldwide

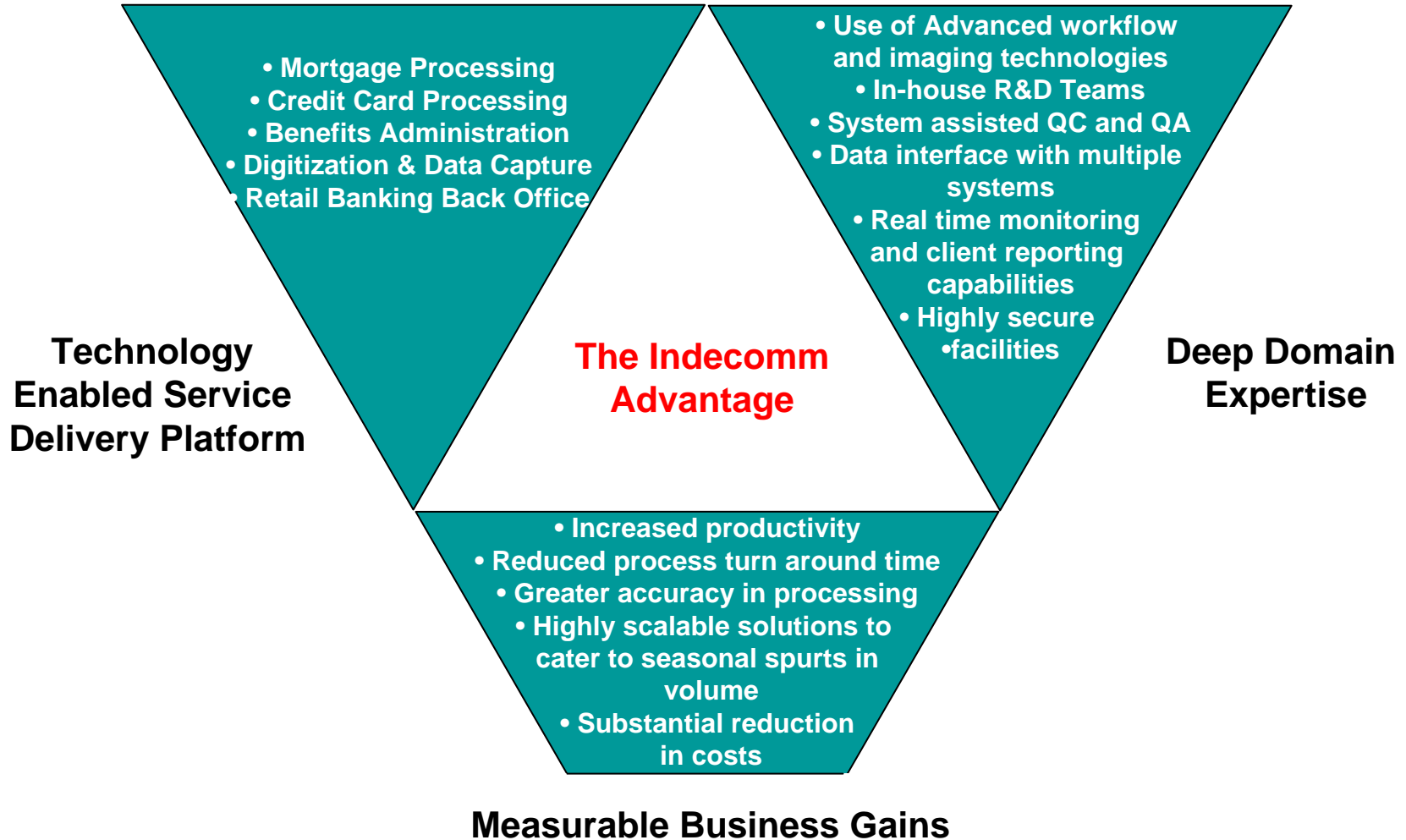
Featured in Neo IT's list of top 100 ITO and BPO Suppliers Worldwide

- **Headcount of 4800**
- 24 X 7 operation with access restriction for the premises
- Network (L3 backbone) and IT secure
- **11 Delivery Centers in India**
 - Bangalore (6)
 - Salem
 - Mysore
 - Gurgaon
 - Chennai
 - Mumbai – on the anvil
 - Pune
 - Tumkur
- **Processing locations in the US**
 - Upper Marlborough, MD
 - Frederick, MD
 - Louisville, KY
 - Denver, CO
 - Minneapolis, MN
- **Sales and Support Centers**
 - McLean, VA
 - Iselin, NJ
 - Minneapolis, MN



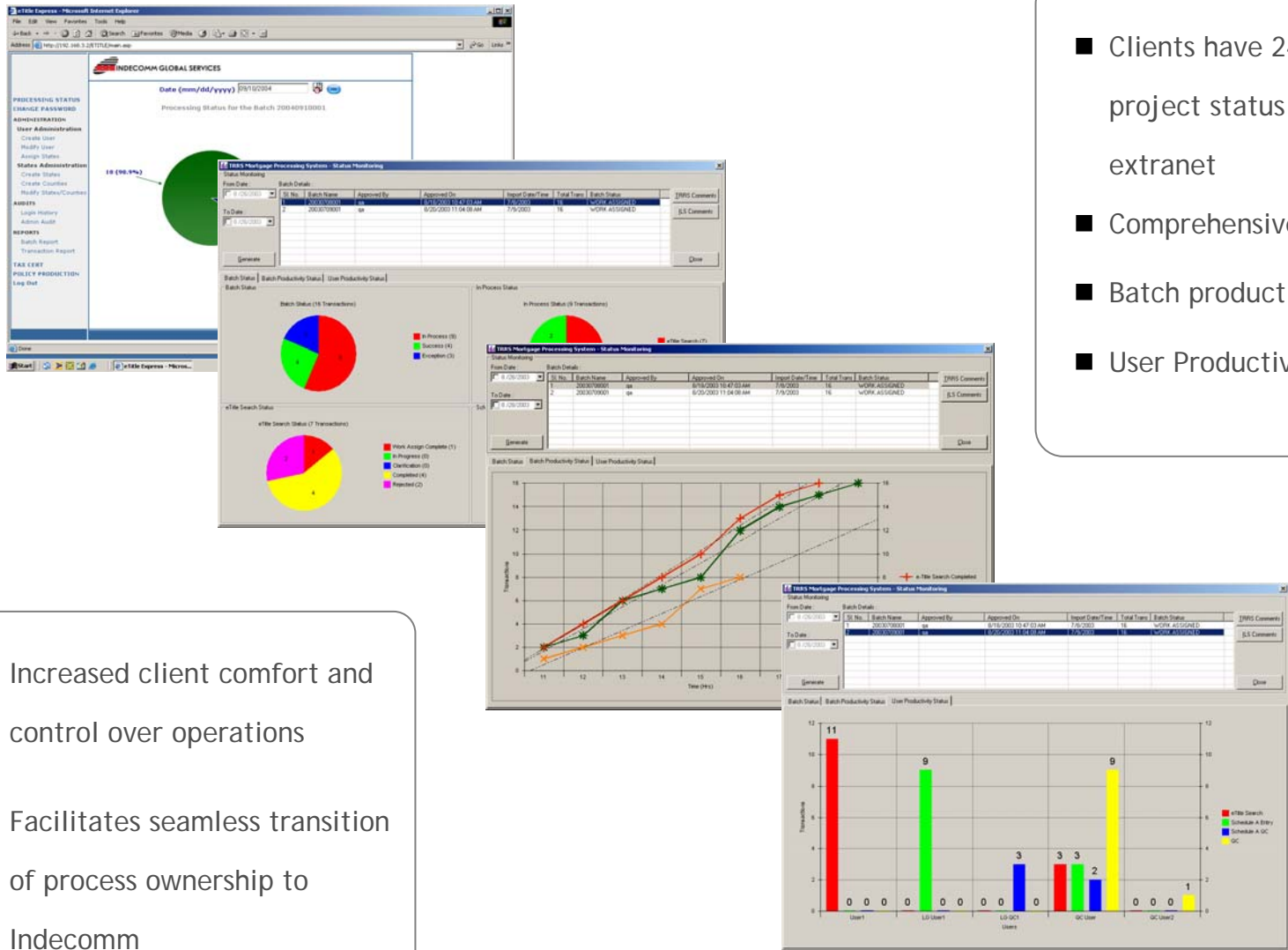


The Indecomm Advantage

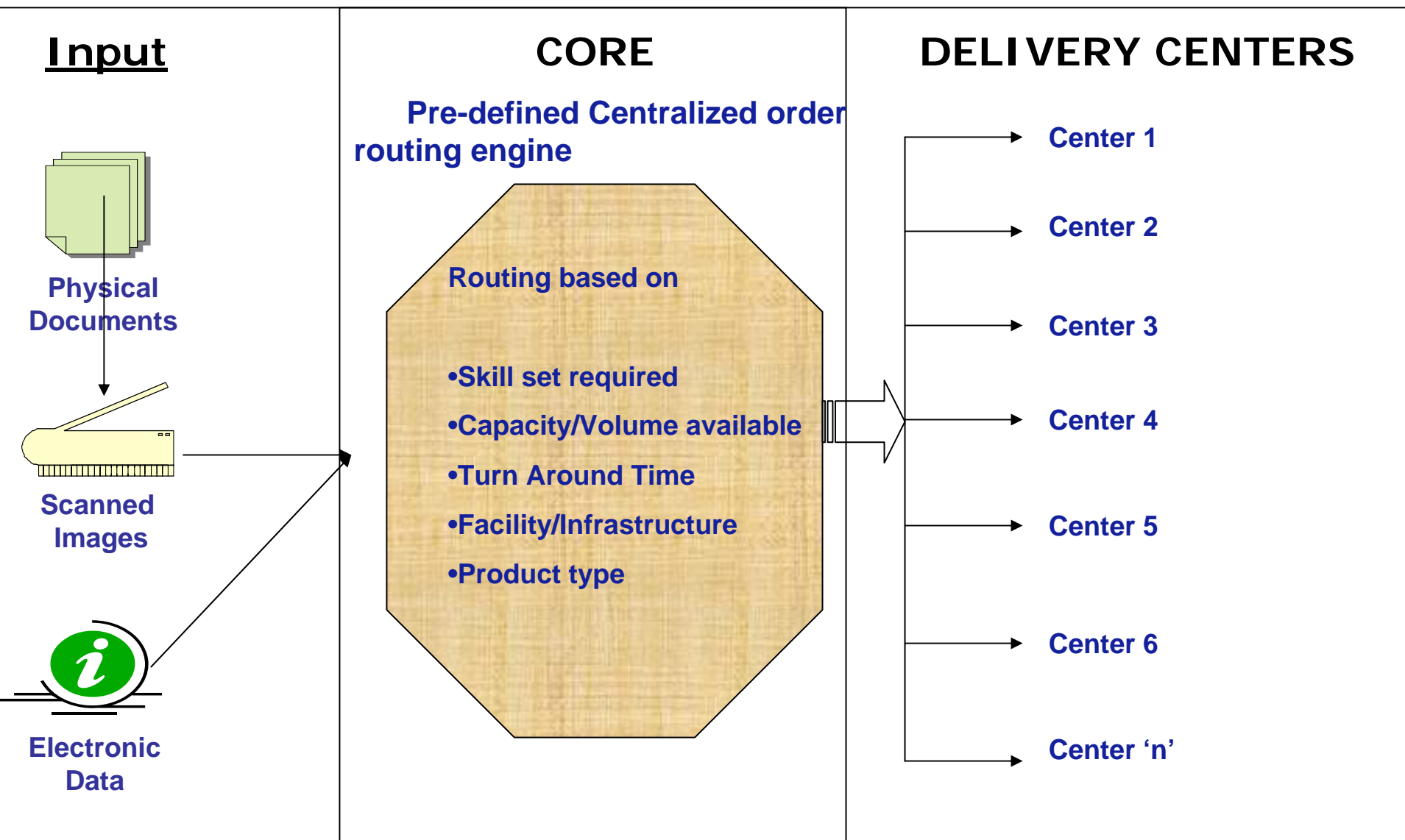


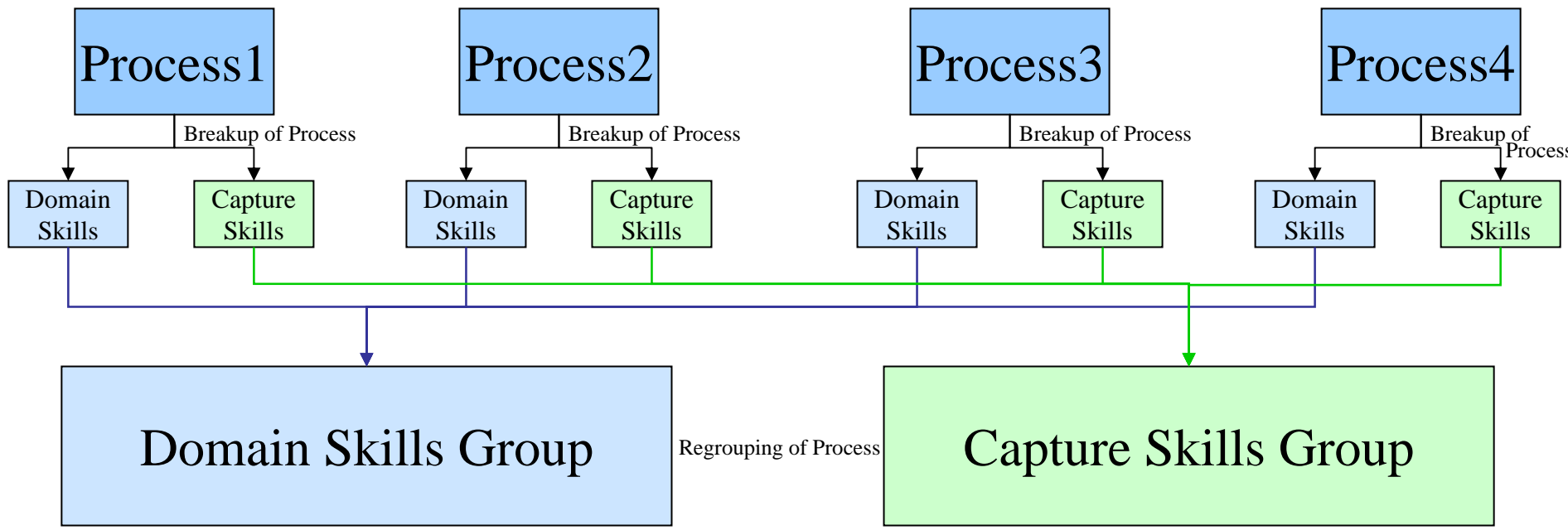
The Indecomm Advantage - Real-time Monitoring & Reporting

- Clients have 24X7 access to project status through an extranet
- Comprehensive MIS
- Batch productivity Status
- User Productivity Status



- Increased client comfort and control over operations
- Facilitates seamless transition of process ownership to Indecomm





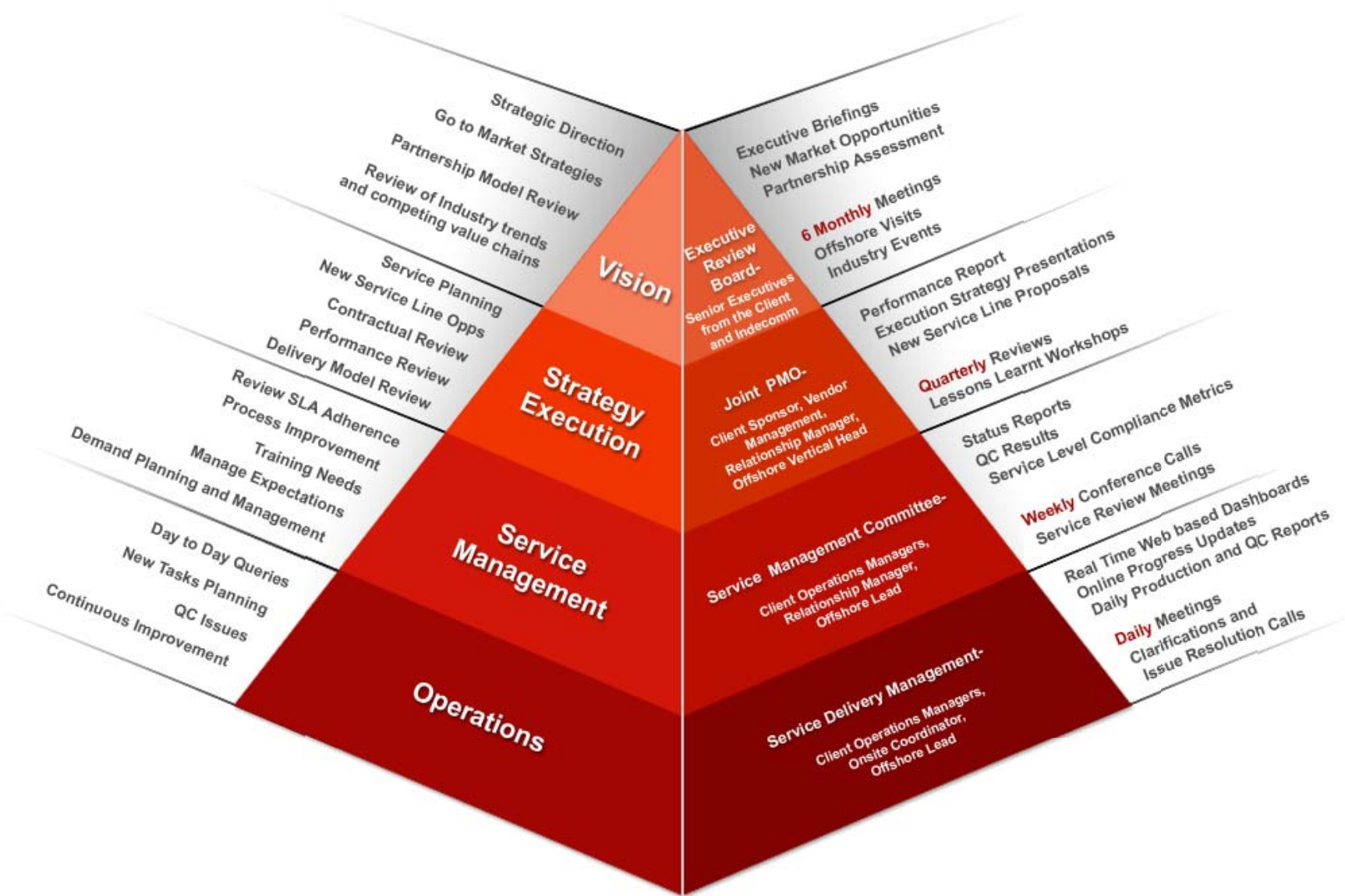
Final Landscape of Processes

Marker and Maker
 Process that can be broken into Marker and Maker

Marker
 Complex processes requiring Marker to do the Maker's role

Maker
 A low complexity process that requires only the Maker.

The Indecomm Advantage – Engagement Governance Model



Business Continuity Planning

- ✓ 2 Back ups of all data taken daily and tapes stored in fire proof safe and at offsite location
- ✓ Intra-city contingency plan as well as inter-city plans available
- ✓ Fully equipped back up center available
- ✓ Detailed plans for various disasters like earthquake, fire, political uncertainties, power outage and link failures
- ✓ Redundancy in all technology infrastructure including communication links
- ✓ Plan tested at regular intervals

Compliance

- ✓ Indecomm's healthcare service delivery platform is HIPAA Compliant
- ✓ Fully aware of the regulatory and legislative procedures in the benefits administration area (COBRA, FSA)
- ✓ Indecomm's lockbox solutions certified by monetary authorities of many countries
- ✓ Knowledge of mortgage lending practices and compliance requirements across various counties and states

Security measures

- ✓ BS 7799 certified
- ✓ Elaborate and detailed information security policies in place addressing communication, access and storage of data
- ✓ Adequate data security through firewall, encryption, SSL, VPN, user authentication
- ✓ Physical security of facility and client documents also specified in policy
- ✓ Security audits done at regular intervals

ISO 9001 compliant processes

99% confidence levels used for QA processes

Six Sigma compliant processing platforms

Quality in Context

- ✓ Balance process overhead vs. cost and value to client

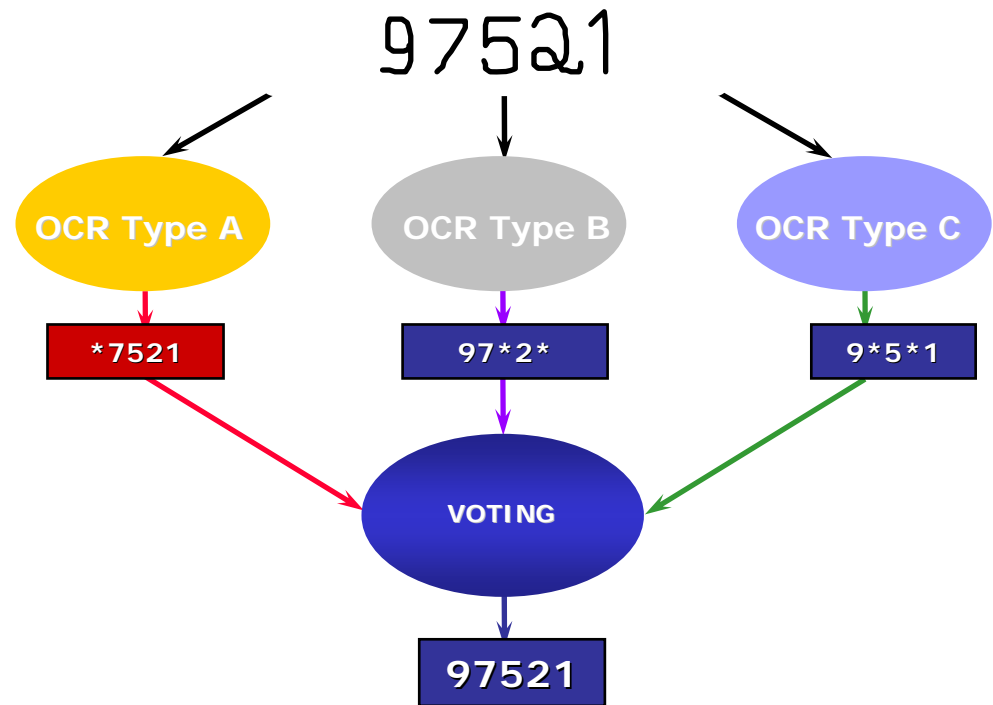
Proven techniques applied for better quality output

- ✓ Extensive usage of technologies like OCR/ICR
- ✓ Dual pass entry
- ✓ Dedicated independent QA team

Extensive reporting and escalation

procedures
Partnerships@work

Voting Algorithms



People profile

- ✓ Middle & senior mgmt from MNCs & global corporations
- ✓ All employees have 15+ years formal education
- ✓ Operational staff supplemented by functional experts
- ✓ Dedicated expert R&D team to provide technology support

People Values

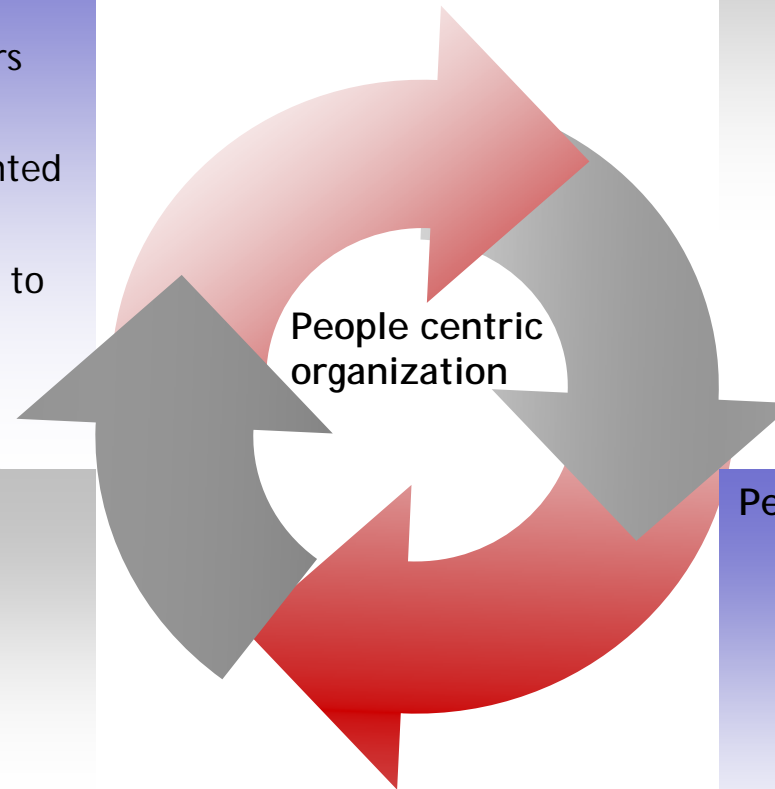
- ✓ Openness
- ✓ Transparency
- ✓ Courtesy
- ✓ Honesty

Training programs

- ✓ Functional
- ✓ Process
- ✓ Technology

People practices

- ✓ Career development
- ✓ Performance management
- ✓ Continuous development
- ✓ Rewards & recognition



**Technology
Innovations**

**Focused Vertical
Market Solutions**

**High Value
Business
Partner**

**Business Process
Understanding**

**Flexible
Economics**

Thank You!

